



ORBITAL VIRTUAL TERMINAL

USER GUIDE

August 2010

Version 4.2

Orbital Gateway on the Web: [Orbital Integration Library](#)

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Orbital Virtual Terminal User Guide
Version 4.2
August 2010

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Revision History

Date	Version	Action	Description
07/20/05	VT 3.0	Original Creation	Original Creation
11/05/05	VT 3.2	Add	New Reporting functionality
11/05/05	VT 3.2	Change	Different Logon Page
11/05/05	VT 3.2	Add	New Multi Merchant Logon
11/05/05	VT 3.2	Add	New Reporting Admin
11/05/05	VT 3.2	Add	New General Admin
11/05/05	VT 3.2	Change	Different Purchase card prompt
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06/01/06	VT 3.5	Add	New Order – Purchase Card Level III section Open Batch – Purchase Card Level III section Purchase Card III Admin section
01/31/07	VT 3.10	Change	Updated all screenshots
01/31/07	VT 3.10	Add	Added VT File Import section and new Profile features (Auto-Suggest and Reuse)
02/26/08	VT. 4.0	Add	Added Managed Billing, Cardholder E-mail Service, and Authorization Recycle sections.
06/03/08	VT 4.1	Change	Expanded information on Scheduled Reports, Managed Billing Profiles, and Authorization Recycling. Gift Card language added.
07/09/09	VT 4.1.1	Reformat	Put into new template, modified style for usability.
08/09/10	VT 4.2	Add	Added Account Updater and Partial Authorization information

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How to Use this Guide

This guide describes the Chase Paymentech Orbital Virtual Terminal Web application. It describes the features and functionality of the application and provides step-by-step instructions for most of the tasks you can perform.

Who Should Read this Guide

Use this documentation if your job involves using the Orbital Virtual Terminal application. This documentation assumes you are familiar with the following:

- General credit card and payment processing concepts.

Organization of this Guide

The information in this documentation is presented as follows:

- Chapter 1, *Introduction*, provides introductory information about Orbital Virtual Terminal, an overview of the software, and descriptions of the main features with links to where they are documented in the guide.
- Chapter 2, *Getting Started*, provides information and procedures for starting up and shutting down the software, basic use of the interface, and using the online help.
- Chapter 3, *Working with New Orders*, provides information on how to process various transactions using different methods of payment.
- Chapter 4, *Working with the Open Batch*, provides information on how to view unsettled transactions on-screen or via reports.
- Chapter 5, *Reviewing Post-Settlement Data*, provides information on how to view settled transactions on-screen or via reports.
- Chapter 6, *Administering the Virtual Terminal*, outlines the various administrative functions that can be performed via the Virtual Terminal, based on user privileges.
- Chapter 7, *Working with Reports*, describes all the reports that are available to merchants and how to configure scheduled reports or generate on-demand reports.
- Chapter 8, *Working With Profiles*, provides information on how to create, edit, and use profiles for transaction processing.
- Chapter 9, *Managed Billing*, provides information on how to set up Managed Billing at the merchant or profile level.
- Chapter 10, *Working with Purchasing Cards*, provides instructions on how to process transactions containing Purchasing Card Level II and III information.
- Chapter 11, *Working with Gift Cards*, describes all Gift Card related transactions that can be processed via the Virtual Terminal along with how to view and generate Gift Card reports.
- Chapter 12, *Importing a File*, provides instructions on how to import a CSV file for processing of transactions.

Related Documentation

The following Chase Paymentech documentation contains information to which you may need to refer:

- 📖 *Orbital Credit Card Processing 101 Guide*
- 📖 *Managed Billing Supplemental Guide [Includes Profile Management information]*
- 📖 *Orbital Virtual Terminal Quick Reference Guide*

These documents are available from the [Orbital Integration Library](#).

You may also need to refer to the Certification Documentation for the platform (Salem or Tampa) your Merchant account uses. For Tampa merchants, this document is available from the Orbital Integration Library. Salem merchants should contact your Certification Analyst.

What's New in this Release

Release 4.2 of Orbital Virtual Terminal provides the following new or modified features:

New Features

Several new features have been added to this guide, including Account Updater and Partial Authorization functionality. For more information on these features, please see the individual chapters.

New Reports

New reports may have been added in this release. As always, you only have access to the reports related to features enabled for your Merchant ID. For a description of each individual report, see the help topics available on the **Reporting Admin** page.

Using the PDF Version of this Guide

This guide is designed to be viewed in electronic form as a Portable Document Format (PDF) file. When you use [Adobe® Reader®](#) to view this file electronically, you can make use of the following features of this document:

- 📖 Open the Bookmarks panel on the left side of the Adobe Reader window to view an expandable/collapsible outline of the document and click on a bookmark to jump to a topic.
- 📖 Click on a hyperlink (indicated by [blue underlined text](#), such as the Adobe Reader link above) to navigate to a Web page related to the text. All hyperlinks to Internet pages are defined to open a new browser window.
- 📖 Click on a cross-reference (indicated by *light blue italic text*) to jump to the indicated location in this document.

The items in the Table of Contents, Table of Figures, and Table of Tables at the beginning of this guide are also clickable hyperlinks to locations in this document.

This PDF file is enabled for commenting in Adobe Reader. If you download the PDF file to your computer, you can use the Adobe Reader commands available under **Tools > Comment & Markup** to add electronic post-it notes, highlights, circles and arrows, and other such elements wherever you want and save them with the file.

Conventions Used in this Guide

To help you find important information, this guide uses the following conventions:

This convention	Indicates
------------------------	------------------

This convention	Indicates
Bold	The names of elements of the user interface, such as menus, buttons, and options.
Monospaced	Code, file names, directory paths, and on-screen computer output.
bold monospaced	Text you should type exactly as shown, such as: Type xyz in the Order ID box.
<i>Italics</i>	Book titles, new words or terms, or words to be emphasized.
<i>Bold Italic</i>	Terms defined in the Glossary.
NOTE	Notes that contain additional explanation.
TIP	Tips that contain shortcuts or special information.
CAUTION	Cautions that contain information to avoid errors.
WARNING	Warnings that contain information about potentially damaging actions. Read them carefully.
SEE ALSO	Cross-references that tell you where you can find additional information about a topic. These references may also occur in the main body of the text. You can click on the blue text to jump to the referenced section.

Chapter 1 Introduction

The Orbital Virtual Terminal is an Internet-based point of sale terminal for key entered transactions. It includes a full suite of features to authorize and settle Card-Not-Present (CNP) transactions. All transaction data and applications are hosted securely on Chase Paymentech servers.

Chase Paymentech has two locations, Tampa and Salem, each configured as a different platform. Virtual Terminal merchants are configured on either the Tampa platform or the Salem platform. Both platforms are significantly similar; however, the Salem platform has a few additional features that are not supported on the Tampa platform. This guide will define the differences. If you are unsure which platform you have been assigned, please contact your account representative or the Gateway Support Center.

All you need to access the Orbital Virtual Terminal is an Internet connection and a Web browser that supports 128-bit encryption. No additional hardware, telephone lines, or other technical integration is required. Using the online terminal, you enter order information to initiate authorizations, settlements, refunds, and other transactions. The Orbital Virtual Terminal allows different security levels among users, as well as multi-user access. Additionally, all credit card data is *masked* unless you specify that the full credit card number be visible.

Features and Benefits

The Orbital Virtual Terminal serves as a direct interface to Chase Paymentech, allowing authorizations, captures, credits, voids, voice-authorization captures, and end-of-day settlement. The Virtual Terminal (VT) also provides tools such as Merchant-Selectable Response (MSR), Customer Profile Management, Managed Billing, and Authorization Recycling. These additional tools are explained in later sections.

Payment Methods and Tools

The Orbital Virtual Terminal supports the full range of payment methods offered by Chase Paymentech, including:

- 🔑 American Express
- 🔑 Bill Me Later*
- 🔑 Discover Card
- 🔑 JCB
- 🔑 MasterCard
- 🔑 Visa
- 🔑 Gift Card (formerly FlexCache)
- 🔑 PINless Debit*
- 🔑 UK Maestro*/Solo*
- 🔑 Electronic Check transactions*
- 🔑 European Direct Debit (EUDD)*

The Orbital Virtual Terminal also supports:

- 🔑 Purchasing Card Level II and Level III data input (including American Express Level II data for Salem merchants)
- 🔑 All Chase Paymentech-supported international currencies*
- 🔑 Soft Descriptors*

* Not available to all merchants; only supported on Salem host.

The Orbital Virtual Terminal includes support for the following fraud protection components:

- 🔒 Address Verification Service (AVS) (US only)
- 🔒 American Express Card Identification Number (CID) (US and International)
- 🔒 Visa Card Verification Value 2 (CVV2) (US and International)
- 🔒 MasterCard Card Validation Code 2 (CVC2)
- 🔒 Account Verification
- 🔒 Salem Fraud Filters (Not offered directly through the Virtual Terminal. Please refer to your Account Executive for more details.)

Currently, the Orbital Virtual Terminal does NOT support: Private Label or Chase Paymentech's Flexible Payment Options. Some or all of the unsupported features may be included in future product upgrades.

Auto-Settle Feature

Captured transactions may be settled manually or through the Auto-Settle Feature. This feature permits the selection of a specific time for captured transactions to be settled. Merchants select the auto-settle time and time zone during the setup process. Settlement times are available in convenient 15-minute intervals. If Auto-Settle is not selected during the initial setup process, it may be implemented at a later date by contacting the Gateway Support Center or configuring it via the Virtual Terminal **ADMIN** menu tab.

Duplicate Checking

As a precaution, the VT checks for duplicate transactions. If a possible duplicate order is detected, the VT will notify you and force you to choose to continue with the transaction or to cancel the transaction. The account number, amount, and order ID are used to determine if the transaction may be a duplicate.

Security Features

Authorized Contact Security

This level of security addresses permissions regarding the establishment and change of User IDs and Passwords. Chase Paymentech stores a merchant's authorized contact list in the system. It is used to verify the identity of a caller requesting a change and to ensure the caller has the "rights" to make such a change. Additionally, e-mail addresses are filed for those who want to receive e-mail alerts regarding upcoming maintenance and/or releases.

Advanced Transaction Security

Only an Authorized Contact may establish or approve a new User and the associated transaction processing authority. The following VT User roles are available:

- 🔒 Everything Allowed
- 🔒 Authorize
- 🔒 Mark for Capture
- 🔒 Split
- 🔒 Void
- 🔒 Credit or Reversal

- 🔑 Settle
- 🔑 Read Only

Functional Access Security

Additional permissions or limitations to various functionalities are assigned on a per User basis through the Orbital Gateway Support Center at the direction of an Authorized Contact. Examples include Reporting Administration, Profile Management, and Reporting Access.

Application Security

The Virtual Terminal provides four separate ways of protecting access to your transaction data:

- 🔑 **Two-tiered logon process.** All Users must enter their user name and password.
- 🔑 **Access rescinded after five incorrect logon attempts.** After five login attempts with an invalid User/Password combination, the login is suspended. You may call the Orbital Gateway Support Center to have the login reset but must be able to authenticate yourself.
- 🔑 **Multiple levels of User access.** The primary contact receives a user name and password by separate e-mails. For security reasons, these are normally sent several hours apart. The primary contact person can contact Orbital Gateway Support Center to add, delete, or change Users and assign multiple levels of access.
- 🔑 **Masking of Credit Card Number.** User assigned rights determine which Users can view the full credit card number and which are restricted to a truncated view of the card number. Those with a truncated view only see the last 4 numbers of the credit card number. Masking is the default setting.

Transaction Security

All your data is protected with the industry standard Secure Socket Layer (SSL) communication protocol. All data transmissions are encrypted at 128 bits. Our production network is protected with a series of firewalls to prevent any unauthorized access to our servers.

Profiles and Managed Billing

The Orbital Gateway includes functionality called *Customer Profile Management*, which allows cardholder data to be stored with the Orbital Gateway. You can use the VT to create and manage Profiles. When using the VT to process a transaction, you can use the Profile ID to populate some of the information in the transaction. You can override any of this stored information, as needed, and fill in any additional information not stored in the Profile for the individual transaction.

Released in March of 2008, *Managed Billing* extends the capabilities of Profiles to include Recurring, Installment, and Deferred billing. Using this feature, merchants can configure future payments that the Orbital Gateway will initiate on the desired date.

Benefits

There are a number of potential benefits when using the Profiles feature:

- 🔑 It simplifies transaction processing. When making a transaction request, one simply finds the Profile ID (sometimes called the *Customer Reference Number*) and fills in any of the missing information.

- It eliminates risk. Since it eliminates the need to store sensitive information about a merchant's customer on their database, merchants can focus on their business, and Chase Paymentech can focus on securely processing their transactions.
- It can eliminate data entry errors. By retrieving a pre-existing Profile and validating the data, the risk of *keying* the wrong customer information, such as credit card number, is eliminated.

Setup Information

For an Orbital Gateway Merchant ID to support Profiles, it must be configured on the Orbital System to do so. There are several different configuration parameters that must be set up.

Merchants also wishing to use Managed Billing to support recurring, installment, or deferred charges must have the Managed Billing feature enabled for their account. A Merchant Contract Addendum is required to enable the Managed Billing feature, so interested merchants should contact their Sales Representative or Account Executive.

SEE ALSO For more information on creating and using Profiles, see [Working With Profiles](#).

Merchant Selectable Response (MSR)

Merchant Selectable Response protects merchants from fraud while providing them with the ability to control their risk exposure. With Merchant Selectable Response, merchants can configure the Orbital system to decline transactions based on predefined rules for AVS (Address Verification Service) and CVD (Card Verification Data).

Authorization Recycling

Authorization Recycling provides automated reauthorization attempts for transactions that receive declines, specifically soft declines, from issuing banks.

Reporting

Financial Reporting

Orbital Virtual Terminal transactions appear on the standard Chase Paymentech financial reports. Transaction-level detail can be viewed via the Virtual Terminal and online reporting tools, such as Paymentech Online and Resource Online. Please contact Orbital Gateway Support Center or your Chase Paymentech Account Executive for additional information on reporting.

Transaction Reporting

Transaction level reporting based on activity processed through the Virtual Terminal is also available to merchants. Reporting can be retrieved based on an assortment of parameters including open, unsettled transactions to closed, settled transactions.

Scheduled Reporting

For merchants using features such as Profile Management, enhanced reporting is available. These reports can be scheduled at a daily, weekly, or monthly frequency and can be e-mailed, sent via SFTP, or retrieved via the Virtual Terminal interface.

On Demand Reporting

Many of the scheduled reports are also available on a per demand basis. Merchants may select date range parameters and the report of their choice which can be retrieved via the Virtual Terminal.

Data Storage

At any time, users can view transactions in either a pending status, known as *Open Batch*, or processed status, found under the **REVIEW** menu tab. Additionally, reports with up to 11 months of history can be run by querying selected data parameters. Most are available in PDF formats, CSV files, or viewed on screen.

24-Hour Technical Support

Around-the-clock application support is available for VT users via telephone or e-mail. Please call or e-mail if you have a question. Our support associates are always available to assist you.

Table 1 Orbital Gateway Support Center contact details

Phone	1-866-645-1314
E-mail	GatewaySupport@ChasePaymentech.com

Merchant Requirements

Technical: The Orbital Virtual Terminal runs on computers with browsers that support 128-bit encryption. A User may connect via any type of Internet access (dial-up, DSL, cable, T1, and so on).

Minimum browser and operating system requirements are:

- 🔓 Windows NT, 2000, 98 and XP: Internet Explorer 6.0 and/or Netscape 6.2
- 🔓 Windows NT, 2000 and 98: Internet Explorer 5.5 and/or Netscape 4.79
- 🔓 Macintosh OS X: Internet Explorer 5.0

Other: New merchants must complete a Chase Paymentech merchant application and receive processing approval.

Setup Process

For details regarding the setup process, please contact your Chase Paymentech Account Executive or Sales Representative.

Chapter 2 Getting Started

The Orbital Virtual Terminal provides many features and allows you to enable or disable those that best meet your business needs. Value-added functions are enabled or not, based on the various choices made at the time the merchant account is set up and by the permissions/authorities granted to each user.

To simplify learning about the VT and processing transactions, only the enabled functions are visible to users. For example, if the merchant is set up for Gift Card (formerly FlexCache) transaction processing, the associated subject tab and related pages will appear. If the merchant is not enabled for processing Gift Card transactions, this tab and associated pages will not be visible to users. Consequently the manner in which the merchant account is established, the administrative functions selected, and user permissions assigned will influence which pages are presented as well as the information and choices available.

NOTE This guide describes all of the features available in the VT, using a merchant account with all of the features enabled (and, therefore, visible). Because your merchant account may not have all features enabled, you may not see all of the menus/commands/pages described and illustrated in this guide.

Initial Account Setup

In order to begin using the Virtual Terminal, you must get set up with a Merchant account. Upon successful setup, you will be issued a User ID and Password for logging into the Virtual Terminal. Please contact your Account Representative or Sales Representative for more information on getting set up for Virtual Terminal.

About User IDs and Passwords

Prior to accessing the Virtual Terminal, the merchant setup process with Chase Paymentech Solutions and the Orbital Virtual Terminal must be completed. As part of that process, selections are made as to the payment methods and the tools to be used. Additionally, various security decisions regarding users are registered.

Authorized Contact Security

The merchant must provide an authorized contact list to Chase Paymentech. It is used to verify the identity of a caller requesting a change to the Virtual Terminal and to ensure the caller has the correct privileges to make such a change. E-mail addresses are registered for those individuals designated to receive e-mail alerts regarding upcoming maintenance and/or releases. The following authority options, also known as Admin Rights, are available for users. Minimally one user must be given the highest level of permissions, to Add/Delete/Reset all User IDs:

- 🔑 Add/Delete/Reset all User IDs and:
 - ◆ Specify which Contacts receive e-mail notifications
 - ◆ Authorize enablement of various Orbital Gateway functionalities
 - ◆ Determine display structure of customer account number
- 🔑 Reset passwords for all Users
- 🔑 Reset password for only this User
- 🔑 No right or permission

Functional Access Security

An individual User may be assigned additional permissions or limitations by the Orbital Gateway Help Desk at the direction of the merchant's Authorized Contact. Please note that for those identified with an ' * ', the functionality must first be enabled at the merchant level. Your Account Representative can assist with this.

- 🔑 Mask Account Numbers
- 🔑 Reporting Admin
- 🔑 General Admin
- 🔑 Profile Management
 - ◆ No Roles – User will not see any Customer Profiles or any reference to Customer Profiles.
 - ◆ User Role – User may only use and view customer profiles.
 - ◆ Administrator Role – User can create, update, view, use and delete Customer Profiles.
- 🔑 MSR (Merchant Selectable Response) Admin*
- 🔑 Gift Card [also known as FlexCache]*
- 🔑 Soft Descriptor*
- 🔑 VT File Import*
- 🔑 Purchase Level III Administration*
- 🔑 Reporting Access
- 🔑 Receipt Admin*
- 🔑 Managed Billing Admin*
- 🔑 Auth Recycling Admin*
- 🔑 Auto E-mail Service Admin*
- 🔑 PINless Debit Admin*
- 🔑 Account Updater Admin*

NOTE User rights may be changed by contacting our helpdesk. An Authorized Contact must request the change.

Login and Password Delivery

A User is sent two e-mails, one containing the temporary password and one with the User ID, after being set-up by Chase Paymentech Solutions. With this information, the User may login to the Virtual Terminal. Once you have entered your User ID and temporary password, you will be prompted to reset your password.



→ **Your existing password has expired**

Your existing password has expired

Your existing password has expired. Please create a new secure password to access your account.

Username

Password

New Password

Verify New Password



Helpful Tips

For your security, new passwords must meet the following requirements:

- must be at least 7 characters in length
- must contain at least one number
- cannot be a previously used password

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

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Password Guidelines

- The new password must be a minimum of 8 characters with at least one alpha and one numeric character.
- The number may not be in the first position.
- The new password must be different from your previous password(s).
- No special characters may be used.
- Remember that the password is case-sensitive.

After three login attempts with an invalid User/Password combination, the login will be revoked. To reset the login, an Authorized Contact must call or e-mail the Gateway Support Center and provide the following information:

- Merchant Number/Division Number
- User Name
- Company Name
- Phone Number
- Primary Address

Forgotten Password

In the event the password is forgotten, you can click on the **Forgot Your Password** hyperlink where you'll be prompted for your User ID and e-mail address. Upon successful entry of this information, a temporary password will be e-mailed to you. Once you have entered your User ID and temporary password, you will be prompted to reset your password again.

Accessing the Virtual Terminal

Since Orbital Virtual Terminal is a Web application, you can access it via a Web browser.

To log on to the Virtual Terminal

- 1 Open a browser window and navigate to <https://secure.paymentech.com/login>.

TIP

If you are viewing this guide electronically, you can simply click on the hyperlink above to open a new browser window to the Chase Paymentech Login Page.

Figure 1 Logging on to Virtual Terminal

CHASE Paymentech

→ Login Page

Sign in for secure access to your Chase Paymentech application

● = Required Field

Please enter your login information below.

UserID ●

Password ●

[Forgot Your Password?](#)
[Trouble logging in? Contact us.](#)

*Please be aware that after 20 minutes of inactivity, you will be required to login again.
Note: All passwords expire every 90 days.*

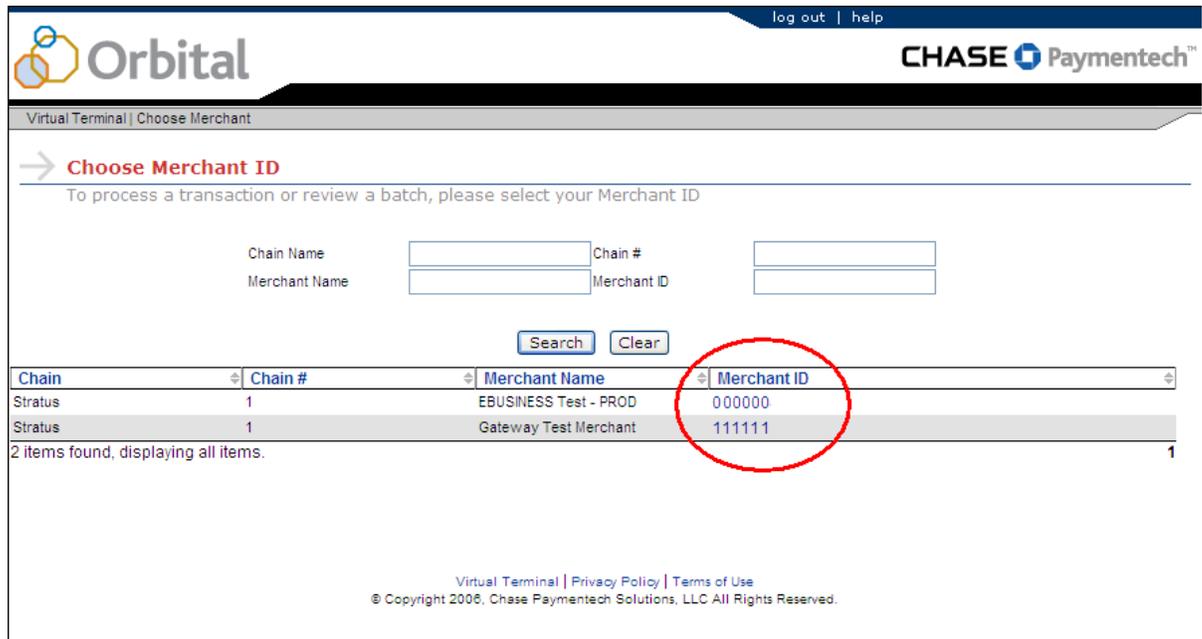
Login

Chase Paymentech Solutions | [Privacy Policy](#) | [Terms of Use](#)
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NOTE For security reasons, VT will automatically log you out after 20 minutes of inactivity, as indicated on this page.

- 2 Enter your **UserID** and **Password**, and then click on **Login**.
- 3 If your password has expired, you are prompted to define a new password.
VT passwords expire every 90 days. See [About User IDs and Passwords](#) for information on password rules.
- 4 If your user ID is associated with multiple merchant accounts, you are prompted to select the Merchant ID you want to work with in VT.
A Merchant ID can be associated with only one currency, so, if you process transactions in multiple currencies, you will have one Merchant ID for each currency. Select the Merchant ID for the currency you want to work in – you can switch to another without logging out of VT.

Figure 2 Choosing a Merchant ID



5 Select the desired **Merchant ID**.

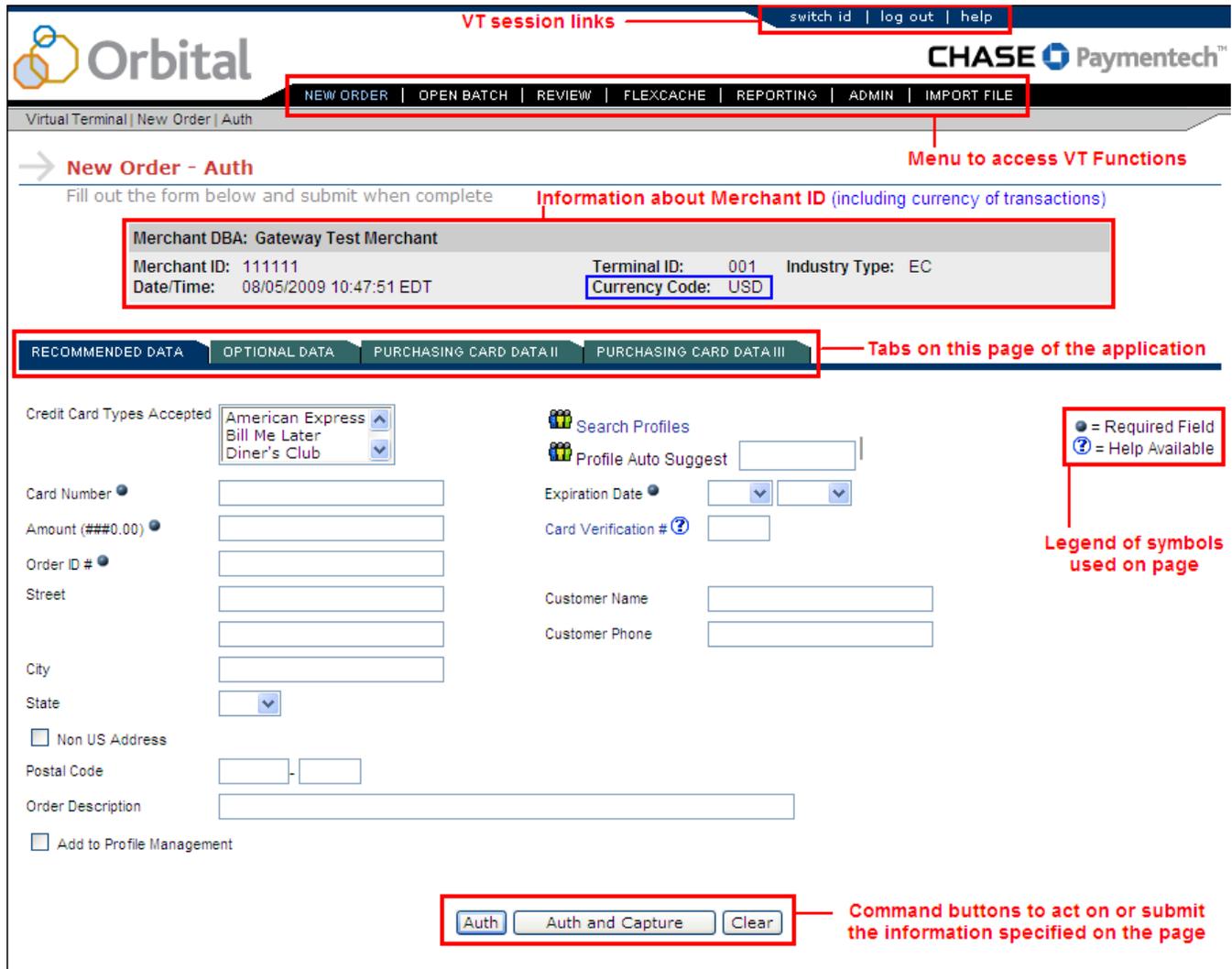
The application opens to the New Order - Auth page.

Overview of VT Usage

As a Web application, the Virtual Terminal displays each function on a separate page (for example, Figure 3 shows the page you use to submit a new purchase transaction for authorization or authorization and capture). Each page presents a set of similar features, as illustrated and described below.

The User Interface

Figure 3 Parts of the VT user interface



VT session links

At the top of each page, there are links you can click on to affect your VT session.

Figure 4 VT session links



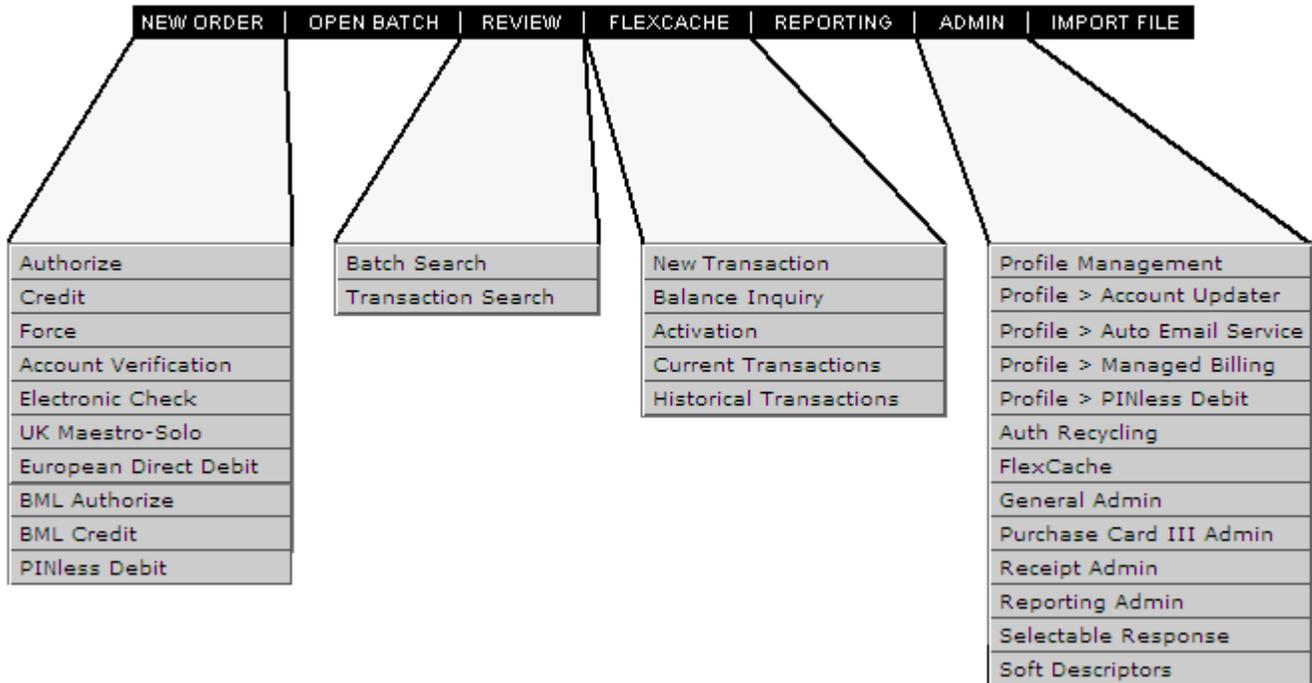
A User can be associated with multiple Merchant IDs. If so enabled, you can switch to another Merchant ID without logging out of VT.

Menu to access VT Functions

The VT menu bar is available at the top of each page. You can select items in the menu to access the functions you perform in VT.

NOTE Because your merchant account may not have all features enabled, you may not see all of the menus/commands/pages described and illustrated in this guide.

Figure 5 VT menu bar



Information about Merchant ID

When you log on to VT, you are either:

- Immediately set to use the only Merchant ID associated with your User ID.
- Prompted to select which of the Merchant IDs associated with your User ID you want to use.

Information about the Merchant ID you are using is displayed on each page in VT.

Figure 6 Information about Merchant ID



Note that this area displays the currency associated with the Merchant ID you are using. The Orbital Gateway will consider all monetary amounts you enter on any of the VT pages to be of this currency.

Pages with tabs

Several of the pages accessed from the **NEW ORDER** menu contain tabs to include additional information related to the transaction, in particular, optional and Purchasing Card data.

Figure 7 Tabs on page

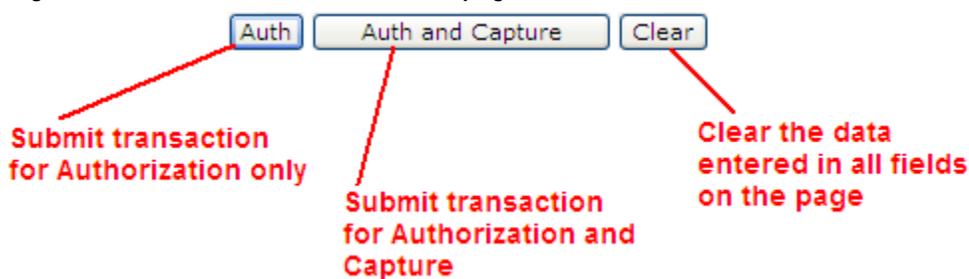


To enter optional or Purchasing Card data related to the transaction you are processing, simply click on the tab and fill in the fields.

Command buttons

At the bottom of each page, there are command buttons you can use to act on the data you have entered or selected on the page. For example, you can use various command buttons to submit a transaction for processing, run a search, retrieve a report, save configuration changes, or clear any changes you have entered.

Figure 8 Command buttons on a page



Symbols used on different pages

- Required field. You must specify a value for this field.
- ◆ Conditionally required field. Generally, this field is required if you specify a value for another (related) field.
- 📌 Note applies to this field. Look on the right side of the page for an explanation.
- 🔗 Online Help available. See [Using the Online Help](#) below for more information.
- 👤 Field related to the Customer Profile Management feature. If your merchant account is not configured for this feature, these fields are not visible.

Searching

On pages accessed via the **OPEN BATCH**, **REVIEW**, **REPORTING**, and **IMPORT FILE** menus, you can search for a transaction, batch, report, or imported file.

Figure 9 Searching in the Open Batch

→ **Open Batch - Search**

Enter your search criteria below

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 08/07/2009 10:46:45 EDT Currency Code: USD

= Partial Entry Allowed

Transaction Status: All

Account # OR Last 4

Account Type: All

Order #

Order Description

Card Type

Amount Range: min. max.

Approval Code

Transaction Reference

Profile ID

User Logon Or

And (if checked)

Date Range (mm/dd/yyyy) From: 08 / 07 / 2009 To: 08 / 07 / 2009

Query Type: Detailed Transactions

Search Clear

The search functionality works the same in each case:

1. Select or enter values for certain fields to specify your criteria for the search.
 - ◆ For some fields, you can enter a partial value (as indicated by)—one or more characters that the item begins with. For example, you could search for transactions where the **Order #** begins with 82.
 - ◆ The more criteria you enter, the fewer results you will need to sift through to find what you are looking for. For example, searching for only Void transactions where the **Order #** begins with 82 and the transaction amount is between \$100 and \$200 will probably return fewer results than just searching for transactions where the **Order #** begins with 82.
2. Then click on **Search** to get the results that match your criteria.

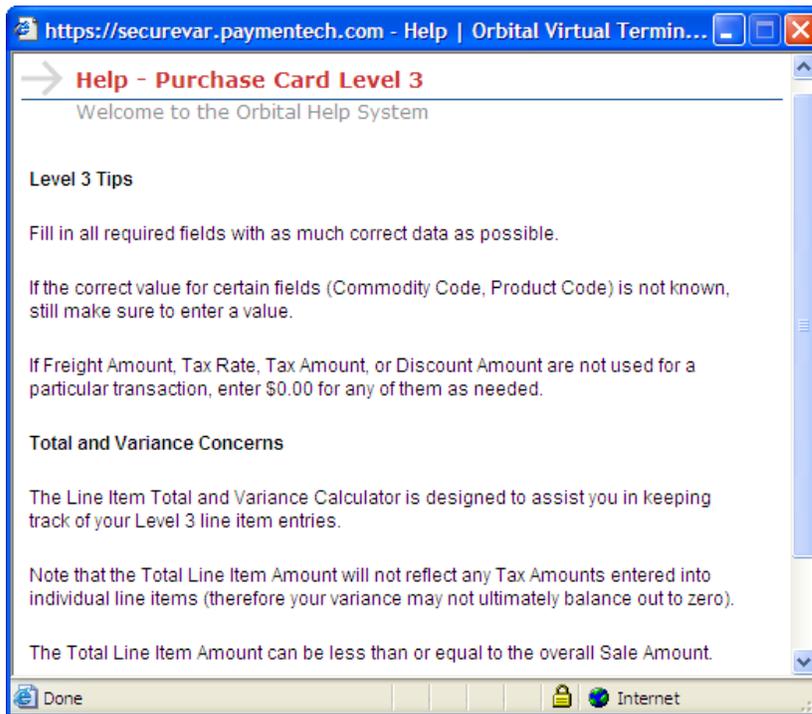
If there are no matches, you will see:

No matching results found
3. Then use the command buttons displayed with the results to perform other actions.

Using the Online Help

Certain fields or entire pages have related online help. These are identified with the  icon. You can click on this icon to open a separate window containing extra text. This text may expand on information provided in this guide or include information that is updated more often than this guide.

Figure 10 Sample Online Help window



There is a Close button at the bottom of the help text to close the window when you are done.

About Batches

Each time you submit a transaction with one of the features available from the **NEW ORDER** menu, the transaction is added to the **Open Batch**. There is only one such batch open at a time, and you can interact with these transactions using the features available from the **OPEN BATCH** menu tab until the batch is submitted for settlement (see [Working with the Open Batch](#)).

When the Open Batch is submitted (automatically or manually) for settlement, the batch is closed, and a new batch is opened for subsequent transactions. You can interact with closed batches using the features available from the **REVIEW** menu tab (see [Reviewing Post-Settlement Data](#)).

NOTE Transactions that cannot be settled remain in the Open Batch.

Chapter 3 Working with New Orders

You can use the options on the **NEW ORDER** menu to process a variety of transactions, with the exception of Gift Card. The procedures for using each option are included in this chapter, in the order that they appear:

Authorize	Processing a Credit Card Purchase (Authorization and Capture)
Credit	Processing a Credit Card Refund
Force	Processing a Prior Authorization
Account Verification	Processing Account Verification
Electronic Check	Processing an Electronic Check Transaction
UK Maestro-Solo	Processing a UK Maestro/Solo Transaction
European Direct Debit	Processing European Direct Debit
BML Authorize	Processing a Bill Me Later Purchase
BML Credit	Processing a Bill Me Later Refund
PINless Debit	Processing a PINless Debit Transaction

NOTE Only the methods of payment enabled for your merchant are visible.

For credit card and Bill Me Later transactions, different options (and thus different application pages) are used for debit/payment and for credit/refund transactions.

For Electronic Check, UK Maestro/Solo, and PINless Debit transactions, you use the corresponding option to access a single page from which you can submit both payment and credit transactions.

CAUTION You may have internal standards for limitations on data (*the maximum transaction amount is \$5000.00, or we only ship orders to Florida, Georgia, or Alabama*) or procedures (*enter a customer phone number on all credit card purchases, or always enter a card verification number*) that supplement or override the procedures in this guide.

NOTE If configured for your merchant, you can create Profiles storing cardholder information and use a Profile to fill in many of the fields for a transaction. You can always override any of these values for the individual transaction. See [Working With Profiles](#), for more information.

Processing a Credit Card Purchase (Authorization and Capture)

You can use the **NEW ORDER > Authorize** option to open the New Order - Auth page, where you enter information for a credit card purchase transaction and perform an Authorize and Capture or just an Authorization.

Action	Description
Auth	Requests an authorization for the transaction. Use this option if the items in the transaction will be billed at a later date, at the time of shipment for example.
Auth and Capture	Requests an authorization for the transaction and, after receipt of the authorization, marks the transaction for capture. The transaction is included in the next settlement cut.

The New Order - Auth page has four tabs:

- RECOMMENDED DATA** Required for all credit card purchases
- OPTIONAL DATA** Optional for all credit card purchases
- PURCHASING CARD DATA II** Optional; for Purchasing Card purchases
- PURCHASING CARD DATA III** Optional; for Purchasing Card purchases

NOTE If you are not configured to process Purchasing Card transactions, the Purchasing Card tabs are not visible. Information related to Purchasing Card data is contained in [Working with Purchasing Cards](#).

To process a basic credit card purchase

- 1 If necessary, select **NEW ORDER > Authorize** to open the New Order - Auth page. The **RECOMMENDED DATA** tab is displayed.

Figure 11 Entering purchase data

The screenshot shows the 'New Order - Auth' page in the Orbital Virtual Terminal. At the top, there are navigation links for 'switch id', 'log out', and 'help'. The main header includes the 'Orbital' logo and 'CHASE Paymentech™'. Below the header, there are navigation tabs: 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'FLEXCACHE', 'REPORTING', 'ADMIN', and 'IMPORT FILE'. The current page is 'Virtual Terminal | New Order | Auth'. The main heading is 'New Order - Auth' with a sub-instruction: 'Fill out the form below and submit when complete'. A grey box displays merchant information: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Date/Time: 08/10/2009 09:21:57 EDT', 'Terminal ID: 001', 'Industry Type: EC', and 'Currency Code: USD'. Below this is a tabbed interface with four tabs: 'RECOMMENDED DATA' (circled in red), 'OPTIONAL DATA', 'PURCHASING CARD DATA II', and 'PURCHASING CARD DATA III'. The 'RECOMMENDED DATA' tab contains a form with the following fields: 'Credit Card Types Accepted' (a dropdown menu showing 'American Express', 'Bill Me Later', and 'Diner's Club'), 'Card Number' (required), 'Amount (###0.00)' (required), 'Order ID #' (required), 'Street' (two lines), 'City', 'State' (dropdown), 'Non US Address' (checkbox), 'Postal Code' (two lines), 'Order Description', 'Expiration Date' (two dropdowns), 'Card Verification #' (with a help icon), 'Customer Name', and 'Customer Phone'. At the bottom of the form are three buttons: 'Auth', 'Auth and Capture', and 'Clear'. A legend on the right indicates that a black dot means 'Required Field' and a question mark icon means 'Help Available'.

The **Credit Card Types Accepted** list contains the methods of payment configured for your merchant account that may be processed on this page. The list is for informational purposes only.

NOTE The **Card Number**, **Expiration Date**, **Amount**, and **Order ID #** fields are required.

The customer address information (particularly **Postal Code**) may be required based on your merchant settings.

TIP While not all fields on the **RECOMMENDED DATA** tab are required, it is considered a best business practice to submit them with every transaction. To avoid higher Interchange fees on Visa transactions, merchants should, at a minimum, submit the 5-digit postal code for AVS transactions. Submitting a Card Verification code can offer additional chargeback protection.

2 In the **Card Number** box, enter the credit card number.

Do not include spaces.

NOTE If so configured, when you enter a number that the system recognizes as a Purchasing Card (based on the card association's published BIN ranges) and you do not enter information on the Purchasing Card Data tabs, the VT prompts you to enter Purchasing Card data when you submit the transaction. See [Entering Purchasing Card Data for a Purchase](#) for more information.

3 In the boxes next to **Expiration Date**, select the month and year the card expires.

4 Enter the total **Amount** of the transaction.

The Amount must include all taxes and fees (shipping and handling) for the purchase.

The maximum amounts allowed by the Orbital Gateway vary based on card type and platform (Salem or Tampa) and may be further limited for your merchant account. Refer to your internal processes for the minimum and maximum amounts you can enter.

5 Enter the **Card Verification #**.

- ◆ Visa/MasterCard/Discover: 3 digits found on the signature panel on the reverse side of the credit card.
- ◆ American Express: 4 digits printed, not embossed, on the front of all cards. On the American Express card it appears on the right border of the card. On Optima cards, however, it appears on the left border of the card.

NOTE American Express CID only works if your American Express account is activated for this program by American Express. Contact American Express directly for more information.

When American Express CID is used, it behaves differently than MasterCard and Visa CVC2/CVV2. If you do not have a matching CID value, American Express declines the transaction. If your CID does match, then the transaction is approved assuming all other criteria are met. There are no response values specific to CID usage.

6 In the **Order ID #** box, enter an order number, following your internal guidelines. This should be a unique number.

7 Enter the customer address information.

If entering a non-U.S. address, click on the **Non US Address** check box. The **State** field is set to **Non-US**, a **Country Code** field is added for you to select the country from a list, and the **Postal Code** field changes to a single box to accommodate non-U.S. postal code formats.

8 Enter the **Customer Name** and **Customer Phone** number.

9 Enter an **Order Description**.

10 If desired, select the **OPTIONAL DATA** tab.

Figure 12 Entering optional data for a credit card purchase

RECOMMENDED DATA **OPTIONAL DATA** PURCHASING CARD DATA II PURCHASING CARD DATA III

• = Required Field

Email Address Tracking ID

- a Enter the customer **Email Address**.
 - b The **Tracking ID** box is available for your internal tracking needs.
- 11 If you want to enter Purchasing Card data for the purchase, skip to [To enter Purchasing Card data for a purchase or force](#).
 - 12 Click on **Auth** to request an authorization or **Auth and Capture** to request an authorization and, upon receipt, mark the transaction for capture.

The transaction is moved to the Open Batch queue.

A response page indicating if the transaction was approved or declined is displayed along with the **Transaction Reference Number**.

Figure 13 Response: purchase transaction approved

→ **New Order - Auth**
View the response below

Merchant DBA: Gateway Test Merchant	
Merchant ID: 111111	Terminal ID: 001 Industry Type: EC
Date/Time: 08/10/2009 10:41:46 EDT	Currency Code: USD

APPROVAL

Approval Code: tst435

Response Code: **00 Approved**

AVS Response Code: C Zip Match / Zip4 No Match / Locale No match

Card Verification Number Response Code

Country Fraud Filter	Country Status: Suspect ISO Country Code: US
----------------------	---

Credit Card Type	MasterCard		
Card Number	XXXXXXXXXXXX5454	Expiration Date	2011/03
Amount	107.85	Card Verification #	
Order ID #	CR12345		
Street			
City			
State			
Postal Code	34561		
Order Description			
Transaction Date	08/10/2009 10:41:46 EDT		
Transaction Reference Number [TxRefNum]	4A8031A976E94E9AD8A7AB1844E46F987816543E		

Responses for approved transactions include an **Approval Code** and generally have a **Response Code** of 00 *Approved*. For Salem merchants who are set up for Fraud Filters, the **Country Fraud Filter** values may be returned on transactions. Possible values include **Accepted**, **Blocked**, or **Suspect**. Please refer to your Account Executive for more information on Salem Fraud Filters.

NOTE To view a sample response page for partially approved transactions, see [Appendix A](#) Partial Authorizations.

Figure 14 Response: purchase transaction declined

→ **New Order - Auth**
View the response below

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 08/10/2009 14:28:04 EDT Currency Code: USD

Approval Code
Response Code: **14 Invalid Credit Card Number**
AVS Response Code: 3 AVS not performed
Card Verification Number Response Code

Credit Card Type	MasterCard	Expiration Date	2012/04
Card Number	XXXXXXXXXXXX5454	Card Verification #	
Amount	591.00		
Order ID #	CR87654		
Street			
City			
State			
Postal Code			
Order Description			

Transaction Date: 08/10/2009 14:28:04 EDT
Transaction Reference Number [TxRefNum]: 4A8066B3092231B23864DC8539B7FBA86DE15423

Print Merchant Receipt
Print Customer Receipt
Print Both Receipts

Add Profile Close

For declined transactions, the **Response Code** indicates the reason for the decline.

13 If desired, use the buttons on the right side of the page to print the merchant and customer receipts.

The receipts indicate if the transaction was approved or declined.

14 Click on **Close** to return to the initial New Order - Auth page.

Processing a Credit Card Refund

You can use the **NEW ORDER > Credit** option to open the New Order - Credit page, where you enter a credit card refund transaction. This type of transaction requires you to enter the credit card information and the Order ID of the original transaction.

NOTE If you do not have the card information or Order ID, you can find the original transaction in a closed batch and initiate the refund from it, as described in [Chapter 5, Reviewing Post-Settlement Data](#).

To process a credit card refund

- 1 Select **NEW ORDER > Credit** to open the New Order - Credit page.
The **RECOMMENDED DATA** tab is displayed.

Figure 15 Entering refund information

→ **New Order - Credit**
Fill out the form below and submit when complete

Merchant DBA: Gateway Test Merchant			
Merchant ID:	111111	Terminal ID:	001
Date/Time:	07/15/2009 11:08:45 EDT	Currency Code:	USD
		Industry Type:	EC

RECOMMENDED DATA | PURCHASING CARD DATA II

Credit Card Types Accepted: American Express, Bill Me Later, Diner's Club

Card Number: [input field]

Amount (###0.00): [input field]

Order ID #: [input field]

Order Description: [input field]

Expiration Date: [dropdown] [dropdown]

Search Profiles [button] = Required Field [icon] = Help Available [icon]

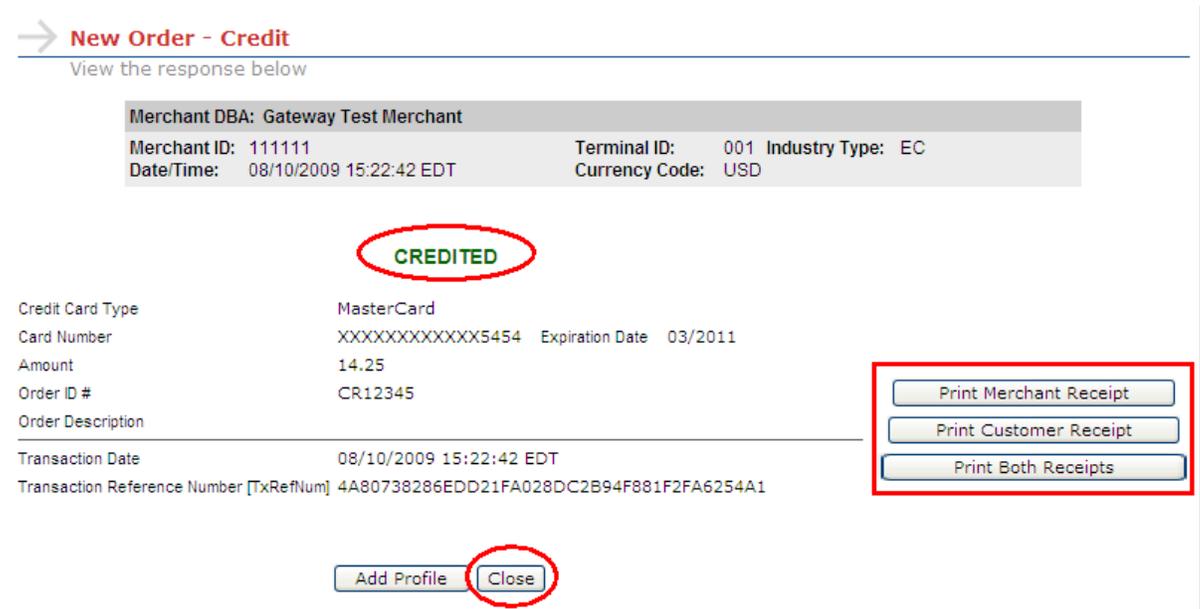
[Credit] [Clear]

The **Credit Card Types Accepted** list contains the methods of payment configured for your merchant account that can be processed on this page.

NOTE The Card Number, Expiration Date, Amount, and Order ID # fields are required.

- 2 In the **Card Number** box, enter the credit card number used in the purchase.
Do not include spaces.
- 3 In the boxes next to **Expiration Date**, select the month and year the card expires.
- 4 Enter the **Amount** to be credited to the credit card.
- 5 Enter the **Order ID #** from the purchase transaction.
- 6 If desired or required by your internal processes, enter an **Order Description**.
- 7 If you want to enter Purchasing Card data, skip to [Entering Purchasing Card Data for a Purchase Card Credit/Refund](#).
- 8 Click on **Credit** to submit the transaction.
The transaction is moved to the Open Batch queue.
A response page indicating if the transaction was credited or not is displayed.

Figure 16 Response: credit transaction approved



NOTE The Card Number is generally masked in the response.

9 If desired, use the buttons on the right side of the page to print the merchant and customer receipts.

The receipts indicate if the transaction was declined.

10 Click on **Close** to return to the initial New Order - Credit page.

Processing a Prior Authorization

You can use the **NEW ORDER > Force** option to open the New Order - Force page, where you force an Authorization or Authorization and Capture transaction for a purchase that was previously authorized manually or over the phone.

This type of transaction is very similar to a credit card purchase, but allows you to enter the approval code from the manual or voice Authorization.

NOTE Because the prior authorization in these transactions was performed outside of the Orbital Gateway system, the Orbital Gateway cannot verify the accuracy of the Prior Auth Approval Code you supply.

Although the Orbital Gateway does not require you to enter the Prior Auth Approval Code, the card company may require it for settlement of the transaction.

Action	Description
Force	Submits a force transaction without marking for capture. Use this option if the items in the transaction will be billed at a later date, at the time of shipment for example.
Force and Capture	Submits a force transaction and marks the transaction for capture.

To process a prior authorization capture

1 Select **NEW ORDER > Force** to open the New Order - Force page.

The **RECOMMENDED DATA** tab is displayed.

Figure 17 Entering information for a Prior Authorization

The screenshot shows the Orbital Virtual Terminal interface. At the top, there are navigation links: 'switch id | log out | help'. The main header includes the Orbital logo and 'CHASE Paymentech™'. Below the header, there are menu items: 'NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE'. The current page is 'Virtual Terminal | New Order | Force'. A red arrow points to the 'New Order - Force' title, with the instruction 'Fill out the form below and submit when complete'. Below this, a grey box displays merchant information: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Terminal ID: 001', 'Industry Type: EC', 'Date/Time: 08/10/2009 09:14:06 EDT', and 'Currency Code: USD'. The main form area has four tabs: 'RECOMMENDED DATA' (selected), 'OPTIONAL DATA', 'PURCHASING CARD DATA II', and 'PURCHASING CARD DATA III'. The 'RECOMMENDED DATA' tab contains several input fields: 'Credit Card Types Accepted' (a dropdown menu with 'American Express', 'Bill Me Later', and 'Diner's Club'), 'Card Number' (required), 'Amount (###0.00)' (required), 'Order ID #' (required), 'Expiration Date' (required), 'Card Verification #' (with a help icon), 'Customer Name', 'Customer Phone', 'Street', 'City', 'State' (dropdown), 'Postal Code' (with a 'Non US Address' checkbox), 'Order Description', and 'Prior Auth Approval Code' (circled in red). At the bottom of the form are three buttons: 'Force', 'Force and Capture', and 'Clear'. A legend on the right indicates that a blue dot means 'Required Field' and a blue question mark means 'Help Available'.

The **Credit Card Types Accepted** list contains the methods of payment configured for your merchant account that can be processed on this page.

NOTE The Card Number, Expiration Date, Amount, and Order ID # fields are required.

The customer address information (particularly Postal Code) may be required based on your merchant settings.

TIP While not all fields on the **RECOMMENDED DATA** tab are required, it is considered a best business practice to submit them with every transaction. To avoid higher Interchange fees, merchants should, at a minimum, submit the 5-digit postal code for AVS transactions. Submitting a Card Verification code can offer additional chargeback protection.

- 2 In the **Card Number** box, enter the credit card number.
Do not include spaces.

NOTE If you enter a number that the system recognizes as a Purchasing Card (based on the card association's published BIN ranges) and you do not enter information on the Purchasing Card Data tabs, the VT will prompt you to enter Purchasing Card data when you submit the transaction. See [Entering Purchasing Card Data for a Purchase](#) for more information.

3 In the boxes next to **Expiration Date**, select the month and year the card expires.

4 Enter the total **Amount** of the transaction.

The Amount must include all taxes and fees (shipping and handling) for the purchase.

The maximum amounts allowed by the Orbital Gateway vary based on card type and platform (Salem or Tampa) and may be further limited for your merchant account. Refer to your internal processes for the minimum and maximum amounts you can enter.

5 Enter the **Card Verification #**.

- ◆ Visa/MasterCard/Discover: 3 digits found on the signature panel on the reverse side of the credit card.

- ◆ American Express: 4 digits printed, not embossed, on the front of all cards. On the American Express card it appears on the right side of the card. On Optima cards, however, it appears on the left side of the card.

NOTE American Express CID only works if your American Express account is activated for this program by American Express. Contact American Express directly for more information.

When American Express CID is used, it behaves differently than MasterCard and Visa CVC2/CVV2. If you do not have a matching CID value, American Express declines the transaction. If your CID does match, then the transaction is approved assuming all other criteria are met. There are no response values specific to CID usage.

6 In the **Order ID #** box, enter an order number, following your internal guidelines.

7 Enter the customer address information.

If entering a non-U.S. address, click on the **Non US Address** check box. The **State** field is set to **Non-US**, a **Country Code** field is added for you to select the country from a list, and the **Postal Code** field changes to a single box to accommodate non-U.S. postal code formats.

8 Enter the **Customer Name** and **Customer Phone** number.

9 In the **Prior Auth Approval Code** box, enter the approval code from the prior authorization.

The card company may require the Prior Auth Approval Code for settlement.

10 If desired, select the **OPTIONAL DATA** tab.

a Enter the customer **Email Address**.

b In the **Tracking ID** box, enter the unique tracking number to send to the Issuer Authentication/Service in the Authentication Request message.

11 If you want to enter Purchasing Card data, skip to [To enter Purchasing Card data for a purchase or force](#).

12 Click on **Force** or **Force and Capture**.

The transaction is moved to the Open Batch queue.

13 If desired, use the buttons on the right side of the response page to print the merchant and customer receipts.

The receipts indicate if the transaction was declined.

- 14 Click on **Close** to return to the initial New Order - Force page.

Processing Account Verification

The Account Verification feature allows you to verify accounts (i.e. valid account number, currently open account) without financially impacting the accountholder's open-to-buy. For example, you might verify an account before you set up recurring payments on it.

To verify an account

- 1 Select **NEW ORDER > Account Verification** to open the New Order - Account Verification page.

Figure 18 Entering information to verify an account

Virtual Terminal | New Order | Auth

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

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 08/11/2009 14:58:42 EDT Currency Code: USD

Credit Card Types Accepted: Diner's Club, MasterCard, Visa

Search Profiles
Profile Auto Suggest

Legend: ● = Required Field, ? = Help Available

Card Number ●
Amount (###0.00) ● **0**
Order ID # ●
Street
City
State
 Non US Address
Postal Code ●

Expiration Date ●
Card Verification # ?

Verify Clear

The **Amount** field is automatically set to 0 and cannot be modified.

NOTE The Card Number, Expiration Date, Order ID #, and Postal Code fields are required. The Postal Code allows AVS verification. Include the Card Verification # to also verify this data for the account.

- 2 In the **Card Number** box, enter the credit card number.
Do not include spaces.
- 3 In the boxes next to **Expiration Date**, select the month and year the card expires.
- 4 Enter the **Card Verification #** to also verify this data for the account.
For Visa and MasterCard, this is a 3-digit number found on the signature panel on the reverse side of the credit card. There is no card verification number for Diner's Club accounts.
- 5 In the **Order ID #** box, enter an order number, following your internal guidelines.
- 6 Enter the customer address information.
If entering a non-U.S. address, click on the **Non US Address** check box. The **State** field is set to **Non-US**, a **Country Code** field is added for you to select the country from a list, and the **Postal Code** field changes to a single box to accommodate non-U.S. postal code formats.
- 7 Click on **Verify** to submit the transaction.
A response page indicating if the transaction was approved or declined is displayed.

Figure 19 Response: account verified

➔ **New Order - Account Verification**
View the response below

Merchant DBA: Gateway Test Merchant			
Merchant ID: 111111	Terminal ID: 001	Industry Type: EC	
Date/Time: 08/11/2009 15:45:45 EDT	Currency Code: USD		

APPROVAL

Approval Code	tst884		
Response Code	27 No reason to decline - Account Verify Success		
AVS Response Code	C Zip Match / Zip4 No Match / Locale No match		
Card Verification Number Reponse Code	M Match		

Credit Card Type	MasterCard		
Card Number	XXXXXXXXXXXX5454	Expiration Date	2011/03
Amount	0	Card Verification #	XXX
Order ID #	VER12345		
Street			
City			
State			
Postal Code	54321		
Order Description			

Transaction Date 08/11/2009 15:45:45 EDT
Transaction Reference Number [TxRefNum] 4A81CA69C1613278FDEFC194E96A80A1E08C543F

NOTE The Card Number and Card Verification # are generally masked in the response.

- 8 If desired, use the buttons on the right side of the response page to print the merchant and customer receipts.

The receipts indicate if the transaction was declined.

9 Click on **Close** to return to the initial New Order - Account Verification page.

Processing an Electronic Check Transaction

You can use the **NEW ORDER > Electronic Check** option to open the New Order - Electronic Check page to process electronic check verification, validation, purchase, and refund transactions.

NOTE The Electronic Check function is available only to merchants processing on the Salem platform.

Verification is the means by which Chase Paymentech determines whether the ECP transaction being presented can be processed through the Federal Reserve System or Canadian Payments Association. Verification includes three checks:

1. Checks the Chase Paymentech internal negative database to determine if the account is listed as bad.
2. Checks the Notification of Change (NOC) file to see if Chase Paymentech has been alerted that there is new account information about this transaction.
3. Checks the Thompson File to verify that the ABA Routing is valid.

NOTE Verification does NOT determine if the funds are available in the account.

US checking accounts undergo an additional verification that compares the Routing Number and Account Number information in the Electronic Check Processing (ECP) transaction to an external negative file database. This file resides on the Chase Paymentech system and is updated daily.

NOTE The external negative file check can only be performed for ECP transactions involving a U.S. bank account.

The external negative file check fails if the account:

- Has unpaid checks outstanding.
- Has been closed for cause by the customer's financial institution.

Transactions that fail the external negative file check are returned with the Response Code 519 *On Negative File*, which means that the account appears on the external negative file.

Verification is performed at the time you submit a transaction by using the **Validate** or **Validate and Capture** button.

Validation, which is different than Validate or Validate and Capture, includes the three checks performed in **Verification** minus the external negative file check.

Validation is performed on **every** ECP transaction at the time of settlement. If validation fails at this point, the transaction is logged as a rejected item and can be located using the options available from the **REVIEW** menu tab.

For ECP transactions, you can perform the following operations:

Action	Description
Validate	<p>U.S. check: Runs the verification process including the external negative file database.</p> <p>Canadian check: Runs the verification checks to determine if the ECP transaction being presented can be processed through the Canadian Payments Association.</p> <p>If a Capture is not performed, the transaction is not funded.</p>
Validate and Capture	<p>U.S. check: Runs the verification process including the external negative file database. At time of settlement, runs the validation check. If successful, the funds are withdrawn from the account.</p> <p>Canadian check: Runs the verification checks to determine if the ECP transaction being presented can be processed through the Canadian Payments Association. If successful, the funds are withdrawn from the account upon settlement. If there is a time lag between the verification and settlement, the validation check is performed again before the funds are withdrawn.</p>
Capture Only	<p>At the time of settlement, performs the validation check and, if successful, withdraws the funds from the account.</p> <p>NO verification is performed.</p>
Credit	<p>Runs the verification checks immediately. If successful, returns funds to the consumer's account at settlement.</p>

To process an Electronic Check transaction

- 1 Select **NEW ORDER > Electronic Check** to open the New Order - Electronic Check page.

Figure 20 Entering information for an Electronic Check transaction

Virtual Terminal | New Order | Electronic Check

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

Merchant DBA: Gateway Test Merchant	
Merchant ID: 111111	Terminal ID: 001 Industry Type: EC
Date/Time: 08/12/2009 10:53:22 EDT	Currency Code: USD

RECOMMENDED DATA | OPTIONAL DATA

Deposit Account #

Amount (###0.00)

Order ID #

Check Holder Name

Postal Code -

Search Profiles

Bank Routing #

Account Type:

Validate Validate and Capture Capture Only Credit Clear

NOTE The Deposit Account #, Bank Routing #, Amount, Order ID #, and Check Holder Name fields are required.

The Account Type may be required based on your internal guidelines.

2 Enter the **Deposit Account #**.

The account number can contain up to 17 characters.

3 Enter the **Bank Routing #**.

All US Bank Routing Numbers contain 9 digits.

All Canadian Bank Routing Numbers contain 8 digits only—no spaces or dashes. The proper formatting for a Canadian Bank Routing Number is:

FFFB BBBB

where

FFF refers to the Financial Institution

BBBBB refers to the Branch Number

NOTE This is the opposite order of how this information is presented on a paper Canadian check.

4 Enter the total **Amount** of the transaction.

The Amount must include all taxes and fees (shipping and handling) for the purchase.

The maximum amount allowed for check transactions may be limited for your merchant account. Refer to your internal processes for the minimum and maximum amounts you can enter.

- 5 In the **Order ID #** box, enter an order number, following your internal guidelines.
- 6 In the **Check Holder Name** box, enter the name of the account holder.
- 7 In the **Account Type** list, select the type of account.
The choices include:
 - Consumer Check** Consumer checking account
 - Consumer Saving** Consumer savings account
 - Commercial Check** Business checking account
- 8 Enter the **Postal Code** of the account holder.
The Postal Code is used when you create a Profile for the information you enter for the transaction.
- 9 If desired, select the **OPTIONAL DATA** tab.
 - a Enter the **Customer Phone** number.
 - b Enter the customer **Email Address**.
 - c In the **Tracking ID** box, enter the unique tracking number.
- 10 Click on the command button for the action you want to take.
If you click on **Validate** or **Validate and Capture**, you are notified immediately of whether the account passes or fails the verification checks.

Figure 21 Response: ECP passed validation

→ **New Order - Electronic Check**
View the response below

Merchant DBA: Gateway Test Merchant			
Merchant ID:	111111	Terminal ID:	001
Date/Time:	08/12/2009 14:23:34 EDT	Industry Type:	EC
		Currency Code:	USD

APPROVAL

Credit Card Type	Electronic Check		
Deposit Account #	XXXXX3234	Bank Routing #	021000089
Amount	22.31		
Order ID #	ECP4455		
Check Holder Name	sample check	Account Type	Consumer Check
Transaction Date	08/12/2009 14:23:34 EDT		
Transaction Reference Number [TxRefNum]	4A8308A53ABA9A6EBB3DEFA5422A968E39D654F5		

Processing a UK Maestro/Solo Transaction

You can use the **NEW ORDER > UK Maestro-Solo** option to open the New Order - UK Maestro-Solo page to process purchase and refund transactions for Great Britain's UK Maestro and Solo debit cards.

NOTE The UK Maestro-Solo function is available only to merchants processing on the Salem platform that are configured for this service. Please contact your Chase Paymentech account representative if you wish to accept UK Maestro and Solo.

For UK Maestro-Solo transactions, you can perform the following operations:

Action	Description
Auth	Requests an authorization for the transaction. Use this option if the items in the transaction will be billed at a later date, at the time of shipment for example.
Auth and Capture	Requests an authorization for the transaction and, after receipt of the authorization, marks the transaction for capture.
Credit	Returns funds to a consumer's account.

To process a UK Maestro-Solo transaction

- 1** Select **NEW ORDER > UK Maestro-Solo** to open the New Order - UK Maestro-Solo page.

Figure 22 Entering information for a UK Maestro-Solo transaction

switch id | log out | help

Orbital CHASE Paymentech™

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

Virtual Terminal | New Order | UK Maestro-Solo

→ **New Order - UK Maestro-Solo**
Fill out the form below and submit when complete

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 08/12/2009 14:54:47 EDT Currency Code: USD

RECOMMENDED DATA OPTIONAL DATA

Name as shown on Card Search Profiles ● = Minimum required to process UK Maestro-Solo ⓘ = Help Available

Card Number Expiration Date
The Card number is the large number across the card containing 16-19 digits. Do not enter the smaller numbers at the bottom center of the card. Card Verification #

Issue Number
and/or
Start Date
Note: Enter the Issue Number as it reads on the card, including any zeros. If the card does not have the Issue Number, please enter the Start Date. If the card has both an Issue Number and Start Date, please enter both fields as they appear on the card.

Amount (###0.00)

Order ID #

Street Customer Name
 Customer Phone

City

Country Code Postal Code

Order Description

Auth Auth and Capture Credit Clear

NOTE The Card Number, Expiration Date, Amount, and Order ID # fields are required. Either the Issue Number or Start Date is required—if both are available, submit both. The customer address information (particularly Postal Code) may be required based on your merchant settings.

TIP While not all fields on the RECOMMENDED DATA tab are required, it is considered a best business practice to submit them with every transaction.

- 2 Enter the **Name as shown on Card**.
- 3 In the **Card Number** box, enter the large number across the card. The card number contains 16–19 digits. Do not include the smaller numbers at the bottom center of the card.
- 4 In the boxes next to **Expiration Date**, select the month and year the card expires.

- 5** Enter the **Card Verification #**.
- 6** In the **Issue Number** box, enter the entire Issue Number as it reads on the card, including any leading zeros.
If the card does not have an Issue Number, you must enter the Start Date.
- 7** In the boxes next to **Start Date**, select the month and year specified on the card.
If both an Issue Number and Start Date are available, enter them both.
- 8** Enter the total **Amount** of the transaction.
The Amount must include all taxes and fees (shipping and handling) for the purchase.
Refer to your internal processes for the minimum and maximum amounts you can enter.
- 9** In the **Order ID #** box, enter an order number, following your internal guidelines.
- 10** Enter the customer address information.
The **Country Code** is automatically set to Great Britain and cannot be changed.
- 11** Enter the **Customer Name** and **Customer Phone** Number.
- 12** Enter an **Order Description**.
- 13** If desired, select the **OPTIONAL DATA** tab.
 - a** In the **Tracking ID** box, enter the unique tracking number to send to the Issuer Authentication/Service in the Authentication Request message.
 - b** Enter the customer **Email Address**.
- 14** Click on the command button for the action you want to take.

Figure 23 Response: UK Maestro transaction approved

Virtual Terminal | New Order | UK Maestro-Solo

→ **New Order - UK Maestro-Solo**
View the response below

Merchant DBA: Gateway Test Merchant		
Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 05/19/2010 14:04:51 EDT	Currency Code: GBP	

Approval Code	000000	APPROVAL
Response Code	00 Approved	
AVS Response Code	3 AVS not performed	
Card Verification Number Response Code		

Credit Card Type	UK Maestro-Solo	Expiration Date	05/2012
Card Number	XXXXXXXXXXXX0005	Card Verification #	

Issue Number		Customer Name	TEST MERCHANT
Start Date	12/03	Customer Phone	
Amount	10.00		
Order ID #	UK MAESTRO 4545		
Street			
City			
Postal Code			
Order Description			

Transaction Date 05/19/2010 14:04:51 EDT
Transaction Reference Number [TxRefNum] 4BF428434F993C55E94764EC2671B9FE71515407

[Print Merchant Receipt](#)
[Print Customer Receipt](#)
[Print Both Receipts](#)

[Add Profile](#) [Close](#)

Processing European Direct Debit

You can use the **NEW ORDER > European Direct Debit** option to open the New Order – European Direct Debit page to process EU DD validation, capture, and credit transactions.

NOTE The European Direct Debit function is available only to merchants processing on the Salem platform.

EU DD is conceptually the same as accepting ACH payments in the United States or Canada. However, there are major operational and rule differences in Europe. Each country in Europe:

- 🔑 operates its own direct debit payment system
- 🔑 has its own rules that govern the process
- 🔑 has its own technical and banking requirements

As a result of these local variations, merchants wanting to accept direct debit payments in Europe face the challenge of establishing processing interfaces and relationships with every European country in which they do business. Chase Paymentech Solutions has “normalized” the country variations enabling merchants to have a single technical interface, funding source and processing relationship. Currently Chase Paymentech Solutions supports direct debit in six European countries and two currencies:

- 🔑 Pounds Sterling (GBP) – United Kingdom
- 🔑 Euro - Austria, Germany, France, Belgium, and Netherlands

For EU DD transactions, you can perform the following operations:

Action	Description
Validate	Validation is performed by an external vendor.
Validate and Capture	Validates and withdraws funds from the designated Deposit Account upon settlement.
Capture Only	Withdraws funds from the designated Deposit Account without validating first. Validation is performed at settlement.
Credit	Returns funds to a consumer's Deposit Account.

To process a European Direct Debit transaction

- 1 Select **NEW ORDER > European Direct Debit** to open the New Order – European Direct Debit page.

NOTE

For Euro currency:

- The **Deposit Account #**, **Amount**, **Order ID #**, **Account Holder's Name**, and **Country Code of Bank** fields are required.
- The **Bank Sort Code** is required for all countries except Belgium or the Netherlands.
- The **RB Code** is required for France only.

For Great Britain Pound currency:

- The **Deposit Account #**, **Amount**, **Order ID #**, and **Account Holder's Name** fields are required.
- The **Bank Sort Code** is conditionally required.

- 2 Enter the **Deposit Account #**.

The account number can contain up to 16 characters.

- 3 Enter the total **Amount** of the transaction.

- 4 In the **Order ID #** box, enter an order number, following your internal guidelines.

- 5 In the **Account Holder's Name** box, enter the name of the account holder.
- 6 Select the **Country Code of Bank** if required.
- 7 Enter the **Bank Sort Code** if required.
 - ◆ For Germany 8 digits
 - ◆ For Austria 5 digits
 - ◆ For France 2-10 digits
 - ◆ For UK 6 digits
- 8 Enter the **RIB Code** for France only.
 - ◆ 2 digits
- 9 If desired, select the **OPTIONAL DATA** tab.
 - a Enter the **Customer Phone** number.
 - b Enter the customer **Email Address**.
 - c In the **Tracking ID** box, enter the unique tracking number.
- 10 Click on the command button for the action you want to take.

Figure 24 Response: EU DD approval

→ **New Order - European Direct Debit**
View the response below

Merchant DBA: Gateway Test Merchant	Terminal ID: 001	Industry Type: EC
Merchant ID: 111111	Currency Code: EUR	
Date/Time: 01/19/2007 10:46:15 EST		

RECOMMENDED DATA | **OPTIONAL DATA**

Credit Card Type	European Direct Debit	APPROVAL	Bank Sort Code	XXX00730
Deposit Account #	XXXX6587		RIB Code (France Only)	
Amount	25.00		Country Code of Bank	Belgium
Order ID #	564654654			
Account Holder's Name	Joe			
Transaction Date	11/02/2005 14:45:21 EST			
Transaction Reference Number [TxRefNum]	4369176636E937E6849C9FDCAFB8F4F94485376			

Close

Processing a Bill Me Later Purchase

You can use the **NEW ORDER > BML Authorize** option to open the Bill Me Later - Authorize page to process Bill Me Later purchase transactions, which are handled in a way similar to credit card purchases.

Action	Description
Auth	Requests an authorization for the transaction. Use this option if the items in the transaction will be billed at a later date, at the time of shipment for example.
Auth and Capture	Requests an authorization for the transaction and, after receipt of the authorization, marks the transaction for capture.

To process a Bill Me Later purchase transaction

- 1 Select **NEW ORDER > BML Authorize** to open the Bill Me Later - Authorize page.

Figure 25 Entering information for a Bill Me Later purchase transaction

- 2 In the **Bill Me Later Card Number Present**, select **Yes** or **No**. If **Yes**, enter the card number in **Card Number** box
- 3 Enter the total **Amount** of the transaction
- 4 In the **Order ID #** box, enter an order number, following your internal guidelines. This should be a unique number.

- 5** Enter the **Shipping Cost**.
- 6** Select the **Delivery Type**.
- 7** Enter the four digit **Item Category** number (assigned by BillMeLater).
- 8** Enter the **Bill to Address** information.
- 9** If the **Ship to Address** is the same as the **Bill to Address**, click on the **Same as Bill To** checkbox else provide the **Ship to Address** information.
- 10** Enter the **Customer Birth Date**.
- 11** Enter the date the customer registered in **Customer Registration Date** (defaulted to today's date).
- 12** Enter the **Terms and Conditions Version** number that is agreed to by the customer.
- 13** Enter the **Customer Social Security** number.
- 14** Enter the **Customer IP Address**.
- 15** Enter an **Order Description**.
- 16** Enter the **Customer Email Address**.
- 17** Re-enter the customer e-mail address in **Confirm Customer Email Address**.
- 18** Enter the **Merchant Promotion Code**.
- 19** Enter **Annual Income**.
- 20** Enter the **Pre-Approval Invitation #**. This number indicates whether or not the customer has been pre-approved. Pre-approval from the credit bureau should include the 16 digit pre-approval number. This allows the pre-approval to be matched with the first customer order. Internal pre-approvals should include the leftmost digit as a 1. Pre-approvals should not be all zeros.
- 21** Select the **Customer Residence Status**.
- 22** Select **Yes** or **No** for **Checking Account**.
- 23** Select **Yes** or **No** for **Savings Account**.
- 24** Click on **Auth** to request an authorization or **Auth and Capture** to request an authorization and, upon receipt, mark the transaction for capture.
The transaction is moved to the Open Batch queue.
A response page indicating if the transaction was approved or declined is displayed.

Figure 26 Response: Bill Me Later transaction approved

Orbital Virtual Terminal | New Order | Bill Me Later - Authorize

switch id | log out | help

CHASE Paymentech™

NEW ORDER | OPEN BATCH | REVIEW | REPORTING | ADMIN

Virtual Terminal | New Order | Bill Me Later - Authorize

→ **Bill Me Later - Authorize**
View the response below

Merchant DBA: Gateway Test Merchant			
Merchant ID:	111111	Terminal ID:	001
Date/Time:	05/19/2010 16:27:39 EDT	Currency Code:	USD
		Industry Type:	EC

APPROVAL

Approval Code	408920		
Response Code	00 Approved		
Bill Me Later Card Number Present	Yes		
Merchant Customer Type	New		
Card Type	Bill Me Later		
Card Number	XXXXXXXXXXXX1235		
Amount	379.49		
Order ID #	o200080	Shipping Cost	9.50
Delivery Type	Physical Delivery Required	Item Category	8000

Print Merchant Receipt

Print Customer Receipt

Print Both Receipts

BILL TO ADDRESS			
Name	TEST MERCHANT	Phone Number	(222)-222-2222 -2222
Street	123 CHASEPAYMENTECH ST	Street 2	SUITE 300
City	TEST CITY	State	FL
Country Code	US	Postal Code	22222 -2222

SHIP TO ADDRESS			
Name	TEST MERCHANT	Phone Number	(222)-222-2222 -2222
Street	123 CHASEPAYMENTECH ST	Street 2	SUITE 300
City	TEST CITY	State	FL
Country Code	US	Postal Code	22222 -2222

Customer Birth Date		Customer Registration Date	05/19/2010
Terms & Condition Version		Customer Social Security	
Customer IP Address		Order Description	
Customer Email Address		Annual Income	
Merchant Promotional Code		Customer Residence Status	
Pre-Approval Invitational #		Savings Account	
Checking Account			

Transaction Date	05/19/2010 16:27:39 EDT		
Transaction Reference Number [TxRefNum]	4BF449BB6374EF3116E914A653151CF651ABS4BD		

Close

Processing a Bill Me Later Refund

You can use the **NEW ORDER > BML Credit** option to open the Bill Me Later - Credit page to process Bill Me Later refund transactions, which are handled in a way similar to credit card refunds and requires you to enter the Bill Me Later account number and the Order ID of the purchase transaction.

NOTE If you do not have the account information or Order ID, you can find the original transaction in a closed batch and initiate the refund from it, as described in [Chapter 5, Reviewing Post-Settlement Data](#).

To process a Bill Me Later refund transaction

- 1 Select **NEW ORDER > BML Credit** to open the Bill Me Later - Credit page.

Figure 27 Entering information for a Bill Me Later refund transaction

The screenshot shows the Orbital Virtual Terminal interface. At the top, there are navigation links: 'switch id | log out | help'. The main header includes the Orbital logo and 'CHASE Paymentech™'. Below this is a menu bar with options: 'NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE'. The current page title is 'Virtual Terminal | New Order | Bill Me Later - Credit'. The main heading is 'Bill Me Later - Credit' with a sub-instruction: 'Fill out the form below and submit when complete'. A grey box displays merchant details: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Terminal ID: 001', 'Industry Type: EC', 'Date/Time: 08/13/2009 13:12:51 EDT', and 'Currency Code: USD'. Below this are four input fields: 'Card Number', 'Amount (###0.00)', 'Order ID #', and 'Order Description'. A legend indicates that a blue dot next to a field name means it is a required field. At the bottom, there are 'Credit' and 'Clear' buttons.

- 2 In the **Card Number** box, enter the Bill Me Later account number from the purchase transaction.
- 3 Enter the **Amount** to be credited to the account.
- 4 Enter the **Order ID #** from the purchase transaction.
- 5 If desired or required by your internal processes, enter an **Order Description**.
- 6 Click on **Credit** to submit the transaction.
The transaction is moved to the Open Batch queue.
A response page indicating if the transaction was credited or declined is displayed.

Processing a PINless Debit Transaction

You can use the **NEW ORDER > PINless Debit** option to open the New Order - PINless Debit page to process purchase and refund transactions for PINless debit cards.

For PINless Debit transactions, you can perform the following operations:

Action	Description
Auth and Capture	Requests an authorization for the transaction and, after receipt of the authorization, marks the transaction for capture.
Credit	Returns funds to a consumer's account.

To process a PINless Debit transaction

- 1 Select **NEW ORDER > PINless Debit** to open the New Order - PINless Debit page.

Figure 28 Entering information for a PINless Debit transaction

The screenshot shows the Orbital Virtual Terminal interface. At the top, there are navigation links: "switch id | log out | help". The Orbital logo is on the left, and "CHASE Paymentech™" is on the right. Below the logo, there are menu items: "NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE". The page title is "Virtual Terminal | New Order | PINless Debit".

The main heading is "New Order - PINless Debit" with a right-pointing arrow. Below it, a sub-heading says "Fill out the form below and submit when complete".

Merchant information is displayed in a grey box:

Merchant DBA: Gateway Test Merchant	
Merchant ID: 111111	Terminal ID: 001 Industry Type: EC
Date/Time: 08/13/2009 13:29:55 EDT	Currency Code: USD

Below the merchant information, there are two tabs: "RECOMMENDED DATA" (selected) and "OPTIONAL DATA".

The form contains the following fields:

- Card Number (Required field)
- Expiration Date (Month and Year dropdowns)
- Customer Name
- Customer Phone
- Biller Reference Number (Required field)
- Amount (###0.00) (Required field)
- Order ID # (Required field)
- Street (Two lines)
- City
- State (Dropdown)
- Non US Address
- Postal Code (Two boxes separated by a dash)
- Order Description

At the bottom of the form, there are three buttons: "Auth and Capture", "Credit", and "Clear".

Legend: ● = Required Field, ? = Help Available

NOTE The Card Number, Biller Reference Number, Amount, and Order ID # fields are required. The customer address information (particularly Postal Code) may be required based on your merchant settings.

- 2 In the **Card Number** box, enter the debit card number.
Do not include spaces.
- 3 In the boxes next to **Expiration Date**, select the month and year, if any, the card expires.
- 4 Enter a **Biller Reference Number**, following your internal guidelines.
- 5 Enter the total **Amount** of the transaction.
Refer to your internal processes for the minimum and maximum amounts you can enter.
- 6 In the **Order ID #** box, enter an order number, following your internal guidelines.
- 7 Enter the customer address information.

If entering a non-U.S. address, click on the **Non US Address** check box. The **State** field is set to **Non-US**, a **Country Code** field is added for you to select the country from a list, and the **Postal Code** field changes to a single box to accommodate non-U.S. postal code formats.

- 8** Enter the **Customer Name** and **Customer Phone** number.
- 9** Enter an **Order Description**.
- 10** If desired, select the **OPTIONAL DATA** tab.
 - d** Enter the customer **Email Address**.
 - e** Enter the **Tracking ID**.
- 11** Click on the command button for the action you want to take.

Advanced Features for Transaction Processing

Additional features on the New Order screens can be used for quickly processing transactions or creating profiles. These features are only visible if the merchant account is enabled for Profile Management, Managed Billing, or Soft Descriptors.

Figure 29 Additional Features of the VT user interface

Orbital CHASE Paymentech™

Virtual Terminal | New Order | Auth

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

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

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 05/28/2010 09:29:09 EDT Currency Code: USD

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

Credit Card Types Accepted: American Express, Bill Me Later, Diner's Club

Card Number, Amount (###0.00), Order ID #, Street, City, State, Non US Address, Postal Code, Order Description, Expiration Date, Card Verification #, Customer Phone

Soft Descriptors: NONE

Use profiles (points to Search Profiles, Reuse Last Profile, Profile Auto Suggest)

Select Soft Descriptor (points to Soft Descriptors dropdown)

Add profiles (points to Profile ID options)

Add Managed Billing (points to Add Managed Billing - Recurring section)

Auth | Auth and Capture | Clear

Use Profiles

To quickly access profile data for processing a new transaction, click on one of the options in this section.

Search Profiles

- Search for a specific profile by automatically navigating to the Profile Management screen. Once the profile is found, select the profile by clicking on the radio button and then clicking on **Use Profile** button.

Reuse Last Profile

- By selecting this option, the profile data from the profile that was last used will be reused in the current transaction. This option is only visible once a profile has been referenced to process a transaction.

Profile Auto Suggest

- This feature displays matching profiles based on keystrokes being entered. Select the profile from the list once it is displayed in order to populate all the fields.

Add Profiles

Use this feature to create a profile based on the information being entered on the order screen. Select one of the options for generating the unique Profile ID. For any of the options selected, enter the customer name in the **Profile Customer Name** field, if needed.

Blank Field

- Enter a Profile ID of your choice.

Use Next Available Profile ID

- Use this option to automatically generate the next available Profile ID number.

Use Order Number as Profile ID

- Use this option to use the Order ID as the Profile ID.

Use Order Description as Profile ID

- Use this option to use the Order Description as the Profile ID.

Add Managed Billing

This feature is only available if Managed Billing is enabled for Profile Management. Click on the **Add Managed Billing** checkbox if a billing schedule is required for the profile being set up. If Managed Billing default settings have been set up and should be applied to this profile, leave as is. If no defaults are set up or a different schedule needs to be applied, click on the **Override Defaults** checkbox and create the desired schedule.

Selecting Soft Descriptors

If a default soft descriptor has been designated via the Soft Descriptor Admin page, it will be displayed in the dropdown else **NONE** will be displayed. Either leave the default descriptor as is or select another descriptor from the dropdown menu.

Chapter 4 Working with the Open Batch

All transactions submitted in the VT are placed into a queue called *Open Batch* pending completion. While the transactions are in this state, you can:

- 🔑 Mark/unmark a transaction for settlement
- 🔑 Void a transaction
- 🔑 Settle all marked transactions
- 🔑 Split a transaction for multiple shipments
- 🔑 View the history of a transaction
- 🔑 Create a profile from a transaction

NOTE Gift Card transactions are not viewable from the Open Batch. They can only be viewed from the FLEXCACHE menu tab.

Searching for a Transaction in the Open Batch

- 1 To view the Open Batch – Search page, click on the **OPEN BATCH** menu tab.

Figure 30 Open Batch Search page

The screenshot displays the 'Open Batch - Search' interface. At the top, there's a navigation bar with 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'FLEXCACHE', 'REPORTING', and 'ADMIN'. Below this, the search criteria are listed: Merchant DBA: Gateway Test Merchant, Merchant ID: 111111, Terminal ID: 001, Industry Type: EC, and Date/Time: 06/04/2010 09:26:28 EDT. A legend indicates that a partial entry symbol means 'Partial Entry Allowed'. The search filters include: Transaction Status (All), Account # (with a partial entry symbol), Account Type (All), Order #, Order Description (with a partial entry symbol), Card Type, Amount Range (min. to max.), Approval Code, Transaction Reference, and User Logon. A date range filter is set for 06/04/2010. The Query Type is set to Detailed Transactions. Search and Clear buttons are at the bottom.

- 2 To search for transactions in a specific status, select an option from the Transaction Status dropdown menu:

- ◆ All (default)
- ◆ Voids Only

- ◆ Declines and Errors Only
 - ◆ Account Verifications Only
- 3** To search for transactions by account number, enter the full or partial account number in the **Account #** box or just the last four digits in the **Last 4** box.
 - 4** To search by **Account Type**, select **Non ECP** or **ECP**.
 - 5** To search by full or partial Order ID number, enter the value in the **Order #** box.
 - 6** To search by full or partial Order Description, enter the value in the **Order Description** box.
 - 7** To search by a specific card brand, select an option in the **Card Type** dropdown box.
 - 8** To search for transactions within an amount range, enter the minimum and/or maximum value of the amount(s) in the **Amount Range** boxes. It is not necessary to supply both values.
 - 9** To search by approval code, enter the full value in the **Approval Code** box.
 - 10** To search by Transaction Reference number, enter the full value in the **Transaction Reference** box.
 - 11** To search by a specific Profile ID, enter the full or partial Profile ID in the **Profile ID** box. This field is only visible if the merchant and User ID are set up for Profile Management.
 - 12** To search by a specific VT User ID, select a user from the **User Logon** dropdown box or enter the full User ID in the entry box. Searches can be performed on both active and inactive/terminated User IDs.
 - 13** In addition to any of the search parameters mentioned above, a date range can be utilized to further narrow a search request. By default, the date range is set to the current day. Change the **From** and **To** dates as needed. If no date range is needed, uncheck the **Date Range** checkbox.

Results Output

Once the search criteria have been selected, there are several methods for generating the results. Choose one of the following options in the **Query Type** dropdown box to complete the search.

Detailed Transactions (Default) Search results are outputted to the screen for immediate viewing. Individual transactions are displayed in groups of 10. It is from this screen that additional functionality can be accessed such as **Void**, **Settle**, and **Ship Partial**. See [Figure 31 Open Batch – Search Results page \(Detailed Transactions view\)](#)

Summary Query Search results are summarized on the screen. Transaction counts by various transaction types are provided. Examples include Sale counts, Return counts, and Decline/Error counts. See [Figure 32 Open Batch – Search Results \(Summary Query view\)](#)

Generate Detail Report

Search results are provided in PDF format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Generate Detail File

Search results are provided in CSV format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Figure 31 Open Batch - Search Results page (Detailed Transactions view)

Virtual Terminal | Open Batch | Search Results

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

Orbital CHASE Paymentech™

→ **Open Batch - Search Results**
View your search results below

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 08/06/2010 09:14:43 EDT Currency Code: USD

Mark/Unmark	Adjust Purchase Card & Mark	Date	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
<input type="radio"/> Mark	Pcard&Mark	2010-08-06 09:14:39	PCARD ORDER 1	Auth Success	XXXXXXXXXXXX1111	25.00
<input type="radio"/> Mark		2010-08-06 09:06:59	PARTIAL ORDER 1	Marked For Capture - Split	XXXXXXXXXXXX4455	15.00
<input type="radio"/> Mark		2010-08-06 09:05:19	PARTIAL ORDER 1	Split [Partial Auth]	XXXXXXXXXXXX4455	55.00
<input type="radio"/> Unmark		2010-08-06 08:46:19	1111111111	Marked For Capture	XXXXXXXXXXXX5454	25.00
<input type="radio"/> Unmark		2010-08-06 08:44:20	TEST ORDER	Marked For Capture [Partial]	XXXXXXXXXXXX4455	70.00
<input type="radio"/> Unmark		2010-08-06 08:43:05	65d4f65	Marked For Capture	XXXXXXXXXXXX5454	120.00
<input type="radio"/> Mark		2010-08-05 17:10:50	71281042649561	Auth Success	XXXXXXXXXXXX7202	20.00
<input type="radio"/> Mark		2010-08-05 16:53:56	71281041635041	Auth Success	XXXXXXXXXXXX7202	20.00
<input type="radio"/> Mark		2010-08-05 10:12:58	11111111	Auth Success	XXXXXXXXXXXX4455	23.67
<input type="radio"/> Mark		2010-08-04 13:19:53	PTI-1280942391926	Auth Success [Partial]	XXXXXXXXXXXX4455	70.00

1,061 record(s) found, displaying 1 to 10. [First/Prev] 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 [Next/Last]

View Order Void Settle Ship Partial Return to Search

The **Trans Status - Type** column denotes the current status of the transaction.

Authorization Success

Successful authorization. Transaction does not settle until "Marked for Capture".

Marked for Capture

Successful authorization and marked for capture. Transaction is submitted the next time settlement is initiated.

Credited

Refund transaction. Transaction is submitted the next time settlement is initiated.

Marked for Capture – Split

Partial shipment. The portion of the transaction submitted the next time settlement is initiated.

Declined

Declined authorization. Transaction is removed from the open batch after the next settlement is performed.

Voided

Voided transaction. Transaction is removed from the open batch after the next settlement is performed.

Split

Open (un-captured) portion of a partial shipment transaction.

Figure 32 Open Batch - Search Results (Summary Query view)

switch id | log out | help

Orbital CHASE Paymentech™

Virtual Terminal | Open Batch | Search

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

→ **Open Batch - Search**
Enter your search criteria below

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 06/04/2010 10:46:43 EDT Currency Code: USD

	Auth Only Count	Auth Only Amount	Sale Count	Sale Amount	Return Count	Return Amount	Account Verification Count	Decline & Error Count	Total Settle Count	Net Settle Amount
Visa	4	19.00	0	0.00	0	0.00	0	0	0	0.00
MasterCard	5	169.21	2	490.00	0	0.00	0	0	2	490.00
	9	188.21	2	490.00	0	0.00	0	0	2	490.00

Print Return to Search

Search Criteria
 Transaction Status
 Account Number
 Last 4
 Account Type
 Order #
 Order Description
 Card Type
 Amount Range (min) Amount Range (max)
 Approval Code
 Transaction Reference Number [TxRefNum]
 Profile ID
 User Logon

Viewing Transaction Details

After generating search results using the **Detailed Transactions** query type, details for each individual transaction in the Open Batch can be viewed.

- 1 Click on the radio button by the transaction that is to be viewed.
- 2 Click on **View Order** button.

Figure 33 Selecting and viewing a transaction

switch id | log out | h

Orbital

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

Virtual Terminal | Open Batch | Search Results

→ **Open Batch - Search Results**
View your search results below

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type:
Date/Time: 06/04/2010 10:41:14 EDT Currency Code: USD

Mark/Unmark	Adjust Purchase Card & Mark	Date	Order ID #	Trans Status - Type
<input type="radio"/> Unmark	Select transaction	2010-06-04 10:37:53	10000030261300012821	Marked For Capture
<input type="radio"/> Unmark		2010-06-04 00:04:51	112009FRIDAY	Marked For Capture
<input type="radio"/> Mark	Pcard&Mark	2010-06-01 12:52:24	x4dv54s	Auth Success
<input type="radio"/> Mark		2010-05-28 10:30:45	cvbfd	Auth Success
<input type="radio"/> Mark		2010-05-28 09:17:18	201001A	Auth Success
<input type="radio"/> Mark	Pcard&Mark	2010-05-26 14:11:26	315	Auth Success
<input type="radio"/> Mark		2010-05-11 13:32:56	456	Auth Success
<input type="radio"/> Mark		2010-05-06 15:54:45	zxc	Auth Success
<input type="radio"/> Mark	Pcard&Mark	2010-05-03 13:25:52	12354421	Auth Success
<input type="radio"/> Mark		2010-05-03 13:15:36	13256464231	Auth Success

11 record(s) found, displaying 1 to 10.

Details of the transaction can now be viewed. By default, two tabs are displayed: **Recommended Data** and **Response Data**. Depending on the New Order request, **Optional Data** and **Purchasing Card Data II** are displayed. If Purchasing Card III data is provided in the transaction request, a fifth tab called **Purchasing Card Data III** is displayed.

Other than the **Response Data** tab, all other tabs simply mirror the information that was submitted for processing the transaction with the exception of the **Recommended Data** page which contains additional transaction specific information.

Transaction Date	Date the transaction was originally created.
Transaction Reference Number	Unique identifier assigned to each transaction; also known as the Orbital Gateway Reference Number.
Transaction Reference Index	Referenced for internal Orbital Gateway use.
Transaction Creation User ID	User ID or system which created this transaction.
Transaction Last Modification User ID	User ID or system which last modified this transaction.

Original Order Reference Number (TxRefNum)

The Transaction Reference Number associated with the original authorization of a split transaction.

Figure 34 Open Batch - View Order

The screenshot shows the 'Open Batch - View Order' page in the Orbital Virtual Terminal. At the top, there are navigation links: 'switch id', 'log out', and 'help'. The main header includes the Orbital logo and 'CHASE Paymentech™'. Below the header, there are tabs for 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'FLEXCACHE', 'REPORTING', 'ADMIN', and 'IMPORT FILE'. The current page is 'Open Batch - View Order', with a sub-link 'View the order information below'. The merchant information is displayed as follows:

Merchant DBA: Gateway Test Merchant	Terminal ID: 001	Industry Type: EC
Merchant ID: 111111	Currency Code: USD	
Date/Time: 06/04/2010 11:07:46 EDT		

Below the merchant information, there are four tabs: 'RECOMMENDED DATA', 'OPTIONAL DATA', 'PURCHASING CARD DATA II', and 'RESPONSE DATA'. The 'RESPONSE DATA' tab is highlighted with a red box and labeled 'Transaction Detail tabs'. The transaction details are as follows:

Transaction Status	Auth Success	Expiration Date	2013/01
Card Type	MasterCard	Card Verification #	xxx
Card Number	XXXXXXXXXX5454		
Amount	25.00		
Order ID #	TEST ORDER 123		
Street	45 BELEVUE ST SUITE 4500		
City	SAN FRANCISCO		
State	CA		
Postal Code	54545-1111		
Order Description	This is a test order		
Soft Descriptor			

Below the transaction details, there is a section for 'Transaction specific information' highlighted with a red box:

Transaction Date	2010-06-04 11:07:35
Transaction Reference Number [TxRefNum]	4C0916B7F818BD1946EAB08BFFAA2A4F0C75549A
Transaction Reference Index [TxRefIdx]	0
Transaction Creation User ID	VARSUPER01
Transaction Last Modification User ID	VARSUPER01
Original Order Reference Number [TxRefNum]	4C0D34408C3008010EC38836EE805EBAC19F545B

At the bottom of the page, there are three buttons: 'Add Profile', 'Order History', and 'Return To Results List'.

The **Response Data** page displays response information provided by the card issuing bank. The response data returned is dependent on the transaction data provided at the time of authorization.

Approval Code

Provided when the transaction has been approved by the card issuing bank.

Response Code

Orbital Gateway response code indicating the status of the transaction. A 00 indicates the transaction was successful and approved. Any number greater than 00 generally indicates a decline or error. A text message will indicate the exact error message associated with the response code. See [Response Codes](#) for list of response codes.

AVS Response Code

Provided by participating card issuing banks when address information is submitted in the New Order request. See [AVS Response Codes](#) for list of AVS response codes.

Card Verification Number Response Code

Provided by participating card issuing banks when a card verification number is submitted in the New Order request. See [CVV2/CVC2/CID Response Codes](#) for list of CVD response codes.

Figure 35 Response Data tab

switch id | log out | help

Orbital CHASE Paymentech™

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

Virtual Terminal | Open Batch | View Order

→ **Open Batch - View Order**
View the order information below

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 06/04/2010 11:09:33 EDT	Currency Code: USD	

RECOMMENDED DATA | OPTIONAL DATA | PURCHASING CARD DATA II | **RESPONSE DATA**

Approval Code	tst257
Response Code	00 - Approved
AVS Response Code	9 - Zip Match / Zip4 Match / Locale match
Card Verification Number Reponse Code	M - Match

Card Type	MasterCard	Expiration Date	2013/01
Card Number	XXXXXXXXXXXX5454	Card Verification #	xxx
Amount	25.00		
Order ID #	TEST ORDER 123		
Street	45 BELEVUE ST SUITE 4500		
City	SAN FRANCISCO		
State	CA		
Postal Code	54545-1111		
Order Description	This is a test order		
Soft Descriptor			
Transaction Date	2010-06-04 11:07:35		
Transaction Reference Number [TxRefNum]	4C0916B7F818BD1946EAB0BFFAA2A4F0C75549A		

Print Merchant Receipt
Print Customer Receipt
Print Both Receipts

Add Profile Return To Results List

NOTE To view a sample Response Data page for partially approved transactions, see [Appendix A Partial Authorizations](#).

Adding a Profile

The Orbital Virtual Terminal will allow a profile to be created from within the transaction detail pages in the Open Batch. The merchant and User ID must be enabled for Profile Management in order to have access to this functionality.

- 1 From the **Open Batch – Search Results** page, click on the transaction for which a profile needs to be created from.
- 2 Click on **View Order** button.
- 3 Click on **Add Profile** button.
- 4 The **Admin – Profile Management** page is opened with fields for a new profile already populated. Complete the fields, including Profile ID, based on your internal guidelines.
- 5 Click on **Add** button.
- 6 Message for successful addition of profile is displayed. For more information on creating profiles, see [Working With Profiles](#).

Figure 36 Add Profile from Open Batch

The screenshot shows the Orbital Virtual Terminal interface. At the top, there is a navigation bar with the Orbital logo, a user menu (switch id | log out | help), and the Chase Paymentech logo. Below this is a secondary navigation bar with links for NEW ORDER, OPEN BATCH, REVIEW, REPORTING, ADMIN, and IMPORT FILE. The main content area is titled "Open Batch - View Order" and includes a sub-header "View the order information below".

Merchant information is displayed in a table:

Merchant DBA: Gateway Test Merchant	Terminal ID: 001	Industry Type: EC
Merchant ID: 111111	Currency Code: USD	
Date/Time: 06/07/2010 09:06:30 EDT		

Below the merchant information are tabs for RECOMMENDED DATA, OPTIONAL DATA, PURCHASING CARD DATA II, and RESPONSE DATA. The RESPONSE DATA tab is active, showing transaction details:

Transaction Status	Auth Success	
Card Type	Visa	
Card Number	XXXXXXXXXXXX5454	Expiration Date 2012/01
Amount	25.00	Card Verification #
Order ID #	PCARD TEST ORDER	
Street	123 TEST STREET SUITE 4500	
City	SAN FRANCISCO	
State	CA	
Postal Code	11111-2222	
Order Description	THIS IS A TEST ORDER	
Soft Descriptor		

Additional transaction details are listed below:

Transaction Date	2010-06-07 08:55:58
Transaction Reference Number [TxRefNum]	4C0CECSEA41C68867766C7D2E4E577767535547A
Transaction Reference Index [TxRefIdx]	0
Transaction Creation User ID	VARSUPER01
Transaction Last Modification User ID	VARSUPER01

At the bottom of the page, there are three buttons: "Add Profile" (circled in red), "Order History", and "Return To Results List".

Viewing the Order History (Audit Trail)

History details of an order may be viewed by clicking on the **Order History** button.

- 1 From the **Open Batch – Search Results** page, click on the transaction for which the history needs to be viewed from.
- 2 Click on **View Order** button.
- 3 Click on **Order History** button.

The **Request Type** column displays the different requests that were performed on the order. The **Transaction Origination** column displays the system where the request originated from. The **Username** column displays the VT User ID that originated the request if the Transaction Origination is "VT".

Figure 37 Order History

Virtual Terminal | Open Batch | View Order

NEW ORDER | OPEN BATCH | REVIEW | REPORTING | ADMIN | IMPORT FILE

switch id | log out | help

Orbital CHASE Paymentech™

Open Batch - View Order
View the order information below

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 06/07/2010 09:51:20 EDT Currency Code: USD

Card Number: XXXXXXXXXXXX5454
Amount: 25.00
Order ID #: PCARD TEST ORDER
Transaction Reference Number [TxRefNum]: 4C0CEC5EA41C68867766C7D2E4E577767535547A

Request Type	Amount	Status	Date	Transaction Origination	Username	TxRefNum
Auth	25.00	Original	2010-06-07 08:55:58	VT	VARSUPER01	4C0CEC5EA41C68867766C7D2E4E577767535547A
Mark for Capture	25.00	Original	2010-06-07 09:12:32	VT	VARSUPER01	4C0CEC5EA41C68867766C7D2E4E577767535547A
Void	25.00	Original	2010-06-07 09:12:59	VT	VARSUPER01	4C0CEC5EA41C68867766C7D2E4E577767535547A

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

Return to View Order Details

NOTE To view a sample Order History page for partially approved transactions, see [Appendix A Partial Authorizations](#).

Marking a Successful Authorization for Capture

The **Mark/Unmark** column allows the User to easily **Mark** or **Unmark** transactions for settlement.

Clicking on the term **Mark** in this column changes the status from **Auth Success** to **Marked for Capture**. The transaction is submitted the next time a settlement is initiated.

NOTE For information regarding Mark/Unmark for Purchase Card Data, see [Adjusting Purchasing Card Data](#).

Figure 38 Marking a transaction for capture

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 08/06/2010 10:52:48 EDT Currency Code: USD

Mark/Unmark	Adjust Purchase Card & Mark	Date	Order ID #	Trans Status	Type	Cardholder#	Trans Amount
<input type="radio"/>	Unmark	2010-08-06 09:19:35	213837	Marked For Capture		XXXXXXXXXX8291	138.44
<input type="radio"/>	Unmark	2010-08-06 09:18:00	213836	Marked For Capture		XXXXXXXXXX5454	170.93

Unmarking a Captured Transaction

Clicking on the term **Unmark** in this column changes the status from **Marked for Capture** to **Auth Success**. The item will not be included in the next settlement. It will remain in the open batch until its Transaction Status is changed.

Figure 39 Unmarking a transaction

Mark/Unmark	Adjust Purchase Card & Mark	Date	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
<input type="radio"/>	Mark	2010-08-06 09:19:35	213837	Auth Success	XXXXXXXXXXXX8291	138.44
<input type="radio"/>	Unmark	2010-08-06 09:18:00	213836	Marked For Capture	XXXXXXXXXXXX5454	170.93

Adjusting Purchasing Card Data

When authorizations are performed on Purchasing Cards, a special column on the **Open Batch – Search Results** page is displayed. The **Adjust Purchase Card & Mark** column allows you to adjust the original Purchasing Card Level II and III data then mark the transaction for capture in the event of a ship partial.

Figure 40 Adjust Purchase Card & Mark column

The screenshot shows the Orbital Virtual Terminal interface. At the top, there are navigation links: 'switch id | log out | help'. Below that is the Orbital logo and the Chase Paymentech logo. A navigation bar contains links: 'NEW ORDER | OPEN BATCH | REVIEW | REPORTING | ADMIN | IMPORT FILE'. The main heading is 'Open Batch - Search Results' with a sub-heading 'View your search results below'. Below this is a merchant information box for 'EBusiness Test - PROD' with details: Merchant ID: 041756, Date/Time: 08/06/2010 10:58:46 EDT, Terminal ID: 001, Currency Code: USD, Industry Type: EC. The main table has columns: Mark/Unmark, Adjust Purchase Card & Mark, Date, Order ID #, Trans Status - Type, Cardholder#, and Trans Amount. The 'Adjust Purchase Card & Mark' column contains values like 'Pcard&Mark' and 'Pcard&Mark'. The first two rows are circled in red. At the bottom, there are buttons: 'View Order', 'Void', 'Settle', 'Ship Partial', and 'Return to Search'. A footer indicates '226 record(s) found, displaying 1 to 10.' and pagination links: '[First] [Prev] 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 [Next] [Last]'.

- 1 From the **Open Batch – Search Results** page, click on the **Pcard&Mark** link by the Purchasing Card transaction that is to be split.
- 2 The **Purchasing Card Data III** tab is displayed. Remove and/or edit the line items as desired. As a reminder, Tampa Users are forced to ensure the variance is zero before continuing. This is the same requirement discussed in *Entering Purchasing Card Data for a Purchase*. Also important to note that Level III data only remains attached to the transaction currently being settled. It is no longer attached to the remaining un-captured portion of the transaction. In other words, if Level III data is still needed at the time of Capture for the remaining un-captured portion, it will need to be re-entered.

Figure 41 Adjusting Purchase Card data

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
 Date/Time: 06/07/2010 13:48:41 EDT Currency Code: USD

PURCHASING CARD DATA II

Enter Order Level Detail Below

Freight Amount (###) 0.00 Destination Country Code US Destination Zip Code 33543
 Ship From Zip 33543 Duty Amount (###) 0.00 Discount Amount (###) 0.00
 VAT Tax Amount (###) 0.00 VAT Tax Rate (###) 0.00

Enter Line Item #

Item Type Sale Product Code Description
 Unit Cost (#####) Quantity (####) Unit of Measure NMB-Number
 Tax Rate (###) Tax Amount (###)
 Commodity Code Discount Amount (###) Line Item Total 0.00

Total Line Items 1
 Total Line Item Amount 30.00
 Sale Amount 30.00
 Variance 0.00

Remove	Edit	Line #	Item Type	Product Code	Description	Line Item Amount	Unit Cost	Quantity	Unit Of Measure	Tax Amount	Tax Rate
remove	edit	1	Sale	B45124	NAILS	30.00	15.0000	2.0000	NMB	5.00	7.000

One transaction found.

Voiding a Transaction

The **Void** button is used to cancel a transaction. It removes a transaction from an active status and prevents its future settlement.

- 1 From the **Open Batch – Search Results** page, click on the transaction that needs to be voided.
- 2 Click on the **Void** button.

Figure 42 Voiding a transaction

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111
 Date/Time: 06/07/2010 12:32:59 EDT
 Terminal ID: 001
 Currency Code: USD
 Industry Type: EC

Mark/Unmark	Date	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
<input checked="" type="radio"/> Mark	2010-06-07 12:19:18	30037	Auth Success	XXXXXXXXXXXX1111	0.01
<input type="radio"/> Unmark	2010-06-07 12:18:12	48	Marked For Capture	XXXXXXXXXXXX1111	1.00
<input type="radio"/> Mark	2010-06-07 12:17:55	24178	Auth Success	XXXXXXXXXXXX1111	0.01
<input type="radio"/> Unmark	2010-06-07 12:15:28	48	Marked For Capture	XXXXXXXXXXXX9432	1.00
<input type="radio"/>	2010-06-07 12:13:58	7096327295721AMG	Account Verify Success	XXXXXXXXXXXX1111	0.00
<input type="radio"/>	2010-06-07 12:10:31	452	Account Verify Success	XXXXXXXXXXXX1111	0.00
<input type="radio"/>	2010-06-07 12:10:30	450	Account Verify Success	XXXXXXXXXXXX1111	0.00
<input type="radio"/> Unmark	2010-06-07 12:10:16	438	Marked For Capture	XXXXXXXXXXXX1111	1.50
<input type="radio"/> Unmark	2010-06-07 12:06:59	48	Marked For Capture	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 12:04:13	7412566295721AMG	Account Verify Success	XXXXXXXXXXXX1111	0.00

155 record(s) found, displaying 11 to 20. [First|Prev|1|2|3|4|5|6|7|8|Next|Last]

View Order Void Settle Ship Partial Return to Search

Upon using the **Void** button, the status is changed to **voided**. Once voided, the status can no longer be changed. To settle a voided authorization, the data must be re-entered on the **New Order > Force** page and clicking on the **Force and Capture** button.

NOTE A void, in and of itself, does not reverse the original authorization for any card type other than Gift Card and PINless Debit. In order to free up the hold on the accountholder’s open-to-buy (line-of-credit), which was reserved by the original authorization, an authorization reversal must be performed.

Authorization reversals can be automatically attempted with every Void by enabling this functionality via the **ADMIN > General Admin** menu. For more information on how to enable this feature, please see [Setting General Preferences](#).

Figure 43 Voided transaction

Orbital CHASE Paymentech™

Virtual Terminal | Open Batch | Search Results

→ **Open Batch - Search Results**
View your search results below

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
 Date/Time: 06/07/2010 12:33:29 EDT Currency Code: USD

Mark/Unmark	Date	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
<input checked="" type="radio"/>	2010-06-07 12:19:18	30037	Voided	XXXXXXXXXXXX1111	0.01
<input type="radio"/> Unmark	2010-06-07 12:18:12	48	Marked For Capture	XXXXXXXXXXXX1111	1.00
<input type="radio"/> Mark	2010-06-07 12:17:55	24178	Auth Success	XXXXXXXXXXXX1111	0.01
<input type="radio"/> Unmark	2010-06-07 12:15:28	48	Marked For Capture	XXXXXXXXXXXX9432	1.00
<input type="radio"/>	2010-06-07 12:13:58	7096327295721AMG	Account Verify Success	XXXXXXXXXXXX1111	0.00
<input type="radio"/>	2010-06-07 12:10:31	452	Account Verify Success	XXXXXXXXXXXX1111	0.00
<input type="radio"/>	2010-06-07 12:10:30	450	Account Verify Success	XXXXXXXXXXXX1111	0.00
<input type="radio"/> Unmark	2010-06-07 12:10:16	438	Marked For Capture	XXXXXXXXXXXX1111	1.50
<input type="radio"/> Unmark	2010-06-07 12:06:59	48	Marked For Capture	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 12:04:13	7412566295721AMG	Account Verify Success	XXXXXXXXXXXX1111	0.00

155 record(s) found, displaying 11 to 20. [First|Prev|1|2|3|4|5|6|7|8|Next|Last]

View Order Void **Settle** Ship Partial Return to Search

Settling All Marked for Capture, Credit, and Force Transactions

The Settle action instructs the Orbital Virtual Terminal to immediately settle all transactions with a status of Marked for Capture, Force, or Credit. After the Settle function is performed, all Voided and Declined transactions are purged from the Open Batch view. They, along with errors, can be located by specifically searching for **voids only** or **Declines and Errors only** in the **Transaction Status** dropdown box of the **Open Batch – Search** page. The only transactions that remain in Open Batch after settlement are Authorizations that were not Marked for Capture.

Figure 44 Settling an open batch

Orbital CHASE Paymentech™

Virtual Terminal | Open Batch | Search Results

→ **Open Batch - Search Results**
View your search results below

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
 Date/Time: 06/07/2010 13:48:41 EDT Currency Code: USD

Mark/Unmark	Adjust Purchase Card & Mark	Date	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
<input type="radio"/> Unmark		2010-06-07 00:06:22	052012001A	Marked For Capture	XXXXXXXXXXXX5454	10.00
<input type="radio"/> Unmark		2010-06-07 00:06:10	112009MON	Marked For Capture	XXXXXXXXXXXX5454	90.00
<input type="radio"/> Unmark		2010-06-07 00:06:06	112009MON	Marked For Capture	XXXXXXXXXXXX5454	400.00

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

View Order Void **Settle** Ship Partial Return to Search

Once the **Settle** button is selected, a summary page appears displaying summary totals.

Figure 45 Settlement summary report

switch id | log out | help

Orbital CHASE Paymentech™

Virtual Terminal | Open Batch | Settle

NEW ORDER | OPEN BATCH | REVIEW | REPORTING | ADMIN | IMPORT FILE

→ **Open Batch - Settle**
View the information about the settlement below

Merchant DBA: Gateway Test Merchant		
Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 08/07/2010 13:48:41 EDT	Currency Code: USD	

	Amount	Number
Sales	12,163.48	79
Return	1,400.00	14
Net	10,763.48	93

Close

Splitting a Transaction into Separate Shipments

Ship Partial, also known as Split Shipment, is a function that allows you to split one transaction into multiple transactions. Bankcard regulations prohibit charging a consumer for goods prior to shipment. If a consumer purchases several items and multiple shipments occur on different days (back orders, etc.), then the order must be charged to the consumer in multiple increments. For a process flow diagram, please see [Split Shipment Process Flow](#).

Only **Unmarked** transactions can be selected for Ship Partial. If you attempt to split a transaction that is already **Marked for Capture**, an alert appears advising you to unmark the transaction.

- 1 From the **Open Batch – Search Results** page, select the **Authorization Success** transaction that needs to be split.
- 2 Click on **Ship Partial** button. The Ship Partial page appears. This page contains all the transaction information previously recorded plus a field to enter the portion of the total amount to capture

Figure 46 Splitting a transaction

switch id | log out | help

Orbital CHASE Paymentech™

NEW ORDER | OPEN BATCH | REVIEW | REPORTING | ADMIN | IMPORT FILE

Virtual Terminal | Open Batch | Search Results

→ **Open Batch - Search Results**
View your search results below

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 06/07/2010 13:48:41 EDT Currency Code: USD

Select transaction

Mark/Unmark	Date	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
<input checked="" type="radio"/> Mark	2010-06-07 14:02:40	TEST SPLIT ORDER	Auth Success	XXXXXXXXXXXX1111	25.00
<input type="radio"/> Unmark	2010-06-07 14:00:51	Test_016	Marked For Capture	XXXXXXXXXXXX1111	1.00
<input type="radio"/> Mark	2010-06-07 14:00:36	18021	Auth Success	XXXXXXXXXXXX1111	0.01
<input type="radio"/> Unmark	2010-06-07 13:57:51	Test_016	Marked For Capture	XXXXXXXXXXXX9432	1.00
<input type="radio"/>	2010-06-07 13:55:23	9002233395721AMG	Account Verify Success	XXXXXXXXXXXX1111	0.00
<input type="radio"/>	2010-06-07 13:52:36	9794513395721AMG	Account Verify Success	XXXXXXXXXXXX1111	0.00
<input type="radio"/>	2010-06-07 13:51:41	3250013395721AMG	Account Verify Success	XXXXXXXXXXXX1111	0.00
<input type="radio"/> Mark	2010-06-07 13:14:29	31225	Auth Success	XXXXXXXXXXXX1111	0.01
<input type="radio"/> Mark	2010-06-07 13:05:58	1342	Auth Success	XXXXXXXXXXXX1111	1.00
<input type="radio"/> Mark	2010-06-07 12:59:05	31222	Auth Success	XXXXXXXXXXXX1111	0.01

137 record(s) found, displaying 1 to 10. [First/Prev] 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 [Next/Last]

View Order Void Settle **Ship Partial** Return to Search

3 Enter the amount that needs to be captured. Amount can be equal to or less than the authorized amount. After entering the amount, click on one of the standard action buttons:

- Mark for Capture
- Clear Amount
- Return to Results List

Figure 47 Entering ship partial amount

Virtual Terminal | Open Batch | Ship Partial

→ **Open Batch - Ship Partial**
Fill out the form below and submit when complete

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
 Date/Time: 06/07/2010 13:48:41 EDT Currency Code: USD

RECOMMENDED DATA | OPTIONAL DATA | PURCHASING CARD DATA II | RESPONSE DATA

● = Required Field

Credit Card Type: Visa
 Card Number: XXXXXXXXXXXX5454 Expiration Date: 2012/01
 Amount: 25.00 Card Verification #
 Amount to Capture (##0.00): **5.00**
 Order ID #: TEST SPLIT ORDER
 Street
 City
 State
 Postal Code
 Order Description

Enter amount to be captured. (Must be equal to or less than authorized amount)

Mark for Capture | Clear Amount | Return To Results List

4 Click on **Mark for Capture** button. The results are displayed on the **Open Batch – Search Results** page indicating the amount captured. The page reflects both the transaction that was split and the portion of the transaction that was Marked for Capture. Once a specific amount of a Split Shipment has been Marked for Capture, it cannot be unmarked, but it can be voided. In the example below, an original transaction of \$25.00 has been split twice, once for \$5.00 and again for \$6.00.

Figure 48 Ship partial results

Virtual Terminal | Open Batch | Search Results

→ **Open Batch - Search Results**
View your search results below

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
 Date/Time: 06/07/2010 13:48:41 EDT Currency Code: USD

Mark/Unmark	Date	Order ID#	Trans Status - Type	Cardholder#	Trans Amount
<input type="radio"/>	2010-06-07 14:14:04	TEST SPLIT ORDER	Marked For Capture - Split	XXXXXXXXXXXX5454	6.00
<input type="radio"/>	2010-06-07 14:03:34	TEST SPLIT ORDER	Marked For Capture - Split	XXXXXXXXXXXX5454	5.00
<input checked="" type="radio"/> Mark	2010-06-07 14:02:40	TEST SPLIT ORDER	Split	XXXXXXXXXXXX5454	14.00

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

View Order | Void | Settle | Ship Partial | Return to Search

To see the historical detail of the split transaction click on the **View Order** button on the **Open Batch – Search Results** page, then on the **Order History** button. The following page appears with the history.

Figure 49 Ship Partial order history

The screenshot shows the Orbital Virtual Terminal interface. At the top, there are navigation links: 'switch id | log out | help'. The main header includes the Orbital logo and 'CHASE Paymentech™'. Below the header, there are menu options: 'NEW ORDER | OPEN BATCH | REVIEW | REPORTING | ADMIN | IMPORT FILE'. The current page is 'Virtual Terminal | Open Batch | View Order'. A red arrow points to 'Open Batch - View Order' with the subtext 'View the order information below'. Below this, a grey box displays merchant information: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Terminal ID: 001', 'Industry Type: EC', 'Date/Time: 06/07/2010 13:48:41 EDT', and 'Currency Code: USD'. Further down, card details are shown: 'Card Number: XXXXXXXXXXXXX5454', 'Amount: 14.00', 'Order ID #: TEST SPLIT ORDER', and 'Transaction Reference Number [TxRefNum]: 4C0D34408C3008010EC38836EE805EBAC19F545B'. A table with 7 columns (Request Type, Amount, Status, Date, Transaction Origination, Username, TxRefNum) shows three rows of transaction data. The first row is 'Auth' with amount 25.00, status 'Original', date '2010-06-07 14:02:40', origination 'VT', username 'VARSUPER01', and TxRefNum '4C0D34408C3008010EC38836EE805EBAC19F545B'. The second row is 'Mark for Capture' with amount 5.00, status 'Pending - Settl', date '2010-06-07 14:03:35', origination 'VT', username 'VARSUPER01', and TxRefNum '4C0D3476240EDE7737B6FE2369201E5B8C2F54A9'. The third row is 'Mark for Capture' with amount 6.00, status 'Pending - Settl', date '2010-06-07 14:14:04', origination 'VT', username 'VARSUPER01', and TxRefNum '4C0D36EC6A7F256D4C6EC3D6BC7932C4A28C54F6'. Below the table, it says '3 record(s) found, displaying all record(s)'. A green button labeled 'Return to View Order Details' is at the bottom.

Request Type	Amount	Status	Date	Transaction Origination	Username	TxRefNum
Auth	25.00	Original	2010-06-07 14:02:40	VT	VARSUPER01	4C0D34408C3008010EC38836EE805EBAC19F545B
Mark for Capture	5.00	Pending - Settl	2010-06-07 14:03:35	VT	VARSUPER01	4C0D3476240EDE7737B6FE2369201E5B8C2F54A9
Mark for Capture	6.00	Pending - Settl	2010-06-07 14:14:04	VT	VARSUPER01	4C0D36EC6A7F256D4C6EC3D6BC7932C4A28C54F6

The TxRefNum is a unique identifier assigned to each transaction. Although each split of the transaction is assigned a new TxRefNum, you can search for all split transactions by the Original TxRefNum. The reference to the Original TxRefNum is kept internally with each subsequent split transaction.

The remaining balance of the authorization (uncaptured portion) is displayed in the Amount section of the Order History page

NOTE For information on splitting Purchasing Card II and III transactions, see [Adjusting Purchasing Card Data](#).

Chapter 5 Reviewing Post-Settlement Data

The **REVIEW** menu tab allows you to view post-settlement data at the batch or transaction level. The screens provide the ability to view closed, pending or rejected batches or transactions. Post-settlement data is retained for six months plus current month. The **Batch Search** is used for locating batch information and subsequently drilling down to individual transaction information. The **Transactions Search** is employed to immediately locate a specific transaction. To begin the search of post-settlement data, click on **REVIEW > Batch Search** or **REVIEW > Transaction Search**.

NOTE Gift Card transactions are not viewable from the **REVIEW** menu tab. They can only be viewed from the **FLEXCACHE** menu tab.

Searching for Batches

- 1 To view the Review – Batch Search page, click on **REVIEW > Batch Search** option.
- 2 To search by Batch Number range, enter the beginning and ending batch numbers in the **From** and **To** boxes. Both boxes must be populated in order to perform this search.
 - ♦ Tampa batch numbers increase numerically beginning with 001 (i.e. 001,002,003, etc.)
 - For batches that are greater than 2400 transactions, the Orbital Gateway will split the batch prior to sending to the host system at the time of settlement. The first batch sent to the host will contain 2400 transactions, the second will contain 2399, the third will contain 2398, etc. Each subsequent batch will be decremented by 1 transaction.
 - Each batch that is split will be assigned the next incremental batch number.
 - ♦ Salem batch numbers are assigned by the Salem host system and resemble the following: 20906.4195f.
 - Salem batches are not split up prior to being sent to the host.
- 3 To search by Date range, select the beginning and ending date ranges in the **From** and **To** dropdown boxes. The default is set to the current date.

Results Output

Once the batch number range or date range has been selected, there are several methods for generating results. Choose one of the following options in the **Query Type** dropdown box to complete the search.

Detailed Transactions (Default) Search results are outputted to the screen for immediate viewing. Individual batches are displayed in groups of 10. Users can drill down to the transaction level from this page. See [Figure 50 Review – Batch Search Results \(Detailed Transactions view\)](#)

Summary Query

Search results are summarized on the screen. Transaction counts by various transaction types across batches within the search parameters are provided. Examples include Sale counts and Return counts. See [Figure 51 Review – Batch Search Results \(Summary Query view\)](#). Payment types may differ from screenshot provided. To print Summary page, click on Print button and change printer options to landscape mode.

Generate Detail Report

Search results are provided in PDF format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Generate Detail File

Search results are provided in CSV format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Generate Detail Report – Pending

Search results for transactions in pending status are provided in PDF format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Generate Detail File – Pending

Search results for transactions in pending status are provided in CSV format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Generate Detail Report – Rejected

Search results for rejected transactions are provided in PDF format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Generate Detail File - Rejected

Search results for rejected transactions are provided in CSV format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Figure 50 Review - Batch Search Results (Detailed Transactions view)

Virtual Terminal | Review | Batch Search Results

→ **Review - Batch Search Results**
View your search results below

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
 Date/Time: 06/08/2010 13:52:33 EDT Currency Code: USD

	Date	Batch No.	Batch Status	Net Amount
<input type="radio"/>	2010-06-07 14:16:09	00607.08E0y-1894	Batch Closed	17.00
<input type="radio"/>	2010-06-07 13:48:41	00607.0832y-1893	Batch Closed	10,763.48
<input type="radio"/>	2010-06-07 11:31:15	00607.06D1y-1892	Batch Closed	60,400.71
<input type="radio"/>	2010-06-06 14:16:10	00606.078Ay-1891	Batch Closed	11,120.88
<input type="radio"/>	2010-06-05 14:16:09	00605.06F0y-1890	Batch Closed	165,126.09
<input type="radio"/>			Batch Rejected	
<input type="radio"/>			Batch Pending	

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

The **Batch Status** column denotes the status of the batch.

Closed Successfully processed batch.

Pending Batch is waiting to be processed. This status may last anywhere from one to six hours.

Rejected All or some of the transactions were rejected. Transactions in this state can be resettled after fixing the cause for rejection

Figure 51 Review - Batch Search Results (Summary Query view)

Virtual Terminal | Open Batch | Search

→ **Review - Batch Search Results**
Enter your search criteria below

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
 Date/Time: 06/08/2010 14:09:59 EDT Currency Code: USD

	Sale Count	Sale Amount	Return Count	Return Amount	Decline & Error Count	Total Count	Net Amount
American Express	73	35,164.00	18	1,800.00	0	91	33,364.00
Visa	1502	170,401.80	42	3,795.20	0	1544	166,606.60
Electronic Check	155	15,851.30	0	0.00	0	155	15,851.30
MasterCard	77	18,367.26	54	5,400.00	0	131	12,967.26
Discover	45	20,439.00	18	1,800.00	0	63	18,639.00

	Total Sale Count	Total Sale Amount	Total Return Count	Total Return Amount	Total Decline & Error Count	Total Count	Net Amount
	1852	260,223.36	132	12,795.20	0	1984	247,428.16

Search Criteria

Batch Range From: _____ To: _____

Date Range (mm/dd/yyyy) From: 06/05/2010 00:00:00 To: 06/08/2010 23:59:59

Reviewing a Closed or Pending Batch

After generating search results using the Detailed Transactions query type from the **REVIEW > Batch Search** page, batch details for Closed or Pending batches can be viewed on the **Review – Batch Search Results** page. Click on the radio button next to the batch (closed or pending) you wish to view then click on the **Batch Details** button.

For closed batches, in addition to the batch details, a summary of the batch is displayed below the transactions. The summary information includes the total number of records/transactions, total **Sales**, total **Credit**, and net **Amount** of the file.

Figure 52 Review - Batch Details (Closed Batch)

The screenshot shows the 'Review - Batch Details' page in the Orbital Virtual Terminal. At the top, there is a navigation bar with 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'REPORTING', 'ADMIN', and 'IMPORT FILE'. The 'REVIEW' tab is active. Below the navigation bar, there is a breadcrumb trail: 'Virtual Terminal | Review | Batch Details'. A red arrow points to the 'Review - Batch Details' link. Below this, it says 'View your search results below'. The main content area is divided into two sections. The first section is 'Merchant DBA: Gateway Test Merchant' with the following details: Merchant ID: 111111, Terminal ID: 001, Industry Type: EC, Date/Time: 06/08/2010 15:21:11 EDT, and Currency Code: USD. The second section is a table of transactions with columns: Batch No, Date, Order ID#, Trans Status - Type, Cardholder#, and Trans Amount. The table contains 10 rows of data, all with a 'Tran Accepted - Sales' status. Below the table, there is a summary box with a red border and a red arrow pointing to it from the label 'Batch Summary Information'. The summary box contains: '93 record(s) found, displaying 1 to 10.', 'Sales 12,163.48', 'Credit 1,400.00', and 'Amount 10,763.48'. At the bottom of the page, there are two buttons: 'View Order' and 'Return To Batch Search Results'.

Batch No	Date	Order ID#	Trans Status - Type	Cardholder#	Trans Amount
00607.0832y-1893	2010-06-07 13:47:36	51	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
00607.0832y-1893	2010-06-07 13:46:14	7788	Tran Accepted - Sales	XXXXXXXXXXXX1111	50.00
00607.0832y-1893	2010-06-07 13:45:36	7787	Tran Accepted - Sales	XXXXXXXXXXXX1111	36.17
00607.0832y-1893	2010-06-07 13:39:15	50	Tran Accepted - Sales	XXXXXXXXXXXX9432	1.00
00607.0832y-1893	2010-06-07 13:28:45	00000000000000000000	Tran Accepted - Sales	XXXXXXXXXXXX1111	100.00
00607.0832y-1893	2010-06-07 13:28:31	00000000000000000000	Tran Accepted - Sales	XXXXXXXXXXXX1111	825.00
00607.0832y-1893	2010-06-07 13:28:29	49	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
00607.0832y-1893	2010-06-07 13:28:27	00000000000000000000	Tran Accepted - Sales	XXXXXXXXXXXX1111	811.00
00607.0832y-1893	2010-06-07 13:28:26	00000000000000000000	Tran Accepted - Sales	XXXXXXXXXXXX1111	811.00
00607.0832y-1893	2010-06-07 13:28:25	00000000000000000000	Tran Accepted - Sales	XXXXXXXXXXXX1111	811.00

93 record(s) found, displaying 1 to 10. Sales 12,163.48 Credit 1,400.00 Amount 10,763.48

Batch Summary Information

For pending batches, the **Trans Status – Type** column will display a **Capture in Progress** status.

Figure 53 Review - Batch Details (Pending Batch)

Virtual Terminal | Review | Batch Details

NEW ORDER | OPEN BATCH | REVIEW | REPORTING | ADMIN | IMPORT FILE

Review - Batch Details
View your search results below

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111
 Date/Time: 06/08/2010 14:10:37 EDT
 Terminal ID: 001
 Currency Code: USD
 Industry Type: EC

Batch No	Date	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
<input type="radio"/>	2010-04-15 14:14:37	10009679	Capture in Progress	XXXXXXXXXXXX1111	18.00
<input type="radio"/>	2010-04-15 14:14:33	10009678	Capture in Progress	XXXXXXXXXXXX1111	70.00
<input type="radio"/>	2010-04-15 14:14:16	10009677	Capture in Progress	XXXXXXXXXXXX1111	107.35
<input type="radio"/>	2010-04-15 14:13:57	10009676	Capture in Progress	XXXXXXXXXXXX9432	20.00
<input type="radio"/>	2010-04-15 14:13:35	18678	Capture in Progress	XXXXXXXXXXXX1111	9.95
<input type="radio"/>	2010-04-15 14:13:22	2101	Capture in Progress	XXXXXXXXXXXX1111	9.95
<input type="radio"/>	2010-04-15 14:11:12	241907	Capture in Progress	XXXXXXXXXXXX1111	50.00
<input type="radio"/>	2010-04-15 14:09:17	1943	Capture in Progress	XXXXXXXXXXXX1111	50.49
<input type="radio"/>	2010-04-15 14:08:42	10009674	Capture in Progress	XXXXXXXXXXXX1111	39.00
<input type="radio"/>	2010-04-15 14:06:17	2099	Capture in Progress	XXXXXXXXXXXX1111	9.95

739 record(s) found, displaying 1 to 10. [First|Prev] 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | [Next|Last]

[View Order](#) [Return To Batch Search Results](#)

Reviewing a Rejected Batch

Transactions may get rejected by the host processing system at the time of settlement. Examples for rejects include invalid card numbers or ECP validation errors.

Rejected transactions can be viewed in the Rejected Batch on the **Review – Batch Search Results** page after generating search results using the Detailed Transactions query type from the **REVIEW > Batch Search** page. Click on the radio button next to the rejected batch then click on the **Batch Details** button. Within the Rejected Batch, the **Trans Status – Type** column will display the status of each transaction. Users have the option to:

- View the transaction
- Mark and Re-settle the transaction
- Void the transaction

Upon determining that a transaction cannot be marked/resettled from the Rejected Batch, users can opt to resubmit the transaction as a Force transaction after voiding in the Rejected Batch. If assistance is needed to research rejected transactions, please contact the Orbital Gateway Support helpdesk.

Figure 54 Review - Batch Details (Rejected Transactions)

Virtual Terminal | Review | Batch Search Results

→ **Review - Batch Search Results**
View your search results below

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
 Date/Time: 06/08/2010 14:10:57 EDT Currency Code: USD

Mark/Unmark	Date	Batch Number	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
○ Mark	2010-06-07 08:11:29	00607.06D1y-1892	21254875585258	Tran Rejected - Sales	XXXXXXXXXXXX1111	690.00
○ Mark	2010-06-03 08:08:03	00603.0584y-1887	22258477751258	Tran Rejected - Sales	XXXXXXXXXXXX1111	650.00
○ Mark	2010-06-03 05:22:11	00603.0584y-1887	5595-feR-PCC	Tran Rejected - Credit	XXXXXXXXXXXX1111	301.00
○ Mark	2010-05-26 09:46:32	00526.0728y-1879	12343434336832	Tran Rejected - Credit	XXXXXXXXXXXX9432	450.00
○ Mark	2010-05-26 09:12:44	00526.0728y-1879	10202020202011	Tran Rejected - Credit	XXXXXXXXXXXX1111	750.00
○ Mark	2010-05-26 08:29:49	00526.0728y-1879	19845878548788	Tran Rejected - Sales	XXXXXXXXXXXX1111	580.00
○ Mark	2010-05-26 07:01:36	00526.0728y-1879	11254847758855	Tran Rejected - Sales	XXXXXXXXXXXX1111	750.00
○ Mark	2010-05-25 07:53:15	00525.07E1y-1878	42258888855552	Tran Rejected - Sales	XXXXXXXXXXXX1111	780.00
○ Mark	2010-05-25 06:00:53	00525.07E1y-1878	41452455522552	Tran Rejected - Sales	XXXXXXXXXXXX1111	810.00
○ Mark	2010-05-24 05:49:09	00524.0C36y-1877	40215554477552	Tran Rejected - Sales	XXXXXXXXXXXX1111	750.00

26 record(s) found, displaying 1 to 10. [First/Prev] 1 | 2 | 3 [Next/Last]

View Order Void Re-settle Return To Batch Search Results

Voiding a Transaction in a Rejected Batch

If no further action needs to be taken on a rejected transaction, users can void it to remove it from the Rejected Batch.

- 1 From the rejected transactions page, click on the transaction that is to be voided.
- 2 Click on the **Void** button. **Trans Status – Type** column will display **voided** status.

Figure 55 Voiding a rejected transaction

Mark/Unmark	Date	Batch Number	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
⊕	2010-07-20 11:36:41		127964020021810000001	Voided	XXXXXX1156	762.00
○ Mark	2010-07-07 11:21:37	00707.035Ay-645	MC PIII Order2	Tran Rejected - Sales	XXXXXXXXXXXX2226	100.00
○ Mark	2010-07-07 08:25:14	00707.026Ay-644	MC PIII Order1	Tran Rejected - Sales	XXXXXXXXXXXX2226	100.00

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

View Order Void Re-settle Return To Batch Search Results

Resettling a Rejected Transaction

Any transaction within the Rejected Batch can attempt to be settled again.

- 1 From the rejected transactions page, click on the **Mark** hyperlink by the transaction that is to be re-settled. The **Trans Status – Type** column will display **Tran Reject - (Marked)** status.

Mark/Unmark	Date	Batch Number	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
⊕	2010-07-20 11:36:41		127964020021810000001	Voided	XXXXXX1156	762.00
○ Unmark	2010-07-07 11:21:37		MC PIII Order2	Tran Reject - (Marked)	XXXXXXXXXXXX2226	100.00
○ Mark	2010-07-07 08:25:14	00707.026Ay-644	MC PIII Order1	Tran Rejected - Sales	XXXXXXXXXXXX2226	100.00

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

View Order Void Re-settle Return To Batch Search Results

- Click on the **Re-settle** button. A settlement summary will be displayed of all rejected transactions that were marked for settlement on the **Review – Settle** page.

Virtual Terminal | Review | Settle

→ **Review - Settle**
View the information about the settlement below

Merchant DBA: Gateway Test Merchant		
Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 06/09/2010 10:58:54 EDT	Currency Code: USD	

	Sales	Amount	Number
		0.00	0
		750.00	1
		-750.00	1

Close

Viewing a Transaction in a Closed, Pending, or Rejected Batch

Individual transactions can be viewed from within any Closed or Pending Batch and/or the Rejected Batch.

- From within the batch, click on the radio button by the transaction that is to be viewed.
- Click on the **View Order** button. Details of the transaction can now be viewed.

NOTE For more information on what is displayed, **Adding a Profile**, performing a Quick Credit, and viewing Order History, see [Viewing Transaction Details](#).

Figure 56 Viewing transactions from Closed, Pending, or Rejected batches

Virtual Terminal | Review | Batch Details

→ **Review - Batch Details**
View your search results below

Merchant DBA: Gateway Test Merchant		
Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 06/09/2010 11:11:46 EDT	Currency Code: USD	

	Batch No	Date	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
<input checked="" type="radio"/>	00608.0925y-1895	2010-06-08 14:14:43	6479	Tran Accepted - Sales	XXXXXXXXXXXX1111	25.00
<input type="radio"/>	00608.0925y-1895	2010-06-08 14:14:35	6477	Tran Accepted - Sales	XXXXXXXXXXXX1111	9.95
<input type="radio"/>	00608.0925y-1895	2010-06-08 14:14:22	6475	Tran Accepted - Sales	XXXXXXXXXXXX1111	9.95
<input type="radio"/>	00608.0925y-1895	2010-06-08 14:14:16	6473	Tran Accepted - Sales	XXXXXXXXXXXX9432	9.95
<input type="radio"/>	00608.0925y-1895	2010-06-08 14:13:50	6471	Tran Accepted - Sales	XXXXXXXXXXXX1111	300.00
<input type="radio"/>	00608.0925y-1895	2010-06-08 14:13:48	6469	Tran Accepted - Sales	XXXXXXXXXXXX1111	9.95
<input type="radio"/>	00608.0925y-1895	2010-06-08 14:13:42	6467	Tran Accepted - Sales	XXXXXXXXXXXX1111	9.95
<input type="radio"/>	00608.0925y-1895	2010-06-08 14:13:39	6465	Tran Accepted - Sales	XXXXXXXXXXXX1111	25.00
<input type="radio"/>	00608.0925y-1895	2010-06-08 14:13:18	6463	Tran Accepted - Sales	XXXXXXXXXXXX1111	9.95
<input type="radio"/>	00608.0925y-1895	2010-06-08 14:13:11	6460	Tran Accepted - Sales	XXXXXXXXXXXX1111	9.95

1,569 record(s) found, displaying 1 to 10. Sales 111,587.36 Credit 1,405.00 Amount 110,182.36

View Order Return To Batch Search Results

Searching for Transactions

- 1 To view the Review – Transaction Search page, click on the **REVIEW > Transaction Search** option.

Figure 57 Closed Batch Transaction Search page

The screenshot shows the Orbital Virtual Terminal interface. At the top, there is a navigation bar with links for 'switch id', 'log out', and 'help'. Below this is a header with the Orbital logo and 'CHASE Paymentech™'. A secondary navigation bar contains links for 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'REPORTING', 'ADMIN', and 'IMPORT FILE'. The main content area is titled 'Review - Transaction Search' and includes a sub-header 'Enter your search criteria below'. A summary box displays the following information: Merchant DBA: Gateway Test Merchant; Merchant ID: 111111; Terminal ID: 001; Industry Type: EC; Date/Time: 06/07/2010 13:48:41 EDT; Currency Code: USD. A legend indicates that a partial entry symbol means 'Partial Entry Allowed'. The search form includes the following fields: Transaction Status (Settled All), Account # (with a partial entry symbol) and OR Last 4; Account Type (All); Order #; Order Description; Card Type; Amount Range (min. to max.); Approval Code; Transaction Reference; Profile ID; and User Logon (with a partial entry symbol) and Or. Below these fields is a section for 'And (if checked)' with a checked box for 'Date Range (mm/dd/yyyy)' and a date range from 06/08/2010 to 06/08/2010. The Query Type is set to Detailed Transactions. Search and Clear buttons are at the bottom.

- 2 To search for transactions in a specific status, select an option from the Transaction Status dropdown menu:
 - ◆ Settled All (default)
 - ◆ Pending Transactions
 - ◆ Settled Sales
 - ◆ Settled Returns
 - ◆ Rejected Items
- 3 To search for transactions by account number, enter the full or partial account number in the **Account #** box or just the last four digits in the **Last 4** box.
- 4 To search by Account Type, select **Non ECP** or **ECP**.
- 5 To search by full or partial Order ID number, enter the value in the **Order #** box.
- 6 To search by full or partial Order Description, enter the value in the **Order Description** box.
- 7 To search by a specific card brand, select an option in the **Card Type** dropdown box.

- 8 To search for transactions within an amount range, enter the minimum and/or maximum value of the amount(s) in the **Amount Range** boxes. It is not necessary to supply both values.
- 9 To search by approval code, enter the full value in the **Approval Code** box.
- 10 To search by Transaction Reference number, enter the full value in the **Transaction Reference** box.
- 11 To search by a specific Profile ID, enter the full or partial Profile ID in the **Profile ID** box. This field is only visible if the merchant and User ID are set up for Profile Management.
- 12 To search by a specific VT User ID, select a user from the **User Logon** dropdown box or enter the full User ID in the entry box. Searches can be performed on both active and inactive/terminated User IDs.
- 13 In addition to any of the search parameters mentioned above, a date range can be utilized to further narrow a search request. By default, the date range is set to the current day. Change the **From** and **To** dates as needed. If no date range is needed, uncheck the **Date Range** checkbox.

Results Output

Once the search criteria have been selected, there are several methods for generating the results. Choose one of the following options in the **Query Type** dropdown box to complete the search.

Detailed Transactions (Default) Search results are outputted to the screen for immediate viewing. Individual transactions are displayed in groups of 10. It is from this screen that additional functionality can be accessed such as **Add Profile** and **Credit**. See [Figure 58 Review – Transaction Search Results page \(Detailed Transactions view\)](#)

Summary Query Search results are summarized on the screen. Transaction counts by various transaction types are provided. Examples include Sale counts and Return counts. See [Figure 59 Review – Transaction Search Results \(Summary Query view\)](#). Payment types may differ from screenshot provided. To print Summary page, click on **Print** button and change printer options to landscape mode.

Generate Detail Report Search results are provided in PDF format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Generate Detail File Search results are provided in CSV format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Figure 58 Review - Transaction Search Results page (Detailed Transactions view)

Virtual Terminal | Review | Transaction Search Results

Review - Transaction Search Results
View your search results below

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
 Date/Time: 06/07/2010 13:48:41 EDT Currency Code: USD

Mark/Unmark	Date	Batch Number	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
<input type="radio"/>	2010-06-07 14:14:04	00607.08E0y-1894	TEST SPLIT ORDER	Tran Accepted - Sales	XXXXXXXXXXXX1111	6.00
<input type="radio"/>	2010-06-07 14:08:01	00607.08E0y-1894	Test_016	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 14:06:30	00607.08E0y-1894	Test_016	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 14:06:16	00607.08E0y-1894	Test_016	Tran Accepted - Sales	XXXXXXXXXXXX9432	1.00
<input type="radio"/>	2010-06-07 14:05:31	00607.08E0y-1894	Test_016	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 14:03:34	00607.08E0y-1894	TEST SPLIT ORDER	Tran Accepted - Sales	XXXXXXXXXXXX1111	5.00
<input type="radio"/>	2010-06-07 14:00:51	00607.08E0y-1894	Test_016	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 13:57:51	00607.08E0y-1894	Test_016	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 13:47:36	00607.0832y-1893	51	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 13:46:14	00607.0832y-1893	7788	Tran Accepted - Sales	XXXXXXXXXXXX1111	50.00

9,439 record(s) found, displaying 1 to 10. [First/Prev] 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 [Next/Last]

[View Order](#) [Return to Search](#)

Figure 59 Review - Transaction Search Results (Summary Query view)

Virtual Terminal | Open Batch | Search

Review - Transaction Search Results
Enter your search criteria below

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
 Date/Time: 06/08/2010 10:40:20 EDT Currency Code: USD

	Sale Count	Sale Amount	Return Count	Return Amount	Decline & Error Count	Total Count	Net Amount
American Express	124	58,844.00	30	3,000.00	0	154	55,844.00
Visa	8554	435,732.63	75	6,445.23	0	8629	429,287.40
Electronic Check	263	26,100.90	0	0.00	0	263	26,100.90
MasterCard	195	56,654.75	93	9,214.40	0	288	47,440.35
Discover	75	34,065.00	30	3,000.00	0	105	31,065.00
Total	9211	611,197.28	228	21,659.63	0	9439	589,537.65

[Print](#) [Return to Search](#)

Search Criteria

Transaction Status Settled All

Account Number _____

Last 4 _____

Account Type All

Order # _____

Order Description _____

Card Type _____

Amount Range (min) _____ Amount Range (max) _____

Approval Code _____

Transaction Reference Number [TxRefNum] _____

Profile ID _____

User Logon _____

Date Range (mm/dd/yyyy) From: 06/03/2010 00:00:00 To: 06/08/2010 23:59:59

Viewing Transaction Details

After generating search results using the Detailed Transactions query type, details for each individual transaction on the Review page can be viewed.

- 1 Click on the radio button by the transaction that is to be viewed.
- 2 Click on **View Order** button.

Figure 60 Selecting and viewing a settled transaction

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
 Date/Time: 06/08/2010 11:07:44 EDT Currency Code: USD

Mark/Unmark	Date	Batch Number	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
<input checked="" type="radio"/>	2010-06-07 14:14:04	00607.08E0y-1894	TEST SPLIT ORDER	Tran Accepted - Sales	XXXXXXXXXXXX1111	6.00
<input type="radio"/>	2010-06-07 14:08:01	00607.08E0y-1894	Test_016	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 14:06:30	00607.08E0y-1894	Test_016	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 14:06:16	00607.08E0y-1894	Test_016	Tran Accepted - Sales	XXXXXXXXXXXX9432	1.00
<input type="radio"/>	2010-06-07 14:05:31	00607.08E0y-1894	Test_016	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 14:03:34	00607.08E0y-1894	TEST SPLIT ORDER	Tran Accepted - Sales	XXXXXXXXXXXX1111	5.00
<input type="radio"/>	2010-06-07 14:00:51	00607.08E0y-1894	Test_016	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 13:57:51	00607.08E0y-1894	Test_016	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 13:47:36	00607.0832y-1893	51	Tran Accepted - Sales	XXXXXXXXXXXX1111	1.00
<input type="radio"/>	2010-06-07 13:46:14	00607.0832y-1893	7788	Tran Accepted - Sales	XXXXXXXXXXXX1111	50.00

3,885 record(s) found, displaying 1 to 10. [First/Prev] 1|2|3|4|5|6|7|8 [Next/Last]

Details of the transaction can now be viewed. By default, two tabs are displayed: **Recommended Data** and **Response Data**. Depending on the New Order request, **Optional Data** and **Purchasing Card Data II** are displayed. If Purchasing Card III data is provided in the transaction request, a fifth tab called **Purchasing Card Data III** is displayed.

Other than the **Response Data** tab, all other tabs simply mirror the information that was submitted for processing the transaction with the exception of the **Recommended Data** page which contains additional transaction specific information.

- Transaction Date** Date the transaction was originally created.
- Transaction Reference Number** Unique identifier assigned to each transaction; also known as the Orbital Gateway Reference Number.
- Transaction Reference Index** Referenced for internal Orbital Gateway use.
- Transaction Creation User ID** User ID or system which created this transaction.
- Transaction Last Modification User ID** User ID or system which last modified this transaction.

Original Order Reference Number (TxRefNum)

The Transaction Reference Number associated with the original authorization of a split transaction.

Figure 61 Review - View Order

The screenshot shows the 'Review - View Order' page in the Orbital Virtual Terminal. At the top, there are navigation links for 'switch id', 'log out', and 'help'. Below the Orbital logo, there are menu items: 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'FLEXCACHE', 'REPORTING', 'ADMIN', and 'IMPORT FILE'. The page title is 'Review - View Order' with a sub-header 'View the order information below'. A table displays merchant information: Merchant DBA: Gateway Test Merchant, Merchant ID: 111111, Date/Time: 06/04/2010 11:07:46 EDT, Terminal ID: 001, Currency Code: USD, and Industry Type: EC. Below this, there are four tabs: 'RECOMMENDED DATA', 'OPTIONAL DATA', 'PURCHASING CARD DATA II', and 'RESPONSE DATA'. The 'RESPONSE DATA' tab is selected and highlighted with a red box, labeled 'Transaction Detail tabs'. This tab contains a list of transaction details: Transaction Status (Tran Accepted), Card Type (MasterCard), Card Number (XXXXXXXXXXXX4455), Amount (25.00), Order ID # (TEST ORDER 123), Street (45 BELEVUE ST SUITE 4500), City (SAN FRANCISCO), State (CA), Postal Code (54545-1111), Order Description (This is a test order), and Soft Descriptor. Below this, another red box highlights a section labeled 'Transaction specific information', which includes: Transaction Date (2010-06-04 11:07:35), Transaction Reference Number [TxRefNum] (4C0916B7F818BD1946EAB0BBFFAA2A4F0C75549A), Transaction Reference Index [TxRefIdx] (0), Transaction Creation User ID (VARSUPER01), Transaction Last Modification User ID (VARSUPER01), and Original Order Reference Number [TxRefNum] (4C0D34408C3008010EC38836EE805EBAC19F545B). At the bottom, there are four buttons: 'Add Profile', 'Credit', 'Order History', and 'Return To Results List'.

The **Response Data** page displays response information provided by the card issuing bank. The response data returned is dependent on the transaction data provided at the time of authorization.

Approval Code

Provided when the transaction has been approved by the card issuing bank.

Response Code

Orbital Gateway response code indicating the status of the transaction. A 00 indicates the transaction was successful and approved. Any number greater than 00 generally indicates a decline or error. A text message will indicate the exact error message associated with the response code. See [Response Codes](#) for list of response codes.

AVS Response Code

Provided by participating card issuing banks when address information is submitted in the New Order request. See [AVS Response Codes](#) for list of AVS response codes.

Card Verification Number Response Code

Provided by participating card issuing banks when a card verification number is submitted in the New Order request. See [CVV2/CVC2/CID Response Codes](#) for list of CVD response codes.

Figure 62 Review - Response Data tab

Virtual Terminal | Review | View Order

switch id | log out | help

CHASE Paymentech™

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

Virtual Terminal | Review | View Order

→ **Review - View Order**
View the order information below

Merchant DBA: Gateway Test Merchant			
Merchant ID: 111111	Terminal ID: 001	Industry Type: EC	
Date/Time: 08/04/2010 11:09:33 EDT	Currency Code: USD		

RECOMMENDED DATA | OPTIONAL DATA | PURCHASING CARD DATA II | **RESPONSE DATA**

Approval Code	tst257
Response Code	00 - Approved
AVS Response Code	9 - Zip Match / Zip4 Match / Locale match
Card Verification Number Response Code	M - Match

Card Type	MasterCard	Expiration Date	2013/01
Card Number	XXXXXXXXXXXX4455	Card Verification #	xxxx
Amount	25.00		
Order ID #	TEST ORDER 123		
Street	45 BELEVUE ST SUITE 4500		
City	SAN FRANCISCO		
State	CA		
Postal Code	54545-1111		
Order Description	This is a test order		
Soft Descriptor			

Transaction Date 2010-06-04 11:07:35
Transaction Reference Number [TxRefNum] 4C0916B7F818BD1946EAB0B8FFAA2A4F0C75549A

Print Merchant Receipt
Print Customer Receipt
Print Both Receipts

Add Profile Return To Results List

Adding a Profile

The Orbital Virtual Terminal will allow a profile to be created from within the transaction detail pages in the Review section. The merchant and User ID must be enabled for Profile Management in order to have access to this functionality.

- 1 From the **Review – Transaction Search Results** page, click on the transaction for which a profile needs to be created from.
- 2 Click on **View Order** button.
- 3 Click on **Add Profile** button.
- 4 The **Admin – Profile Management** page is opened with fields for a new profile already populated. Complete the fields, including Profile ID, based on your internal guidelines.
- 5 Click on **Add** button.
- 6 Message for successful addition of profile is displayed. For more information on creating profiles, see [Working With Profiles](#).

Figure 63 Add Profile from Review - Transaction Search Results

Orbital CHASE Paymentech™

Virtual Terminal | Review | View Order

Review - View Order
View the order information below

Merchant DBA: Gateway Test Merchant	Terminal ID: 001	Industry Type: EC
Merchant ID: 111111	Currency Code: USD	
Date/Time: 06/07/2010 09:06:30 EDT		

RECOMMENDED DATA | OPTIONAL DATA | PURCHASING CARD DATA II | RESPONSE DATA

Transaction Status	Tran Accepted		
Card Type	Visa		
Card Number	XXXXXXXXXXXX4455	Expiration Date	2012/01
Amount	25.00	Card Verification #	
Order ID #	PCARD TEST ORDER		
Street	123 TEST STREET SUITE 4500		
City	SAN FRANCISCO		
State	CA		
Postal Code	11111-2222		
Order Description	THIS IS A TEST ORDER		
Soft Descriptor			
Transaction Date	2010-06-07 08:55:58		
Transaction Reference Number [TxRefNum]	4C0CEC5EA41C68867766C7D2E4E577767535547A		
Transaction Reference Index [TxRefIdx]	0		
Transaction Creation User ID	VARSUPER01		
Transaction Last Modification User ID	VARSUPER01		

[Add Profile](#) [Credit](#) [Order History](#) [Return To Results List](#)

Initiating a Credit from an Order (Quick Credit)

From the **Review – View Order** page, a previous Sale can be quickly turned into a refund. By clicking on the **Credit** button, a **New Order - Credit** is automatically created. The fields are pre-populated using the data from the original transaction in the View Order page. However, you can override any data as needed. If the User’s role only allows viewing of masked account numbers, then only the masked card number is presented. Please note that purchase card data is not carried over from an original transaction.

NOTE The Quick Credit feature is only available for transactions no older than four months plus the current month. Users will have to manually enter the transaction information on the New Order - Credit page for transactions older than that.

Figure 64 Quick Credit

The screenshot shows the Orbital Virtual Terminal interface. At the top, there is a navigation bar with the Orbital logo, a user menu (switch id | log out | help), and the Chase Paymentech logo. Below this is a secondary navigation bar with links for NEW ORDER, OPEN BATCH, REVIEW, REPORTING, ADMIN, and IMPORT FILE. The main content area is titled "Review - View Order" and includes a sub-header "View the order information below".

Merchant information is displayed in a grey box:

Merchant DBA: Gateway Test Merchant	Terminal ID: 001	Industry Type: EC
Merchant ID: 111111	Currency Code: USD	
Date/Time: 06/07/2010 09:06:30 EDT		

Below this, there are tabs for data categories: RECOMMENDED DATA, OPTIONAL DATA, PURCHASING CARD DATA II, and RESPONSE DATA. The RECOMMENDED DATA tab is active.

Transaction details are shown in two sections:

Transaction Status	Tran Accepted	
Card Type	Visa	
Card Number	XXXXXXXXXXXX4455	Expiration Date 2012/01
Amount	25.00	Card Verification #
Order ID #	PCARD TEST ORDER	
Street	123 TEST STREET SUITE 4500	
City	SAN FRANCISCO	
State	CA	
Postal Code	11111-2222	
Order Description	THIS IS A TEST ORDER	
Soft Descriptor		

Transaction metadata is shown in a second table:

Transaction Date	2010-06-07 08:55:58
Transaction Reference Number [TxRefNum]	4C0CECSEA41C68867766C7D2E4E57767535547A
Transaction Reference Index [TxRefIdx]	0
Transaction Creation User ID	VARSUPER01
Transaction Last Modification User ID	VARSUPER01

At the bottom, there are four buttons: "Add Profile", "Credit", "Order History", and "Return To Results List". The "Order History" button is circled in red.

Viewing the Order History (Audit Trail)

History details of an order may be viewed by clicking on the Order History button.

- 1 From the **Review – Transaction Search Results** page, click on the transaction for which history needs to be viewed from.
- 2 Click on **View Order** button.
- 3 Click on **Order History** button.

The **Request Type** column displays the different requests that were performed on the order. The **Transaction Origination** column displays the system where the request originated from. The **Username** column displays the VT User ID that originated the request if the Transaction Origination is "VT".

Figure 65 Review - Order History

Orbital switch id | log out | help
CHASE Paymentech™

Virtual Terminal | Review | View Order

Review - View Order
View the order information below

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 06/07/2010 09:51:20 EDT	Currency Code: USD	

Card Number: XXXXXXXXXXXX4455
 Amount: 25.00
 Order ID #: PCARD TEST ORDER
 Transaction Reference Number [TxRefNum]: 4C0CEC5EA41C68867766C7D2E4E577767535547A

Request Type	Amount	Status	Date	Transaction Origination	Username	TxRefNum
Auth	25.00	Original	2010-06-07 08:55:58	VT	VARSUPER01	4C0CEC5EA41C68867766C7D2E4E577767535547A
Mark for Capture	25.00	Original	2010-06-07 09:12:32	VT	VARSUPER01	4C0CEC5EA41C68867766C7D2E4E577767535547A
Void	25.00	Original	2010-06-07 09:12:59	VT	VARSUPER01	4C0CEC5EA41C68867766C7D2E4E577767535547A

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

[Return to View Order Details](#)

Chapter 6 Administering the Virtual Terminal

The Admin functionalities are optional and only appear if the merchant is enabled and the User has the appropriate Admin rights. There are 12 administrative categories for which to be set up for. Each provides the ability to self-administer various functionalities. After clicking on the **ADMIN** menu tab, only the options for which you are enabled will appear.

- 🔑 Profile Management
- 🔑 Profile > Account Updater
- 🔑 Profile > Auto Email Service
- 🔑 Profile > Managed Billing
- 🔑 Profile > PINless Debit
- 🔑 Auth Recycling
- 🔑 FlexCache (Salem Only)
- 🔑 General Admin
- 🔑 Purchase Card III Admin
- 🔑 Receipt Admin
- 🔑 Reporting Admin
- 🔑 Selectable Response
- 🔑 Soft Descriptors

Profile Management

The Orbital Virtual Terminal includes functionality called Customer Profile Management, which allows Cardholder data to be stored within the Orbital Gateway and subsequently used for transaction processing. The screens associated with this menu choice are used to create, search, edit, delete, or use Customer Profiles. Please see [Working With Profiles](#) for more information on using Customer Profiles.

Configuring Account Updater

Fully managed Account Updater for profiles is available to Salem merchants using customer profiles. The functionality is specifically designed to update Merchant or Chain level profiles housed on the Gateway utilizing the Salem Account Updater process. As a prerequisite, Visa and MasterCard approval is required for participation. Please contact your Account Executive for further details. You may also review the **Account Updater Supplemental Reference** guide for more details on Account Updater and the Orbital Gateway.

Once enabled, requests for update are automatically submitted to Visa and MasterCard according to a merchant selected schedule. Visa and MasterCard typically respond to requests within three days, inclusive of the submission day. Responses may contain information regarding new card account numbers, expiration dates, account closures, etc. Based upon the information returned, the Orbital Gateway automatically updates customer profiles. A scheduled report which lists profiles that were updated is available.

NOTE

If the card account number is invalid or the card account is closed, the associated profile is automatically suspended, preventing unsuccessful future authorization or capture attempts. As with any suspended profile, the status can easily be changed to active as new information becomes available.

In addition to updating profiles via the Account Updater process, merchants have the option to initiate a one-off update request for a specific profile, outside of the preset schedule. The request is included in the next Account Updater submission.

The one-off request can be initiated via the VT in two ways:

- 🔗 From a Profile Query results page, find the desired profile and click on the corresponding **Yes** in the **Send Account Updater Request** column.
- 🔗 Navigate to the desired profile via the **ADMIN > Profile Management** page. Click on the Send button in the box referencing the Account Updater request.

Figure 66 Account Updater one-off request

The screenshot shows the 'Admin - Profile Management' page in the Orbital Virtual Terminal. The page header includes the Orbital logo, navigation links (NEW ORDER, OPEN BATCH, REVIEW, FLEXCACHE, REPORTING, ADMIN, IMPORT FILE), and the CHASE Paymentech logo. The main content area is titled 'Admin - Profile Management' and contains a form for creating an account updater request. The form is divided into several sections: Profile Information, Payment Method, Billing Recurrence, and Order Number Generation. A red oval highlights a 'Send' button at the bottom of the form, which is used to submit an ad hoc request. The 'Send' button is located within a box that also contains a warning message and the date of the last AU request.

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 06/17/2010 10:15:01 EDT Currency Code: USD

PROFILE CONFIGURATION | COMPLETED BILLINGS | SCHEDULED BILLINGS | CHANGE LOG

• = Required Field

Profile ID: 112009MON
Profile Status: Active-MB
Customer Name: [Empty]
Street: [Empty]
City: [Empty]
State: [Empty]
Country Code: [Empty]
Postal Code: [Empty]
Email Address: [Empty] Phone Number: [Empty]
Order Description: [Empty]
 Use Profile ID as Order Number Use Profile ID as Order Description

Payment Method: Credit Card
Card Number: XXXXXXXXXXXX1111 Expiration Date: 04 2025
Amount ##0.00: 90.00

Add Managed Billing - Recurring
 Override defaults
Weekly (selected)
Monthly
Yearly
Recur every 01 week(s) on Monday

Range of Recurrence
Start: Jan 30 2010
 No End Date
 End after: 0 billings
 End by: Jun 18 2010

Order Number Generation: Use Profile ID

Update Delete Cancel

Account Updater requests, a special program, are sent on a scheduled basis.
To submit an ad hoc request on an exception basis, click Send below.
Date of Last AU Request: 2010-06-01 04:43:52.0
Send

WARNING

A change of account number via the Account Updater process is suppressed if the merchant initiates a change to the account number after the Account Updater request is initiated and prior to the update.

To configure the Account Updater settings, navigate to the **ADMIN > Profile > Account Updater** dropdown menu. The page will vary depending on whether your account is set up for Chain Level or Merchant Level Profile Management.

On the Profile Account Updater Admin page, select whether to:

- 🔘 Include suspended profiles in the Account Updater request along with all active profiles or the default, which is to include all active profiles only.
- 🔘 Apply updates to all profiles that have the same card account number (inclusive of suspended profiles) or the default, which is to update the initial profile that triggers an update request.

Schedule of AU Requests

This refers to when the request for updated information is sent. Counting the request day as Day 1, the corresponding Visa and/or MasterCard response is normally received on Day 3. Typically, updates are posted to profiles on Day 3, the same day as receipt. For invalid cards, the update is posted the same day as the request.

The start date, unless otherwise requested or set, is the day after setup on the Orbital Gateway. It is the day that the system starts looking to see if an update request should be sent. For example, if the Start Date is January 28th and the schedule is Day 01 of every 1 Month, the first update request will be sent on the 1st of February.

A basic schedule is required; however the parameters of the schedule are flexible. The default schedule is the day following enablement of the functionality in the Orbital Gateway and every six months thereafter.

You may select any day of the month with an interim of any time between 1 and 6 months. The day can be a specific day, such as the 23rd or may be a day of the week, such as the Second Thursday. The month selection may range from every month (X of every 01 month) to a maximum interval of 6 months (X of every 06 months). For example, one might choose the 16th day of every 04 months.

- 🔘 Best Practice Recommendation
 - ◆ Once per month on a day that is 6 days prior to the day most billings occur.

Optional Schedules

Expiring Cards This optional schedule will send an update request five days prior to the end of month in which the card account expires and for those that have already expired.

- 🔘 Best Practice Recommendation
 - ◆ Select if Basic Schedule update interval is longer than one month or if updates occur at the beginning of the month.

Managed Billing Available only to merchant level profiles, update requests are sent five days prior to the next scheduled managed billing event.

- 🔘 Best Practice Recommendation
 - ◆ Depending on the number of Managed Billing profiles and the shortness of the billing interval, i.e. weekly, this may be a helpful option.

AU Default Merchant Number

This is only applicable to Chain Level Profiles.

Since Chain Level profiles are shared across multiple Merchant IDs, one default merchant number is used to submit the updated requests. As you select the one merchant number to be used, keep in mind it must be approved by Visa and/or MasterCard as well as be setup for Account Updater in both Salem and the Orbital Gateway. It is also the merchant number that Account Updater fees accrue. The second screen shot shows the field for entry of the AU Default merchant number.

Figure 67 Account Updater Options - Merchant Level Profiles

The screenshot shows the 'Admin - Profile Account Updater Admin' page. At the top, there is a navigation bar with 'switch id | log out | help' and the 'Orbital' logo. Below the navigation bar, there are tabs for 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'FLEXCACHE', 'REPORTING', 'ADMIN', and 'IMPORT FILE'. The current page is 'Admin - Profile Account Updater Admin'. Below the navigation, there is a message: 'Please select your Account Updater Settings options below.' A table displays merchant information: Merchant DBA: Gateway Test Merchant, Merchant ID: 111111, Terminal ID: 001, Industry Type: EC, DateTime: 06/17/2010 09:54:43 EDT, and Currency Code: USD. There is a 'Help Available' icon. The 'ACCOUNT UPDATER' section is set to 'Active'. Below this, there are instructions and checkboxes for 'Include suspended profiles' and 'Apply update to multiple profiles'. The 'Basic Schedule' section has radio buttons for 'Day 01 of every 01 month(s)' and 'The first Day of every month(s)', with a start date of 'Apr 23 2010'. The 'Additional/Optional Schedules' section has checkboxes for '5 days prior to the end of the month for previous or currently expiring card' and '5 days prior to next scheduled billing'. At the bottom, there are 'Save' and 'Clear' buttons.

Merchant DBA: Gateway Test Merchant	Terminal ID: 001	Industry Type: EC
Merchant ID: 111111	Currency Code: USD	
DateTime: 06/17/2010 09:54:43 EDT		

ACCOUNT UPDATER Active

Update requests are sent for active profiles. To include suspended profiles as part of the process, select the option below.

Include suspended profiles.

A provided update is only applied to the profile that triggered the update request. To update all profiles that have the same card account number, inclusive of suspended profiles, select the option below.

Apply update to multiple profiles.

Basic Schedule

Send update request:

Day 01 of every 01 month(s)

The first Day of every month(s)

Start: Apr 23 2010

Additional/Optional Schedules

Send update request:

5 days prior to the end of the month for previous or currently expiring card

5 days prior to next scheduled billing

Save Clear

Figure 68 Account Updater Options - Chain Level Profiles

The screenshot shows the 'Admin - Profile Account Updater Admin' page. At the top, there is a navigation bar with 'Virtual Terminal | Admin | Account Updater Admin' and a secondary bar with 'NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN'. The main content area includes a breadcrumb trail 'Admin - Profile Account Updater Admin' and a message: 'Please select your Account Updater Settings options below.' Below this is a table with merchant information:

Merchant DBA: Gateway Test Merchant			
Merchant ID: 111111	Terminal ID: 001	Industry Type: EC	
Date/Time: 06/17/2010 10:14:06 EDT	Currency Code: USD		

Below the table, it states: 'Profile Management is set at the Chain Level. The selected settings are shared by all merchants enabled for chain level profiles within Chain 000001.' A help icon indicates 'Help Available'. The 'ACCOUNT UPDATER' is set to 'Active'. The 'AU DEFAULT MERCHANT NUMBER' is '111111'. Under the 'Application' section, 'Include suspended profiles' and 'Apply update to multiple profiles' are checked. The 'Basic Schedule' section shows 'Day 23 of every 01 month(s)' selected, with a start date of 'Apr 23 2010'. The 'Additional/Optional Schedule' section has '5 days prior to the end of the month for previous or currently expiring card' checked. 'Save' and 'Clear' buttons are at the bottom.

Configuring Automatic E-mail Messages to Cardholders

The Orbital Virtual Terminal provides an optional service of automated cardholder e-mails. It is offered in conjunction with Managed Billing and/or the Account Updater functionality and must be enabled at the Merchant Level. Profiles securely house information, which includes cardholders' e-mail addresses if provided by the merchant. If the service is elected, the Orbital Gateway uses these addresses to send automated customer notifications.

Select **ADMIN > Profile > Auto Email Service** to access the **Admin – Auto E-mail Service** page.

Figure 69 Auto E-mail Service page

Virtual Terminal | Admin | Auto E-mail Service

Admin - Auto E-mail Service
Define Auto E-mail options below

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111
 Date/Time: 06/10/2010 09:38:06 EDT
 Terminal ID: 001
 Currency Code: USD
 Industry Type: EC

From E-mail Address:

Merchant Notification E-mail Address:

Merchant's Customer Service phone #:

Generate a cardholder e-mail for the following scenarios:

Expiring Card: View/Edit text

Declined Transaction: View/Edit text

Successful Billing: View/Edit text

Upcoming Billing: View/Edit text

Ineligible PINless Debit: View/Edit text

Based upon Account Updater result, generate a cardholder e-mail according to the following designations:

All active profiles

Only Managed Billing profiles in active billing cycle

Account Close: View/Edit text

New Account Number and/or Expiration Date: View/Edit text

The Auto E-mail Service page reflects the current e-mail choices and provides the opportunity to enable or disable each category of e-mails. Simply click on the dropdown box to make your selection. The merchant may choose any combination of the following.

Expiring Card

E-mail notification that the card account on-file will soon expire and to contact the merchant with updated information.

(Sent seven days prior to the month of expiration)

Declined Transaction

E-mail notification that the card account has been declined and to contact the merchant. If Authorization Recycle is used, the e-mail is not triggered until the cycle is exhausted or a hard decline is received. See [Setting Preferences for Authorization Recycling](#) for more information on Authorization Recycling.

(Sent same day)

Successful Billing

E-mail notification to the customer that the account on record was successfully billed.

(Sent same day)

Upcoming Billing	E-mail notification informing the cardholder that the account on record is about to be charged. (Sent day before billing)
Ineligible PINless Debit	E-mail notification informing the cardholder of an invalid ATM (PINless Debit) card.
Account Close	E-mail notification of a closed credit card account is sent to the respective cardholder.
New Account Number and/or Expiration Date	E-mail notification is sent to the respective cardholder that a new card account number and/or expiration date was received from a credit card association.

This screen also allows changes to additional fields related to the e-mail.

From E-mail Address	E-mails are sent on behalf of the merchant from an e-mail address which cannot receive replies. The domain name portion, "billing-notification.com", follows the "@". It cannot be changed or edited. The local part of the address, that which proceeds the "@", defaults to the merchant's legal name. In the absence of a legal name, the Doing Business As (DBA) name is used. However, the local address can be changed and saved according to the merchant's wishes. Simply key the desired name in front of the "@" and click on the Save button.
Merchant Notification E-mail Address	If the Cardholder Auto E-mail Service is chosen, the merchant must populate this field so a Non-notification alert can be sent. It is a notification that a cardholder e-mail was not sent due to the absence of a cardholder e-mail address in the Profile. After populating the field, click on the Save button.
Merchant's Customer Service Phone Number	In the text of the e-mail sent to the cardholder, the Merchant Legal Name followed by the DBA name is included. If the Customer Service phone number field is populated and saved, this information is also included.

The choice to send cardholder e-mails is made at the merchant level. Assuming the flag is enabled for any of the e-mails described previously, one of following results can occur. These can be used to fine tune the e-mails sent.

1. Cardholder e-mail address is present in Profile.
 - ♦ An e-mail is sent to the cardholder.
2. Cardholder e-mail address field for Profile is empty.
 - ♦ A non-distributed cardholder e-mail notification is sent to the merchant using the merchant's notification e-mail address discussed above. For example, the merchant has a high profile customer to whom an e-mail should not be sent. See [Auto E-mail Cardholder Text](#) for example of the non-distributed cardholder e-mail notification.
3. Cardholder e-mail address field for Profile is populated with '**NO E-MAIL**'.
 - ♦ An e-mail is not sent to the cardholder or to the merchant.

NOTE No action is taken on bounced e-mails nor is the merchant notified of the non-delivery.

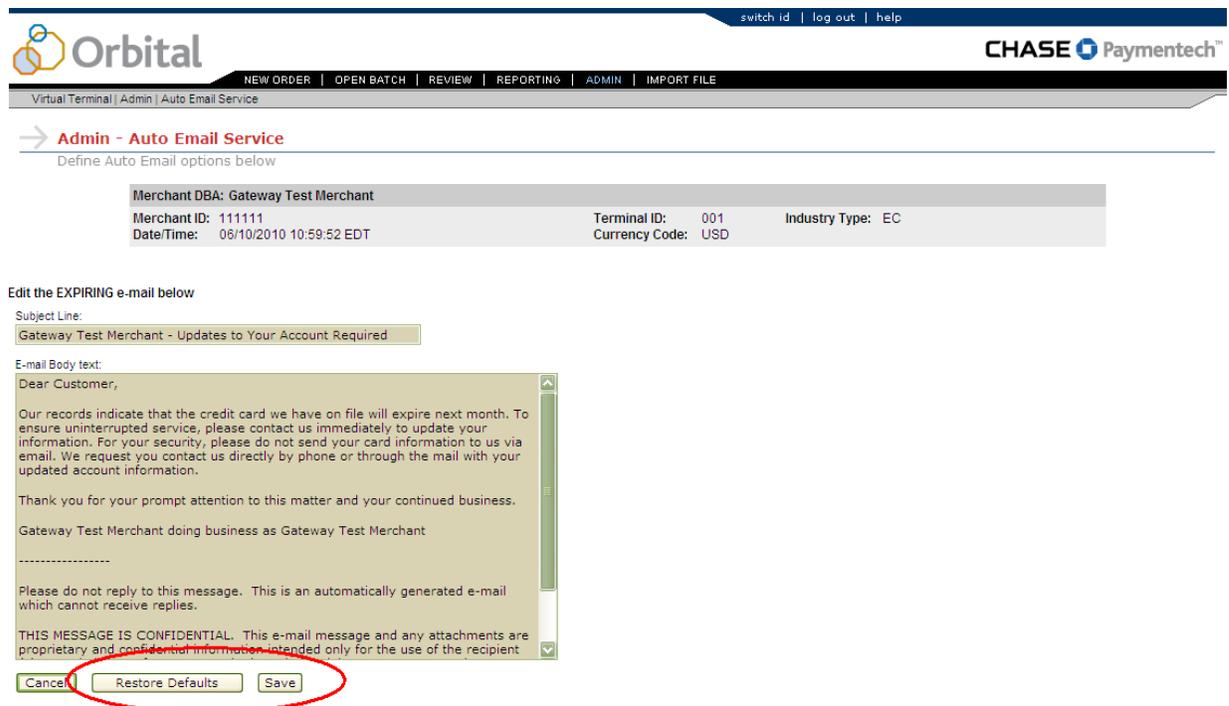
The default e-mail text for the e-mails is found in *Auto E-mail Cardholder Text*. The merchant can customize the text per their internal guidelines or restore the default text.

WARNING The merchant has the ability to change the content of these e-mails without approval or review by Chase Paymentech. The merchant has sole responsibility for any changes and for restricting those authorized to make e-mail content changes, as well as enforcing related internal policies. For VT users, this can be supported in part by the permissions granted to users

It is important that text changes are carefully considered and reviewed prior to saving. Please remember that the e-mail has the potential to be sent to all of your customers. To enhance customer relations, make sure that the text professionally represents your business.

- 1 To view or edit the text of the Cardholder e-mail, click on the corresponding **View/Edit Text** link by each e-mail template. The current text is displayed.
- 2 To change the text, enter the desired changes and click on the **Save** button. Once the text is saved, it will be used in the next cardholder e-mail distribution.
The text has a limit of 2000 characters. The "Please do not reply" and "This Message is Confidential" messages comprise 520 characters of the total of 2000.
- 3 The original default text can be restored by using the **Restore Defaults** button. After clicking on the button, the original text will be made visible. To apply and save this verbiage, click on the **Save** button.

Figure 70 Editing e-mail text



Setting Preferences for Managed Billing

Managed Billing is an extension of the Customer Profile Management. It is designed to meet merchants' recurring and deferred billing needs. In accordance with a merchant's predefined set of business rules, the Orbital Gateway generates an Authorization-Capture transaction for the merchant. The Managed Billing service can be utilized recurring, installment, or billing transactions.

Recurring Cardholder agrees to a regular on-going billing of a designated amount at a specified time interval.

Installment Cardholder agrees to set number of payments over a specified time for the purchase of an item.

Deferred transaction A single billing that is triggered at a predefined future date.

The screens associated with this menu choice are used to designate the type of billing and billing schedule. Please see [Managed Billing](#) for more information on this functionality.

Setting Preferences for PINless Debit

PINless Debit card ranges may become ineligible for processing. At times, cards falling into this category can also be used as Visa or MasterCard Debit Cards. The PINless Debit Admin page allows merchants to automatically update PINless Debit profiles to Visa or MasterCard methods of payment should the card account number no longer be eligible as a PINless Debit card.

To access the PINless Debit Admin page, select **ADMIN > Profile > PINless Debit**. Click on **yes** to have the profiles automatically updated to Visa or MasterCard.

Figure 71 Admin - PINless Debit Admin

switch id | log out | help

Orbital CHASE Paymentech™

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

Virtual Terminal | Admin | PINless Debit Admin

→ Admin - PINless Debit Admin
Choose setting below

Merchant DBA: Gateway Test Merchant	Terminal ID: 001	Industry Type: EC
Merchant ID: 111111	Currency Code: USD	
Date/Time: 06/11/2010 09:36:54 EDT		

Auto Update PINless Debit Profiles to VIMC if Possible

Yes No

PINless Debit card ranges may become ineligible for processing. At times, cards falling into this category can also be used as Visa or MasterCard Debit Cards. The Orbital Gateway provides an optional value added service to automatically update, when possible, individual profiles with the Visa or MasterCard methods of payment. The service is only applicable to the situation described. If you would like to elect the service, please choose the "Yes" option above.

Save Clear

Setting Preferences for Authorization Recycling

This optional service is enabled at the Merchant level. It automates re-authorization attempts for transactions which have received soft declines from the issuing bank. A soft decline is a decline that has the potential to be approved at a later date, such as an Over Limit Decline. The merchant selects the soft declines to recycle as well as the frequency, number of authorization attempts, and the interval between authorization attempts. The Authorization Recycling process continues until an approval is obtained, a hard decline is received, or the number of designated attempts is exhausted.

The process is only applicable to Authorization-Capture transactions for the following card types:

-  American Express
-  Discover Card
-  JCB
-  MasterCard
-  Visa
-  Maestro – UK Domestic (Only Salem Platform)

From the **ADMIN > Auth Recycling** menu, you can view and administer the current parameters.

1 Enter **Days Between Attempts**

- ◆ You may choose from 1-16. It is recommended that you follow the normalized association guidelines of a maximum of 4 attempts over 16 days.

2 Enter **Maximum Number of Attempts**

- ◆ You may choose from 1-4 reauthorization attempts. It is recommended that you follow the normalized association guidelines of a maximum of 4 attempts over 16 days.

3 Select the **Authorization Recycle Exhaust Action**

- ◆ Defines the action taken when Authorization Recycle is exhausted or a hard decline is received

None No action is taken when Authorization Recycle is exhausted. This is the default value.

Auto-Suspend For all profiles, Standard and Managed Billing, the Profile Status is changed to auto-suspended.

4 Check the boxes of the Soft Decline Response Codes to be recycled

- ◆ The soft declines eligible for the reauthorization process are displayed in the list. Only the **Enabled** (i.e. checked) soft decline response codes trigger the Auth Recycle process.

5 Click on the **Save** button

Figure 72 Admin - Auth Recycling

Virtual Terminal | Admin | Auth Recycling

NEW ORDER | OPEN BATCH | REVIEW | REPORTING | ADMIN | IMPORT FILE

Orbital CHASE Paymentech™

switch id | log out | help

Virtual Terminal | Admin | Auth Recycling

→ **Admin - Auth Recycling**
Define Auth Recycling options and Soft Decline codes to recycle

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 06/11/2010 16:46:20 EDT Currency Code: USD

● = Required Field
? = Help Available

Days Between Attempts:

Max Number of Attempts:

Auth Recycle Exhaust Action:

Soft Decline Codes ?

Enabled	Response Code	Description
<input type="checkbox"/>	99	No Answer / Unable to send
<input type="checkbox"/>	98	Issuer Unavailable
<input checked="" type="checkbox"/>	89	Credit Floor
<input checked="" type="checkbox"/>	01	Call Voice Center

Setting Preferences Related to Gift Card Redemptions

From the **ADMIN > FlexCache** menu, you can administer two options for your Gift Card processing.

Partial Redemption Auto Authorization

When partially redeeming an authorization, the hold on the funds that are not captured is released. Enabling this option results in an auto-authorization attempt so that the funds are held for another 7 days.

Remaining Balance Capture Setting

If you process Gift Card transactions in a two-step environment (Auth followed by a Redemption), you can elect to have the Redemption Request capture the remaining balance on the card if it is less than that of the amount originally Authorized. The only time the remaining balance on the card is less than the authorized amount is when the original Authorization has expired (over 7 days without the Redemption Request). The Response page displays the amount requested as well as the amount actually captured.

NOTE Admin - FlexCache is only available for Salem merchants.

Figure 73 Admin - FlexCache

The screenshot shows the 'Admin - FlexCache' settings page. At the top, there is a navigation bar with the Orbital logo on the left and 'CHASE Paymentech™' on the right. The navigation bar includes links for 'switch id', 'log out', and 'help'. Below the navigation bar, there is a breadcrumb trail: 'Virtual Terminal | Admin | FlexCache'. The main heading is 'Admin - FlexCache' with a sub-heading 'Choose your settings below'. A table displays merchant information: Merchant DBA: Gateway Test Merchant, Merchant ID: 111111, Terminal ID: 001, Industry Type: EC, Date/Time: 06/15/2010 13:28:07 EDT, and Currency Code: USD. Below the table, there are two sections: 'Redemption Settings' and 'Remaining Balance Capture Setting'. Both sections have a 'Disable' dropdown menu.

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 06/15/2010 13:28:07 EDT Currency Code: USD

Redemption Settings
The Orbital System has special functionality when dealing with Redemptions. Please select the options that best fit with your business model.

Partial Redemption Auto-Authorization Setting:
Auto-Authorization allows the system to automatically create and authorize a new transaction for the remaining amount of the original transaction during a Partial Redemption. This new transaction can then be found in the Current Transaction screen when the time comes to complete the Redemption process. Or if the Auto-Authorization is disabled, the system will consider the transaction complete after the Partial Redemption is entered (this is the default setting).
 ▼

Remaining Balance Capture Setting:
Merchants using FlexCache through the Orbital Virtual Terminal that are processing in a two-step environment (Auth followed by a Redemption) can elect to have the Redemption Request capture the remaining balance on the card if it is less than that of the amount originally Authorized. The only time the remaining balance on the card would be less than what was Authorized would be if the original Authorization had expired (over 7 days without the Redemption Request). The Response Screen will show the amount requested as well as the amount actually captured. The default setting for this service is Disabled.
 ▼

Setting General Preferences

The **ADMIN > General Admin** page provides the User the ability to alter various VT behaviors including Purchase Cards, Address Verification Service (AVS), Settlement, Authorization Reversals, and Partial Authorizations. Simply choose the desired behaviors by radio buttons or the dropdown menu, then click on **Save**.

Figure 74 Admin - General Admin - Tampa Merchants


switch id | log out | help


NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

Virtual Terminal | Admin | General Admin

→ Admin - General Admin

Please choose your preference from the options below

Merchant DBA: Gateway Test Merchant		
Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 07/27/2010 09:26:40 EDT	Currency Code: USD	

Purchase Card Prompt on Mark for Capture If turned on, this option will prompt you to enter purchase card II level data on Mark For Capture. This is only relevant for cards that have been identified as purchase cards.

Yes No

View/Enter card number This option allows you to view the box for your card number in 4 separate boxes or one box.

4 boxes One box

Remove Auth or Auth/Capture button This option allows you to optionally remove either the Auth/Capture button from the "Recommended Data" tab when performing a credit card transaction (New Order).

Show both buttons ▼

Mandatory AVS If this feature turned on, AVS will become mandatory. There is an option for ZIP Code and Street Address to be mandatory. Please choose your options below.

Require AVS Zip be a Mandatory field.

Yes No

Require Street Address be a Mandatory field.

Yes No

Require Card Verification Data (CVD) to be a mandatory field. This data is also known as CVV2, CVC2 and CID.

Yes No

Two Step Settlement Process If feature is turned on you will be shown a batch summary and prompted to confirm settlement before the settlement is initiated. If this feature is turned off you will have a one step settlement process which will initiate settlement without 1st displaying the batch summary and will not require a confirmation from you. Please choose Yes to turn on the Two Step Settlement.

Yes No

Auto Settle This section will allow you to choose an autoseettle time and time zone.

Autosettle Time 07:45 ▼

Timezone Eastern-0500 ▼

Attempt Authorization Reversal when Voiding An Authorization Reversal will attempt to cancel an outstanding authorization that is not stale and has not yet been settled. A successful Authorization Reversal will release the hold on a cardholder's funds related to the original authorization transaction. Selecting Yes above will instruct the Orbital Gateway to automatically attempt an Authorization Reversal on behalf of the merchant whenever a Void is attempted. If the authorization is stale, meaning it is greater than 72 hours old, a regular Void request will be attempted.

Yes No

Partial Authorization The Partial Authorization functionally, available only for certain cards, allows a merchant to receive an approval for a portion of the original amount requested when the full amount cannot be approved. For partial credit card authorization attempts, select Yes. To prevent Partial Authorizations select No. Please note that the options are only applicable to authorizations submitted through the Virtual Terminal

Yes No

Save Clear

For Salem merchants, the Partial Authorization section of the General Admin page offers a slightly differently functionality.

Figure 75 Admin - General Admin - Salem Merchant

The screenshot shows the 'Admin - General Admin' page for a Salem Merchant. At the top, there is a navigation bar with 'Orbital' and 'CHASE Paymentech' logos, and links for 'switch id', 'log out', and 'help'. Below the navigation bar, there are tabs for 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'FLEXCACHE', 'REPORTING', 'ADMIN', and 'IMPORT FILE'. The main content area is titled 'Admin - General Admin' and includes a sub-header 'Please choose your preference from the options below'. Merchant details are displayed in a table:

Merchant DBA: Gateway Test Merchant	Terminal ID: 001	Industry Type: EC
Merchant ID: 111111	Currency Code: USD	
Date/Time: 07/27/2010 09:25:44 EDT		

Below the merchant details, there are several configuration sections:

- Purchase Card Prompt on Mark for Capture:** If turned on, this option will prompt you to enter purchase card II level data on Mark For Capture. This is only relevant for cards that have been identified as purchase cards. Yes No
- View/Enter card number:** This option allows you to view the box for your card number in 4 separate boxes or one box. 4 boxes One box
- Remove Auth or Auth/Capture button:** This option allows you to optionally remove either the Auth/Capture button from the "Recommended Data" tab when performing a credit card transaction (New Order).
- Mandatory AVS:** If this feature turned on, AVS will become mandatory. There is an option for ZIP Code and Street Address to be mandatory. Please choose your options below.
 - Require AVS Zip be a Mandatory field. Yes No
 - Require Street Address be a Mandatory field. Yes No
 - Require Card Verification Data (CVD) to be a mandatory field. This data is also known as CVV2, CVC2 and CID. Yes No
- Two Step Settlement Process:** If feature is turned on you will be shown a batch summary and prompted to confirm settlement before the settlement is initiated. If this feature is turned off you will have a one step settlement process which will initiate settlement without 1st displaying the batch summary and will not require a confirmation from you. Please choose Yes to turn on the Two Step Settlement. Yes No
- Auto Settle:** This section will allow you to choose an autoseettle time and time zone.
 - Autosettle Time:
 - Timezone:
- Attempt Authorization Reversal when Voiding:** An Authorization Reversal will attempt to cancel an outstanding authorization that is not stale and has not yet been settled. A successful Authorization Reversal will release the hold on a cardholder's funds related to the original authorization transaction. Selecting Yes above will instruct the Orbital Gateway to automatically attempt an Authorization Reversal on behalf of the merchant whenever a Void is attempted. If the authorization is stale, meaning it is greater than 72 hours old, a regular Void request will be attempted. Yes No
- Partial Authorization:** The Partial Authorization functionality, available only for certain cards, allows a merchant to receive an approval for a portion of the original amount requested when the full amount cannot be approved. Your Salem merchant default settings for Partial Authorizations will be used unless Yes or No is chosen below. For partial authorizations to be attempted for Visa, MasterCard, MasterCard Diners, Discover, and Discover Diners cards, select Yes. To prevent Partial Authorizations, select No. Please note that the Yes/No options are only applicable to authorizations submitted through the Virtual Terminal. Yes No Salem Merchant Default Setting

At the bottom of the page, there are 'Save' and 'Clear' buttons.

Purchase Card Prompt on Mark For Capture

If **YES** is selected, the **Adjust Purchase Card and Mark** column is added to the **Open Batch** page. The hyperlink **Pcard&Mark** in the column indicates that the Auth transaction falls within the Visa or MasterCard Purchase Card bin ranges. To add or edit purchase card data prior to settling, click on the **Pcard&Mark** link. This will direct you to another page to enter or edit the data. See [Adjusting Purchasing Card Data](#) for more information on how to edit the Purchasing Card data.

Figure 76 Pcard&Mark column

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111
 Date/Time: 06/15/2010 14:50:51 EDT
 Terminal ID: 001
 Currency Code: USD
 Industry Type: EC

Mark/Unmark	Adjust Purchase Card & Mark	Date	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
Mark	Pcard&Mark	2010-06-15 14:50:41	TEST ORDER PII	Auth Success	XXXXXXXXXXXX0000	25.00
Unmark		2010-06-15 14:09:16	7582441	Marked For Capture	XXXXXXXXXXXX5454	138.43
Unmark		2010-06-15 14:06:23	7582440	Marked For Capture	XXXXXXXXXXXX8291	68.80
Unmark		2010-06-15 14:04:29	10000002445	Declined	XXXXXXXXXXXX5454	20.04
Unmark		2010-06-15 14:03:15	7582439	Marked For Capture	XXXXXXXXXXXX4448	168.50
Unmark		2010-06-15 13:57:33	10000002445	Marked For Capture	XXXXXXXXXXXX1382	135.00
Unmark		2010-06-15 11:49:44	7582438	Marked For Capture	XXXXXXXXXXXX8291	22.95
Unmark		2010-06-15 11:47:53	7582437	Marked For Capture	XXXXXXXXXXXX5454	32.95
Unmark		2010-06-15 11:44:47	7582436	Marked For Capture	XXXXXXXXXXXX5454	82.95
Unmark		2010-06-15 11:40:33	7582435	Marked For Capture	XXXXXXXXXXXX8291	72.95

15 record(s) found, displaying 1 to 10. [First|Prev] 1 2 [Next|Last]

View Order Void Settle Ship Partial Return to Search

View/Enter Card Number

This option determines if the credit card number box is displayed as either four separate boxes or one box.

Remove Auth or Auth/Capture Button

This determines which command buttons are displayed on the **Recommended Data** tab of the **NEW ORDER** pages: **Auth**, **Auth/Capture**, or both.

Mandatory AVS

This option is used to enforce whether AVS and/or CVD is mandatory or not. The following options can be enabled:

- Require AVS Zip to be mandatory
- Require Street Address to be mandatory
- Require Card Verification Data (CVD) to be mandatory

Two Step Settlement Process

This feature, when selected, inserts an intermediary confirmation page into the settlement process. The User must view a pre-settlement summary total and then click on the **Confirm** button before completing the Settlement/End-of-Day process.

Auto Settle

This option is used to establish an auto-settle time and time zone.

Attempt Authorization Reversal When Voiding

Selecting this option triggers the automatic attempt of Authorization Reversals when voids are processed. An Authorization Reversal attempts to cancel an outstanding authorization that is not stale and has not yet settled. A successful Authorization Reversal releases the hold on a cardholder's funds related to the original authorization transaction. If the authorization is stale, meaning it is greater than 72 hours old, only the Void request will be attempted.

Partial Authorization

A Partial Authorization occurs when the cardholder's issuing bank returns an approval for an amount less than the original requested amount. This is most common with customers who use pre-paid credit cards, but may happen under other circumstances as well. The partially approved amount is the amount that will be settled during the end of day process. It is important to note that you must request that a partial be returned if a full authorization is not available.

Partial Authorizations are not supported for the following functionality:

- 🔒 Authorization Recycling
- 🔒 Managed Billing
- 🔒 Mark for Capture transactions (2-n)

An authorization can be marked for capture multiple times causing the original transaction to be split into several transactions. When a partial authorization is returned on the authorization, the initial Mark for Capture request amount will be subtracted from the partially approved amount rather than the originally requested amount.

For subsequent Mark for Capture requests of an authorization after the initial Mark for Capture, the Orbital Gateway attempts to obtain a new authorization. For these authorization requests, partial authorizations will not be supported.

NOTE A Declined: **Partial Auth not Supported** error is returned when a merchant is not set up to support Partial Authorizations but a partial authorization was returned from the host system.

Tampa merchants

- 🔒 Selecting **Yes** will allow approval for a portion of the original amount.
- 🔒 Selecting **No** will prevent partial authorizations.

Salem merchants

Three options are available: **Yes**, **No**, or **Salem Merchant Default Setting**. The **Yes** and **No** options will override the Salem merchant default settings.

NOTE American Express, neither the **Yes** or **No** Partial Authorization override is supported.

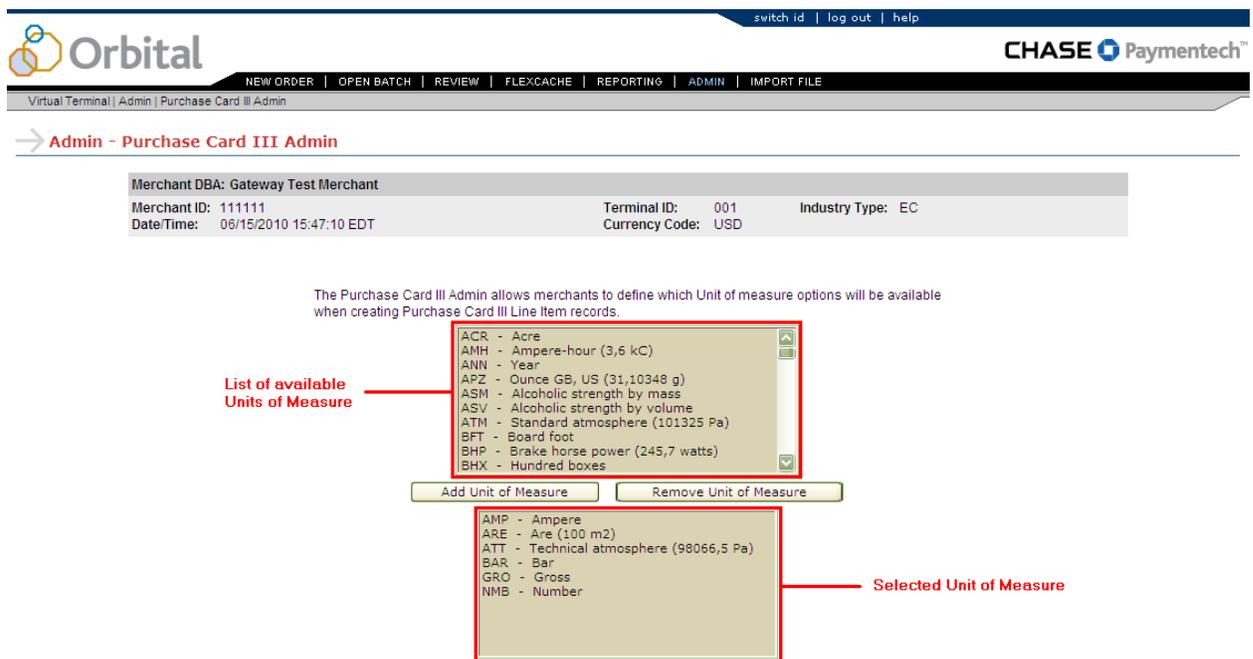
- 🔒 Selecting **Yes** will allow approval for a portion of the original amount. Partial authorizations are only supported for:
 - ◆ Visa
 - ◆ MasterCard
 - ◆ MasterCard Diners
 - ◆ Discover

- ◆ Discover Diners
- 🔗 Selecting **No** will prevent partial authorizations.
- 🔗 Selecting **Salem Merchant Default Setting** will support the settings that are configured on the Salem host system.

Selecting Purchasing Card 3 Units of Measure

The **ADMIN > Purchase Card III Admin** page extends the Unit of Measure options for Level III processing. By default, the only Unit of Measure displayed is NMB, or Number. All possible Unit of Measure options are listed in the top window and can be added to (or removed from) the bottom window using the **Add Unit of Measure** or **Remove Unit of Measure** buttons.

Figure 77 Admin - Purchase Card III Admin



Specifying Information to Appear on Receipts

Through the **ADMIN > Receipt Configuration** page, merchants are able to partially edit the header and footer of Virtual Terminal receipts. Key receipt elements such as the disclaimer and transaction details cannot be edited. There are three main elements to the screen.

- 🔗 Receipt Header
 - Six lines are available for editing (40 characters per line). Since the Orbital system does not automatically print the merchant name, address, and phone number, merchants are required to provide this information.
- 🔗 Receipt Footer
 - Four lines of text with 40 characters per line are available.
- 🔗 Optional Receipt Data

The following fields can be displayed on the receipt when enabled.

- ◆ Customer Name
- ◆ Order Description
- ◆ VT User Name
- ◆ Signature Line

After editing the receipt information, click on the **Save** button.

Figure 78 Admin - Receipt Configuration

The screenshot shows the 'Admin - Receipt Configuration' page. At the top, there is a navigation bar with the Orbital logo and 'CHASE Paymentech™'. Below the navigation bar, there are links for 'switch id', 'log out', and 'help'. The main content area is titled 'Admin - Receipt Configuration' and includes a sub-header 'Please choose your preference from the options below'. A summary box displays merchant information: Merchant DBA: Gateway Test Merchant, Merchant ID: 111111, Terminal ID: 001, Industry Type: EC, Date/Time: 06/15/2010 15:50:47 EDT, and Currency Code: USD. The 'Receipt Header' section has a text input field and a description: 'Type the text you want to appear on the header of your receipts. Required Data - Merchant Name, address and phone number.' The 'Receipt Footer' section has a text input field and a description: 'Type the text you want to appear on the footer of your receipts. Each line can accept up to 40 characters.' The 'Optional Receipt Data' section has four radio button options: Customer Name (No selected), Order Description (No selected), VT User Name (No selected), and Signature Line (Yes selected). At the bottom, there are 'Save' and 'Clear' buttons.

Figure 79 Receipt Examples

Sale - Approved		Sale - Approved	
Card Type	MasterCard	Card Type	MasterCard
Card Number	XXXXXXXXXXXX5454	Card Number	XXXXXXXXXXXX5454
Expiration Date	XXXX/XX	Expiration Date	XXXX/XX
Date	06/15/2010	Date	06/15/2010
Time	16:04:14	Time	16:04:14
Entry Source	Manual	Entry Source	Manual
Order ID	xzcvz	Order ID	xzcvz
Authorization #	tst473	Authorization #	tst473
Amount	110.00	Amount	110.00
I agree to pay the above total amount according to the card issuer agreement. (Merchant agreement if credit voucher)		I agree to pay the above total amount according to the card issuer agreement. (Merchant agreement if credit voucher)	
X _____		X _____	
Customer Copy		Merchant Copy	

Configuring Scheduled Reports

The **ADMIN > Reporting Admin** page allows self administration of two aspects of reporting, card account truncation on reports and scheduled reports. Additionally, specific On-Demand reports may be ordered. For a high level review of data columns for the various reports, see [Appendix H Reporting](#).

Card Account Truncation

Truncation or masking of card account numbers replaces all but the last four digits of the account number with 'X's. Card numbers are truncated as a default. If you wish for the full account number to be visible on reports, go to **ADMIN > Reporting Admin** menu, click on **No** and the **Save** button. To restrict certain Users from seeing the full account number, call the Gateway Support Help Desk to adjust the Users' permissions.

WARNING This feature is currently not available. Cardholder account numbers on all reporting is masked.

Scheduled Reports

Scheduled reports are automatically created and delivered according to the merchant selected parameters. These include the format, frequency, and delivery mechanism. The subgroup of event driven reports are triggered by a specific event. For example, the Closed Batch Detail Report is created shortly after a batch is closed.

Report Description

 Settlement Related Scheduled Reports

Closed Batch Detail Displays information about transactions in a batch when closed.

Closed Batch Summary Report

Displays summary information regarding transactions in a batch when closed. For Tampa merchants settling batches that exceed 2400 transactions, the batches will be split up into smaller batches prior to sending to the host system. These batches will be individually displayed in the Virtual Terminal as separate batches but the Closed Batch Summary report will include the combined information for all the split batches of that settlement.

NOTE This report is only available in CSV format.

Rejected Batch Detail

Displays information regarding rejected transactions.

 Additional Scheduled Reports

Account Updater Report

Provides information regarding changes automatically made to any given Profile ID via the Account Updater process.

Authorization Recycle

Provides information regarding the status (Approved, Final Declines, and in Recycle Process) for Authorization Recycle transactions. It is available to merchants enabled for Authorization Recycling.

Expiring Card

Displays the associated Profile ID, Name, and e-mail address for each card that has expired or will soon expire. This information can assist in efforts to obtain updated customer information necessary for future submissions. This report is only offered on a monthly basis.

Managed Billing

Provides information regarding the authorization status (Approved, Final Declines, and in Recycle Process) for Managed Billing transactions. It is only available to merchants using Managed Billing.

PINless Debit Status Change

Displays a list of Profiles for which the Profile Status was modified due to ineligibility of the PINless debit account number. Only available to merchants enabled for PINless Debit.

Scheduled Profile Activity

Displays the scheduled authorization dates for up to 24 future receivables per Profile. It contains both customer and transactional information. It is only offered to merchants using Managed Billing.

Suspended Profile

Displays all Profiles that have been placed in a suspended state. It includes both Auto-Suspended and Manually-Suspended Profiles. It is only offered to merchants using Managed Billing or Authorization Recycling.

Formats Available

 PDF report document

 CSV comma-delimited file

NOTE Reports generated but not retrieved for 6 consecutive months are discontinued.

Frequency

The Expiring Card Report which is produced once monthly. All others may be scheduled daily, weekly, or monthly.

File Delivery Options

Virtual Terminal The report is available for pick-up in the VT. The VT also houses a copy of the report regardless of delivery method.

E-mail The report is sent to the e-mail recipients as populated in the identified column.

NOTE Reports sent via e-mail **ALWAYS** mask the expiration date and all but the last four digits of the card number.

SFTP Pick-up The report is placed in an SFTP directory for pick-up, just like an Orbital Batch response file. The User ID must be set-up in advance by Chase Paymentech listed in the dropdown Batch User menu.

Outbound file encryption choice:

From the following, the merchant may choose the encryption method for unsolicited, outbound files such as the auto-generated SFTP report.

- Zip (default choice)
- PGP
- GPG
- ASC

NOTE The choices of PGP, GPG, and ASC require loading an accompanying certificate through the batch tool. The new Outbound-Only setting will not override the existing echo encryption methodology used for inbound files, (i.e. this will not impact the resultant response files of any inbound files).

Figure 80 Admin - Reporting Admin

The screenshot shows the 'Admin - Reporting Admin' page in the Orbital Virtual Terminal. At the top, there is a navigation bar with 'switch id | log out | help' and the 'CHASE Paymentech' logo. Below the navigation bar, the page title 'Admin - Reporting Admin' is displayed, followed by the instruction 'Select your reporting options below'.

Merchant details are shown in a grey box:

- Merchant DBA: Gateway Test Merchant
- Merchant ID: 111111
- Date/Time: 06/16/2010 11:55:30 EDT
- Terminal ID: 001
- Currency Code: USD
- Industry Type: EC

A help icon with the text '? = Help Available' is located to the right of the merchant details.

The 'Truncate Account Number on Reports' section contains a radio button for 'Yes' (selected) and a radio button for 'No'.

The 'Settlement-Related Scheduled Reports' section includes a table with the following columns: Enabled, Report Name, Report Type, Generation Schedule, Delivery Method, Email Recipients, and Batch User. The table lists three reports: Closed Batch Detail, Closed Batch Summary Report, and Rejected Batch Detail.

The 'Additional Scheduled Reports' section includes a similar table with columns: Enabled, Report Name, Report Type, Generation Schedule, Delivery Method, Email Recipients, and Batch User. The table lists seven reports: Account Updater Report, Authorization Recycle, Expiring Card, Managed Billing Activity, PINless Debit Status Change, Scheduled Profile Activity, and Suspended Profile.

At the bottom of the page, there are three buttons: 'Save', 'Clear', and 'On Demand Reports'.

To administer the options described, choose **ADMIN > Reporting Admin** menu. Enable or disable reports by clicking in the **Enable** checkbox. If enabling, make the corresponding selections and click on the **Save** button.

On Demand Reports

To request on Demand Reports for this group, click on the **On Demand Reports** button.

Figure 81 Admin - Reporting Admin - On Demand Reports

The screenshot displays the 'Admin - Reporting Admin - On Demand Reports' interface. At the top, there is a navigation bar with the Orbital logo and 'CHASE Paymentech™'. Below this is a menu with options: NEW ORDER, OPEN BATCH, REVIEW, FLEXCACHE, REPORTING, ADMIN, and IMPORT FILE. The current page title is 'Admin - Reporting Admin - On Demand Reports' with a sub-header 'Select your reporting options below'. A summary box shows merchant details: Merchant DBA: Gateway Test Merchant, Merchant ID: 111111, Date/Time: 06/16/2010 12:01:47 EDT, Terminal ID: 001, Currency Code: USD, and Industry Type: EC. A legend indicates that a partial entry icon means 'Partial Entry Allowed'. The search criteria section includes fields for Account # (with a partial entry icon), Amount Range (min. and max. values), Profile ID (with a partial entry icon), Date Range (checked, with From and To date pickers set to 06/16/2010), Output Type (PDF / Report), and Report Type (Closed Batch Detail Report). At the bottom, there are buttons for Search, Clear, and Return to Report Setup.

Make your search criteria and Report Type selections, and then click on the **Search** button. The page will refresh with the instructions to check **Reporting**. Click on the **REPORTING** menu tab to view the report. For more information on retrieving reports, see [Working with Reports](#).

Chain Level Reports

Merchants who are enabled for Chain Level Profile Management will have access to Profile related reports at the Chain Level. These reports can be easily identified in the VT by the chain link icon  to the left of the report name.

The following reports are available for Chain Level Profile Management:

-  Account Updater
-  PINless Debit Status Change
-  Expiring Card
-  Suspended Profile

Figure 82 Chain Level Reporting

The screenshot shows the 'Admin - Reporting Admin' interface. At the top, there are navigation links: 'switch id | log out | help'. The Orbital logo is on the left, and 'CHASE Paymentech™' is on the right. Below the logo, there are menu items: 'NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN'. The current page is 'Virtual Terminal | Admin | Reporting Admin'. The main heading is 'Admin - Reporting Admin' with a sub-heading 'Select your reporting options below'. Merchant details are displayed: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Date/Time: 06/18/2010 15:30:59 EDT', 'Terminal ID: 001', 'Currency Code: USD', and 'Industry Type: EC'. A 'Help Available' link is present. The 'Truncate Account Number on Reports' section has a radio button for 'Yes' selected. The 'Settlement-Related Scheduled Reports' section has a table with columns: Enabled, Report Name, Report Type, Generation Schedule, Delivery Method, Email Recipients, and Batch User. The table lists three reports: 'Closed Batch Detail', 'Closed Batch Summary Report', and 'Rejected Batch Detail'. The 'Additional Scheduled Reports' section has a table with columns: Enabled, Report Name, Report Type, Generation Schedule, Delivery Method, Email Recipients, and Batch User. The table lists four reports: 'Chain - Account Updater Report', 'Chain - Expiring Card', 'Chain - PINless Debit Status Change', and 'Chain - Suspended Profile'. A red box highlights the 'Enabled' column for these four reports. Below the table, there is a note: 'Settings are shared by all merchants enabled for chain level profiles within Chain 000001.' At the bottom, there are buttons for 'Save', 'Clear', and 'On Demand Reports'.

Selecting Response Codes to Automatically Decline

The Merchant Selectable Response solution not only helps protect you from fraud but it also gives you flexible control over your risk exposure. Merchant Selectable Response (MSR) allows you to configure the Orbital Processing System to return an override decline based on predefined options. You select the Address Verification Service (AVS) or Card Verification Data (CVD) response codes that you want auto-declined. For example, if you choose to auto decline all approvals receiving the AVS Code indicating **Zip-No Match**, an automatic merchant override decline is returned for those transactions. It is displayed as an M1 Override decline.

This feature must be enabled at the Merchant Level and the User level. To enable MSR response codes, go to **ADMIN > Selectable Response**.

Figure 83 Admin - Selectable Response

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 06/16/2010 15:50:01 EDT Currency Code: USD

MSR allows merchants to decline specific response codes automatically.

AVS - 1 - No address supplied
AVS - 2 - Bill-to address did not pass Auth Host edit checks
AVS - 3 - AVS not performed
AVS - 5 - Edit-error - AVS data is invalid
AVS - 6 - System unavailable or time-out
AVS - 7 - Address information unavailable
AVS - 9 - Zip Match / Zip4 Match / Locale match
AVS - A - Zip Match / Zip 4 Match / Locale no match
AVS - B - Zip Match / Zip4 No Match / Locale match
AVS - C - Zip Match / Zip4 No Match / Locale No match

Buttons: Add Decline, Remove Decline

Decline List: None selected

To Decline a specific response, select the code from the list on the top and click *Add Decline*. This value will then be added to the table on the bottom and each time a transaction meets that requirement, it will be declined with a value of M1.

To Remove a specific response from MSR, select the code from the table on the bottom and click *Remove Decline*

From the available options in the top window, simply choose the AVS or CVD response codes and then add to your list of declines by clicking on the **Add Decline** button. Only the eligible codes for your merchant account appear in the menu list. A complete list of all possible codes is found in [Appendix C Merchant Selectable Response Codes](#). You may also deselect a response code by choosing the code in the bottom window and clicking on the **Remove Decline** button.

The list of Decline Codes in the bottom window will trigger an auto decline on transactions that receive those codes in the response. The declined transaction will appear as **Merchant Override Decline**.

Figure 84 Merchant Override Decline

The screenshot shows the Orbital Virtual Terminal interface. At the top, there is a navigation bar with 'switch id | log out | help' and the 'CHASE Paymentech™' logo. Below this is a menu with options: 'NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE'. The main content area is titled 'Open Batch - View Order' and includes a sub-header 'View the order information below'. A summary box displays: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Date/Time: 06/16/2010 16:04:26 EDT', 'Terminal ID: 001', 'Currency Code: USD', and 'Industry Type: EC'. Below this are tabs for 'RECOMMENDED DATA', 'OPTIONAL DATA', 'PURCHASING CARD DATA II', and 'RESPONSE DATA'. The 'RESPONSE DATA' tab is active, showing: 'Approval Code: 121355', 'Response Code: M1 - Merchant Override Decline' (circled in red), 'AVS Response Code: S - AVS not performed', and 'Card Verification Number Reponse Code'. Further down, card details are listed: 'Card Type: MasterCard', 'Card Number: XXXXXXXXXXXX4455', 'Expiration Date: 2010/08', 'Amount: 101.00', and 'Order ID #: 123'. There are three buttons on the right: 'Print Merchant Receipt', 'Print Customer Receipt', and 'Print Both Receipts'. At the bottom, there are two buttons: 'Add Profile' and 'Return To Results List'. Transaction details at the very bottom include: 'Transaction Date: 2010-05-18 14:46:59' and 'Transaction Reference Number [TxRefNum]: 4BF2E0A30F5FDFFCEE18F6C86A651EE969AE540E'.

Setting Preferences for Soft Descriptors

Certain merchants may have a need to include merchant identifying information with each transaction rather than using defaults that are stored at the Chase Paymentech system. These merchants may take advantage of Soft Descriptors in order to submit information such as merchant name, street address, city, state, and zip. The soft data is passed to the card association along with the transaction and posted on the accountholder’s statement, if applicable.

The Soft Descriptor Records are used to define the merchant name/product description that will appear on the consumer’s statement. It allows the merchant greater flexibility in describing the consumer’s purchase. Soft Descriptors are supported for Visa, MasterCard, MasterCard Diners, and ECP.

It is subject to issuer discretion whether this descriptor will be displayed on the accountholder statement.

Salem (BIN 000001)

The Orbital Gateway supports Soft Descriptors into the Salem Host. However:

- 🔔 Prior Risk Department approval is required.
- 🔔 The Merchant ID and User ID must be enabled for Soft Descriptors on the Orbital Gateway.

PNS (BIN 000002)

The Orbital Gateway supports Soft Descriptors into the PNS Host. However:

- It is only supported for Chase Paymentech Canada customers.
- The Merchant ID and User ID must be enabled for Soft Descriptors on the Orbital Gateway.

Salem Support

Rules and Guidelines—Credit Card

Chase Paymentech will not generate or segregate reports by the Soft Descriptor. If the merchant wishes to see Salem reports segregated by product, the merchant must set up specific reporting divisions and deposit those transactions under that division number.

For those merchants who need to roll up several merchant names under one corporation, please contact your Chase Paymentech Representative for details on the use and regulation of the Soft Descriptors.

The description in the **Merchant Name** field should be what is most recognizable to the cardholder. It should consist of the company name and/or trade name combined with some type of description of the product or service that was purchased.

The **Merchant Name** can be one of 3 different lengths. In addition, the **Product Description** can be appended based on the length of the **Merchant Name**, such that they are a combined length of 21 bytes. In other words, the options are:

Merchant Name	Product Description
3 bytes	18 bytes
7 bytes	14 bytes
12 bytes	9 bytes

Additional notes:

- The **Customer Service Phone Number** and **Merchant URL** fields provide the cardholder with a Customer Service Phone Number or URL. This is a requirement to qualify for Visa's lowest Direct Marketing interchange rate.
- If the merchant submits a backslash (\) in the soft descriptor, it is converted to a hyphen (-) on the cardholder statement. If the merchant submits a question mark (?) in the merchant descriptor, it is converted to a space on the cardholder statement.
- There are certain American Express card types/programs that ignore the descriptors sent using Soft Descriptors. The Optima card is one of these types. The merchant should contact their American Express representative for more details.
- Non-eCommerce transactions sent with a URL do not qualify for the best interchange.
- For MasterCard MOTO and Recurring Industry Types, if the City/Phone field at the division level is not a Customer Service Phone Number, then a Customer Service Phone Number must be populated in the **Customer Service Phone Number** field, or the transaction will error with Response Reason Code **BP: Customer Service Phone reqd. for MOTO and Recurring. MC Only**.
- The Orbital Gateway will apply the asterisks (*) in the necessary locations. Please do not add these in any of the fields.

Rules and Guidelines—ECP

The Automated Clearing House (ACH) uses two fields to describe the transaction to the consumer. The **Merchant Name** will always appear on the consumer's statement, and the **Product Description** will appear on the consumer's statement a majority of the time. Both are required fields.

Chase Paymentech recommends using the Doing Business As (DBA) description/value in the **Merchant Name** field and the product information in the **Product Description** field.

When utilizing the Soft Descriptor for ECP transactions, both the **Merchant Name** and the **Product Description** are mandatory.

PNS/Tampa Support

Rules and Guidelines

Again, the support for Soft Descriptors via the PNS Host is only for customers processing through Chase Paymentech Canada.

Unlike Salem, the only value passed on to the cardholder statement is the **Merchant Name** field, which, for these customers, is a maximum of 25 bytes of data.

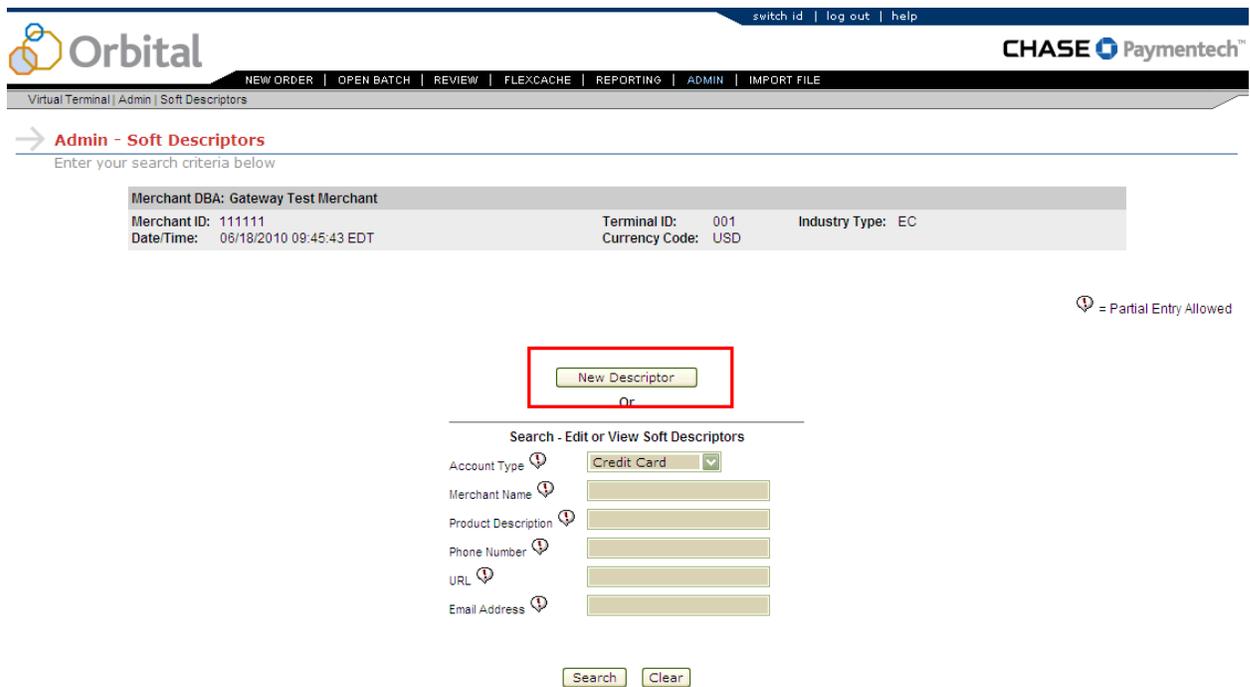
All other Soft Descriptor fields can optionally be sent, but will not be submitted to the settlement host and will not display on the cardholder statement.

Setting Descriptors

To access the Soft Descriptors menu, the Merchant ID and the User ID must both be enabled for Soft Descriptors.

- 1 Select **ADMIN > Soft Descriptors** menu.
- 2 To create a soft descriptors, press the **New Descriptor** button from the **Admin – Soft Descriptors** page.

Figure 85 New Descriptor



3 Click on **Credit Card** or **Electronic Check** radio button.

4 If selecting Credit Card:

- a Enter text for **Merchant Name** and **Product Description** combination.
- b Enter Customer Service Phone Number, Merchant URL, or Merchant E-mail Address.
- c Press **Add Descriptor** or **Add & Set as Default** (soft descriptor will be set as the default option) button.

Figure 86 New Credit Card soft descriptor

The screenshot shows the 'Admin - Soft Descriptors' page in the Orbital Virtual Terminal. At the top, there is a navigation bar with the Orbital logo, 'switch id | log out | help', and 'CHASE Paymentech™'. Below this is a menu bar with 'NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE'. The page title is 'Virtual Terminal | Admin | Soft Descriptors'. The main heading is 'Admin - Soft Descriptors' with a sub-instruction: 'Fill out the form below and submit when complete'. A summary box displays: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Date/Time: 06/18/2010 09:46:13 EDT', 'Terminal ID: 001', 'Currency Code: USD', and 'Industry Type: EC'. Below this are three radio buttons for 'Merchant Name' (3, 7, and 12 characters) and three for 'Product Description' (18, 14, and 9 characters). A section titled 'And' asks to 'Choose Merchant Phone Number, URL or Email Address Format' with radio buttons for 'Customer Service Phone Number', 'Merchant URL', and 'Merchant Email Address', each followed by a text input field. At the bottom are four buttons: 'Add Descriptor', 'Add & Set as Default', 'Cancel', and 'Clear'.

5 If clicking on Electronic Check radio button:

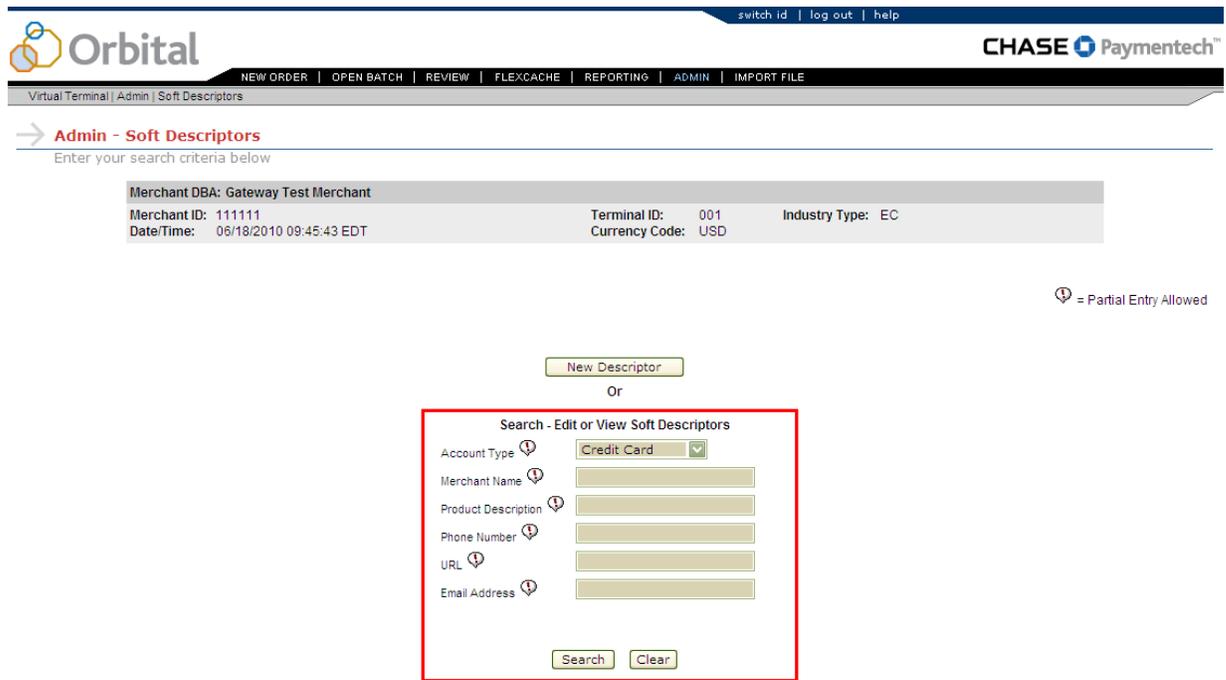
- d Enter text for **Merchant Name** and **Product Description**.
- e Press **Add Descriptor** or **Add & Set as Default** (soft descriptor will be set as the default option) button.

Figure 87 New ECP soft descriptor

The screenshot shows the 'Admin - Soft Descriptors' page in the Orbital Virtual Terminal for a new ECP soft descriptor. The layout is identical to Figure 86, but the 'Merchant Name' and 'Product Description' fields are simplified. There are two radio buttons for 'Merchant Name' (15 characters) and one for 'Product Description' (10 characters). The 'Add & Set as Default' button is highlighted in green.

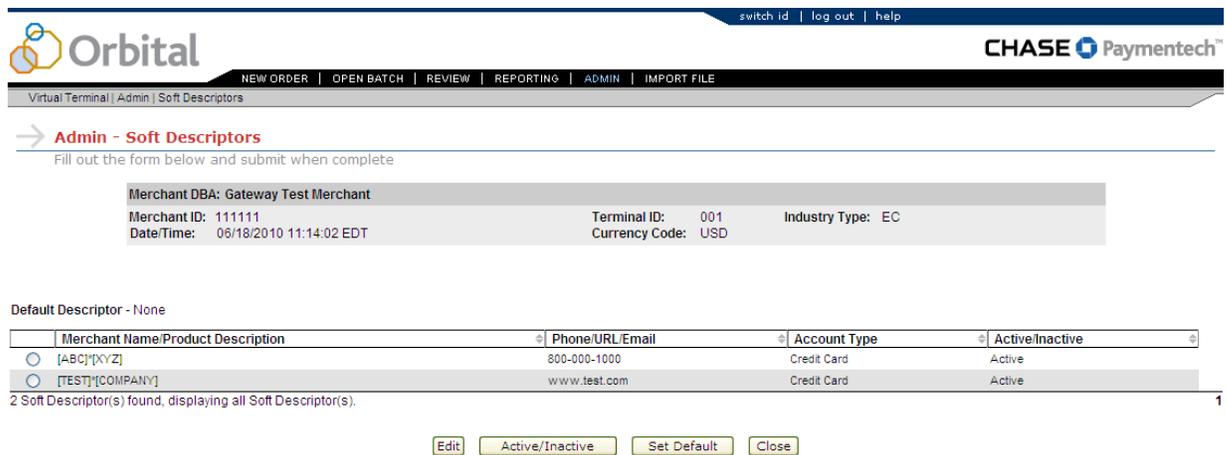
6 To search for existing soft descriptors, enter the search parameters in any of the provided fields and press the **Search** button.

Figure 88 Admin - Soft Descriptors



7 A list of descriptors will be displayed.

Figure 89 Soft Descriptors search results



- 8 To edit an existing descriptor, click on the radio button by the descriptor and click on the **Edit** button. Make modifications as necessary and click on **Update Descriptor** or **Update & Set as Default** button. The default button will set the descriptor as the default descriptor on the New Order page.
- 9 To set an inactive descriptor to active status or an active descriptor to inactive status, click on the radio button by the descriptor and click on the **Active/Inactive** button.
- 10 To set a specific descriptor as the default descriptor, click on the radio button by the descriptor and click on the **Set Default** button.

Chapter 7 Working with Reports

About Reports

The Virtual Terminal enables Users to generate and retrieve reports. The previous chapter included a discussion of creating reports by the On Demand Reports through the **Admin > Reporting Admin > On Demand Reports**. Reports can also be created through the following search queries by the selecting **Detail Report** or **Detail File** from the **Query Type** dropdown menu.

-  Open Batch
-  Closed Batch
-  Profile

Once created the reports are easily located and retrieved from the **REPORTING** menu tab.

Locating Reports

To locate a generated report

- 1** Click on **REPORTING** on the VT menu bar. The Retrieve Report page is displayed along with the current day's reports.
- 2** To adjust the search parameter by **Report Status**, select the appropriate option from the dropdown menu.
- 3** To adjust the search parameter by **Submitter**, select the appropriate User name of the person who ordered the report from the dropdown menu.
- 4** To adjust the search parameter by **Report Type**, select Report [PDF] or File [CSV] from the dropdown menu.
- 5** To adjust the search parameter by the **Reporting Options**, select the appropriate report type from the dropdown menu.
- 6** To adjust the search parameter by the report submission date, uncheck the box beside **Filter by Submit Date** and change the **From** and **To** dates as needed.
- 7** Click on the **Search** button. The screen will refresh with a list of reports meeting the search criteria.

Figure 90 Reporting - Retrieve Reports

The screenshot shows the 'Retrieve Report' page in the Orbital Virtual Terminal. At the top, there are navigation links: 'switch id', 'log out', and 'help'. The main header includes the 'Orbital' logo and 'CHASE Paymentech™'. Below the header, there are tabs for 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'FLEXCACHE', 'REPORTING', 'ADMIN', and 'IMPORT FILE'. The page title is 'Virtual Terminal | Retrieve Report'.

The main content area is titled 'Retrieve Report' and includes the instruction 'Select your report below'. It displays merchant information: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Date/Time: 06/25/2010 13:33:19 EDT', 'Terminal ID: 001', 'Currency Code: USD', and 'Industry Type: EC'.

A red box highlights the 'Additional Search Filters' section, which includes:

- Report Status: dropdown menu
- Submitter: dropdown menu
- Report Type: dropdown menu
- Reporting Options: dropdown menu
- Filter by Submit Date (mm/dd/yyyy): checked checkbox
- From: date selector (06/25/2010)
- To: date selector (06/25/2010)
- Search and Clear buttons

Below the filters is a table with the following data:

	Status	Report Type	Submit Date	Report Name	Submitter	Elapsed Time(hh:mm:ss)
<input type="radio"/>	No Results	Report	06/25/2010 00:10:22	Authorization Recycle	SYSTEM	04:00:43
<input type="radio"/>	No Results	Report	06/25/2010 00:10:22	Account Updater Report	SYSTEM	04:00:43
<input type="radio"/>	Complete	Report	06/25/2010 00:10:21	Managed Billing Activity	SYSTEM	04:00:23
<input type="radio"/>	No Results	Report	06/25/2010 00:10:18	Suspended Profile	SYSTEM	03:059:54
<input type="radio"/>	No Results	File	06/25/2010 00:10:15	Scheduled Profile Activity	SYSTEM	03:059:47

Below the table, it says '5 report(s) found, displaying all report(s)'. At the bottom, there are buttons for 'Retrieve Report', 'Refresh Results', 'Delete Report', and 'View Report Criteria'. A red box highlights the first three buttons, labeled 'Report Options'.

Retrieving and Saving Reports

To Retrieve and Save Reports

- 1 Click on the radio button next to the report.
- 2 Click on **Retrieve Report** button.

If selecting a report, the report opens automatically as a PDF in Adobe Acrobat reader. You may save a copy of the report from within Adobe. With a CSV file format, a pop up asks whether to 'Save' or 'Open' the file. You may choose either. At this point you need to choose which 3rd party software you wish to use to view the file.

NOTE As a reporting default, card account numbers are truncated, i.e. masked. This means that you will only see the last 4 numbers of the card account. All preceding numbers of the account are replaced with 'Xs'.

Excel Quick Tip for Unmasked Account Numbers:

Excel automatically displays the Account Number field as a numeric field. In Excel the numeric field length defaults to 15 digits. Account numbers that are longer than 15 digits are not presented properly. To avoid this issue first save the file. Then open Excel and import the file while changing the Account Number field to a text field.

Chapter 8 Working With Profiles

The Orbital Virtual Terminal includes functionality called Customer Profile Management, i.e. tokenization, which allows Cardholder data to be stored within the Orbital Gateway. A merchant can process transactions by simply passing a token value representing a cardholder. Using the Customer Profile ID, i.e. the token, simplifies transaction processing and mitigates data entry errors. Additionally it eliminates the need to store sensitive information in-house so you can focus on growing the business as Chase Paymentech Solutions focuses on securely processing the transactions.

About Profiles and Managed Billing

Profile Management provides the flexibility of single transaction processing, recurring billing, or deferred billing. The Orbital Gateway can store relevant information for processing for all three options.

- 🔑 For the standard Customer Profile you initiate each transaction request.
- 🔑 For recurring and installment billing, you establish a recurrent billing schedule. The Orbital Gateway then processes transactions according to the pre-set schedule. Please see the Managed Billing section for additional information.
- 🔑 For a deferred billing, you set the future one-time billing date. The Orbital Gateway kicks off the authorization and capture process on the designated date. Please see the Managed Billing section for additional information.

Creating a Profile

To utilize Profile Management your merchant account must be enabled for the functionality. Please contact your account representative if you are not already set up the program. Once enabled the next step is to create customer profiles. This can be done in two ways.

- 🔑 Create a Profile as a distinct action.
- 🔑 Create a Profile as a part of a transaction request.

Once a Profile exists, it can be used to process a new transaction. The information stored in the profile is used to populate the transaction data elements. You always have the option to override any part of the Profile for a subsequent transaction. Finally, the Profile can be updated [or even deleted] at any point.

Creating a Profile as a Distinct Action

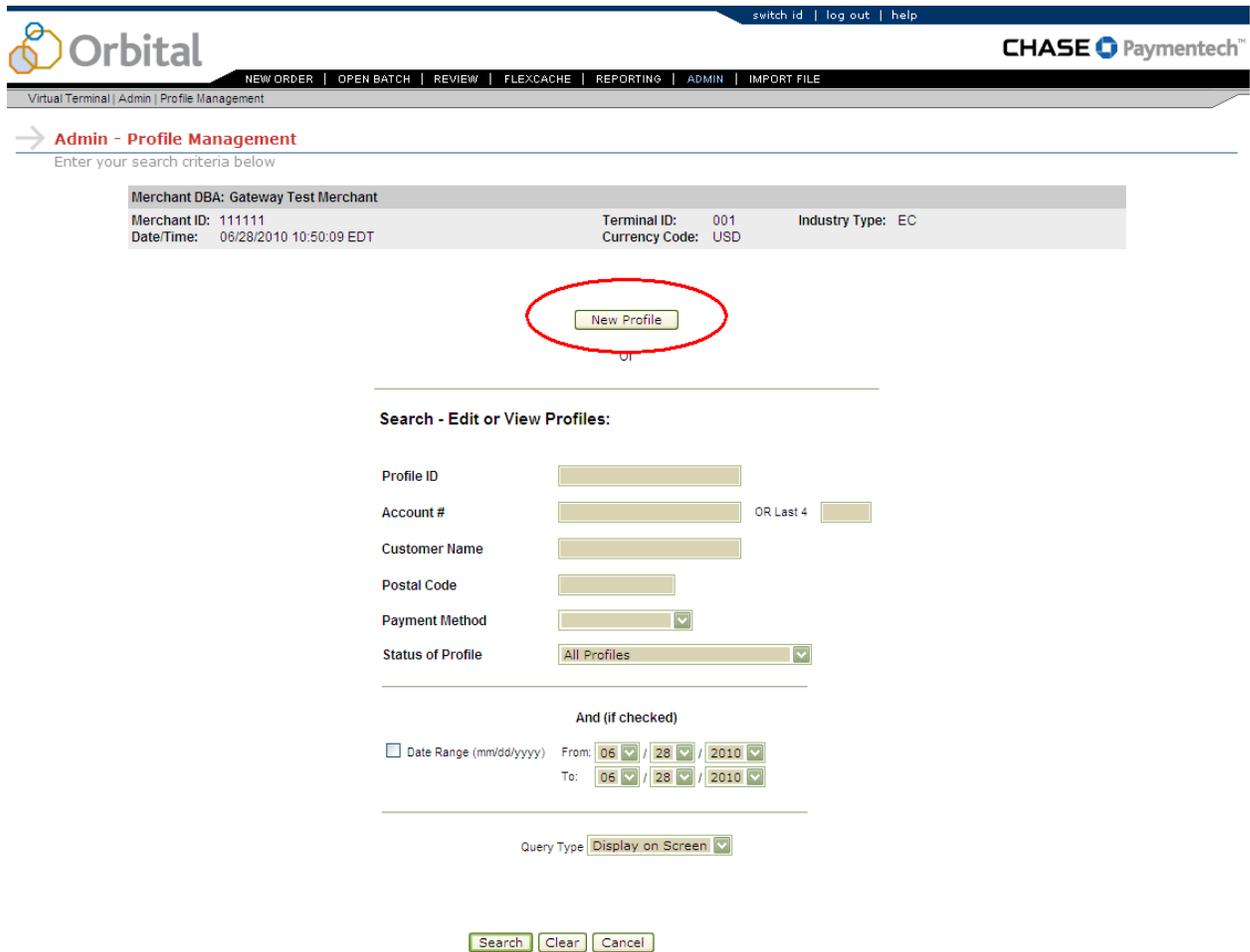
To create a profile as a discrete action the User must have Profile Administration Rights. With this right, also known as a permission, the Admin – Profile Management page is accessed to create a Profile. There are two convenient ways to navigate to the Profile Admin page:

- 🔑 Using the VT menu bar select **ADMIN > Profile Management**.
- 🔑 From the **NEW ORDER** page simply click on  **Search Profiles** .

To create a profile

- 1 Click on **New Profile** button to open the Profile Configuration tab.

Figure 91 New Profile button



2 The Profile Configuration page is displayed. Using the available options, enter the cardholder-related data that you want the Orbital system to store.

NOTE A unique Profile ID and Card Number are minimally required. Additional information may be required as noted by the required field symbol. Example: Expiration Date for a credit card.

Figure 92 New Profile cardholder data

Virtual Terminal | Admin | Profile Management

switch id | log out | help

CHASE Paymentech™

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

→ **Admin - Profile Management**
Fill out the form below and submit when complete

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 06/28/2010 10:54:03 EDT	Currency Code: USD	

PROFILE CONFIGURATION | COMPLETED BILLINGS | SCHEDULED BILLINGS | CHANGE LOG

● = Required Field

Profile ID: TESTPROFILE123 Use Next Available Profile ID

Profile Status: Active

Customer Name: JOHN DOE

Street: 123 HENDERSON AVE

City: TEST CITY

State: ME

Country Code: US-United States

Postal Code: 06451

Email Address:

Phone Number:

Order Description:

Use Profile ID as Order Number Use Profile ID as Order Description

Payment Method: Credit Card

Card Number: ● XXXXXXXXXXXXXXX1111

Expiration Date: ● 07 2026

Amount: ##0.00

Add Managed Billing - Recurring

Add Cancel

3 Create unique Profile ID by one of the following methods.

Manually

- ◆ In the **Profile ID** box, enter a unique identification number and unselect the **Use Next Available Profile ID** check box. The guidelines for creating the **Profile ID** follow.
 - Length
Range of 1 to 22 characters
 - Valid Characters
abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ0123456789-
,\$@& and a space character

WARNING A space character cannot be a leading character.

Alpha characters are stored as uppercase characters. Profile ID 12aaa is stored as Profile ID 12AAA. Since Profile IDs cannot be duplicated, the system will not allow the creation of a second profile with the ID of 12AAA.

NOTE

A unique **Profile ID** and **Card Number** are minimally required. Additional information may be required as noted by the required field symbol. Example: **Expiration Date** for a credit card.

- o Systemically
 - ◆ Leave the **Use Next Available Profile ID** box checked. The Orbital Gateway will create a Profile ID on your behalf.
- 4 In the box next to **Profile Status**, select **Active**.
- 5 If desired or required by your internal processes enter the following optional data in the respective boxes.
 - f Enter **Customer Name**
 - g Enter Customer Address information.
 - h Enter **E-mail Address**
 - i Enter **Phone Number**
 - j Enter **Order Description**
- 6 Check **Use Profile Number as Order Number** if you want to create an Order ID with the same name as the profile. The Order ID appears in PTI reporting offered to Global Platform merchants.
- 7 Check **Use Profile ID as Order Description** if you want the Order Description to reflect the same name as the profile. The Order Description appears as Customer Defined Data in ROL reporting offered to North American platform
- 8 In the box next to **Payment Method**, choose one of the options from the dropdown menu.
- 9 Enter the information for the **Method of Payment**. Each Method of Payment will have required fields and may have additional optional fields. For example, a credit card has the following options:
 - k Enter **Card Number**
 - l Enter **Expiration Date**
- 10 If desire or required by your internal processes, enter an **Amount**. It is used to populate the **Amount** field when the **New Order** is created using a Profile. It may be overridden on the **New Order** page.
- 11 Click on **Add** to store the Profile data. The page refreshes, displaying the **Profile Add** message that indicates the information was successfully saved and stored. The Profile may now be used for subsequent transactions.

Creating a Profile When Processing a Transaction

A Profile may be created along with a New Order transaction. The User must have the Profile Administration permission referenced above. The information in the following **New Order** fields can be included as part of the profile.

- | | |
|---------------------|---|
| o Card Number | o City |
| o Expiration Date | o State |
| o Amount | o Postal Code |
| o Country code | o E-mail Address [Found on Optional Data tab] |
| o Order Description | o Customer Phone |
| o Customer Name | |
| o Street | |

Figure 93 Profile Management fields from New Order page

Virtual Terminal | New Order | Auth

switch id | log out | help

CHASE Paymentech™

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

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

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 06/28/2010 11:27:08 EDT Currency Code: USD

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

Credit Card Types Accepted: American Express, Bill Me Later, Diner's Club

Card Number: []
Amount (###0.00): []
Order ID #: []
Street: []
City: []
State: []
 Non US Address
Postal Code: [] []
Order Description: []
Soft Descriptors: NONE

Add to Profile Management *Click Add to Profile Management checkbox*

Profile ID:
 [] Profile Customer Name []
 Use Next Available Profile ID
 Use Order Number as Profile ID
 Use Order Description as Profile ID
 Add Managed Billing - Recurring

Additional fields are displayed

Auth | Auth and Capture | Clear

- 1 Check the **Add to Profile Management** box. The screen refreshes, displaying Customer Profile data fields.
- 2 Click on a radio button beside the option you want to use to create a Profile ID.
 - m Click on the blank box and enter a **Profile ID** to manually create the Profile ID.
 - n Click on **Use Next Available Profile ID** to have the Orbital Gateway systemically create a Profile ID.
 - o Click on **Use Order Number as Profile ID** to create a profile with the Order ID as the name.
 - p Click on **Use Order Description as Profile ID** to create a profile with the Order Description as the name.
- 3 If desired or required by your internal processes, enter a customer name in the **Profile Customer Name** box.
- 4 Click on **Auth** or **Auth and Capture** to process the transaction and create a profile.

When adding the Profile as a part of processing a New Order transaction, a Profile Response Code is displayed on the response page. It indicates the profile was successfully created or that there was a problem or error in creating the profile. The Profile Response Codes are listed in [Appendix D Profile Response Codes](#).

Figure 94 New Order - Auth response with Profile Data

Orbital CHASE Paymentech™

Virtual Terminal | New Order | Auth

→ **New Order - Auth**
View the response below

Merchant DBA: Gateway Test Merchant		Terminal ID: 001	Industry Type: EC
Merchant ID: 111111		Currency Code: USD	
Date/Time: 06/28/2010 15:54:30 EDT			

APPROVAL

Profile Response Code	0 Profile Created [4133620]		
Approval Code	tst438		
Response Code	00 Approved		
AVS Response Code	B Zip Match / Zip4 No Match / Locale match		
Card Verification Number Response Code			
Credit Card Type	MasterCard		
Card Number	XXXXXXXXXXXX4455	Expiration Date	2013/01
Amount	25.00	Card Verification #	
Order ID #	TEST NEW PROFILE		
Street	123 HOMESTEAD AVE		
City	HOMESTEAD		
State	FL		
Postal Code	33331		
Order Description			
Soft Descriptor			
Transaction Date	06/28/2010 15:54:30 EDT		
Transaction Reference Number [TxRefNum]	4C28DF63FD12AC05E6920EB29E3B10A10DC543A		

Locating an Existing Profile

After a Profile is created and stored, it can be used at a later date to process transactions. A profile can be located a couple of ways. The approaches begin with proceeding to either **ADMIN** or **NEW ORDER** pages.

Search by ADMIN > Profile Management

Select **ADMIN > Profile Management** to open the Admin-Profile Management page. To search for a Profile ID use any one or a combination of the following search criteria.

- 1 To search by **Profile ID**, enter a part or the full Profile ID in the box.
- 2 To search by **Account #**, enter the full or partial account number in the box; or just the last four digits in the **Last 4** box.
- 3 To search by **Customer Name**, enter the full or partial name in the box.
- 4 To search by **Postal Code**, enter the full or partial code in the box.
- 5 To search by a **Payment Method**, select one of the available options.
- 6 To search by **Status of Profile**, select one of the available options.

- 7 In addition to the search parameters mentioned above, a date range can be utilized to further narrow a search request. Check the box next to Date Range and change the **From** and **To** dates as needed. If no date range is needed, leave the **Date Range** box unchecked.
- 8 For **Query Type**, leave the default Display on Screen.
- 9 Click on the **Search** button. A new page appears displaying the search results.
- 10 Click on the radio button next to the Profile ID to select it.
- 11 Click on the command button for the action you want to take.
If you click on **Use Profile**, you are taken to the New Order page. The stored profile information is used to populate various fields. Clicking on **Edit/View Profile** takes you to the Profile Configuration page that displays the profile information.

Figure 95 Use or Edit/View profiles

Virtual Terminal | Admin | Profile Management

Admin - Profile Management Search - All Profiles
View your search results below

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 06/28/2010 16:49:10 EDT	Currency Code: USD	

Search Criteria: Profile ID: Postal Code: Date Range: Help Available
 Account #: Payment Method: From: To: To: To:

Profile ID	Profile Status	Account #	Name	Address	Last Profile Change	Send Account Updater Request
<input type="radio"/> 4133718	Active	XXXXXXXXXXXX5551	KESAVAN MENON		06/28/2010	
<input type="radio"/> 4133696	Active	XXXXXXXXXXXX1111	KESAVAN MENON		06/28/2010	
<input type="radio"/> 4133688	Active	XXXXXXXXXXXX5557	KESAVAN MENON		06/28/2010	
<input type="radio"/> 4133620	Active	XXXXXXXXXXXX1111		123 HOMESTEAD AVE	06/28/2010	YES
<input type="radio"/> 4112270	Active	XXXXXXXXXXXX0007	BEVERLY D MCGRADY		06/25/2010	
<input type="radio"/> 4112174	Active	XXXXXXXXXXXX4448	SEAN A MOLONEY		06/25/2010	
<input type="radio"/> 4112160	Active	XXXXXXXXXXXX0007	TODD W YOST		06/25/2010	
<input type="radio"/> 4110020	Manual Suspend	XXXXXXXXXXXX0006	THOMAS C LAWING		06/25/2010	
<input type="radio"/> 4111972	Active	XXXXXXXXXXXX0009	DONALD D ROBERTS		06/25/2010	
<input type="radio"/> 4104524	Active-MB	XXXXXXXXXXXX0009	RACHEL HUDSPETH		06/25/2010	

485 record(s) found, displaying 1 to 10. [First/Prev] 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 [Next/Last]

Use Profile Edit/View Profile Cancel

Search by NEW ORDER

Two Profile icons are displayed on the New Order page. One takes you to the Admin Profile Management screen, the second displays matching profiles based on matching keystrokes.

Search Profiles Icon

- 1 Click on the **Search Profiles** icon.

Various search parameters are displayed on the Admin - Profile Management page. Please see [Search by ADMIN > Profile Management](#) section above for more information on how to search for profiles.

- 2 Once the profile has been found, click on the radio button by the profile. Click on the command button for the action you wish to take.

Profile Auto-Suggest feature

If you know the Profile ID and want to quickly pull it up, use the **Profile Auto Suggest** text box.

- 1 Begin entering the Profile ID number.
The tool will find Profile IDs that match your entry and dynamically display them in a drop-down box.
- 2 Choose the profile displayed in the drop-down box using either your mouse or the **Enter** key. The data from the selected profile populates the **New Order** page.

Figure 96 Profile Auto Suggest feature

The screenshot shows the 'New Order - Auth' page in the Orbital Virtual Terminal. At the top, there are navigation links: 'switch id | log out | help' and 'CHASE Paymentech™'. Below that, a menu bar contains 'NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE'. The main header reads 'Virtual Terminal | New Order | Auth'. A red arrow points to the 'New Order - Auth' section, with the instruction 'Fill out the form below and submit when complete'. The merchant information is displayed as: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Date/Time: 06/28/2010 16:53:45 EDT', 'Terminal ID: 001', 'Currency Code: USD', and 'Industry Type: EC'. Below this, there are tabs for 'RECOMMENDED DATA', 'OPTIONAL DATA', 'PURCHASING CARD DATA II', and 'PURCHASING CARD DATA III'. The 'Credit Card Types Accepted' dropdown is set to 'American Express'. The 'Card Number', 'Amount', 'Order ID', 'Street', 'City', 'State', 'Postal Code', 'Order Description', and 'Soft Descriptors' fields are present. The 'Profile Auto Suggest' dropdown is open, showing a list of profiles starting with 'p'. A red box highlights the dropdown menu, and a red arrow points to it with the text: 'The letter 'p' was entered in the entry box. A list of all profiles starting with 'p' was returned in the box to the right.' The 'Auth' button is highlighted in green.

Using a Profile in a Transaction

Once a Profile has been created, it can be used to process subsequent transactions. Locate the profile by one to the methods explained in the [Locating an Existing Profile](#) section above.

- ADMIN > Profile Management Search
- NEW ORDER Search Profiles
- NEW ORDER Profile Auto-Suggest

To Process a Transaction

- 1 Click on the radio button beside the profile and click on **Use Profile** if you are on the Admin-Profile Management Search page. Or, select the profile using the **Auto Suggest** icon on the **New Order** page. Data from the selected profile populates **New Order** fields.
- 2 Edit the information in the fields as necessary.
- 3 Add additional information as necessary or in accordance with your internal processes.
- 4 Click on the command button for the action you want to take.

Editing a Profile

Profile data elements can be easily modified or changed. The only exception is the Profile ID. It can only be used once and it must be a unique value. Even if a profile is deleted, the Profile ID may not be reused.

To edit a profile first locate it by either clicking on the **Search Profiles** icon on the **New Order** page or by selecting **ADMIN > Profile Management** from the VT menu bar. Follow the steps previously discussed in [Search by ADMIN > Profile Management](#) section.

To edit a profile

- 1 From the list of displayed profiles, click on the radio button next to the Profile ID that is to be viewed.
- 2 Click on the **Edit/View Profile** button.
- 3 Edit the profile by entering new information in the respective boxes or choosing another option from the dropdown menus.

NOTE The Profile ID is the only data element that cannot be changed.

- 4 Click on **Update** to save the edit changes. A message is displayed at the top of the page indicating the successful update.

NOTE Only Users with a Profile Management Role of Administrator can update profiles.

Figure 97 Update Profile

The screenshot shows the 'Admin - Profile Management' page in the Orbital Virtual Terminal. At the top, there are navigation links: 'switch id | log out | help' and 'CHASE Paymentech™'. Below that, a menu bar contains 'NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE'. The current page is 'Virtual Terminal | Admin | Profile Management'.

The main heading is 'Admin - Profile Management' with a sub-instruction: 'Fill out the form below and submit when complete'. A summary box shows: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Date/Time: 06/28/2010 17:11:48 EDT', 'Terminal ID: 001', 'Currency Code: USD', and 'Industry Type: EC'.

Navigation tabs include 'PROFILE CONFIGURATION' (selected), 'COMPLETED BILLINGS', 'SCHEDULED BILLINGS', and 'CHANGE LOG'. A legend indicates '● = Required Field'.

The form fields are as follows:

- Profile ID: 4133620
- Profile Status: Active (dropdown)
- Customer Name: (empty)
- Street: 123 HOMESTEAD AVE
- City: HOMESTEAD
- State: FL (dropdown)
- Country Code: (dropdown)
- Postal Code: 33331
- Email Address: (empty)
- Phone Number: (empty)
- Order Description: (empty)
- Use Profile ID as Order Number
- Use Profile ID as Order Description
- Payment Method: Credit Card (dropdown)
- Card Number: XXXXXXXXXXXXXXX1111 (with required field indicator ●)
- Expiration Date: 01 / 2013 (with required field indicator ●)
- Amount: 25.00
- Add Managed Billing - Recurring

At the bottom, there are three buttons: 'Update', 'Delete', and 'Cancel'. The 'Update' button is circled in red.

Profile Status

Although there are several statuses that may be applied to a profile, only one may be applied at any given moment. A profile status may be viewed or changed on the Admin Profile Management page, the Profile Configuration tab. The following are the statuses that can be displayed.

- Active** Active profile which can be used for transaction processing.
- Active-MB** A profile that is enabled for either a recurring or deferred billing schedule. A Managed Billing Profile can also be used to process one-off transactions.
- Manual-Suspend** Profile use for sale transactions was suspended by the merchant. It may still be used to process Credits>Returns.
- Auto-Suspend** Profile use was systemically suspended based on pre-selected rules set by the Merchant.
- Inactive** Profile was inactivated by the merchant. Neither Sale nor Credit/Refund transactions can be processed with the profile.

NOTE Because your merchant account may not have all the features enabled, you may not see all of the status listed above.

To change a profile status

- 1 Locate the profile and navigate to the Profile Configuration screen.
- 2 Click on the down arrow in the box beside **Profile Status**.
- 3 Click on the **Profile Status** to be applied.
- 4 Click on **Update**. A message is displayed at the top of the page indicating the profile was updated.

To delete a profile

- 1 Locate the profile and navigate to the Profile Configuration screen.
- 2 Click on the **Delete** button. A message is displayed at the top of the page indicating the profile has been successfully deleted.

WARNING Once a Profile is deleted all access is permanently removed. The Profile cannot be located, viewed, or modified and it will not appear on reports. Although no longer accessible, the Profile ID cannot be reused.

Figure 98 Profile status change or delete

The screenshot shows the 'Admin - Profile Management' page in the Orbital Virtual Terminal. At the top, there is a navigation bar with 'switch id | log out | help' and the 'CHASE Paymentech™' logo. Below this is a menu with 'NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE'. The current page is 'Virtual Terminal | Admin | Profile Management'. A red arrow points to the 'Admin - Profile Management' header, with the instruction 'Fill out the form below and submit when complete'. A summary box displays: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Date/Time: 06/28/2010 17:11:48 EDT', 'Terminal ID: 001', 'Currency Code: USD', and 'Industry Type: EC'. Below this are tabs for 'PROFILE CONFIGURATION', 'COMPLETED BILLINGS', 'SCHEDULED BILLINGS', and 'CHANGE LOG'. A legend indicates '● = Required Field'. The main form contains fields for Profile ID (4133620), Profile Status (Active, highlighted with a red box), Customer Name, Street (123 HOMESTEAD AVE), City (HOMESTEAD), State (FL), Country Code, Postal Code (33331), Email Address, Order Description, and Phone Number. There are checkboxes for 'Use Profile ID as Order Number' and 'Use Profile ID as Order Description'. The Payment Method is 'Credit Card', Card Number is masked with 'XXXXXXXXXXXX1111', and Expiration Date is '01/2013'. The Amount is '25.00'. At the bottom, there is a checkbox for 'Add Managed Billing - Recurring' and three buttons: 'Update', 'Delete', and 'Cancel', with the 'Update' button circled in red.

Change Log

Information regarding the changes made to Managed Billing Profiles is tracked via the Change Log. This log is available for viewing at the Profile level and displays the changes that were made, along with the User that made the changes.

To view the history of profile changes

- 1 Locate the specific profile and navigate to the Profile Configuration page.
- 2 Click on the **Change Log** tab.

Figure 99 Profile Change Log

Orbital CHASE Paymentech™

Virtual Terminal | Admin | Change Log

Admin - Profile Change Log
View Profile Change Log Below

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 06/11/2010 09:28:29 EDT	Currency Code: USD	

Profile ID	PROFILE 03232010	Billing Start Date	03/24/2010
Profile Status	Active-MB	Billing Period	Monthly (Day 1 of every 2 months)
Customer Name	NANCY NOLAN	Total Number of Billings	3
Managed Billing type	Recurring	Billing End Trigger	
Amount ###0.00	10.00		

PROFILE CONFIGURATION | COMPLETED BILLINGS | SCHEDULED BILLINGS | CHANGE LOG

	Date/Time of Change	Changed By
<input type="radio"/>	03/23/2010 06:05:52 PM	CMCGINNIS1
<input type="radio"/>	03/23/2010 06:05:23 PM	CMCGINNIS1

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

[View Details](#)

3 Click on the radio button beside the change you wish to view in greater detail.

4 Click on **View Details**.

5 Review the two columns of information to identify the changes made.

NOTE A Change of Profile action is recorded if the **Update** command button is clicked on the Profile Configuration page regardless of whether new information was entered. If there is no difference found in the Change Log detail columns, the **Update** command button was clicked without new information being entered for the profile.

Chapter 9 Managed Billing

The Managed Billing Service takes Profile Management to the next step. Once invoked, this convenient service manages the processing of authorization-capture transactions according to a merchant's pre-defined rules. This automation simplifies the billing process of recurring transactions. Additionally the risk and cost of issues relating to human error are mitigated. It is an effective service for recurring, installment and deferred billings.

Recurring	Cardholder agrees to a regular on-going billing of a designated amount at a specified time interval.
Installment	Cardholder agrees to set number of payments over a specified time for the purchase of an item.
Deferred transaction	A single billing that is triggered at a predefined future date.

Managed Billing supports the following card types:

- 🔓 American Express
- 🔓 Discover Card
- 🔓 JCB
- 🔓 MasterCard
- 🔓 Visa
- 🔓 Maestro – UK Domestic*
- 🔓 Electronic Check *

** Supported only on Salem Platform*

Managed Billing first requires that Customer Profile Management be set at the Merchant (MID) level. Next one of two Managed Billing options is selected, either Recurring, which also supports installment billing, or Deferred. The following additional functions can be established at the merchant level [applicable to all profiles] or at the individual profile: Billing Schedule:

- 🔓 Order Number Generation
- 🔓 Automated Cardholder notifications via e-mail

Billing Schedule

Whether enabled for recurring or deferred, a billing schedule must be established. It may be established at the merchant level or at the profile level or both. An individual profile setting will override the merchant level setting for that specific profile. Profile billing schedules or parameters (dates, number of occurrences, card information, etc.) can be edited or modified at any time. However to ensure the next billing occurs as desired, changes should be made at least 24 hour in advance of the billing.

Recurring/Installment Parameters – Merchant Level

To create a merchant level billing schedule, click on **ADMIN > Profile > Managed Billing** to open the **Admin – Profile Managed Billing Admin** page. On this page you may choose to create a recurrent billing pattern to be applied to all Managed Billing profiles.

NOTE Individual Profile parameters selected at the individual profile level always supersede the merchant level parameters.

Figure 100 Admin - Profile Managed Billing Admin (Recurring Billing)

Virtual Terminal | Admin | Profile Managed Billing Admin

Admin - Profile Managed Billing Admin

Please select your Profile Admin Settings options below.

Merchant DBA: Gateway Test Merchant	Terminal ID: 001	Industry Type: EC
Merchant ID: 111111	Currency Code: USD	
Date/Time: 06/10/2010 13:57:50 EDT		

Choose your Managed Billing options below. These options will control when your customer is billed. These options can be overridden at the individual profile level.

Recurrence Pattern

Not specified - to be configured by merchant

Weekly

Monthly

Yearly

Range of Recurrence

Not specified - to be configured by merchant

Start: Mar 20 2011

No End Date

End after: billings

End by: Jun 11 2010

Order Number Generation: Use Profile ID

Save Clear

To establish a Merchant Level recurring billing pattern

- 1 Select *one* Recurrence Pattern. This defines the frequency of payment transaction processing.

Not Specified **No recurrent pattern.**

Choose this option if not specifying a recurrent pattern at the Merchant level.

Weekly **Number of week(s) and day of the week.**

- Click on the **Weekly** radio button,
- Enter the number of weeks between billings; and,
- Select the day of the week on which the billings are to occur.

Monthly **Day of Month(s) or weekday of month(s).**

- Click on the **Monthly** radio button, then follow on of the following:
- Click on radio button before **Day**, enter the specific day of the month, and the number of months between billings; or,
- Click on radio button before **The**, select the order, select the **Day**, and enter the number of months between billings.

Yearly **Month and day or weekday of month.**

- Click on the **Yearly** radio button, then select one of the following:
- Click on radio button before **Recur every**, select the **Month**, and enter the specific day of the month; or,
- Click on radio button before **The**, select the order, select the **Day**, and select the **Month**.

NOTE If 31st day of a month is selected, for months with less than 31 days, the billing will occur on the last day of the month.

2 Select the Range of Recurrence. This defines how long the cardholder is billed. Choose one of the following:

Not Specified

No recurrent pattern.

- Choose this option if not specifying a recurrent pattern at the Merchant level.

Start

- User defined future start date for the billings. This date must be at least one day after the information is being entered.

- Select the **Month**

- Select the **day** of the Month

- Select the **Year**

NOTE If the billing schedule is changed or modified, typically a new Start Date is required.

Click on one of the following billing range options:

No End date

- Click on the radio button before **No End Date** for on-going billing. The billings will continue according to the designated billing pattern until action is taken to end the billing.

End after [blank] billings

- To choose a specific number of billings, click on the radio button before **End after** and enter the number of billings.

End by

- To choose a date by which the billings are to end, click on the radio button before **End by**, select the month, select the day, and select the year.

3 Select one of the two methods to generate the Order Number. The Order Number/Order ID is used to populate the Order ID/Order Number in Managed Billing payment transactions.

Profile ID

- Select **Use Profile ID** to use the Profile ID, also known as the Customer Reference Number, for Order ID/Order Number.

Dynamic

- Select **Dynamic** to use a systemically created computed number combining up to 16 bytes of the Profile ID and incrementing integers.

4 Click on **Save** button to save the settings.

Recurring/Installment Parameters – Profile Level

The billing pattern may be established or changed at the individual Profile level. The decisions are the same as those described above at the Merchant level. To locate and access a Profile, use the same procedures discussed in the [Working With Profiles](#) section.

To establish a Merchant Level recurring billing pattern

1 Click **Add Managed Billing – Recurring** found close to the bottom of the Profile Management page. As soon as it is checked, the page refreshes with override default options.

2 To apply the defaults as displayed, click on **Update**.

- 3 To change the defaults, click on Override defaults.
- 4 Make your selections.
- 5 Click on the **Update** button. The updated parameters are immediately applied. The authorization-capture request is initiated in accordance with the billing schedule.

Figure 101 Managed Billing Schedule options

Orbital switch id | log out | help
CHASE Paymentech™
NEW ORDER | OPEN BATCH | REVIEW | REPORTING | ADMIN | IMPORT FILE
Virtual Terminal | Admin | Profile Management

→ **Admin - Profile Management**
Fill out the form below and submit when complete

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 06/10/2010 15:44:28 EDT Currency Code: USD

PROFILE CONFIGURATION | COMPLETED BILLINGS | SCHEDULED BILLINGS | CHANGE LOG

● = Required Field

Profile ID Use Next Available Profile ID
Profile Status: Active-MB
Customer Name
Street
City
State
Country Code
Postal Code
Email Address Phone Number
Order Description
 Use Profile ID as Order Number Use Profile ID as Order Description

Payment Method: Credit Card
Card Number Expiration Date
Amount ###0.00

Add Managed Billing - Recurring — Click on Add Managed Billing checkbox

Override defaults
● Weekly Monthly Yearly
Recur every week(s) on Monday

Range of Recurrence
Start: Mar 20 2011
 No End Date
 End after: billings
 End by: Jun 11 2010

Order Number Generation Use Profile ID

Add Cancel

Screen refreshes with Billing Schedule options

Deferred Billing Parameters – Merchant Level

To set the deferred billing parameter at the merchant level, use the **ADMIN > Profile > Managed Billing** option to open Admin-Profile Managed Billing Admin page. On this page you may choose and save the method for creating the Order Number for all Deferred Billing transactions. The same two choices are available as for Recurring or Installment billing:

To establish the Order Number parameter

- 1 Select one of the two methods to generate the Order Number. The Order Number/Order ID is used to populate the Order ID/Order Number in Managed Billing payment transactions.

- Profile ID**
 - Select **Use Profile ID** to use the Profile ID, also known as the Customer Reference Number, for Order ID/Order Number.
- Dynamic**
 - Select **Dynamic** to use a systemically created computed number combining up to 16 bytes of the Profile ID and incrementing integers.

- 2 Click on **Save** button to save the settings.

Figure 102 Admin - Profile Managed Billing Admin (Deferred Billing)

The screenshot shows the 'Admin - Profile Managed Billing Admin' page. At the top, there is a navigation bar with 'Orbital' logo, 'switch id | log out | help', and 'CHASE Paymentech™'. Below the navigation bar, there are tabs: 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'REPORTING', 'ADMIN', and 'IMPORT FILE'. The current page is 'Admin - Profile Managed Billing Admin'. Below the tabs, there is a message: 'Please select your Profile Admin Settings options below.' A table displays merchant information:

Merchant DBA: Gateway Test Merchant	Terminal ID: 001	Industry Type: MO
Merchant ID: 111111	Currency Code: USD	
Date/Time: 06/10/2010 15:22:59 EDT		

Below the table, there is a message: 'Choose the method in which you want the Order ID to be generated for your billings'. A dropdown menu for 'Order Number Generation' is set to 'Use Profile ID'. There are 'Save' and 'Clear' buttons at the bottom.

Deferred Billing Parameters – Profile Level

Deferred Billing is used to establish a future date to process a transaction. The date is set at the Profile level. Only one future payment can be defined per Profile at a time.

Navigate to the **Profile Configuration** tab on the Admin – Profile Management page either by creating a new profile or locating an existing profile.

To add Deferred Managed Billing to a profile

- 1 Check the box next to **Add Managed Billing – Deferred** found at the end of the profile settings. Once checked, the screen refreshes displaying two additional fields.

Figure 103 Deferred Billing options

Orbital Virtual Terminal | Admin | Profile Management

NEW ORDER | OPEN BATCH | REVIEW | REPORTING | ADMIN | IMPORT FILE

CHASE Paymentech™

→ **Admin - Profile Management**
Fill out the form below and submit when complete

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: MO
Date/Time: 06/10/2010 15:54:19 EDT Currency Code: USD

PROFILE CONFIGURATION | COMPLETED BILLINGS | CHANGE LOG

● = Required Field

Profile ID Use Next Available Profile ID

Profile Status: Active-MB

Customer Name

Street

City

State

Country Code

Postal Code

Email Address Phone Number

Order Description

Use Profile ID as Order Number Use Profile ID as Order Description

Payment Method: Credit Card

Card Number Expiration Date

Amount ###0.00

Add Managed Billing - Deferred *Click on Add Managed Billing checkbox*

Order Number Generation Use Profile ID

Deferred Billing Date: Jun 11 2010 *Screen refreshes with Deferred Schedule options*

Add Cancel

2 Select one of the two methods to generate the Order Number. The Order Number/Order ID is used to populate the Order ID/Order Number in the Managed Billing payment transactions.

Profile ID

- Select **Use Profile ID** to use the Profile ID, also known as the Customer Reference Number, for Order ID/Order Number.

Dynamic

- Select **Dynamic** to use a systemically created computed number combining up to 16 bytes of the Profile ID and incrementing integers.

3 Select the **Deferred Billing Date**: the Month, Day and Year. This is date the deferred transaction will be processed, authorized and settled if approved.

4 Click on **Add** for new profiles or **Update** for existing profiles. A message indicated a successful Add or Update is displayed.

Scheduled Billings

A list of future billings and the associated billing schedule is available. A maximum of 20 future billings is displayed on the **Admin – View Managed Billing** page. Navigate to the page by using the **Admin - Profile Management** page and selecting the **Scheduled Billing** tab. The following page appears. The top portion of the screen displays profile information including Billing Schedule information. The bottom section provides the future billings dates, cardholder account number, dollar amount, and the status.

Figure 104 View Managed Billings - Scheduled Billings

Virtual Terminal | Admin | Managed Billings

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

Orbital CHASE Paymentech™

Admin - View Managed Billings
View Managed Billings Below

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
 Date/Time: 06/10/2010 16:29:43 EDT Currency Code: USD

Profile ID: 112009WED Billing Start Date: 11/17/2009
 Profile Status: Active-MB Billing Period: Weekly (Recur every 1 weeks on Wednesday)
 Customer Name: Total Number of Billings: Infinite
 Managed Billing type: Recurring Billing End Trigger:
 Amount ###0.00 91.00

PROFILE CONFIGURATION COMPLETED BILLINGS SCHEDULED BILLINGS CHANGE LOG

	Billing Date	Cardholder #	Amount	Status
<input type="radio"/>	06/15/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
<input type="radio"/>	06/23/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
<input type="radio"/>	06/30/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
<input type="radio"/>	07/07/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
<input type="radio"/>	07/14/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
<input type="radio"/>	07/21/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
<input type="radio"/>	07/28/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
<input type="radio"/>	08/04/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
<input type="radio"/>	08/11/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
<input type="radio"/>	08/18/2010	XXXXXXXXXXXX5454	91.00	Billing Pending

20 records found, displaying 1 to 10. [First] [Prev] 1 | 2 [Next] [Last]

Skip Billing Restore Billing

Skip Billing

The option to skip a billing is provided. Click on the radio button beside the billing date that is to be skipped and then click on the **Skip Billing** button. This suspends the billing for the date designated. A confirmation message appears at the top of the screen and the Status is change to **Billing Skipped**. Billing will resume on the next scheduled date.

NOTE If the profile has been established with a set number of scheduled billings, the **Skip** functionality moves the skipped billing to the end of the scheduled billings. It does not eliminate the billing.

Figure 105 Skipped Billing

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111
Date/Time: 06/10/2010 16:34:32 EDT
Terminal ID: 001
Currency Code: USD
Industry Type: EC

Profile 112009WED [Billing Date 06/23/2010] Skipped.

Profile ID: 112009WED
Profile Status: Active-MB
Customer Name:
Managed Billing type: Recurring
Amount ##0.00: 91.00
Billing Start Date: 11/17/2009
Billing Period: Weekly (Recur every 1 weeks on Wednesday)
Total Number of Billings: Infinite
Billing End Trigger:

Billing Date	Cardholder #	Amount	Status
06/16/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
06/23/2010	XXXXXXXXXXXX5454	91.00	Billing Skipped
06/30/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
07/07/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
07/14/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
07/21/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
07/28/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
08/04/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
08/11/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
08/18/2010	XXXXXXXXXXXX5454	91.00	Billing Pending

20 records found, displaying 1 to 10.

Skip Billing Restore Billing

A skipped billing can be restored prior to its billing date by clicking on the radio button next to the skipped billing date and the **Restored Billing** button. A message indicating it has been restored appears and the status is changed to **Billing Pending**. To ensure success, the Restore Billing action should be completed at least 24 hours in advance of the billing date.

Figure 106 Restored Billing

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
 Date/Time: 06/10/2010 16:35:08 EDT Currency Code: USD

Profile 112009WED [Billing Date 06/23/2010] Restored.

Profile ID: 112009WED Billing Start Date: 11/17/2009
 Profile Status: Active-MB Billing Period: Weekly (Recur every 1 weeks on Wednesday)
 Customer Name: Total Number of Billings: Infinite
 Managed Billing type: Recurring Billing End Trigger:
 Amount ##0.00 91.00

Billing Date	Cardholder #	Amount	Status
06/16/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
06/23/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
06/30/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
07/07/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
07/14/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
07/21/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
07/28/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
08/04/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
08/11/2010	XXXXXXXXXXXX5454	91.00	Billing Pending
08/18/2010	XXXXXXXXXXXX5454	91.00	Billing Pending

20 records found, displaying 1 to 10. [First/Prev] 1 | 2 [Next/Last]

Skip Billing Restore Billing

Cancelled Billing

The Managed Billing functionality can be turned off at the profile level or the merchant level. This cancels all future billings.

To remove Managed Billing at the Profile level

- 1 Locate the profile.
- 2 Uncheck the box next to **Add Managed Billing**.
- 3 Click on **Update** button. An Update message is displayed.

NOTE If Managed Billing is resumed by checking the Add Managed Billing box, the Merchant level recurring billing settings are applied unless they are overridden by a manual reset at the profile level.

To remove Managed Billing at the Merchant level

To deactivate the Managed Billing functionality at the merchant level, Gateway Support must be contacted. Once turned off at the Merchant level, all future billings for every Managed Billing profile is frozen, but not removed. Should the functionality be restored, the billing pattern resumes at the point it was interrupted.

Completed Billings

A six month history of processed Manage Billing transactions can be viewed in the Virtual Terminal. It is accessed through the **Completed Billings** tab on the **Admin - Profile Management** page. The top portion of the page displays basic Profile information including the billing schedule. The bottom section contains the following:

- Billing Date
- Order ID
- Card Holder Number
- Amount of the Transaction
- Status

Figure 107 View Managed Billings - Completed Billings

Virtual Terminal | Admin | Managed Billings

Admin - View Managed Billings
View Managed Billings Below

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111
 Date/Time: 06/10/2010 16:17:42 EDT
 Terminal ID: 001
 Currency Code: USD
 Industry Type: EC

Profile ID: 112009WED
 Profile Status: Active-MB
 Customer Name:
 Managed Billing type: Recurring
 Amount ###0.00 91.00

Billing Start Date: 11/17/2009
 Billing Period: Weekly (Recur every 1 weeks on Wednesday)
 Total Number of Billings: Infinite
 Billing End Trigger:

PROFILE CONFIGURATION | **COMPLETED BILLINGS** | SCHEDULED BILLINGS | CHANGE LOG

	Billing Date	Order ID #	Cardholder #	Amount	Status
<input type="radio"/>	06/09/2010	112009WED	XXXXXXXXXXXX5454	91.00	Review Batch - Tran Accepted
<input type="radio"/>	06/02/2010	112009WED	XXXXXXXXXXXX5454	91.00	Review Batch - Tran Accepted
<input type="radio"/>	05/26/2010	112009WED	XXXXXXXXXXXX5454	91.00	Review Batch - Tran Accepted
<input type="radio"/>	05/19/2010	112009WED	XXXXXXXXXXXX5454	91.00	Review Batch - Tran Accepted
<input type="radio"/>	05/12/2010	112009WED	XXXXXXXXXXXX5454	91.00	Open Batch - Declined
<input type="radio"/>	05/05/2010	112009WED	XXXXXXXXXXXX5454	91.00	Review Batch - Tran Accepted
<input type="radio"/>	04/28/2010	112009WED	XXXXXXXXXXXX5454	91.00	Review Batch - Tran Accepted
<input type="radio"/>	04/21/2010	112009WED	XXXXXXXXXXXX5454	91.00	Review Batch - Tran Accepted
<input type="radio"/>	04/14/2010	112009WED	XXXXXXXXXXXX5454	91.00	Review Batch - Tran Accepted
<input type="radio"/>	04/07/2010	112009WED	XXXXXXXXXXXX5454	91.00	Review Batch - Tran Accepted

10 records found, displaying all records.

[View Order](#)

To view the details of the transactions, click on the associated radio button and then **View Order**. The **Review – View Order** screen is displayed. It is the same page as discussed in the *Viewing Transaction Details* section.

Change Log

Information regarding the changes made to Managed Billing Profiles is tracked. A log is available that tracks the changes and the User that made the changes.

To view the history of profile changes

- 1 Locate the specific profile and navigate to the Profile Configuration page.

2 Click on the **Change Log** tab.

Figure 108 Profile Change Log

Orbital switch id | log out | help
CHASE Paymentech™

Virtual Terminal | Admin | Change Log

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

→ **Admin - Profile Change Log**
View Profile Change Log Below

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 06/11/2010 09:28:29 EDT	Currency Code: USD	

Profile ID	PROFILE 03232010	Billing Start Date	03/24/2010
Profile Status	Active-MB	Billing Period	Monthly (Day 1 of every 2 months)
Customer Name	NANCY NOLAN	Total Number of Billings	3
Managed Billing type	Recurring	Billing End Trigger	
Amount ###0.00	10.00		

PROFILE CONFIGURATION | COMPLETED BILLINGS | SCHEDULED BILLINGS | **CHANGE LOG**

	Date/Time of Change	Changed By
<input type="radio"/>	03/23/2010 06:05:52 PM	CMCGINNIS1
<input type="radio"/>	03/23/2010 06:05:23 PM	CMCGINNIS1

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

[View Details](#)

3 Click on the radio button beside the change you wish to view in greater detail.

4 Click on **View Details**.

5 Review the two columns of information to identify the change made.

NOTE A Change of Profile action is recorded if the Update command button is clicked on the Profile Configuration page regardless of whether new information was entered. If there is no difference found in the Change Log detail columns, the Update command button was clicked without new information entered for the profile.

Chapter 10 Working with Purchasing Cards

The Orbital Gateway supports the processing of procurement cards or **Purchasing Card** by fully supporting the enhanced data required by Visa and MasterCard for both Level 2 and Level 3 data. Additionally, for American Express, the Orbital Gateway for Salem customers supports Level 2 and enhanced Transaction Advice Addenda (TAA).

Purchasing Cards with Level 3 data are typically used in a business-to-business environment that provides and collects funds for outstanding invoices. Merchants have the ability to collect their funds in conjunction with the settlement of their credit card transactions and still provide their customer with the necessary line item detail, providing a cleaner process for both the merchant and their customer.

Entering Purchasing Card Data for a Purchase

There are three levels of Purchasing Card data that can be collected:

- Level I** The data normally required for any credit card transaction (described in [Processing a Credit Card Purchase \(Authorization and Capture\)](#)).
- Level II** A few additional fields, most notably Purchase Order Number and Sales Tax Amount.
- Level III** Detailed line-item data pertaining to each item found in a transaction. A merchant must be configured for this feature, which currently supports only U.S. Dollar currency transactions.

Special Interchange rates can apply when the Level II or III data is included with a transaction. Contact your Sales or Account representative for more information.

You can enter Purchasing Card Level II and III data as part of an Authorization and Capture or Force transaction. The fields on the Purchasing Card tabs are identical for both types of transactions; the procedure below uses the **New Order - Auth** page to illustrate these tabs.

To enter Purchasing Card data for a purchase or force

- 1 If you want to enter Purchasing Card Level II data for the purchase, select the **PURCHASING CARD DATA II** tab.

NOTE The Card Number and Amount fields on the **RECOMMENDED DATA** tab must be completed in order to process information entered on either of the Purchasing Card tabs.

Figure 109 Entering Purchasing Card Level II data

The screenshot shows a web form titled "New Order - Auth" with the instruction "Fill out the form below and submit when complete". At the top, a grey box displays merchant information: "Merchant DBA: Gateway Test Merchant", "Merchant ID: 111111", "Date/Time: 07/13/2009 13:29:34 EDT", "Terminal ID: 001", "Industry Type: EC", and "Currency Code: USD". Below this is a navigation bar with four tabs: "RECOMMENDED DATA", "OPTIONAL DATA", "PURCHASING CARD DATA II" (which is selected), and "PURCHASING CARD DATA III".

The form contains several fields and sections:

- Purchase Order #**: A text input field with a green arrow icon (Conditionally Required).
- Sales Tax Amount**: A text input field with a green arrow icon (Conditionally Required).
- Tax Indicator**: A dropdown menu currently set to "Included".
- Transaction Advice Addendum Records**: A section with a red warning icon and the text "Transaction Advice Addendum Records:". It contains four text input fields labeled "Record #1", "Record #2", "Record #3", and "Record #4".
- Ship To Information**: A section with a red warning icon and the text "Ship To Information:". It contains three text input fields for "Address", "City", and "State" (a dropdown menu).

At the bottom right, there is a legend: a blue circle with a white dot represents a "Required Field", and a green circle with a white arrow represents a "Conditionally Required Field". Below the legend is a note: a red warning icon represents "AMEX Purchasing Card Data".

At the bottom of the form are three buttons: "Auth", "Auth and Capture", and "Clear".

The **Purchase Order #**, **Sales Tax Amount**, and **Destination Zip Code** fields are *conditionally* required—if you enter a value for one, you must enter a value for all these fields. As illustrated above and in the next figure, the **Destination Zip Code** field is moved to the Level III tab if enabled for this level of Purchase Card data.

The **Transaction Advice Addendum Records** and **Ship To Information** fields apply only to AMEX Purchasing Card transactions. These fields are only visible for merchants on the **Salem** platform.

- 2 Enter the **Purchase Order #** from the customer and the **Sales Tax Amount** for the entire transaction.
- 3 In the fields in the **Transaction Advice Addendum Records** section, enter specific details about the transaction that can be displayed on the cardholder's statement for purchase identification and tracking purposes.
TAAs should be as concise as possible, while still providing adequate information. For example, a TAA of *Merchandise* would not be acceptable.
- 4 Enter the shipping address information.
- 5 If only entering Purchase Card Level II data for the purchase, click on the command button for the action you want to take.
- 6 If you want to enter Purchasing Card Level III data for the purchase, select the **PURCHASING CARD DATA III** tab.

Figure 110 Entering Purchasing Card Level III details (Salem merchant, MasterCard)

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

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 07/13/2009 15:05:22 EDT Currency Code: USD

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

Level 3 tips

Enter Order Level Detail Below

Freight Amount (###) [] Destination Country Code [US] Destination Zip Code []-[]
Ship From Zip []-[] Duty Amount (###) []

Enter Line Item # 1

Item Type [Sale] Product Code [] Description []
Unit Cost (###.###) [] Quantity (#####) [] Unit of Measure [NMB-Number]
Tax Rate (###.###) [] Tax Amount (###) []
Tax Type Applied [] Discount Amount (###) [] Line Item Total [0.00]

[Save Line Item] [Clear]

No Line Items found.

Variance Calculator (circled in red):
Total Line Items: 0
Total Line Item Amount: 0.00
Sale Amount: 500.00
Variance: []
[Auth] [Auth and Capture] [Field]

The **PURCHASING CARD DATA III** tab contains two sections: the **Enter Order Level Detail Below** section at the top, in which you enter information pertaining to the entire transaction, and an **Enter Line Item** section at the bottom where you enter information for each item in the transaction.

NOTE Different fields are displayed on this tab for Tampa merchants than for Salem merchants. Also, different fields are displayed and/or required for Visa Purchasing Cards than MasterCard.

This tab also contains the **Variance Calculator**—a floating window (circled in Figure 110) that actively calculates the sum of the completed line item entries [(Unit Cost * Quantity) - Discount Amount] and compares it to the overall transaction amount. The Variance Calculator also contains the buttons to submit the transaction; the button on the main portion of the tab allows you to save each line item.

CAUTION For Tampa merchants, the variance must be zero before submitting the transaction. The transaction will not be accepted if the line item total is greater than the transaction total.

7 In the **Enter Order Level Detail Below** section, complete the fields with information that applies to the entire transaction.

Field	Tampa	Salem	Description
Freight Amount	✓	✓	Total freight or shipping and handling charges. Enter numeric values in a format with two decimal places (##.##).
Destination Country Code	✓	✓	Select the two-character code of the country to which the goods are shipped.

Field	Tampa	Salem	Description
Destination Zip Code	✓	✓	The zip/postal code of the location to which the goods are shipped. Required for best interchange rate.
Ship From Zip	✓	✓	The zip/postal code of the location from which the goods are shipped. Required for best interchange rate.
Duty Amount		✓	Total charges for any import and/or export duties included in this transaction.
Discount Amount		✓	Visa only; should not be sent for MasterCard. The total amount of discount applied to the transaction by the merchant.
VAT Tax Amount		✓	Visa only; should not be sent for MasterCard. The total amount of VAT or other tax included in this transaction.
VAT Tax Rate		✓	Visa only; should not be sent for MasterCard. The total amount of VAT or other tax included (expressed in percentage terms) for this transaction.

8 In the **Enter Line Item** section, complete the fields for the first line item in the purchase.

NOTE All fields, except **Tax Type Applied** and **Discount Amount**, are required for each line item. If the correct value for a field (**Commodity Code**, **Product Code**) is not known, you must still enter a value.

Field	Tampa	Salem	Description
Item Type	✓	✓	Select Sale or Return to identify the type of line item entry.
Product Code	✓	✓	Product code of the item purchased.
Description	✓	✓	Text description of the item purchased.
Unit Cost	✓	✓	Unit cost of the item purchased.
Quantity	✓	✓	Number of units of the item purchased.
Unit of Measure	✓	✓	Select the unit of measure used for this line item. All units of measure configured for your merchant account are included in the list.
Tax Rate	✓	✓	The tax rate applied for this item.
Tax Amount	✓	✓	The tax amount applied for this item.
Commodity Code	✓	✓	Visa only. The commodity code used to classify the item purchased.
Discount Amount	✓	✓	Amount of the discount applied to the line item. [Optional]

As you enter values, the **Line Item Total** is calculated using the following formula:

$$\text{Line Item Total} = (\text{Unit Cost} * \text{Quantity}) - \text{Discount Amount}$$

NOTE Note that the **Line Item Total** does not include tax.

9 Click on **Save Line Item**.

Figure 111 Purchasing Card Level III Data with Line Item defined

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

Merchant DBA: Gateway Test Merchant
Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 07/14/2009 13:53:13 EDT Currency Code: USD

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

Level 3 tips

Enter Order Level Detail Below

Freight Amount (##.##) [] Destination Country Code [US] Destination Zip []
Ship From Zip [44444] [] Duty Amount (##.##) [] Discount Amount []
VAT Tax Amount (##.##) [] VAT Tax Rate (##.##) []

Enter Line Item # 2

Item Type [Sale] Product Code [] Description []
Unit Cost (##.####) [] Quantity (##.####) [] Unit of Measure [NMB-Number]
Tax Rate (##.###) [] Tax Amount (##.##) []
Commodity Code [] Discount Amount (##.##) [] Line Item Total [0.00]

[Save Line Item] [Clear]

Remove	Edit	Line #	Item Type	Product Code	Description	Line Item Amount	Unit Cost	Quantity	Unit Of Measure	Tax Amount	Tax Rate
remove	edit	1	Sale	AM-155487	Box of copier paper	400.00	20.0000	20.0000	NMB	26.00	6.500

One transaction found.

The fields in the **Enter Line Item** section are cleared, and the line item number is incremented.

A **Line Items** section is added at the bottom of the tab. This section lists information about each line item. You can click on the **edit** option to edit any of the information for the line item or the **remove** option for a line item to remove it from the transaction.

CAUTION Be aware that you are **not** prompted to confirm the removal of the line item from the transaction.

The **Variance Calculator** is updated to reflect the **Line Item Total** value of all line items defined. The **Variance** value represents the remaining purchase amount that needs to be accounted for in additional line items. If the Variance value is displayed in **red**, there is a negative balance remaining—the amounts calculated in the line items surpasses the **Amount** indicated on the **RECOMMENDED DATA** tab.

CAUTION For Tampa merchants, the Variance must equal zero to submit the transaction.

10 Repeat steps 8–9 for each line item in the purchase.

11 Click on **Auth and Capture** or **Auth** on the **Variance Calculator**.

Entering Purchasing Card Data for a Purchase Card Credit/Refund

There are two levels of Purchasing Card data that can be collected:

- Level I** The data normally required for any credit card transaction (described in *Processing a Credit Card Purchase (Authorization and Capture)*).
- Level II** A few additional fields, most notably Purchase Order Number, Sales Tax Amount, Destination Postal Code.

1 If you want to enter Purchasing Card Level II data for a credit/refund, select the **PURCHASING CARD DATA II** tab.

NOTE The Card Number and Amount fields on the **RECOMMENDED DATA** tab must be completed in order to process information entered on either of the Purchasing Card tabs.

Figure 112 Entering Purchase Card Level II data for a credit

The screenshot shows the Orbital Virtual Terminal interface. At the top, there are navigation links: 'switch id | log out | help'. The main header includes the Orbital logo and 'CHASE Paymentech™'. Below the header, there are tabs: 'NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE'. The current page is 'Virtual Terminal | New Order | Credit'. A sub-header reads 'New Order - Credit' with the instruction 'Fill out the form below and submit when complete'. A summary box displays: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Terminal ID: 001', 'Date/Time: 07/21/2010 08:38:54 EDT', 'Currency Code: USD', and 'Industry Type: EC'. Below this, there are two tabs: 'RECOMMENDED DATA' and 'PURCHASING CARD DATA II'. The 'PURCHASING CARD DATA II' tab is active. The form contains several fields: 'Purchase Order #' (conditionally required), 'Destination Postal Code' (conditionally required), 'Tax Indicator' (dropdown menu set to 'Included'), 'Transaction Advice Addendum Records' (with sub-fields for Record #1, Record #2, Record #3, and Record #4), 'Ship To Information' (with sub-fields for Address, City, and State), and 'Sales Tax Amount' (conditionally required). A legend on the right indicates that a green circle with a dot means 'Required Field' and a green circle with a dot and a plus sign means 'Conditionally Required Field'. A note at the bottom right says 'AMEX Purchasing Card Data'. At the bottom of the form are 'Credit' and 'Clear' buttons.

The **Purchase Order #**, **Sales Tax Amount**, and **Destination Zip Code** fields are *conditionally* required—if you enter a value for one, you must enter a value for all these fields.

The **Tax Indicator** field is visible only for a Master Card transaction.

The **Transaction Advice Addendum Records** and **Ship To Information** fields apply only to AMEX Purchasing Card transactions. These fields are only visible for merchants on the **Salem** platform.

- 2** Enter the **Purchase Order #** from the customer, the **Sales Tax Amount** for the entire transaction, and the **Destination Zip Code**.
- 3** In the fields in the **Transaction Advice Addendum Records** section, enter specific details about the transaction that can be displayed on the cardholder's statement for purchase identification and tracking purposes.
TAAs should be as concise as possible, while still providing adequate information. For example, a TAA of `Merchandise` would not be acceptable.
- 4** Enter the shipping address information.
- 5** Click on **Credit**.

Chapter 11 Working with Gift Cards

The Orbital Virtual Terminal supports Chase Paymentech Solutions' proprietary Stored Value Card product called Gift Card (formerly known as FlexCache). This functionality is available for both Salem and Tampa merchants.

Merchant Account Set up

If you are interested in processing Gift Card, please contact your Chase Paymentech Solutions Account Representative to begin the set up process.

Once set up for Gift Card, you will see the **FLEXCACHE** tab in the VT menu bar. From within this menu you can choose to process any Gift Card transaction type or access current and historical transactions.

Options within this menu are:

- 🔑 New Transaction
- 🔑 Balance Inquiry
- 🔑 Activation
- 🔑 Current Transactions
- 🔑 Historical Transactions

Processing a New Gift Card Transaction

From the **FLEXCACHE > New Transaction** menu, several transaction options are presented:

Authorization Only	This is only supported for Salem merchant and allows you to do an "authorization only" which puts a hold on the funds for 7 days. You must "Capture" the transaction within the 7 days. After the 7 days you must perform a new authorization. Capturing a transaction is done from the Open Batch section.
Redemption	This allows you to process a redemption transaction. This is the equivalent to a sale transaction in the credit card environment.
Prior Redemption	This is only supported for Tampa merchants and is only used when a voice authorization is obtained.
Add Value	This allows you to add value to a customer's card.
Prior Add Value	This is only supported for Tampa merchants and is only used when a voice authorization is obtained.
Refund	This places value back on a customer's FlexCache card.

NOTE The following section only displays the transaction order page. To view the response page, see [Figure 117 Gift Card response page](#).

Figure 113 Gift Card New Transaction page

Orbital CHASE Paymentech™

Virtual Terminal | FlexCache | Auth

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN

→ **FlexCache - New Transaction - Auth**
Fill out the form below and submit when complete

Merchant DBA: Gateway Test Merchant	Terminal ID: 001	Industry Type: EC
Merchant ID: 111111	Currency Code: USD	
Date/Time: 06/23/2010 10:37:10 EDT		

● = Required Field

Card Number ● Card Verification Data 2

Amount (###0.00) ●

Order ID # ●

Employee ID

Order Description

Performing a Gift Card Authorization

Almost all Gift Card transactions immediately affect the card balance, meaning they add or reduce the funds based on the result. In some circumstances, there might be a desire to perform a sale wherein an authorization is performed, and the funds are not actually moved. One reason for this, for example, might be a deferred shipment of goods.

The **Auth** transaction does exactly that. It reduces the Available to Buy amount without reducing the actual funds.

Once the item has been shipped, performing a **Redemption** can complete the transaction. There are two different optional behaviors when managing Redemptions: Partial Redemption and Redemption Completion. For more information on these two options, see [Performing a Gift Card Sale \(Redemption\)](#).

Generally speaking, an authorization holds the requested funds for seven days, after which the funds will be available again.

NOTE This functionality is only available to merchants processing through the Salem Platform.

To perform a Gift Card Authorization:

- 1 Select **FLEXCACHE > New Transaction** to open the FlexCache – New Transaction page.
- 2 Click on **Auth** radio button.
- 3 In the **Card Number** box, enter the Gift Card number. Do not include spaces.
- 4 Enter the amount of the sale in the **Amount** box.
- 5 Enter the **Order ID #** from the purchase transaction.
- 6 If desired or required by your internal processes, enter the **Employee ID**.
- 7 If desired or required by your internal processes, enter an **Order Description**.

- 8 Enter the **Card Verification Data 2** number. This is an extra security feature. This option is up to you, you may choose to use this extra feature or not. Please notify your Account Executive of your decision at time of set up.
- 9 Click on the **Auth** button.

Performing a Gift Card Sale (Redemption)

A Redemption is the mechanism to perform an immediate redemption. Once completed, Redemptions can be reversed or partially redeemed. By partially redeeming a redemption, the original redemption is released and a new redemption is performed for the new amount. See [Viewing Transaction Details](#) for more information on how to perform a partial redemption.

For security reasons, most Gift Card programs require the four-digit CVD (CardSecVal) printed on the front of the card to be included with the redemption request.

- 1 Select **FLEXCACHE > New Transaction** to open the FlexCache – New Transaction page.
- 2 Click on **Redemption** radio button.
- 3 In the **Card Number** box, enter the Gift Card number. Do not include spaces.
- 4 Enter the amount of the sale in the **Amount** box.
- 5 Enter the **Order ID #** from the purchase transaction.
- 6 If desired or required by your internal processes, enter the **Employee ID**.
- 7 If desired or required by your internal processes, enter an **Order Description**.
- 8 Enter the **Card Verification Data 2** number. This is an extra security feature. This option is up to you, you may choose to use this extra feature or not. Please notify your Account Executive of your decision at time of set up.
- 9 Click on the **Redemption** button.

Performing a Prior Redemption

Merchants processing to the PNS Host can process Prior Redemption transactions by additionally providing the correct prior approval code. If the valid Prior Approval code is not passed, it is treated as a new Redemption request.

Prior Redemption transactions are not supported on the Salem system; therefore, Salem merchants attempting to process a Prior Redemption will receive an error response.

- 1 Select **FLEXCACHE > New Transaction** to open the FlexCache – New Transaction page.
- 2 Click on **Prior Redemption** radio button.
- 3 In the **Card Number** box, enter the Gift Card number. Do not include spaces.
- 4 Enter the amount of the sale in the **Amount** box.
- 5 Enter the **Order ID #** from the purchase transaction.
- 6 If desired or required by your internal processes, enter the **Employee ID**.
- 7 If desired or required by your internal processes, enter an **Order Description**.

- 8** Enter the **Prior Auth Approval Code** that was obtained via voice authorization.
- 9** Enter the **Card Verification Data 2** number. This is an extra security feature. This option is up to you, you may choose to use this extra feature or not. Please notify your Account Executive of your decision at time of set up.
- 10** Click on the **Prior Redemption** button.

Adding Funds to a Gift Card Balance

This transaction adds value to an active card. If an Add Value is performed on an inactive card, it both activates the card and performs the add value action.

- 1** Select **FLEXCACHE > New Transaction** to open the FlexCache – New Transaction page.
- 2** Click on **Add Value** radio button.
- 3** In the **Card Number** box, enter the Gift Card number. Do not include spaces.
- 4** Enter the amount to be added to the card in the **Amount** box.
- 5** Enter the **Order ID #** from the purchase transaction.
- 6** If desired or required by your internal processes, enter the **Employee ID**.
- 7** If desired or required by your internal processes, enter an **Order Description**.
- 8** Enter the **Card Verification Data 2** number. This is an extra security feature. This option is up to you, you may choose to use this extra feature or not. Please notify your Account Executive of your decision at time of set up.
- 9** Click on the **Add Value** button.

Performing a Prior Add Value

Merchants processing to the PNS Host can process Prior Add Value Transactions by additionally passing the correct prior approval code. If the valid Prior Approval code is not passed, it is treated as a new Add Value request.

Prior Add Value transactions are not supported on the Salem system; therefore, Salem merchants attempting to process a Prior Add Value will receive an error response.

- 1** Select **FLEXCACHE > New Transaction** to open the FlexCache – New Transaction page.
- 2** Click on **Prior Add Value** radio button.
- 3** In the **Card Number** box, enter the Gift Card number. Do not include spaces.
- 4** Enter the amount to be added to the card in the **Amount** box.
- 5** Enter the **Order ID #** from the purchase transaction.
- 6** If desired or required by your internal processes, enter the **Employee ID**.
- 7** If desired or required by your internal processes, enter an **Order Description**.
- 8** Enter the **Prior Auth Approval Code** that was obtained via voice authorization.
- 9** Enter the **Card Verification Data 2** number. This is an extra security feature. This option is up to you, you may choose to use this extra feature or not. Please notify your Account Executive of your decision at time of set up.

- 10 Click on the **Prior Add Value** button.

Refunding a Purchase Value to a Gift Card

This transaction is for initiating refunds to a Gift Card. It is essentially the same as an Add Value transaction.

- 1 Select **FLEXCACHE > New Transaction** to open the FlexCache – New Transaction page.
- 2 Click on **Refund** radio button.
- 3 In the **Card Number** box, enter the Gift Card number. Do not include spaces.
- 4 Enter the amount to be added to the card in the **Amount** box.
- 5 Enter the **Order ID #** from the purchase transaction.
- 6 If desired or required by your internal processes, enter the **Employee ID**.
- 7 If desired or required by your internal processes, enter an **Order Description**.
- 8 Enter the **Card Verification Data 2** number. This is an extra security feature. This option is up to you, you may choose to use this extra feature or not. Please notify your Account Executive of your decision at time of set up.
- 9 Click on the **Refund** button.

Viewing the Balance Available on a Gift Card

This option allows you to inquire as to the current balance of a card, without adding or subtracting any value.

- 1 Select **FLEXCACHE > Balance Inquiry**.
- 2 Enter the **Card Number**.
- 3 Enter the **Card Verification Data 2** value. For security reasons, most Gift Card programs require the four-digit CVD (CardSecVal) printed on the front of the card to be included).
- 4 Click on the **Submit Inquiry** button.

Figure 114 Gift Card Balance Inquiry page

switch id | log out | help

Orbital CHASE Paymentech™

Virtual Terminal | FlexCache | Balance Inquiry

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN

→ FlexCache - Balance Inquiry

Fill out the form below and submit when complete

Merchant DBA: Gateway Test Merchant	Terminal ID: 001	Industry Type: EC
Merchant ID: 111111	Currency Code: USD	
Date/Time: 06/23/2010 10:44:41 EDT		

● = Required Field

Card Number

Card Verification Data 2

Submit Inquiry Clear

The response displays the customer’s current balance.

Figure 115 Gift Card Balance Inquiry response page

Orbital CHASE Paymentech™

Virtual Terminal | FlexCache | Balance Inquiry

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN

switch id | log out | help

→ **FlexCache - Balance Inquiry**
Fill out the form below and submit when complete

Merchant DBA: Gateway Test Merchant		Terminal ID: 001	Industry Type: EC
Merchant ID: 111111		Currency Code: USD	
Date/Time: 06/23/2010 10:46:29 EDT			

APPROVED

Approval Code	
Response Code	00 Approved
Card Verification Data Response Code	S Should have been present
Previous Balance	32.98
Transaction Amount	0.00
Current Balance	32.98

Card Number	XXXXXXXXXXXXXXXX1912	Card Verification Data 2
Order ID #	1277304388616	
FlexCache Host Reference Number	20100623658214	
Transaction Date	06/23/2010 10:46:29	
Transaction Reference Number [TxRefNum]	4C221E44594CC05847C49AA8977AF46368055403	

[Print Merchant Receipt](#)
[Print Customer Receipt](#)
[Print Both Receipts](#)

[Return to Balance Inquiry](#)

Gift Card Activation

From the **FLEXCACHE > Activation** menu, a user can process the following types of activations.

Single Activation

You must first activate a card before you can perform any other transaction. This transaction activates only one card at a time.

NOTE The Orbital Gateway supports \$0 activation transactions for PNS (BIN 000002).

Block Activation

Block activation will activate up to 10,000 cards at one time.

Reactivation

If a card has been deactivated you may choose to reactivate it by using this transaction request.

Deactivation

You may deactivate a card with this transaction type.

Prior Activation

This is only supported for Tampa merchants. This transaction type is used when a voice authorization is obtained.

Activating a Single Gift Card

You must first activate a card before you can perform any other transaction. This transaction activates only one card at a time.

- 1 Select **FLEXCACHE > Activation** menu to open the FlexCache – Activation page.
- 2 Click on **Single Activation** radio button.

- 3 In the **Card Number** box, enter the Gift Card number. Do not include spaces.
- 4 Enter the amount that needs to be activated in the **Amount** box.
- 5 Enter the **Order ID #** from the purchase transaction.
- 6 If desired or required by your internal processes, enter the **Employee ID**.
- 7 If desired or required by your internal processes, enter an **Order Description**.
- 8 Click on the **Single Activate** button.

Figure 116 Gift Card Single Activation page

The response page is displayed with either an approval or a decline.

Figure 117 Gift Card response page

Activating a Block of Gift Cards

A Block Activation provides for the ability to activate more than one card at a time. A maximum of 10,000 cards can be activated at one time. If a Block Activation fails, none of the cards in the block are activated.

- 1 Select **FLEXCACHE > Activation** menu to open the FlexCache – Activation page.
- 2 Click on **Block Activation** radio button.
- 3 In the **Card Number** box, enter the Gift Card number. This is the card number on the first card in the series. Do not include spaces.
- 4 In the **Additional Cards** field, enter the total number of cards that need to be activated LESS the card entered in the **Card Number** box. The card number in the **Card Number** field counts as the first card. The number entered in the **Additional Cards** field is the balance of the number of cards you wish to activate. For example: If you wish to activate 500 cards, enter the first card number in the **Card Number** field then specify 499 cards in the **Additional Cards** field.
- 5 Enter the **Amount** that needs to be activated on each card.
- 6 Enter the **Order ID #** from the purchase transaction.
- 7 If desired or required by your internal processes, enter the **Employee ID**.
- 8 If desired or required by your internal processes, enter an **Order Description**.
- 9 Click on the **Activate** button.

Figure 118 Block Activation page

switch id | log out | help

Orbital CHASE Paymentech™

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN

Virtual Terminal | FlexCache | Block Activation

→ FlexCache - Block Activation

Fill out the form below and submit when complete

Merchant DBA: Gateway Test Merchant		
Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 09/23/2010 10:45:33 EDT	Currency Code: USD	

● = Required Field

The Block Activation Utility allows for activation of a maximum 10,000 FlexCache cards. The activation process will activate the first card and the subsequent cards in sequential order.

Card Number ● (1st Card)

Additional Cards ● (Maximum of 9,999)

Amount (###0.00) ●

Order ID # ●

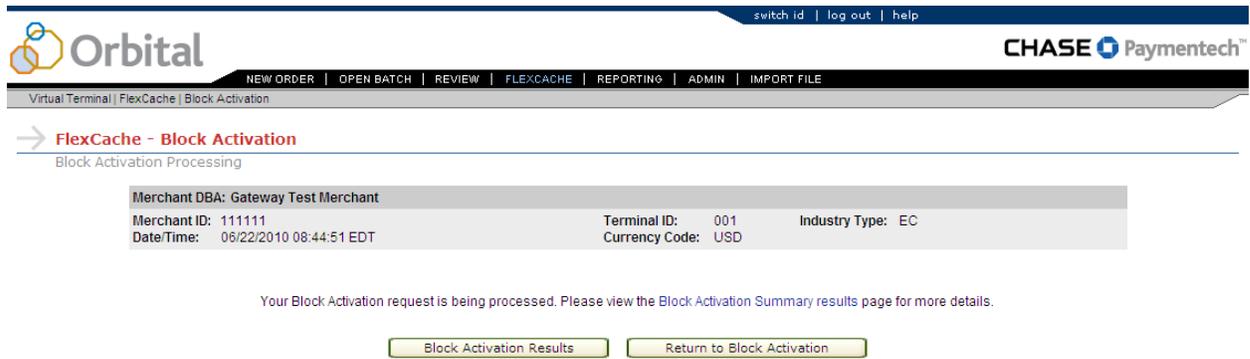
Employee ID

Order Description

Activate Clear

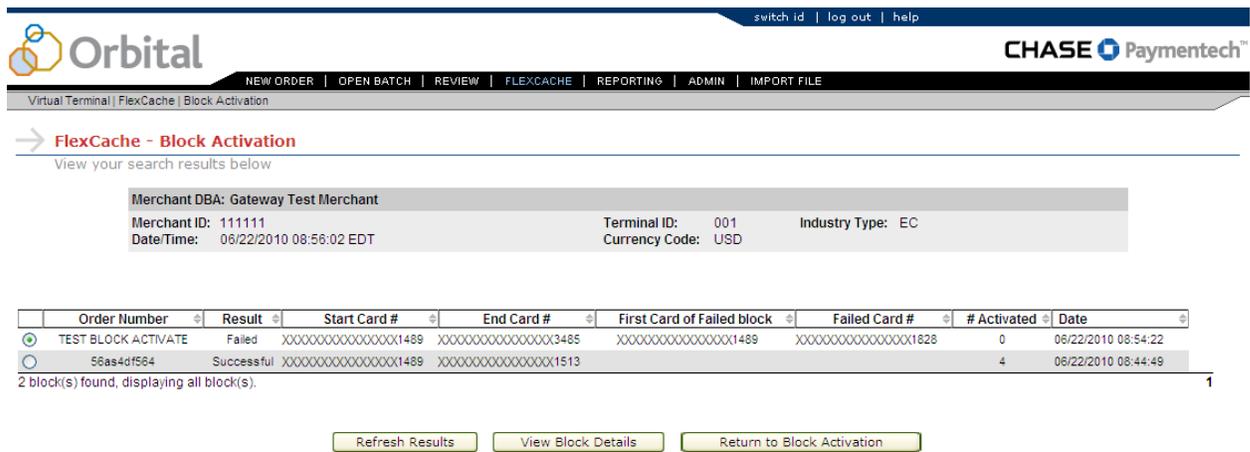
After clicking on the **Activate** button, you are directed to an intermediate page that informs you that your activation request is being processed. This is due to the high number of cards potentially being activated. From this page you have the option to **Return to Block Activation** page or linking to the **Block Activation Results** page.

Figure 119 Block Activation processing page



By clicking on the **Block Activation Results** button, the status of the block activations is displayed. The page displays information so that you may determine if the block activation was successful or failed. Please note that while you may submit up to 10,000 cards for a block activation, the process is broken into blocks of 100. This means that any block of 100 may fail. If one block fails the entire block activation stops processing. To view an updated status of the block activation, click on the **Refresh Results** button to refresh the **Results** and **# Activated** columns.

Figure 120 Block Activation status results



You may further drill down into a particular block by clicking on the radio button and clicking on the **View Block Details** button. The View Block page displays all card numbers within the chosen block and their individual status. In this example, the Block Activate failed. To view individual cards within the block, click on the radio button by the transaction and click on the **View Order** button.

Figure 121 Block Activate Details page

switch id | log out | help

Orbital CHASE Paymentech™

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

Virtual Terminal | FlexCache | Block Activation

→ FlexCache - Block Activation
View your results below

Merchant DBA: Gateway Test Merchant			Terminal ID: 001	Industry Type: EC
Merchant ID: 111111	Date/Time: 06/22/2010 08:55:32 EDT	Currency Code: USD		

Date	Order ID #	Transaction Status	Card #	Requested Amount	Transaction Amount
2010-06-22 08:54:22	TEST BLOCK ACTIVATE	Block Activate Failed	XXXXXXXXXXXXXXXX1912	0.00	0.00
2010-06-22 08:54:22	TEST BLOCK ACTIVATE	Block Activate Failed	XXXXXXXXXXXXXXXX1912	0.00	0.00
2010-06-22 08:54:22	TEST BLOCK ACTIVATE	Block Activate Failed	XXXXXXXXXXXXXXXX1912	0.00	0.00
2010-06-22 08:54:22	TEST BLOCK ACTIVATE	Block Activate Failed	XXXXXXXXXXXXXXXX1912	0.00	0.00
2010-06-22 08:54:22	TEST BLOCK ACTIVATE	Block Activate Failed	XXXXXXXXXXXXXXXX1912	0.00	0.00
2010-06-22 08:54:22	TEST BLOCK ACTIVATE	Block Activate Failed	XXXXXXXXXXXXXXXX1912	0.00	0.00
2010-06-22 08:54:22	TEST BLOCK ACTIVATE	Block Activate Failed	XXXXXXXXXXXXXXXX7461	0.00	0.00
2010-06-22 08:54:22	TEST BLOCK ACTIVATE	Block Activate Failed	XXXXXXXXXXXXXXXX7453	0.00	0.00
2010-06-22 08:54:22	TEST BLOCK ACTIVATE	Block Activate Failed	XXXXXXXXXXXXXXXX7446	0.00	0.00
2010-06-22 08:54:22	TEST BLOCK ACTIVATE	Block Activate Failed	XXXXXXXXXXXXXXXX7438	0.00	0.00

100 record(s) found, displaying 1 to 10. [First|Prev|1|2|3|4|5|6|7|8|Next|Last]

View Order Reverse Order Return to Block Activation Details

Reactivating a Gift Card

If a card has been deactivated, you may choose to reactivate it by using this transaction request.

- 1 Select **FLEXCACHE > Activation** menu to open the FlexCache – Activation page.
- 2 Click on **Reactivation** radio button.
- 3 In the **Card Number** box, enter the Gift Card number. Do not include spaces.
- 4 Enter the amount that needs to be reactivated in the **Amount** box.
- 5 Enter the **Order ID #** from the purchase transaction.
- 6 If desired or required by your internal processes, enter the **Employee ID**.
- 7 If desired or required by your internal processes, enter an **Order Description**.
- 8 Click on the **Reactivate** button.

NOTE The Reactivation page is similar to the Single Activation page. See [Activating a Single Gift Card](#) for examples of the entry page and the response page.

Deactivating a Gift Card

You may deactivate a live card by performing a deactivation. Please note that once a card is deactivated, you cannot choose to **Activate** again. You must **Reactivate**.

- 1 Select **FLEXCACHE > Activation** menu to open the FlexCache – Activation page.
- 2 Click on **Deactivation** radio button.
- 3 In the **Card Number** box, enter the Gift Card number. Do not include spaces.
- 4 Enter the **Order ID #** from the purchase transaction.

- 5 If desired or required by your internal processes, enter the **Employee ID**.
- 6 If desired or required by your internal processes, enter an **Order Description**.
- 7 Click on the **Deactivate** button.

NOTE The Deactivation page is similar to the Single Activation page. See [Activating a Single Gift Card](#) for examples of the entry page and the response page.

Prior Activation of a Gift Card

A Prior Activation is similar to a Single Activation. It is only performed if a manual Voice Approval has been obtained for the transaction. An additional Prior Auth Approval Code field is required to be populated with the manually obtained Voice Approval code in order to complete the transaction. Prior activations are only supported for Tampa merchants.

- 1 Select **FLEXCACHE > Activation** menu to open the FlexCache – Activation page.
- 2 Click on **Prior Activation** radio button.
- 3 In the **Card Number** box, enter the Gift Card number. Do not include spaces.
- 4 Enter the amount of the sale in the **Amount** box.
- 5 Enter the **Order ID #** from the purchase transaction.
- 6 If desired or required by your internal processes, enter the **Employee ID**.
- 7 If desired or required by your internal processes, enter an **Order Description**.
- 8 Enter the **Prior Auth Approval Code** that was obtained via voice authorization.
- 9 Click on the **Prior Activate** button.

NOTE The Prior Activation page is similar to the Single Activation page. See [Activating a Single Gift Card](#) for examples of the entry page and the response page.

Working with Gift Card Batches

Since transactions affect the balance of a card in real time, Gift Card transactions are not affected by the End of Day process options as other methods of payments are (i.e. Credit cards). Instead, transactions automatically fall into one of two buckets when viewed through the Virtual Terminal:

- 📁 Current Transactions (this includes all un-settled activity)
 - ◆ Authorizations that have not been redeemed (Redemption Completion)
 - ◆ Declined transactions
 - ◆ Errors
- 📁 Historical Transactions (all redeemed items)

These items are grouped on a daily basis on the same timing that the Chase Paymentech Gift Card System reports activity, which is 5A.M.–5A.M.

NOTE All true Gift Card reporting is available from the Gift Card system, including Resource Online. Any questions about the available reports should be directed to your Account Manager. The Virtual Terminal should not be used for Gift Card reconciliation.

Viewing Current Transactions (Open Batch)

To view, manage and generate reports on all Gift Card transactions that have not yet settled, select **FLEXCACHE > Current Transactions**. In addition to performing numerous actions, you may also choose to view transaction details or a summary of the transactions.

- 1 Select **FLEXCACHE > Current Transactions** to view the FlexCache – Current Transactions page.
- 2 To search only for Block Activations, click on **Search only Block Activations** checkbox. Choosing this option refreshes the screen and allows you to choose the date range.
- 3 To search by **Transaction Type**, select an option from the dropdown menu:

<input type="checkbox"/> Auth	<input type="checkbox"/> Auth Reversal
<input type="checkbox"/> Redemption	<input type="checkbox"/> Redemption Reversal
<input type="checkbox"/> Add Value	<input type="checkbox"/> Add Value Reversal
<input type="checkbox"/> Refund	<input type="checkbox"/> Refund Reversal
<input type="checkbox"/> Single Activation	<input type="checkbox"/> Single Activation Reversal
<input type="checkbox"/> Block Activation	<input type="checkbox"/> Block Activation Reversal
<input type="checkbox"/> Deactivation	<input type="checkbox"/> Deactivation Reversal
<input type="checkbox"/> Reactivation	<input type="checkbox"/> Reactivation Reversal
<input type="checkbox"/> Balance Inquiries	<input type="checkbox"/> Declines and Errors
- 4 To search by a specific Gift Card number, enter the value in the **Card Number** box.
- 5 To search by **Order ID** number, enter the value in the Order # box.
- 6 To search by the **FlexCache Host Reference Number**, enter the value that was returned in the transaction response.
- 7 To search by the **Transaction Reference Number [TxRefNum]**, enter the value that was returned in the transaction response.
- 8 In addition to any of the search parameters mentioned above, a date range can be utilized to further narrow a search request. By default, the date range is set to the current day. Change the **From** and **To** dates as needed. If no date range is needed, uncheck the **Date Range** checkbox.

Figure 122 Current Transactions search page

switch id | log out | help

Orbital CHASE Paymentech™

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN

Virtual Terminal | FlexCache | Current Transactions

→ **FlexCache - Current Transactions**
Enter your search criteria below

Merchant DBA: Gateway Test Merchant	Terminal ID: 001	Industry Type: EC
Merchant ID: 111111	Currency Code: USD	
Date/Time: 06/23/2010 11:19:42 EDT		

[? = Help Available](#)

The Current Transactions Application generally only displays transactions from 5am to 5am EST daily. With the exception of Authorizations that have not been redeemed all previous transactions can be found in the Historical Transactions Application.

Search only Block Activations [?](#)

Or

View Transaction Type: [?](#)

Card Number:

Order #:

FlexCache Host Reference Number:

Transaction Reference Number [TxRefNum]:

And (if checked)

Date Range (mm/dd/yyyy) From: / / To: / /

Query Type: [?](#)

Results Output

Once the search criteria have been selected, there are several methods for generating the results. Choose one of the following options in the **Query Type** dropdown box to complete the search.

Detailed Transactions (Default)

Search results are outputted to the screen for immediate viewing. Individual transactions are displayed in groups of 10. It is from this screen that additional functionality can be accessed such as **Redeem**, **Redeem Partial**, and **Reverse Order**. See [Viewing Transaction Details](#).

Summary Query

Search results are summarized on the screen. Transaction counts by various transaction types are provided. Examples include Sale counts and Return counts. See [Summary Query](#). Transaction Types may differ from screenshot provided. To print Summary page, click on **Print** button and change printer options to landscape mode.

Generate Detail Report

Search results are provided in PDF format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Generate Detail File

Search results are provided in CSV format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Viewing Transaction Details

The Detailed Transactions query allows you to manage the Gift Card transactions in your current batch. Click on the radio button by the transaction that is to be viewed and click on the desired button to perform an action.

Figure 123 Gift Card - Current Transactions search results

Merchant DBA: Gateway Test Merchant
 Merchant ID: 111111
 Date/Time: 06/23/2010 08:44:05 EDT
 Terminal ID: 001
 Currency Code: USD
 Industry Type: EC

Date	Order ID #	Transaction Status	Card #	Requested Amount	Transaction Amount
2010-06-23 08:42:33	00003000	Redemption Completion Success	XXXXXXXXXXXXXXXX1912	5.00	5.00
2010-06-23 07:40:49	00004003	Balance Inquiry Success	XXXXXXXXXXXXXXXX1912	0.00	0.00
2010-06-23 07:40:36	00004003	Balance Inquiry Failed	XXXXXXXXXXXXXXXX1912	0.00	0.00
2010-06-23 07:32:06	00004000	Balance Inquiry Success	XXXXXXXXXXXXXXXX1912	0.00	0.00
2010-06-23 07:31:59	00004000	Balance Inquiry Failed	XXXXXXXXXXXXXXXX1912	0.00	0.00
2010-06-22 07:39:02	00002000	Authorization Success	XXXXXXXXXXXXXXXX1912	19.99	19.99
2010-06-22 07:32:59	00001000	Authorization Success	XXXXXXXXXXXXXXXX7461	19.99	19.99
2010-06-22 07:21:58	00000001	Authorization Success	XXXXXXXXXXXXXXXX7453	19.99	19.99
2010-06-22 07:21:03	00000000	Authorization Success	XXXXXXXXXXXXXXXX7446	19.99	19.99
2010-06-22 01:36:42	00224002	Authorization Success	XXXXXXXXXXXXXXXX7438	505.00	505.00

83 record(s) found, displaying 1 to 10.

View Order Redeem Redeem Partial Reverse Order Return to Search

View Order button

Displays the response data from the original transaction.

Approval Code

Provided when the transaction has been approved by the Stored Value Host System.

Response Code

Orbital Gateway response code indicating the status of the transaction. A 00 indicates the transaction was successful and approved. Any number greater than 00 generally indicates a decline or error. A text message will indicate the exact error message associated with the response code. See [Response Codes](#) for list of response codes.

Card Verification Data Response Code

Provided by the Stored Value Host System when a card verification number is submitted in the New Order request. See [CVV2/CVC2/CID Response Codes](#) for list of CVD response codes.

Previous Balance	The balance on the Gift Card prior to the current transaction.
Transaction Amount	The amount of the current transaction.
Current Balance	The balance on the Gift Card after the current transaction has been processed.
Card Number	The Gift Card number provided in the original transaction.
Order ID #	The order number for the transaction.
FlexCache Host Reference Number	The reference number returned from the Stored Value Host System.
Transaction Date	Date the transaction was originally created.
Transaction Reference Number	Unique identifier assigned to each transaction; also known as the Orbital Gateway Reference Number.
Transaction Last Modification User ID	User ID or system which last modified this transaction.

Figure 124 Current Transactions - transaction details page

Virtual Terminal | FlexCache | Current Transactions

→ **FlexCache - Current Transactions**
View the response below

Merchant DBA: Gateway Test Merchant		
Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 06/23/2010 08:42:33 EDT	Currency Code: USD	

APPROVED

Approval Code	487992
Response Code	00 Approved
Card Verification Data Response Code	S Should have been present
Previous Balance	0.00
Transaction Amount	5.00
Current Balance	14.99

Card Number	XXXXXXXXXXXXXXXX1912	Card Verification Data 2
Order ID #	00003000	

FlexCache Host Reference Number	144032229125974 20100623658227487992
Transaction Date	06/23/2010 08:42:33
Transaction Reference Number [TxRefNum]	4C21A0A4A74204CCF1E22986BF3A45F97FD054C6
Transaction Last Modification User ID	

[Return To Results List](#)

Redeem button

For Salem merchants only. Redeems a Gift Card authorization transaction for the full amount of the authorization. If the Remaining Balance Capture Setting is enabled on the FlexCache Admin page, the redemption amount can be less than the authorized amount. See [Remaining Balance Capture Setting](#) for more information on how this setting works.

Redeem Partial button

For Salem merchants only. Allows you to redeem an amount less than the authorized amount. Choosing this option directs you to another page to specify the redemption amount. Please note that this releases the hold on the remaining balance of the original authorization.

Figure 125 Redeem Partial order page

The screenshot shows the 'FlexCache - Redeem Partial' page. At the top, there is a navigation bar with links for 'switch id', 'log out', and 'help'. Below this is the Orbital logo and the CHASE Paymentech logo. A secondary navigation bar contains links for 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'FLEXCACHE', 'REPORTING', and 'ADMIN'. The main content area is titled 'FlexCache - Redeem Partial' and includes a sub-header 'Virtual Terminal | FlexCache | Redeem Partial'. Below this, there is a prompt: 'Fill out the form below and submit when complete'. A table displays merchant information: Merchant DBA: Gateway Test Merchant, Merchant ID: 111111, Date/Time: 06/23/2010 08:44:52 EDT, Terminal ID: 001, Currency Code: USD, and Industry Type: EC. A legend indicates that a blue dot represents a 'Required Field'. The form contains fields for Card Number (XXXXXXXXXXXXXXXX1912), Amount (19.99), Amount to Redeem (###0.00) with a blue dot, and Order ID # (00001000). There are also 'Redeem' and 'Return To Results List' buttons.

Reverse Order button

All transaction, excluding Balance Inquiries, can be reversed, thus returning a transaction to the state it was in prior to the action being reversed. You may not perform a reversal if subsequent transactions are run on that card which negates the affect of the initial transaction. For example: You may not reverse an activation that has a subsequent transaction. The card can only be deactivated.

There are two restrictions as it relates to processing Reversals:

- ◆ For Salem customers, the reversal must be performed within seven days of the original transaction.
- ◆ For PNS-based customers, the reversal must be performed before the next batch close. Closing of Gift Cad batches are usually performed automatically by the Tampa host system at 5:00A.M. EST, regardless of what the Auto-Settle time is on the Gateway.

NOTE Gift Card transactions cannot be manually settled. The transactions in Current Transactions (open batch) are settled daily at approximately 5:00 AM, at which point they are moved to Historical Transactions (closed batch). The only exceptions are Auth Only transactions. These remain in Open Batch until the transaction type is changed.

Summary Query

The Summary Query displays a summary of Gift Card-related activity based on the search filters. The summary information includes totals by Gift Card transaction type.

Figure 126 Current Transactions - Summary Query

switch id | log out | help

Orbital CHASE Paymentech™

Virtual Terminal | FlexCache | Current Transactions

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN

→ **FlexCache - Current Transactions**
View your search results below

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 06/23/2010 09:45:49 EDT	Currency Code: USD	

Summary Query Results

Transaction Type	Count	Amount	Return Count	Return Amount	Decline & Error Count	Total Count	Net Amount
Balance Inquiry	2					2	0.00
Authorization	75	23,463.55	0	0.00	0	75	23,463.55
	Total Sale Count	Total Sale Amount	Total Return Count	Total Return Amount	Total Decline & Error Count	Total Count	Net Amount
	77	23,463.55	0	0.00	0	77	23,463.55

Print Return to Search

Search Criteria

Transaction Type

Card Number

Order #

FlexCache Host Reference Number

Transaction Reference Number [TxRefNum]

File ID

Viewing Historical Transactions (Closed Batches)

To search for historical Gift Card transactions, select **FLEXCACHE > Historical Transactions**. Historical transactions are the transactions that have been previously settled. You may view transactions details or reverse transactions from this page.

- 1 Select **FLEXCACHE > Historical Transactions** to view the FlexCache – Historical Transactions page.
- 2 To search only for Block Activations, click on **Search only Block Activations** checkbox. Choosing this option refreshes the screen and allows you to choose the date range.
- 3 To search by **Transaction Type**, select an option from the dropdown menu:
 - Auth
 - Redemption
 - Add Value
 - Refund
 - Single Activation
 - Block Activation
 - Deactivation
 - Reactivation
 - Balance Inquiries
 - Auth Reversal
 - Redemption Reversal
 - Add Value Reversal
 - Refund Reversal
 - Single Activation Reversal
 - Block Activation Reversal
 - Deactivation Reversal
 - Reactivation Reversal
 - Declines and Errors
- 4 To search by a specific Gift Card number, enter the value in the **Card Number** box.

- 5 To search by **Order ID** number, enter the value in the Order # box.
- 6 To search by the **FlexCache Host Reference Number**, enter the value that was returned in the transaction response.
- 7 To search by the **Transaction Reference Number [TxRefNum]**, enter the value that was returned in the transaction response.
- 8 In addition to any of the search parameters mentioned above, a date range can be utilized to further narrow a search request. By default, the date range is set to the current day. Change the **From** and **To** dates as needed. If no date range is needed, uncheck the **Date Range** checkbox.

Figure 127 Historical Transactions search page

The screenshot shows the 'FlexCache - Historical Transactions' search interface. At the top, there are navigation links for 'switch id', 'log out', and 'help'. Below the Orbital logo, there are menu items: 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'FLEXCACHE', 'REPORTING', and 'ADMIN'. The page title is 'FlexCache - Historical Transactions' with a sub-header 'Enter your search criteria below'. A summary box displays: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Terminal ID: 001', 'Industry Type: EC', and 'Date/Time: 06/23/2010 16:37:31 EDT'. A 'Currency Code: USD' is also shown. A help icon indicates 'Help Available'. The search criteria section includes a checkbox for 'Search only Block Activations', a dropdown for 'View Transaction Type' (set to 'All (excluding block activations)'), and input fields for 'Card Number', 'Order #', 'FlexCache Host Reference Number', and 'Transaction Reference Number [TxRefNum]'. Below these is a 'Date Range (mm/dd/yyyy)' section with 'And (if checked)' and date pickers for 'From' and 'To' (both set to 06/22/2010). At the bottom, the 'Query Type' is set to 'Detailed Transactions' with 'Search' and 'Clear' buttons.

Results Output

Once the search criteria have been selected, there are several methods for generating the results. Choose one of the following options in the **Query Type** dropdown box to complete the search.

Detailed Transactions (Default)

Search results are outputted to the screen for immediate viewing. Individual transactions are displayed in groups of 10. It is from this screen that additional functionality can be accessed such as **Reverse Order**. See [Viewing Historical Transaction Details](#).

Summary Query

Search results are summarized on the screen. Transaction counts by various transaction types are provided. Examples include Sale counts and Return counts. See [Historical Summary Query](#). Transaction Types may differ from screenshot provided. To print Summary page, click on **Print** button and change printer options to landscape mode.

Generate Detail Report

Search results are provided in PDF format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Generate Detail File

Search results are provided in CSV format. The report is obtained from the **REPORTING** menu tab. The VT User ID must be enabled for Reporting in order to retrieve this report. See [Working with Reports](#) for more information on retrieving reports.

Viewing Historical Transaction Details

The Detailed Transactions query allows you to view and reverse the Gift Card transactions in your historical (closed) batch. Click on the radio button by the transaction that is to be viewed and click on the desired button to perform an action.

Figure 128 Gift Card - Historical Transactions search results

The screenshot shows the Orbital Virtual Terminal interface. At the top, there is a navigation bar with links for 'switch id', 'log out', and 'help'. Below this is the 'Orbital' logo and the 'CHASE Paymentech™' logo. A secondary navigation bar contains links for 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'FLEXCACHE', 'REPORTING', and 'ADMIN'. The main content area is titled 'FlexCache - Historical Transactions' and includes a sub-header 'View your search results below'. A summary box displays merchant information: 'Merchant DBA: Gateway Test Merchant', 'Merchant ID: 111111', 'Date/Time: 06/23/2010 16:44:44 EDT', 'Terminal ID: 001', 'Currency Code: USD', and 'Industry Type: EC'. Below this is a table of transactions with columns for Date, Order ID #, Transaction Status, Card #, Requested Amount, and Transaction Amount. The table contains 11 rows of data. At the bottom of the table, there is a status bar indicating '11 record(s) found, displaying 1 to 10.' and navigation links for 'First/Prev', '1 | 2', and 'Next/Last'. A red box highlights three buttons: 'View Order', 'Reverse Order', and 'Return to Search'.

	Date	Order ID #	Transaction Status	Card #	Requested Amount	Transaction Amount
<input type="radio"/>	2010-06-22 07:39:02	00002000	Authorization Success	XXXXXXXXXXXXXXXX1912	19.99	19.99
<input type="radio"/>	2010-06-22 07:39:00	00002000	Balance Inquiry Success	XXXXXXXXXXXXXXXX1912	0.00	0.00
<input type="radio"/>	2010-06-22 07:38:52	00002000	Balance Inquiry Failed	XXXXXXXXXXXXXXXX1912	0.00	0.00
<input type="radio"/>	2010-06-22 07:32:59	00001000	Authorization Success	XXXXXXXXXXXXXXXX1912	19.99	19.99
<input type="radio"/>	2010-06-22 07:32:56	00001000	Balance Inquiry Success	XXXXXXXXXXXXXXXX1912	0.00	0.00
<input type="radio"/>	2010-06-22 07:32:46	00001000	Balance Inquiry Failed	XXXXXXXXXXXXXXXX1912	0.00	0.00
<input type="radio"/>	2010-06-22 07:24:02	00000002	Balance Inquiry Failed	XXXXXXXXXXXXXXXX7461	0.00	0.00
<input type="radio"/>	2010-06-22 07:21:58	00000001	Authorization Success	XXXXXXXXXXXXXXXX7463	19.99	19.99
<input type="radio"/>	2010-06-22 07:21:55	00000001	Balance Inquiry Success	XXXXXXXXXXXXXXXX7446	0.00	0.00
<input type="radio"/>	2010-06-22 07:21:01	00000000	Balance Inquiry Success	XXXXXXXXXXXXXXXX7438	0.00	0.00

View Order button

Displays the response data from the original transaction.

Approval Code

Provided when the transaction has been approved by the Stored Value Host System.

Response Code	Orbital Gateway response code indicating the status of the transaction. A 00 indicates the transaction was successful and approved. Any number greater than 00 generally indicates a decline or error. A text message will indicate the exact error message associated with the response code. See Response Codes for list of response codes.
Card Verification Data Response Code	Provided by the Stored Value Host System when a card verification number is submitted in the New Order request. See CVV2/CVC2/CID Response Codes for list of CVD response codes.
Previous Balance	The balance on the Gift Card prior to the current transaction.
Transaction Amount	The amount of the current transaction.
Current Balance	The balance on the Gift Card after the current transaction has been processed.
Card Number	The Gift Card number provided in the original transaction.
Order ID #	The order number for the transaction.
FlexCache Host Reference Number	The reference number returned from the Stored Value Host System.
Transaction Date	Date the transaction was originally created.
Transaction Reference Number	Unique identifier assigned to each transaction; also known as the Orbital Gateway Reference Number.
Transaction Last Modification User ID	User ID or system which last modified this transaction.

Figure 129 Historical Transactions - transaction details page

The screenshot displays the 'FlexCache - Historical Transactions' page. At the top, there are navigation links for 'switch id', 'log out', and 'help'. The main header includes the 'Orbital' logo and 'CHASE Paymentech™'. Below this, there are tabs for 'NEW ORDER', 'OPEN BATCH', 'REVIEW', 'FLEXCACHE', 'REPORTING', and 'ADMIN'. The current page is 'Virtual Terminal | FlexCache | Historical Transactions'. A breadcrumb trail shows 'FlexCache - Historical Transactions' with a 'View the response below' link.

The transaction details are as follows:

Merchant DBA: Gateway Test Merchant	
Merchant ID: 111111	Terminal ID: 001
Date/Time: 06/23/2010 17:14:19 EDT	Industry Type: EC
	Currency Code: USD

The status is **APPROVED**.

Approval Code	487780
Response Code	00 Approved
Card Verification Data Response Code	S Should have been present
Previous Balance	12,343.54
Transaction Amount	19.99
Current Balance	12,323.55

Buttons on the right side: [Print Merchant Receipt](#), [Print Customer Receipt](#), [Print Both Receipts](#).

Card Number	XXXXXXXXXXXX1912	Card Verification Data 2
Order ID #	00002000	

Additional transaction details:

FlexCache Host Reference Number	143966742801818 20100622658116487780
Transaction Date	2010-06-22 07:39:02
Transaction Reference Number [TxRefNum]	4C20A0D60949E0FC5B8FE616675DCD8D26F54E6
Transaction Last Modification User ID	

At the bottom, there is a [Return To Results List](#) button.

Reverse Order button

All transaction, excluding Balance Inquiries, can be reversed, thus returning a transaction to the state it was in prior to the action being reversed. You may not perform a reversal if subsequent transactions are run on that card which negates the affect of the initial transaction. For example: You may not reverse an activation that has a subsequent transaction. The card can only be deactivated.

There are two restrictions as it relates to processing Reversals:

- ◆ For Salem customers, the reversal must be performed within seven days of the original transaction.
- ◆ For PNS-based customers, the reversal must be performed before the next batch close. Closing of Gift Card batches are usually performed automatically by the Tampa host system at 5:00A.M. EST, regardless of what the Auto-Settle time is on the Gateway.

NOTE Gift Card transactions cannot be manually settled. The transactions in Current Transactions (open batch) are settled daily at approximately 5:00 AM, at which point they are moved to Historical Transactions (closed batch). The only exceptions are Auth Only transactions. These remain in Open Batch until the transaction type is changed.

Historical Summary Query

The Summary Query displays a summary of Gift Card-related activity based on the search filters. The summary information includes totals by Gift Card transaction type.

Figure 130 Historical Transactions - Summary Query



[switch id](#) | [log out](#) | [help](#)



Virtual Terminal | FlexCache | Historical Transactions
NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN

→ **FlexCache - Historical Transactions**

View your search results below

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 09/23/2010 17:17:08 EDT	Currency Code: USD	

Summary Query Results

Transaction Type	Count	Amount	Return Count	Return Amount	Decline & Error Count	Total Count	Net Amount
Redemption	91	48,888.46	1	2.00	8	100	48,886.46
Refund	0	0.00	0	0.00	10	10	0.00
Activate	0	0.00	0	0.00	3	3	0.00
Deactivate	83	388,246.43	0	0.00	11	94	388,246.43
Add Value	121	59,408.58	0	0.00	26	147	59,408.58
Balance Inquiry	368					368	0.00
Authorization	106	3,299.26	0	0.00	82	188	3,299.26
Reactivate	83	390,125.00	0	0.00	8	91	390,125.00
Total							
	Sale Count	Sale Amount	Return Count	Return Amount	Decline & Error Count	Total Count	Net Amount
	850	889,967.73	1	2.00	148	999	889,965.73

Search Criteria

Transaction Type All (excluding block activations)

Card Number _____

Order # _____

FlexCache Host Reference Number _____

Transaction Reference Number [TxRefNum] _____

File ID _____

Chapter 12 Importing a File

The CSV File Import feature is designed to provide a simplified, streamlined Batch Processing service to the average merchant needing to process small to medium-sized batches. Merchants needing a more robust, fully-featured Batch solution are advised to investigate Chase Paymentech's Orbital Batch product.

NOTE Additional information is available at <http://download.chasepaymentech.com>.

In line with the design, the Orbital Virtual Terminal can accept batch file submissions in the form of CSV files (comma-delimited files with a .csv extension). Users who are configured for this feature can see the **IMPORT FILE** tab in the VT menu bar to the right of the **ADMIN** tab. If you wish to take advantage of this functionality and it is not a currently available option on the VT, please contact your Account Executive or Sales Representative for further direction

Creating a CSV File

Our CSV file format is documented in the Orbital Gateway CSV Interface Specification. Please contact your Account Executive or Certification Analyst for more information regarding this specification.

Files must have a .csv extension and be properly formatted using our proprietary CSV format in order to process transactions via the **Import File** feature. Consequently, Users need to successfully process CSV test files through the Chase Paymentech test environment prior to being configured for the **Import File** feature in the Production environment.

Importing a CSV file

Once a file has been created, use the **IMPORT FILE** tab in the VT menu bar to get to the Import File page.

Figure 131 Import File

switch id | log out | help

Orbital CHASE Paymentech™

Virtual Terminal | Import File

NEW ORDER | OPEN BATCH | REVIEW | REPORTING | ADMIN | IMPORT FILE

→ **Import File**
Import your file for processing below

Merchant DBA: Gateway Test Merchant		
Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 06/18/2010 15:35:24 EDT	Currency Code: USD	

Status: Filter by Submit Date (mm/dd/yyyy)

File Name: From: 06 / 18 / 2010

Submitter: To: 06 / 18 / 2010

For help with field parameters, file-naming schema and common errors visit our File Help section.
Nothing found to display.

= Partial Entry Allowed

- 1 Click on the **Browse** button to search your computer for the CSV file that you wish to import.
- 2 Once the file is found, click on the **Import File** button to upload it to the Virtual Terminal. The screen quickly updates to show the new file.

Checking the Status of a CSV file

As soon as a file is imported, it appears on the **Import File** page with an assigned status. Users are shown the current Status of the file, Submit Date, Completion Date, File Name, Record Count, and Submitter (the VT username of the person who uploaded the file).

All files cycle through a number of Status categories while processing; which include **Received**, **Processing**, and **Completed**. Files can also be in an **Error** state. To see an error description, hover over the word **Error** with your mouse. To refresh the Status results at any time, click on the **Refresh Results** button.

Once transactions have successfully processed, they can be viewed individually on either the **Open Batch** or **Review** pages, just like transactions entered manually into the VT.

CSV-generated Reporting

When a CSV file is successfully processed (with a Status of **Completed**), a CSV results file is automatically generated and can be located on the **REPORTING** menu tab. The format of this response file is found in the Orbital Gateway CSV Interface Specification. Of course, Users can still generate any ad hoc reporting that is needed via the standard method provided in the **Open Batch** or **Review** pages.

Limitations of the File Import feature

Only Single MID capable

Imported CSV files may only contain transactions for a single merchant number that the User is logged into at the time of the file upload. In other words, a User with 15 merchant numbers needs to submit 15 different CSV files, one each while logged in to each respective merchant account on the VT. Batch merchants needing a Multi-MID capable product should use Chase Paymentech's Orbital Batch product.

Only Supports Purchase Card Level I & II

The CSV file format supports Level I and II data, but not Level III. Batch merchants needing a Level III solution should use Chase Paymentech's Orbital Batch product.

Appendix A Partial Authorizations

Merchant have the option to support partial authorization via the Virtual Terminal. Once enabled, transactions can be approved for a portion of the original, requested amount. These amounts, both approved and requested, are displayed on various pages within the Virtual Terminal.

The following is an example of a response page for a partial authorization. A user has the option to void out the entire transaction by clicking on the **Void Partial Auth** button, for example, in the event that additional form of payment for the remaining balance cannot be obtained.

Figure 132 New Order - Partial Authorization Response

Virtual Terminal | New Order | Auth

switch id | log out | help

CHASE Paymentech™

NEW ORDER | OPEN BATCH | REVIEW | FLEXCACHE | REPORTING | ADMIN | IMPORT FILE

→ **New Order - Auth**
View the response below

Merchant DBA: Gateway Test Merchant		
Merchant ID: 111111	Terminal ID: 001	Industry Type: EC
Date/Time: 08/06/2010 09:05:19 EDT	Currency Code: USD	

PARTIAL APPROVAL

Approval Code	tst432		
Response Code	00 Approved		
AVS Response Code	3 AVS not performed		
Card Verification Number Response Code			
Credit Card Type	Visa	Expiration Date	2012/02
Card Number	XXXXXXXXXXXX4455	Card Verification #	

Print Merchant Receipt
Print Customer Receipt
Print Both Receipts

Amount Requested	120.00	<p>Amount Approved is the partial authorization of the Amount Requested.</p> <p>Balance Due describes the remaining amount of the Amount Requested that is yet to be collected.</p> <p>The Available Card Balance may or may not be returned, depending on the card issuing bank.</p>
Amount Approved	70.00	
Balance Due	50.00	
Available Card Balance ?	0.00	

Transaction was partially approved. Amount Approved will be settled at time of capture. To void transaction, click Void Partial Auth.

Order ID # PARTIAL ORDER 1
Street
City
State
Postal Code
Order Description
Soft Descriptor
Transaction Date 08/06/2010 09:05:19 EDT
Transaction Reference Number [TxRefNum]4C5C088F704DC6A456B1AC72869D002217BB54F6

Add Profile Close **Void Partial Auth**

Within the **OPEN BATCH** menu tab, details regarding partial authorizations can be viewed via the **Recommended Data** and **Response Data** tabs. By clicking on the **Order History** button on the **Recommended Data** tab, detailed information about the history of the partial authorization is displayed, including the **Original Amount Requested**.

Figure 133 Open Batch - View Order - Order History for Partial Authorization

Virtual Terminal | Open Batch | View Order

→ **Open Batch - View Order**
View the order information below

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 08/06/2010 09:07:07 EDT Currency Code: USD

Card Number: XXXXXXXXXXXX4455

Original Amount Requested: 120.00
Amount: 55.00

Order ID #: PARTIAL ORDER 1
Transaction Reference Number [TxRefNum]: 4C5C088F704DC6A456B1AC72869D002217BB54F6

Request Type	Amount	Status	Date	Transaction Origination	Username	TxRefNum
Auth [Partial Auth]	70.00	Original	2010-08-06 09:05:19	OnLine	DEVSUPER011	4C5C088F704DC6A456B1AC72869D002217BB54F6
Mark for Capture [Partial Auth]	15.00	Pending - Sett	2010-08-06 09:06:59	OnLine	DEVSUPER011	4C5C08F3224EF3740092E15066A0576718DE544B

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

Return to View Order Details

Partial authorization information can be viewed on the **Response Data** tab of a transaction.

Figure 134 Open Batch - Response Data tab

Virtual Terminal | Open Batch | View Order

→ **Open Batch - View Order**
View the order information below

Merchant DBA: Gateway Test Merchant

Merchant ID: 111111 Terminal ID: 001 Industry Type: EC
Date/Time: 08/06/2010 09:10:39 EDT Currency Code: USD

RECOMMENDED DATA OPTIONAL DATA PURCHASING CARD DATA II **RESPONSE DATA**

Approval Code: tst401
Response Code: 00 - Approved
AVS Response Code: 3 - AVS not performed
Card Verification Number Response Code

Card Type: Visa Expiration Date: 2015/01

Card Number: XXXXXXXXXXXX4455 Card Verification #

Amount Requested: 100.00
Amount Approved: 70.00
Balance Due: 30.00
Available Card Balance: 0.00

Order ID #: TEST ORDER
Street
City
State
Postal Code
Order Description
Soft Descriptor

Transaction Date: 2010-08-06 08:44:20
Transaction Reference Number [TxRefNum]: 4C5C03A4C4C2E029A6C901D894AFE6BBF20E545E

Print Merchant Receipt
Print Customer Receipt
Print Both Receipts

Add Profile Return To Results List

Appendix B Codes Reference

The following section describes the various types of response codes that are returned in Virtual Terminal response pages. Typical responses include the host, AVS, and CVD codes.

Response Codes

The Response Code table describes all the various codes that can be returned from the issuer or host.

Table 2 Response code values			
Code	Definition	Status	Action*
00	Approved	Approved	None
01	Call Voice Center	Decline	Voice
02	Refer to Card Issuer's Special Conditions	Decline	Voice
03	Invalid Merchant Number	Error	Fix
04	Pickup	Decline	Cust.
05	Do Not Honor	Decline	Cust.
06	Other Error	Decline	Cust.
07	Stop Deposit Order	Decline	Cust.
08	Approved Authorization, Honor with Identification	Approved	None
09	Revocation of Authorization	Decline	Cust.
10	Default Call	Decline	Voice
11	Approved Authorization, VIP Approval	Approved	None
12	Invalid Transaction Type	Decline	Cust.
13	Bad Amount	Decline	Fix
14	Invalid Credit Card Number	Decline	Fix
15	Default Call Low Fraud	Decline	Voice
16	Default Call Medium Fraud	Decline	Voice
17	Default Call High Fraud	Decline	Voice
18	Default Call Unavailable Fraud	Decline	Voice
19	Re-enter Transaction	Error	Resend
20	Floor Low Fraud	Decline	Cust.
21	Floor Medium Fraud	Decline	Cust.
22	Floor High fraud	Decline	Cust.
23	Floor Unavailable Fraud	Decline	Cust.
24	Validated	Approved	None

26	Pre-noted	Approved	None
27	No Reason to Decline	Decline	Cust.
28	Received and Stored	Approved	None
29	Provided Authorization	Approved	None
30	Invalid Value in Message	Error	Fix
31	Request Received	Approved	None
32	BIN Alert	Approved	None
33	Card is Expired	Decline	Cust.
34	Approved for Partial	Approved	None
35	Zero Amount	Error	Fix
36	Bad Total Authorization Amount	Error	Fix
37	Invalid VbV or MC Secure Payment Data	Error	Fix
38	Merchant not MC SecureCode Enabled	Decline	Call
39	Previously Processed Transaction	Error	Fix
40	Requested Function not Supported	Error	Call or Fix
41	Lost/Stolen	Decline	Cust.
42	Account Not Active	Decline	Cust.
43	Lost/Stolen Card	Decline	Cust.
44	Account Not Active	Error	Fix
45	Duplicate Transaction	Decline	Cust.
46	Blanks not Passed in Reserved Field	Decline	Fix
50	Positive ID	Decline	Cust.
52	Processor Decline	Decline	Cust.
56	Restraint	Decline	Cust.
58	Transaction not Permitted to Terminal	Error	Call
59	Soft AVS	Decline	Cust.
60	Do Not Honor Low Fraud	Decline	Cust.
61	Do Not Honor Medium Fraud	Decline	Cust.
62	Do Not Honor High fraud	Decline	Cust.
63	Do Not Honor Unavailable Fraud	Decline	Cust.
64	CVV2/CVC2 Failure	Decline	Cust.
65	Invalid Amex CID	Decline	Cust.

66	Other Error	Error	Fix
68	Invalid CC Number	Error	Fix
69	Does not Match MOP	Error	Fix
71	No Account	Decline	Fix
72	Invalid Institution Code	Decline	Fix
73	Method of Payment is Invalid for Merchant	Error	Fix
74	Invalid Expiration Date	Decline	Cust.
75	Bad Amount	Error	Fix
77	Invalid Amount	Decline	Fix
78	Missing Companion Data	Error	Fix
79	Invalid Merchant	Error	Fix
80	Invalid MOP for Division	Error	Fix
81	Call Low Fraud	Decline	Call
82	Call Medium Fraud	Decline	Call
83	Call High Fraud	Decline	Call
84	Call Unavailable Fraud	Decline	Call
85	Duplicated Order #	Error	Fix
86	Auth Recycle Host down	Error	Wait
87	Invalid Currency	Error	Fix
88	Invalid Purch. Level 3	Error	Fix
89	Credit Floor	Decline	Cust.
91	Approved Low Fraud	Approved	None
92	Approved Medium Fraud	Approved	None
93	Approved High Fraud	Approved	None
94	Approved Fraud Service Unavailable	Approved	None
95	Invalid Data Type	Error	Fix
96	Invalid Record Sequence	Error	Fix
97	Percents Not Total 100	Error	Fix
98	Issuer Unavailable	Decline	Resend
99	No Answer/Unable to send	Error	Resend
A1	Payments Not Total Order	Error	Fix
A2	Bad Order Number	Error	Fix

A3	FPO Locked	Error	Wait
A4	FPO Not Allowed	Error	Call
A5	Auth Amount Wrong	Error	Fix
A6	Illegal Action	Error	Fix
A8	Invalid Start Date	Error	Fix
A9	Invalid Issue Number	Error	Fix
B1	Invalid Transaction Type	Error	Fix
B2	Account Previously Activated	Decline	Cust
B3	Unable to Void Transaction	Error	Fix
B5	Not on File	Decline	Fix
B7	Security Violation/No Match CID	Decline	Cust.
B8	Bad Debt	Decline	Cust.
B9	On Negative File	Decline	Cust.
BA	Date of Birth Indicates Customer is Less Than 18	Decline	Cust.
BB	Customer Reported Possible Compromise and Blocked Account	Decline	Cust.
BC	Bill To Address Not Equal To Ship To Address	Decline	Cust.
BD	Pre-Approval Number not Recognized	Decline	Cust.
BE	E-mail Address Failed Standard Validation Rules	Decline	Cust.
BF	Pre-approval Number no Longer Valid	Decline	Cust.
BG	Billing System Account Status	Decline	Cust.
BH	Billing Address Could Not be Verified	Decline	Cust.
BI	Need More Information. Request Full Social Security Number.	Decline	Cust.
BJ	Previously Declined	Decline	Cust.
BK	Closed Account, New Account Issued	Decline	Cust.
BL	Re-Authorization Request Declined. Original Authorization not Found.	Decline	Cust.
BM	Re-Authorization Request Declined. Account, MID, or Amount not Matching Original Auth	Decline	Cust.
BN	Re-Authorization Request Declined. Amount Exceed Original Request Amount.	Decline	Cust.
BO	Declined Auth Using Stand-In Rules. Auth May be Obtained When Systems Available.	Decline	Cust.
BP	Customer Service Phone Number required on Transaction Types 1 (MO/TO) and 2 (Recurring). MC Only	Error	Fix
BQ	Issuer has Flagged Account as Suspected Fraud. (Discover Only)	Decline	Cust.

BR	Invalid MCC Sent	Error	Fix
BS	New Card Issued	Decline	Cust.
C1	Invalid Issuer	Decline	Cust.
C2	Invalid Response Code	Decline	Fix
C3	Excessive PIN Try	Decline	Cust.
C4	Over Limit	Decline	Cust.
C5	Over Freq Limit	Decline	Cust.
C6	Over Sav Limit	Decline	Cust.
C7	Over Sav Freq	Decline	Cust.
C8	Over Credit Limit	Decline	Cust.
C9	Over Credit Freq	Decline	Cust.
D1	Invalid For Credit	Decline	Fix
D2	Invalid For Debit	Decline	Fix
D3	Rev Exceed Withdrawal	Decline	Cust.
D4	One Purchasing Limit	Decline	Cust.
D5	On Negative File	Decline	Cust.
D6	Changed Field	Decline	Fix
D7	Insufficient Funds	Decline	Cust.
D8	Encrypted Data Bad	Decline	Fix
D9	Altered Data	Decline	Fix
E3	Invalid Prefix	Decline	Fix
E4	Invalid Institution	Decline	Fix
E5	Invalid Cardholder	Decline	Fix
E6	BIN Block	Decline	Fix
E7	Stored	Approved	None
E8	Invalid Transit Routing Number	Error	Fix
E9	Unknown Transit Routing Number	Error	Fix
F1	Missing Name	Error	Fix
F2	Invalid Account Type	Error	Fix
F3	Account Closed	Error	Cust.
F4	No Account/Unable To Locate	Error	Fix
F5	Account Holder Deceased	Error	Cust.

F6	Beneficiary Deceased	Error	Cust.
F7	Account Frozen	Error	Cust.
F8	Customer Opt Out	Error	Cust.
F9	ACH Non-Participant	Error	Cust.
G1	No Pre-note	Error	Fix
G2	No Address	Error	Fix
G3	Invalid Account Number	Error	Fix
G4	Authorization Revoked by Consumer	Error	Cust.
G5	Customer Advises Not Authorized	Error	Cust.
G6	Invalid CECP Action Code	Error	Fix
G7	Invalid Account Format	Error	Fix
G8	Bad Account Number Data	Error	Fix
G9	No Capture	Decline	N/A
H1	No Credit Function	Decline	N/A
H2	No Debit Function	Decline	N/A
H3	Rev Exceed Withdrawal	Decline	Cust.
H4	Changed Field	Decline	N/A
H5	Terminal Not Owned	Decline	N/A
H6	Invalid Time	Decline	Fix
H7	Invalid Date	Decline	Fix
H8	Invalid Terminal Number	Decline	Fix
H9	Invalid PIN	Decline	Cust.
I1	Block Activation Failed – Card Range Not Set Up for MOD 10	Error	Fix
I2	Block Activation Failed – E-mail or Fulfillment Flags were set to Y	Error	Fix
I3	Declined – Issuance Does Not Meet Minimum Amount	Declined	Cust
I4	Declined – No Original Auth Found	Decline	Cust
I5	Declined – Outstanding Auth, Funds On Hold	Decline	Cust
I6	Activation Amount Incorrect	Decline	Fix
I7	Block Activation Failed – Account Not Correct Or Block Size Not Correct	Decline	Fix
I8	Mag Stripe CVD Value Failed	Decline	Fix
I9	Max Redemption Limit Met	Decline	Fix
J1	No Manual Key	Decline	Fix

J2	Not Signed In	Decline	Fix
J3	Excessive PIN Try	Decline	Cust.
J4	No DDA	Decline	Fix
J5	No SAV	Decline	Fix
J6	Excess DDA	Decline	Cust.
J7	Excess DDA FREQ	Decline	Cust.
J8	Excess SAV	Decline	Cust.
J9	Excess SAV FREQ	Decline	Cust.
K1	Excess Card	Decline	Cust.
K2	Excess Card Freq	Decline	Cust.
K3	Reserved Future	Decline	N/A
K4	Reserved Closing	Decline	N/A
K5	Dormant	Decline	Cust.
K6	NSF	Decline	Cust.
K7	Future RD Six	Decline	N/A
K8	Future RD Seven	Decline	N/A
K9	Transaction Code Conflict	Decline	Fix
L1	In Progress	Decline	Wait
L2	Process Unavailable	Error	Resend
L3	Invalid Expiration	Error	Fix
L4	Invalid Effective	Error	Fix
L5	Invalid Issuer	Decline	Fix
L6	Transaction Not Allowed For Cardholder	Decline	Cust.
L7	Unable to Determine Network Routing	Error	Call
L8	System Error	Error	Call
L9	Database Error	Error	Call
M1	Merchant Override Decline	Decline	Cust.
M2	Partial Approval Not Allowed	Decline	N/A
PA	Partial Approval	Approved	N/A
PB	Revocation of all Authorization	Decline	Cust.
PC	Country On Fraud Filter List	Decline	Cust.
PP	No Match for Debit Authorization based on Trace, Account, and Division Number	Error	Fix

PQ	Unable to Validate Debit Auth Record Based on Amount, Action Code, and MOP	Error	Fix
PR	Refund Not Allowed – Refund Requested on a Star only BIN or BIN not Found	Error	Fix
R1	Blocked Card Number Prefix	Decline	Cust.
R2	Blocked Card Number	Decline	Cust.
R3	Blocked Issuing Country	Decline	Cust.
R4	Ceiling Limit	Decline	Cust.

AVS Response Codes

The AVS Response Codes table describes all the various AVS codes that can be returned from participating card issuing banks if AVS data is provided in the order transaction.

Table 3 AVS response code values	
Code	AVS Message
1	No address supplied
2	Bill-to address did not pass Auth Host edit checks
3	AVS not performed
4 or R	Issuer does not participate in AVS
5	Edit-error - AVS data is invalid
6	System unavailable or time-out
7	Address information unavailable
8	Transaction Ineligible for AVS
9	Zip Match/Zip4 Match/Locale match
A	Zip Match/Zip 4 Match/Locale no match
B	Zip Match/Zip 4 no Match/Locale match
C	Zip Match/Zip 4 no Match/Locale no match
D	Zip No Match/Zip 4 Match/Locale match
E	Zip No Match/Zip 4 Match/Locale no match
F	Zip No Match/Zip 4 No Match/Locale match
G	No match at all
H	Zip Match/Locale match
J	Issuer does not participate in Global AVS
JA	International street address and postal match
JB	International street address match. Postal code not verified.

JC	International street address and postal code not verified.
JD	International postal code match. Street address not verified.
M1	Merchant Override Decline
M2	Cardholder name, billing address, and postal code matches
M3	Cardholder name and billing code matches
M4	Cardholder name and billing address match
M5	Cardholder name incorrect, billing address and postal code match
M6	Cardholder name incorrect, billing address matches
M7	Cardholder name incorrect, billing address matches
M8	Cardholder name, billing address and postal code are all incorrect
N3	Address matches, ZIP not verified
N4	Address and ZIP code not verified due to incompatible formats
N5	Address and ZIP code match (International only)
N6	Address not verified (International only)
N7	ZIP matches, address not verified
N8	Address and ZIP code match (International only)
N9	Address and ZIP code match (UK only)
R	Issuer does not participate in AVS
UK	Unknown
X	Zip Match/Zip 4 Match/Address Match
Z	Zip Match/Locale no match
<i>blank</i>	Not applicable (non-Visa)

CVV2/CVC2/CID Response Codes

The CVD Response Codes table describes the various CVD codes that can be returned by participating card issuing banks if the code was provided in the order transaction.

Table 4 CVV request response code values	
Code	Description
M	CVV Match
N	CVV No match
P	Not processed
S	Should have been present
U	Unsupported by issuer/Issuer unable to process request

I	Invalid
Y	Invalid
<i>blank</i>	Not applicable (non-Visa)

Appendix C Merchant Selectable Response Codes

The following codes can be selected within the Merchant Selectable Response Admin page and will generate a decline if the code is returned from the issuing back in an approved transaction.

AVS Response Codes

Table 5 AVS Response Codes for MSR

Response Code	Description	Salem	Tampa
	Not applicable (non-Visa)		✓
1	No address supplied	✓	
2	Bill-to address did not pass Auth Host edit checks	✓	
3	AVS not performed	✓	
4	Issuer does not participate in AVS		✓
5	Edit-error - AVS data is invalid	✓	
6	System unavailable or time-out	✓	✓
7	Address information unavailable	✓	✓
8	Transaction Ineligible for AVS		✓
9	Zip Match / Zip4 Match / Locale match	✓	
A	Zip Match / Zip 4 Match / Locale no match	✓	✓
B	Zip Match / Zip4 No Match / Locale match	✓	
C	Zip Match / Zip4 No Match / Locale No match	✓	
D	Zip No Match / Zip4 Match / Locale match	✓	
E	Zip No Match / Zip4 Match / Locale no match	✓	
F	Zip No Match / Zip4 No Match / Locale match	✓	✓
G	No match at all	✓	✓
H	Zip Match / Locale match		✓
J	Issuer does not participate in Global AVS	✓	
JA	International street address and postal match	✓	
JB	International street address match. Postal code not verified.	✓	

JC	International street address and postal code not verified.	✓	
JD	International postal code match. Street address not verified.	✓	
M2	Cardholder name, billing address, and postal code matches	✓	
M3	Cardholder name and billing code matches	✓	
M4	Cardholder name and billing address match	✓	
M5	Cardholder name incorrect, billing address and postal code match	✓	
M6	Cardholder name incorrect, billing address matches	✓	
M7	Cardholder name incorrect, billing address matches	✓	
M8	Cardholder name, billing address and postal code are all incorrect	✓	
M9	Cardholder name matches	✓	
N3	Address matches, ZIP not verified		✓
N4	Address and ZIP code not verified due to incompatible formats		✓
N5	Address and ZIP code match (International only)		✓
N6	Address not verified (International only)		✓
N7	ZIP matches, address not verified		✓
N8	Address and ZIP code match (International only)		✓
N9	Address and ZIP code match (UK only)		✓
R	Issuer does not participate in AVS	✓	✓
X	Zip Match / Zip 4 Match / Address Match		✓
Z	Zip Match / Locale no match		✓

Verification Response Codes

Table 6 Verification Response Codes for MSR

Response Code	Description	Salem	Tampa
	Not applicable (non-Visa)	✓	✓
I	Invalid	✓	✓

M	Match	✓	✓
N	No match	✓	✓
P	Not processed	✓	✓
S	Should have been present	✓	✓
U	Unsupported by issuer	✓	✓

Appendix D Profile Response Codes

The following is a list of possible response codes associated with profiles.

Table 7 Profile Response Codes

Profile Errors		
9550	Invalid Customer Reference Number From Order Indicator	Fix
9551	Invalid Customer Reference Number	Fix
9552	System Failure. Unable To Perform Customer Profile Request at This Time.	Call
9553	Invalid Action Indicator	Fix
9555	Invalid BIN	Fix
9556	Invalid Merchant ID	Fix
9557	Invalid Name	Fix
9558	Invalid Address	Fix
9559	Invalid Address 2	Fix
9560	Invalid City	Fix
9561	Invalid State	Fix
9562	Invalid ZIP	Fix
9563	Invalid E-mail	Fix
9564	Invalid Phone	Fix
9565	Invalid Order Description	Fix
9566	Invalid Amount	Fix
9567	Invalid Account Type Indicator	Fix
9568	Invalid Account Number	Fix
9569	Invalid Account Expire Date	Fix
9570	Invalid ECP Account DDA	Fix
9571	Invalid ECP Account Type Indicator	Fix
9572	Invalid ECP Account Route	Fix
9573	Invalid ECP Bank Payment Delivery Method	Fix
9574	Invalid Switch Solo Start Date	Fix
9575	Invalid Switch Solo Issue Number	Fix
9576	Unable to Perform Profile Transaction. The Associated Transaction Failed.	Call
9577	Invalid Order Override Indicator	Fix
9578	Merchant-Bin combination is not allowed to perform profile transactions.	Call

9579	Merchant-Bin is not active.	Call
9580	Cannot process profile for Cust Ref Num and MID combination. A database error has occurred	Call
9581	Cannot process profile. Profile does not exist for Cust Ref Num and MID.	Fix
9582	Cannot process profile. Profile already exists for Cust Ref Num and MID.	Fix
9583	Missing Switch Solo Account Information. Either start date or issue number is required.	Fix
9584	Missing Electronic Check Account Information.	Fix
9585	Missing Credit Card Account Information.	Fix
9587	Auto-Gen Cust Ref Num Error.	Call
9588	Unable to Determine Profile Action from Auth Request	Fix
9589	Cannot Create Profile: A Customer Profile Name is Required	Fix
9592	Invalid Profile Status Requested	Fix
9594	The Profile's status prohibits the type of transaction being attempted.	Fix
9595	The Profile's Account Updater Scheduled Date is invalid	Fix
9596	The Profile's Account Updater Scheduled Date is not a future date	Fix

Appendix E Overview of Credit Card Processing

Credit Card Transactions- Millions of people throughout the world use credit cards as a form of payment. Cardholders consider the use of credit cards a simple easy method in which to pay for goods and services. Merchants benefit from these transactions because it simplifies the process in which they receive funds for purchased goods.

What are Credit Cards?

Credit Cards provide customers with a convenient way to purchase goods and services without having to use cash. Credit cards are issued with a personal line of credit against which the customer makes purchases and/or obtains cash advances. Payments are made to the issuer monthly either in full or on a revolving basis with a minimum payment requirement each month.

As credit card transactions occur, the retailers and financial institutions must submit these transactions to their designated acquirer for processing and payment. The various credit card types include:

- 📍 Visa
- 📍 MasterCard
- 📍 American Express
- 📍 Discover
- 📍 Diners Club/Carte Blanche
- 📍 JCB
- 📍 Private Label

Debit Cards or Check Cards, are perceived the same, the major difference is there is not a credit line involved, the funds are taken from a checking or savings account.

What is Payment Processing?

Payment processing is the method by which credit card and merchant data activity is collected. In many cases, the merchant uses a terminal to enter cardholder and transaction data. As the credit card is swiped through the reader, the terminal verifies its validity, contacts the credit card company to make sure funds are available and, finally, stores the sale transaction along with all the others the merchant has processed that day. At the end of each sales day, the terminal "calls" Chase Paymentech (or a Chase Paymentech certified submitter) one last time to report total sales for the day. This starts the process of reimbursing the merchant for cardholder purchases.

The Virtual Terminal provides a way of completing this process using key-entered data and an internet connection to Chase Paymentech.

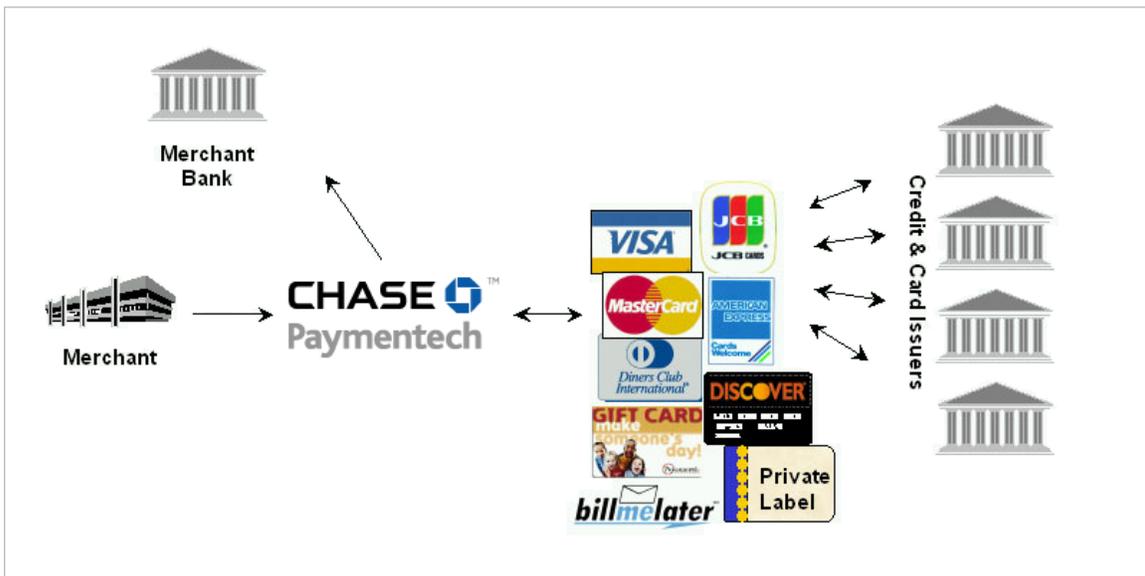
Credit Card Transaction Flow

Each credit card transaction has two parts: the Authorization and the Deposit. Below are flow charts of each.

Figure 135 Authorization process flow



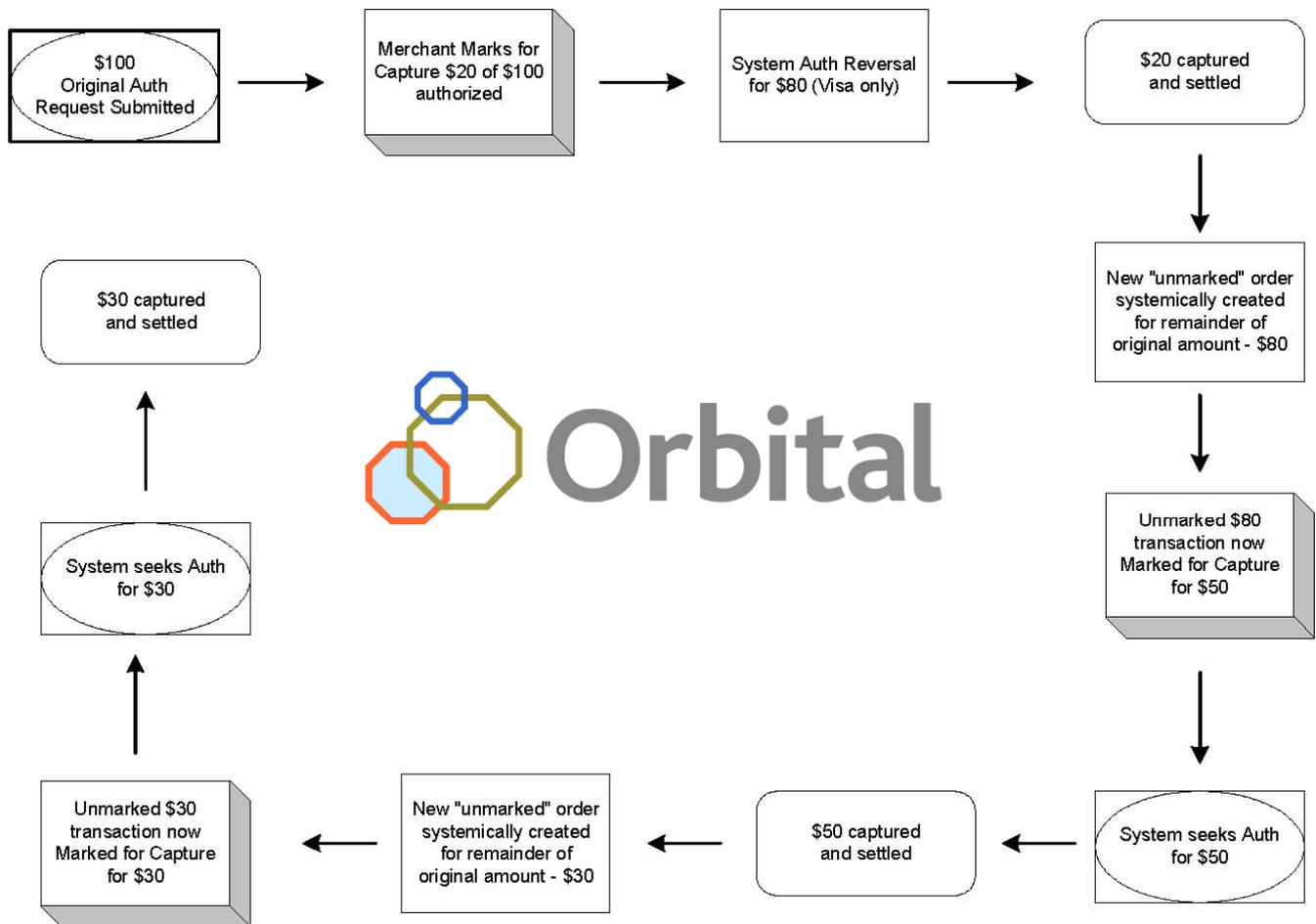
Figure 136 Settlement process flow



Appendix F Split Shipment Process Flow

A shipment can be split into two or more transactions. The Orbital Virtual Terminal automatically obtains an authorization for each portion of the transaction that is **Marked for Capture**. The flow chart below explains the steps that occur in a transaction that is split several times. Transactions can be split as many times as needed.

Figure 137 Sample split shipment process flow



Appendix G Auto E-mail Cardholder Text

CARDHOLDER E-MAILS

EXPIRING CARD

Subject Line: **[DBA Name]** – Updates to Your Account Required

Dear Customer,

Our records indicate that the credit card we have on file will expire next month. To ensure uninterrupted service, please contact us immediately to update your information. For your security, please do not send your card information to us via e-mail. We request you contact us directly by phone or through the mail with your updated account information.

Thank you for your prompt attention to this matter and your continued business.

[MERCHANT Legal NAME] doing business as **[DBA Name]**

[MERCHANT CUSTOMER SERVICE PHONE NUMBER] *(If found under Auto E-mail Service text box on Profiles /Management Tab. If we do not have this number, this field does not appear.)*

TRANSACTION DECLINED

Subject Line: **[DBA Name]** - Updated Account Information Needed

Dear Customer,

We recently attempted to charge the account on record in accordance with the terms of our agreement. Unfortunately, we were unable to obtain an approval for the transaction. Please contact us immediately to update your account information or provide an alternative payment method.

Thank you for your prompt attention to this matter. We thank you for your business.

[MERCHANT Legal NAME] doing business as **[DBA Name]**

[MERCHANT CUSTOMER SERVICE PHONE NUMBER] *(If found under Auto E-mail Service text box on Profiles /Management Tab. If we do not have this number, this field does not appear.)*

SUCCESSFUL BILLING

Subject Line: **[DBA Name]** - Your Payment Has Been Successfully Completed

Dear Customer,

Your account has successfully been charged in accordance with the terms of our agreement. The charge should appear on your next billing statement. Thank you for your business. Please do not hesitate to contact us if you have any questions.

[**MERCHANT Legal NAME**] doing business as [**DBA Name**]

[**MERCHANT CUSTOMER SERVICE PHONE NUMBER**] *(If found under Auto E-mail Service text box on Profiles /Management Tab. If we do not have this number, this field will not appear.)*

AMOUNT TO BE CHARGED

Subject Line: [**DBA Name**] - Notice of Upcoming Billing

Dear Customer,

As you may recall, you chose a recurring billing option with our company. This e-mail serves as notification that the account we have on record will soon be charged in accordance with your wishes. Once the transaction has been processed, you will receive notification of the transaction's success. Similarly, if there is an error in processing your transaction, we will notify you promptly. The successful transaction will be reflected on your next account statement.

Thank you for your continued business. Please contact us if you have any questions.

[**MERCHANT Legal NAME**] doing business as [**DBA Name**]

[**MERCHANT CUSTOMER SERVICE PHONE NUMBER**] *(If found under Auto E-mail Service text box on Profiles /Management Tab. If we do not have this number, this field does not appear.)*

ACCOUNT CLOSED

Subject Line: [**DBA Name**] – Updated Information

Dear Customer,

We recently received notification that the card account we have on file has been closed. Please contact us to update your account information or provide an alternative payment method to ensure uninterrupted service.

To ensure your security, please do not send your card information to us via e-mail. Instead, please contact us directly by phone, through the mail, or through our website.

Thank you for your prompt attention to this matter. We thank you for your business.

[**MERCHANT Legal NAME**] doing business as [**DBA Name**]

[**MERCHANT CUSTOMER SERVICE PHONE NUMBER**] *(If found under Auto E-mail Service text box on Profiles /Management Tab. If we do not have this number, this field does not appear.)*

NEW ACCOUNT NUMBER/EXP DATE

Subject Line: [**DBA Name**] – Updated Information Requested

Dear Customer,

As a convenience to you, your customer information was recently updated with a new card account number and/or expiration date. In these busy times this is one less task to complete. Should you have additional updates, please do not hesitate to contact us. Thank you for your business.

[**MERCHANT Legal NAME**] doing business as [**DBA Name**]

[**MERCHANT CUSTOMER SERVICE PHONE NUMBER**] *(If found under Auto E-mail Service text box on Profiles /Management Tab. If we do not have this number, this field does not appear.)*

Please do not reply to this message. This is an automatically generated e-mail which cannot receive replies.

MERCHANT E-MAILS: NOTIFICATION OF NON-DISTRIBUTED CARDHOLDER E-MAIL

EXPIRING CARD

Subject Line: Notice of non-distributed e-mail: Expired Card

RE: [**Profile ID**]

In reference to: Cardholder Expiring Card E-mail

Dear Merchant,

As part of the Orbital Managed Billing Service, you elected to have Chase Paymentech send automated e-mails to cardholders when the account on record was about to expire. This e-mail was not sent to the cardholder associated with the above referenced Profile ID because a corresponding e-mail address was not available in the Profile. To add an e-mail address to the Profile, please enter that information via the Orbital Virtual Terminal.

Sincerely,

Chase Paymentech

TRANSACTION DECLINED

Subject Line: Notice of non-distributed e-mail: Declined Transaction

RE: [**Profile ID**]

In reference to: Cardholder Declined Transaction E-mail

Dear Merchant,

As part of the Orbital Managed Billing Service, you elected to have Chase Paymentech send automated e-mails to cardholders requesting updated information when an approval code was not provided. We received a decline on the account associated with the above reference Profile ID. However, since a corresponding e-mail address was not available in the Profile we were unable to send a cardholder notification. To add an e-mail address to the Profile, please enter that information via the Orbital Virtual Terminal.

Sincerely,

Chase Paymentech

SUCCESSFUL BILLING

Subject Line: Notice of non-distributed e-mail: Successful Billing

RE: [Profile ID]

In reference to: Cardholder Successful Billing E-mail

Dear Merchant,

As part of the Orbital Managed Billing Service, you elected to have Chase Paymentech send automated e-mails to cardholders when the account on record was successfully billed. We were unable to send this e-mail to the cardholder associated with the above reference Profile ID since a corresponding e-mail address was not available in the Profile. To add an e-mail address to the Profile, please enter that information via the Orbital Virtual Terminal.

Sincerely,

Chase Paymentech

AMOUNT TO BE CHARGED

Subject Line: Notice of non-distributed e-mail: Pre-notification of Billing

RE: [Profile ID]

In reference to: Cardholder Notice of Upcoming Billing

Dear Merchant,

As part of the Orbital Managed Billing Service, you elected to have Chase Paymentech send automated pre-notification e-mails to cardholders when the account on record was about to be billed. We were unable to send this e-mail to the cardholder associated with the above reference Profile ID since a corresponding e-mail address was not available in the Profile. To add an e-mail address to the Profile, please enter that information via the Orbital Virtual Terminal.

Sincerely,

Chase Paymentech

Appendix H Reporting

The tables below reflect the data fields contained within the various reports that may be retrieved from the **REPORTING** menu tab. Please note that most reports are offered in both PDF [Report] or CSV [File] format.

OPEN BATCH REPORTS

Open Batch	Open Batch
<i>Detail Report [PDF]</i>	<i>Detail File [CSV]</i>
Card Type	Card Type
Card Number	Card Number
Trans Type	Trans Type
Amount	Amount
Response Code	Response Code
AVS Response	AVS Response
CVV Response	CVV Response
Date	Date
Order ID	Order ID
Order Description	order Description
Entry Source	Entry Source
Customer Profile	Customer Profile

REVIEW BATCH REPORTS

Review	Review
<i>Detail Report [PDF]</i>	<i>Detail File [CSV]</i>
Card Type	Card Type
Card Number	Card Number
Trans Type	Trans Type
Amount	Amount
Response Code	Response Code
Date/Time	Date/Time
Order Number	Order Number
Order Description	Order Description
Batch ID	Batch ID
Entry Source	Entry Source
Customer Profile	Customer Profile

Review – Pending	Review – Pending
<i>Detail Report [PDF]</i>	<i>Detail File [CSV]</i>
Card Type	Card Type
Card Number	Card Number
Trans Type	Trans Type
Amount	Amount
Response Code	Response Code
AVS Response	AVS Response
CVV Response	CVV Response
Date	Date
Order ID	Order ID
Order Description	Order Description
Entry Source	Entry Source
Customer Profile	Customer Profile

Review – Rejected	Review – Rejected
<i>Detail Report [PDF]</i>	<i>Detail File [CSV]</i>
Card Type	Card Type
Card Number	Card Number
Trans Type	Trans Type
Amount	Amount
Response Code	Response Code
AVS Response	AVS Response
CVV Response	CVV Response
Date	Date
Order ID	Order ID
Order Description	Order Description
Entry Source	Entry Source
Customer Profile	Customer Profile

PROFILE QUERIES

The profile queries are only available in a CSV format or as an on-screen display.

Profile Queries:
<i>All Profiles, Active Profiles, Inactive Profiles, Active Standard, Active MB, MB in Active Billing Cycle</i>
Profile ID
Status
Card Number
Name
Address
Next MB Billing
Scheduled MB Amount
Last Change Date

Suspend Queries:
<i>All Suspended, Auto Suspended: Account Updater, Auto Suspended: Auth Recycle, Auto Suspended: PINless Debit, Manual Suspend</i>
Profile ID
Status
Card Number
Name
Expiration Date
Suspend Date
MB Profile
Next MB Billing
Scheduled MB Amount

Converted PINless Debit
Profile ID
Card Number

Converted PINless Debit
Name
Conversion Date
Conversion Method
Suspended?
Status
MB Profile
Next MB Billing
Scheduled MB Amount

EVENT DRIVEN REPORTS

Closed Batch Summary Report
<i>[Available only in CSV format]</i>
Card Type
Sale Count
Sale Amount
Return Count
Return Amount
Decline and Error Count
Total Count
Net Amount

Closed Batch Detail Report <i>[PDF]</i>	Closed Batch Detail Report <i>[CSV]</i>
Card Type	Card Type
Card Number	Card Number
Trans Type	Trans Type
Amount	Amount
Response Code	Response Code
Trans Date/Time	Trans Date/Time
Settle Date/Time	Settle Date/Time
Order Number	Order Number
Order Description	Order Description

Closed Batch Detail Report <i>[PDF]</i>	Closed Batch Detail Report <i>[CSV]</i>
Batch ID	Batch ID
Entry Source	Entry Source
Customer Profile	Customer Profile

Rejected Batch Detail Report <i>[PDF]</i>	Rejected Batch Detail Report <i>[CSV]</i>
Card Type	Card Type
Card Number	Card Number
Trans Type	Trans Type
Amount	Amount
Response Code	Response Code
Reject Response	Reject Response
Trans Date/Time	Trans Date/Time
Reject Date/Time	Reject Date/Time
Order Number	Order Number
Order Description	Order Description
Batch ID	Batch ID
Entry Source	Entry Source
Customer Profile	Customer Profile

SCHEDULED REPORTS – MERCHANT LEVEL

Auth Recycling <i>[PDF]</i>	Auth Recycling <i>[CSV]</i>
Profile ID	Profile ID
Order ID	Order ID
Order Description	Order Description
Card Number	Card Number
Account Type	Account Type
Amount	Amount
Original Auth Date	Original Auth Date
Last Reauth Attempted	Last Reauth Attempted

Auth Recycling <i>[PDF]</i>	Auth Recycling <i>[CSV]</i>
Number Reauths Attempted	Number Reauths Attempted
Number Reauths Left	Number Reauths Left
Last Response Code	Last Response Code
Response Description	Response Description

Expiring Card <i>[PDF]</i>	Expiring Card <i>[CSV]</i>
Profile ID	Profile ID
Card Number	Card Number
Expiration Date	Expiration Date
Next MB Billing	Next MB Billing
Name	Name
E-mail Address	E-mail Address
Amount	Amount
Active Profile Status	Active Profile Status

Suspended Profile <i>[PDF]</i>	Suspended Profile <i>[CSV]</i>
Profile ID	Profile ID
Biller Reference Number	Biller Reference Number
Card Number	Card Number
Expiration Date	Expiration Date
Suspend Date	Suspend Date
Name	Name
E-mail Address	E-mail Address
Amount	Amount
Profile Status	Profile Status
Response Code	Response Code
Response Description	Response Description

Account Updater <i>[PDF]</i>	Account Updater <i>[CSV]</i>
Profile ID	Profile ID
Current Card Number	Current Card Number
Prior Card Number	Prior Card Number
Name	Name
Date of Update	Date of Update
Action	Action
Reason	Reason
New Expiration Date	New Expiration Date
New Card Brand	New Card Brand
MB Profile	MB Profile
Next MB Billing	Next MB Billing
Scheduled MB Amount	Scheduled MB Amount

PINless Debit Status Change <i>[PDF]</i>	PINless Debit Status Change <i>[CSV]</i>
Profile ID	Profile ID
Biller Reference Number	Biller Reference Number
Card Number	Card Number
Name	Name
Status Change	Status Change
Date of Change	Date of Change
MB Profile	MB Profile
Next MB Billing	Next MB Billing
Scheduled MB Amount	Scheduled MB Amount

SCHEDULED REPORTS – MERCHANT LEVEL – MANAGED BILLING

MB Activity	MB Activity
<i>[PDF]</i>	<i>[CSV]</i>
Profile ID	Profile ID
Order ID	Order ID
Order Description	Order Description
Card Number	Card Number
Card Type	Card Type
Amount	Amount
Original Auth Date	Original Date
Final Auth Date	Final Date
Number Reauths Attempted	Number Reauths Attempted
Number Reauths Left	Number Reauths Left
Response Code	Response Code
Response Description	Response Description

Scheduled Profile Activity	Scheduled Profile Activity
<i>[PDF]</i>	<i>[CSV]</i>
Profile ID	Profile ID
Order ID	Order ID
Order Description	Order Description
Card Number	Card Number
Card Type	Card Type
Amount	Amount
Scheduled Date	Scheduled Date

SCHEDULED REPORTS – CHAIN LEVEL

Expiring Card	Expiring Card
<i>[PDF]</i>	<i>[CSV]</i>
Profile ID	Profile ID
Card Number	Card Number
Expiration Date	Expiration Date
Name	Name

Expiring Card	Expiring Card
<i>[PDF]</i>	<i>[CSV]</i>
E-mail Address	E-mail Address
Active Profile Status	Active Profile Status

Suspended Profile	Suspended Profile
<i>[PDF]</i>	<i>[CSV]</i>
Profile ID	Profile ID
Billor #	Billor #
Card Number	Card Number
Expiration Date	Expiration Date
Suspend Date	Suspend Date
Name	Name
E-mail Address	E-mail Address
Suspend Status	Suspend Status
Response Code	Response Code
Response Description	Response Description

Account Updater	Account Updater
<i>[PDF]</i>	<i>[CSV]</i>
Profile ID	Profile ID
Current Card Number	Current Card Number
Prior Card Number	Prior Card Number
Name	Name
Date of Update	Date of Update
Action	Action
Reason	Reason
New Expiration Date	New Expiration Date
New Card Brand	New Card Brand

PINless Debit Status Change	PINless Debit Status Change
<i>[PDF]</i>	<i>[CSV]</i>

PINless Debit Status Change <i>[PDF]</i>	PINless Debit Status Change <i>[CSV]</i>
Profile ID	Profile ID
Biller Reference Number	Biller Reference Number
Card Number	Card Number
Name	Name
Status Change	Status Change
Date of Change	Date of Change