

The Orbital Virtual Terminal is a browser-based, payment processing application that resides on Chase Paymentech's internal Web servers.

Virtual Terminal Quick Reference Guide

Use this guide to help you understand how to log in, initiate transactions, generate and retrieve reports, and more.

Login

Navigate to <https://secure.paymentech.com/manager>. Enter your Chase Paymentech user ID and password, and click **Login**. Click the **Forgot Your Password** link if you need assistance.



Click the **switch id** link to select a different merchant/terminal ID, if applicable. Click the **log out** link to log out of Orbital. Click the **help** link to access the Orbital Virtual Terminal User Manual.

Initiate a Transaction

- Sale – On the **New Order** menu, select **Authorize**.
- Refund/Return – On the **New Order** menu, select **Credit**.
- Voice Authorization – On the **New Order** menu, select **Force**.

Note

Additional options may display based on your specific setup.



Retrieve, View, Void, Settle and Split Ship an Open Batch Transaction

Select the **Open Batch** menu. Enter the applicable search criteria, choose the type of query and click the **Search** button.

Once the results generate, select the appropriate transaction's radio button and then click the command button for the desired action.

Unsettled transactions will remain in the Open Batch view for four months.



OPEN BATCH

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



For Additional Assistance

To speak with a member of Chase Paymentech's Orbital Gateway Support group, call 1.866.645.1314, or e-mail GatewaySupport@ChasePaymentech.com.

Review Settled Batches and Transactions

On the **Review** menu, select the option to search by - batch or transaction. Available transactions are settled and can be up to four months old.



Initiate a Gift Card Transaction

Note: Gift Card and the **FlexCache** option are only available for U.S. and Canadian merchant IDs.

- Redemption, Add Value and Voice Authorization – On the **FlexCache** menu, select **New Transaction** and then choose the **Redemption, Add Value, Prior Redemption** or **Prior Add Value** radio button.
- Balance Inquiry – On the **FlexCache** menu, select **Balance Inquiry**.
- Activation – On the **FlexCache** menu, select **Activation**.
- View, Manage and Generate Reports on Settled/Unsettled Gift Card Transactions – On the **FlexCache** menu, select **Current Transactions** to specify an unsettled transaction; select **Historical Transactions** to specify a settled transaction. Gift card transactions are settled daily at 5 a.m. EST.



Retrieve Reports

User IDs with administrative rights can select the **Reporting** option to retrieve previously generated reports.

Note

Once generated, reports and files will be available for up to seven days.



Admin

User IDs with administrative rights have the option to select from the **Admin** menu and accomplish the following tasks:

- Specify the AVS or CVD response codes to decline.
- Create, search, edit or delete customer profiles.
- Designate a schedule for Managed Billing.
- Specify options for purchase cards, AVS and settlement.
- Administrate card account truncation and scheduled reports.
- Define the unit of measure options for Purchase Card III.
- Modify the text that appears on receipts.
- Generate auto e-mails for Managed Billing customers.
- Specify options for soft declines.



Import Files

User IDs with administrative rights can select the **Import File** menu option to upload a CSV file.

Contact your Chase Paymentech representative to have your CSV file tested and certified prior to uploading.

