Virtual Terminal
Quick Reference Guide

Logging On
• Enter URL into web browser: https://www.paymentech.net/manager
• Enter Group (MID or Division #)
• Enter User Name & Password
• Check “Remember Group and User Name” box, if desired.
• Click on Login to enter the Orbital Virtual Terminal.
• The first login attempt will require a new password.

New Order – This application allows for manual entry of new transactions.
Upon entering the Virtual Terminal, the default screen is New Order Auth.
• In addition to Auth are Credit, Force and Electronic Check (if applicable).

Open Batch - This application views transactions prior to the settlement process.
Select Open Batch from the Applications in the Top Navigation Bar
Enter Date Range and Click on “Search”

From the Open Batch query results, the following can be performed:
• Settle all transactions with the status of “Marked for Capture”
• Perform Ship Partial/Split Shipment functions
• Mark & Unmark transactions
• View the order
• Void the order
• Enter Group (MID or Division #)
• Enter User Name & Password
• Check “Remember Group and User Name” box, if desired.
• Click on Login to enter the Orbital Virtual Terminal.
• The first login attempt will require a new password.

Review - This application views transaction and batches post settlement.
Select Review from the Applications in the Top Navigation Bar
Choose Batch Search or Transaction Search
Enter Parameters and Click “Search”

From the Review, the following can be performed.
Under Batch Search:
• Batch Status • Batch Details • Order Details
Under Transaction Search:
• Order Details
• Void/Resettle - If the transaction Rejects or Fails
Logging On
• After three (3) login attempts with an invalid Group/User/Password combination, the login will be suspended. Please call the Gateway Support Center to have the login reset.
  
  Note: The user will need to provide data to authenticate their identity.

New Order
• “Card Type” is independent of the “Card Number” field. “Card Type” is designed to identify the cards accepted by that account. As long as the card entered is accepted, it will be processed, even if the two fields are not matching.
• If a Purchasing Card is entered, a notification box will request Purchasing information if available.
• Double clicking on the Auth or Auth Capture box will produce an error message advising that the request is already processing.

Open Batch
• All Declined and Voided transactions are permanently cleared out of the Virtual Terminal after a successful batch settlement is performed.
• Ship Partial – After a Ship Partial has been performed on a transaction, the new captured amount cannot be “Voided” or “Unmarked.”

Review Batch
A batch will be in one of 3 statuses:
  Closed – Successfully processed Batch.
  Pending – Waiting to be sent to the Host.
  • Accounts serviced by the Tampa Host will enter the pending state only momentarily, if batches are in “Pending” for an extended period of time, contact the Gateway Support Center.
  • Accounts serviced by the Salem Host will enter the pending phase for time frames up to 6 hours, this is normal.
  Rejected – All or some of the transactions have been rejected.
  • All transactions in this state can be “resettled” after fixing the cause for rejection. For additional information please contact Gateway Support.

Note: All merchants should be checking the Review Batch application to identify rejected transactions so that corrections can be made to complete settlement.

FAQS
Q: What type of Security is used for the Encryption of Virtual Terminal?
   A: Paymentech uses industry standard SSL with 128 bit encryption.

Q: Can a Virtual Terminal login have restricted access?
   A: Yes! Logins can be restricted to prevent users from performing Credits, Voids and Settlements. Contact the Gateway Support Center to request changes.

Q: Does the Virtual Terminal track user activity by login?
   A: Not currently. This will be a future enhancement.

Q: Can I change my passwords periodically? What happens if I lose my passwords?
   A: Please call the Gateway Support Center to have the password reset.
   Note: The user will need to provide data to authenticate their identity.

Q: How long does the transaction and batch history stay in the Virtual Terminal?
   A: The Orbital Gateway stores all historical transaction data for 6 months.

Q: Where can I find help?
   A: The Virtual Terminal has online “Help” with the application and the Gateway Support Center is available 24 X 7, 365 days per year.

Orbital Gateway Support Center
Phone: 1-866-645-1314
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