

iTerminal is a browser-based, payment processing application that resides on Chase Paymentech's internal Web server. This product supports transaction processing for the Retail, Card-Present environment.

Card Types Supported

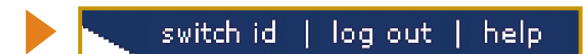
- Debit
- Visa®
- MasterCard®
- American Express®
- Discover®
- JCB®
- Gift Card (FlexCache)

iTerminal 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/iterminal>. 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 iTerminal. Click the **help** link to access the iTerminal User Manual.

Initiate a Credit Card Transaction

- Sale – On the **New Order** menu, select **Credit Sale**.
- Refund – On the **New Order** menu, select **Credit Refund**.

Note

If the card is a Purchasing or Commercial card, click the **Purchasing Card Data** tab on the **Credit Sale** or **Credit Refund** page to access additional fields.

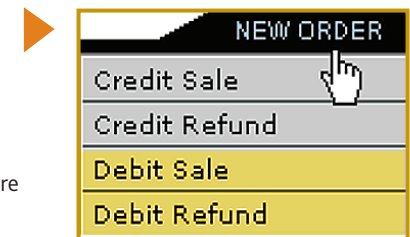


Initiate a Debit Card Transaction

- Sale – On the **New Order** menu, select **Debit Sale**.
- Refund – On the **New Order** menu, select **Debit Refund**.

Note

Users supporting PIN debit as a method of payment must have a certified PIN pad device attached to their PC and configured appropriately. Refer to the iTerminal PIN Pad Setup Guide for hardware installation instructions.



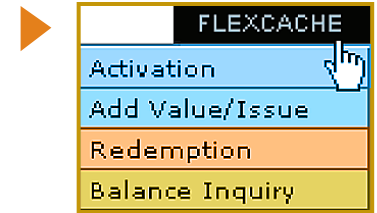


For Additional Assistance

To speak with a member of Chase Paymentech's Advanced Product Support group, call 1.800.503.1132, or e-mail iTerminal Support at: iTerminal_Support@ChasePaymentech.com.

Initiate a Gift Card Transaction

- Activation – On the **FlexCache** menu, select **Activation**.
- Add Value/Issuance – On the **FlexCache** menu, select **Add Value/Issue**.
- Redemption – On the **FlexCache** menu, select **Redemption**.
- Balance Inquiry – On the **FlexCache** menu, select **Balance Inquiry**.



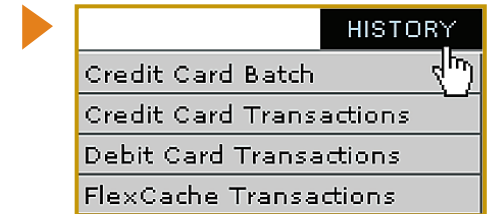
Retrieve, View, Void and Settle Open Batch Transactions

On the **Open Batch** menu, select the appropriate option based on the card type of the relevant transaction. Available transactions are in open batch status and can be up to four months old.



Retrieve Settled Batches and Transactions

On the **History** menu, select an option based on the card type of the appropriate batch or transaction. Available transactions are settled and can be up to six months old.



Retrieve Reports

Select the **Reporting** option to retrieve reports previously generated from Open Batch and History searches.

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:

- Set up access codes
- Set up clerk IDs
- Customize receipt formats
- Configure PIN pads
- Specify card number truncation and expiration date masking
- Select from a variety of prompts to display on specific transaction types
- Set a time for credit cards to automatically settle

Note

To add additional user IDs, the admin user must contact iTerminal Support.

