

# iTerminal Users Manual

# 1

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## Overview

iTerminal is an application that resides on Chase Paymentech Solutions' web servers and allows merchants to connect to it using the Internet. This product supports transaction processing for the Retail Card Present environment.

iTerminal serves two audiences:

### 1. Merchant Tool:

- Acts as an interface to the Chase Paymentech Solutions systems for the merchant. It allows them to perform transaction requests just as they would with a terminal in a physical location, such as: sales, authorizations, refunds, voids, prior authorized sales and settlement.
- Allows for viewing of the transactions in Open Batch status, run on date parameters.
- Allows the merchant to run batch queries, based on batch or date parameters.
- Allows for designation of user access levels by logon:
  - Store Regular Access – This user will be required to enter the correct access codes where enabled.
  - Admin Read Only Access – This user will have read only rights to iTerminal screens with the exception of generating reports. This user is not required to enter access codes.
  - Manager Full Access (no security restrictions) – This is a corporate level user who has full rights to everything within iTerminal without having to enter access codes where enabled.

### 2. Customer Service

- Acts as a customer service tool to allow the Chase Paymentech Solutions Help Desk to have read-only access to the customer transactional database. This allows customer service to see the exact same information that the merchant is viewing so that they may assist the merchant when help is requested.

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## Password Policy

Logon passwords can be reset through the "Forgot your password?" link upon logging into iTerminal. The helpdesk also has the ability to reset passwords and add users once the caller confirms the authorized contact information that is on file.

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## Batch Capacity

Batches consist of a maximum of 999 transactions. If settlement is performed with more than 999 transactions, then the batch will automatically split, so that the maximum transaction count is not larger than 999.

**Note:** FlexCache transactions settle automatically from the Host at 5am EST. Credit Card transactions can be automatically settled once a day or manually settled multiple times. The Auto Settle time for Credit Card transactions can be modified in the Admin menu.

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## Peripherals

Terminal Device	Description	TASQ Part Number
Magtek Card Reader	This device will allow card swipe to be communicated to the iTerminal URL. This device has a USB connection. <b>Note:</b> iTerminal only supports card readers with a USB connection.	NEW: N-MAG21040131

TASQ is Chase Paymentech Solutions' equipment deployment facility. A card reader may be ordered by contacting the Advanced Product Support helpdesk at 1-800-503-1132 or purchased at a local retailer.

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## System Requirements

Minimum browser and operating system requirements are:

- Windows NT, 2000, 98 and XP - Internet Explorer 6.0 and/or Netscape 6.2, FoxFire 1.1, Opera 6.0
- Windows NT, 2000, and 98 - Internet Explorer 5.5 and/or Netscape 4.79, Opera 6.0
- Macintosh OS .X - Internet Explorer 5.0
- Apple OS .X – Safari 1.0

Additionally a USB port must be available for the connectivity of a card reader. USB may be version 1.1 or 2.0.

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## Card Types Supported

iTerminal supports the following card types:

- VISA
- MasterCard
- American Express
- Discover
- Diners Club
- Carte Blanche
- JCB
- FlexCache

# Accessing iTerminal

## Merchant Interface

In order to access the login page, the merchant should point their browser to:

<https://secure.paymentech.com/iterminal>

To logon, the user will need to key in the UserID and Password and then click .

The password expires every 90 days. If the password has expired, the user will be prompted to enter a new password upon logon. \* See page 1-5 for an example.

**Note:** The UserID and Password are assigned at the time of setup and emailed to the registered contact.

**Note:** Once the first successful login has been completed, the user should proceed to the Admin menu on page 1-62 to verify setup preferences.

## Password Assistance

**Paymentech.**

→ **Password Assistance**  
Lost or forgotten password assistance

● = Required Field

Please enter your user id and email address. If they match our records, we will email a new password to you within 15 minutes. If you have forgotten your user id or email address, [contact us](#).

UserID ●

Email Address ●

[Still having trouble? Contact us.](#)

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If the user forgets their password, the user may enter the UserID and Email Address of the registered contact and a temporary password will be emailed to that email address.

## Login Assistance

**Paymentech.**

→ **Login Assistance**  
Need help logging in?

● = Required Field

To request login assistance, please complete the brief form below:

Preferred Contact Method ●

Name ●

Company Name ●

Telephone Number ●

Email Address ●

Type of Issue ●

Brief description of issue or error message received ●

[Still having trouble? Contact us.](#)

This link can be selected from either of the two previous login screens

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If the user needs additional assistance logging on, the user may select the “Trouble logging in? Contact us” link from either of the previous two screens. After the user keys in the required data elements and clicks the  button, an email will be sent to the Advanced Product Support helpdesk for additional support. To refresh the data on the screen press the  button.

## Password Reset

**Reset Your Password**  
Password reset will take place immediately.

**Your password has expired.**

● = Required Field

Tips for Selecting A Password

- ▶ Your password must be between 7 - 40 alphanumeric characters and include at least one non-alphabetic character.
- ▶ You may not use the following special characters: %&!\*?~<>^0[]()\$,'
- ▶ You should avoid the use of common names (e.g., Michael1, Winter1, Dogs123) and repeating patterns (e.g. AAAAAA1, F111111, 1234567).
- ▶ Previously used passwords cannot be used.
- ▶ Your password cannot match your UserID.
- ▶ Your password will expire in 90 days. You will be required to select a new password at that time.

UserID

Old Password

New Password

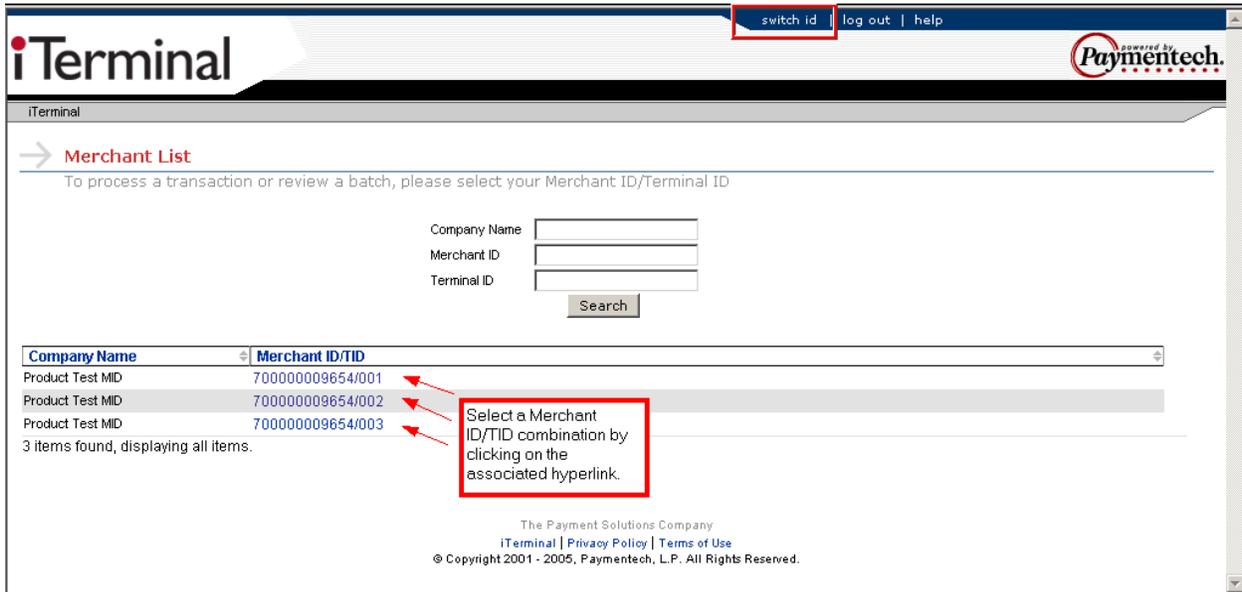
Confirmation of new password

Submit

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This screen will appear if a temporary password was issued, or if the current password has expired. Key in the required data elements and click .

## Merchant List



switch id | log out | help

# iTerminal

powered by Paymentech.

iTerminal

## Merchant List

To process a transaction or review a batch, please select your Merchant ID/Terminal ID

Company Name

Merchant ID

Terminal ID

Search

Company Name	Merchant ID/TID
Product Test MID	<a href="#">700000009654/001</a>
Product Test MID	<a href="#">700000009654/002</a>
Product Test MID	<a href="#">700000009654/003</a>

3 items found, displaying all items.

Select a Merchant ID/TID combination by clicking on the associated hyperlink.

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This screen will only appear after successful logon, and if more than one Company Name, Merchant ID or TID combination is setup for the logon UserID. At any time, while using iTerminal, the user can click on the [switch id](#) link to return to this screen.

To select a Merchant ID/TID combination click on the associated hyperlink.

## New Order

switch id | log out | help

# iTerminal

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal

→ **New Order**  
Swipe card or click the button to continue

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Process a Sale**

Swipe Card

Or

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This is the main default screen. From this screen, navigation can be performed by using the links at the top of the page, or the user can swipe a Credit Card to initiate a Sale transaction.

**Note:** The back and forward buttons should not be utilized past this point to navigate within iTerminal.

# Functionality

## Layout

**Note:** Links are listed top to bottom from left to right as laid out on the New Order screen (Example on previous page).

Link	Description	Options
switch id	This option allows the user to return to the Merchant List screen to be able to switch the MID/TID being utilized if applicable.	N/A
log out	This option allows the user to log out of iTerminal.	N/A
help	This option provides access to the iTerminal user manual.	N/A
CREDIT CARD ORDER	This option allows access to perform credit card transactions including Sales, Refunds, Pre-Authorizations and Prior Authorizations.	<u>Credit Card - Sale</u> <ul style="list-style-type: none"> <li>▪ Sale</li> <li>▪ Pre Authorization</li> <li>▪ Prior Authorization</li> </ul> <u>Credit Card – Refund</u> <ul style="list-style-type: none"> <li>▪ Refund</li> </ul>
FLEXCACHE	This option allows access to all FlexCache transactions.	<u>FlexCache – Activation</u> <ul style="list-style-type: none"> <li>▪ Activation</li> <li>▪ Block Activation</li> <li>▪ Deactivation</li> <li>▪ Reactivation</li> <li>▪ Prior Activation</li> </ul> <u>FlexCache – Add Value/Issue</u> <ul style="list-style-type: none"> <li>▪ Add Value</li> <li>▪ Prior Add Value</li> <li>▪ Issue</li> </ul> <u>FlexCache – Redemption</u> <ul style="list-style-type: none"> <li>▪ Redemption</li> <li>▪ Prior Redemption</li> </ul> <u>FlexCache – Balance Inquiry</u> <ul style="list-style-type: none"> <li>▪ Balance Inquiry</li> </ul>
OPEN BATCH	This option allows access to transactions that have not yet been settled. Detailed searches can be performed by several sort methods. For example, for Credit Transactions: Transactions Status, Account Number, Invoice Number, Customer Reference Number, Card Type, Amount Range, Approval Code, Clerk ID and Date Range. For FlexCache Transactions: View Transaction Type, Card Number, Invoice Number, FlexCache Host Reference Number and Date Range.	<u>Open Batch – Credit Card</u> <u>Open Batch - FlexCache</u>

Link	Description	Options
HISTORY	This option allows access to search for settled credit card batches, credit card transactions, and FlexCache transactions.	<a href="#">History – Credit Card Batch</a> <a href="#">History – Credit Card Transactions</a> <a href="#">History – FlexCache Transactions</a>
REPORTING	This option allows access to view, print or export selected reports.	<a href="#">Retrieve Report</a>
ADMIN	This option allows access to modify prompts and access levels.	<a href="#">Access Protection</a> Credit Card FlexCache Batch and Reporting Administration Access <a href="#">Clerk ID Setup</a> <a href="#">General Admin</a> Truncation Prompt for AVS Remind User to Imprint Card Last 4 Prompt for Clerk ID on all transactions View/Enter card number Auto Settle <a href="#">Receipt Configuration</a> Receipt Header Receipt Footer Truncation

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# Credit Transactions

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## Swiped or Manual Sale, Pre Authorization, Prior Authorization

To access the Credit Card Order – Credit Card Sale – New Order screen, move cursor over the Credit Card Order link at the top of the page and select the Credit Card - Sale dropdown option.



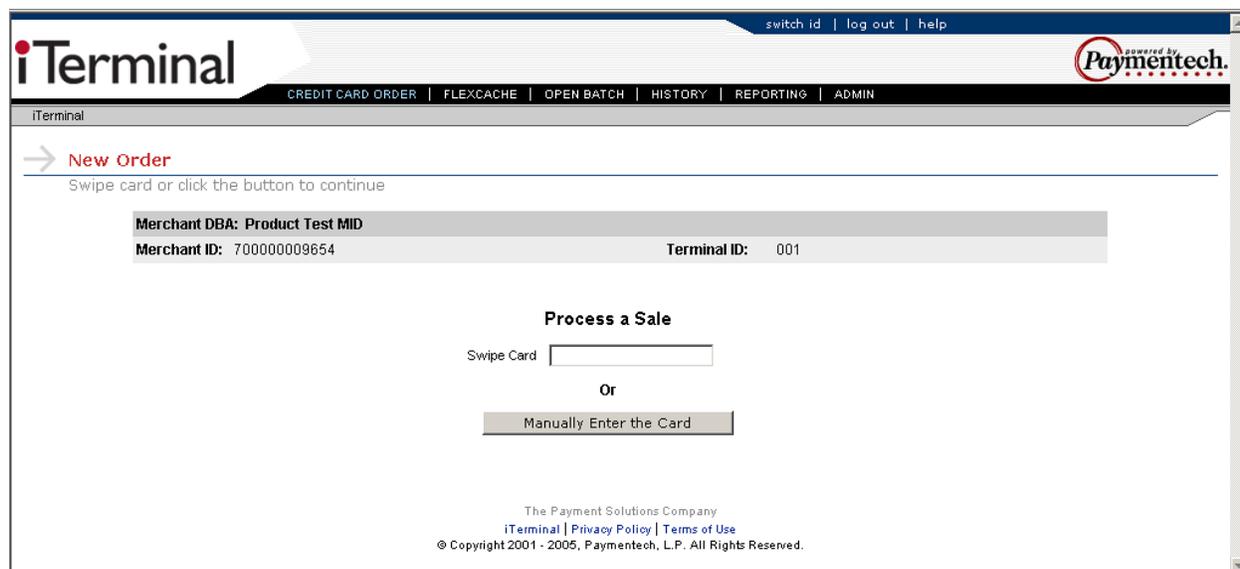
Swiped – Swipe the credit card from the Credit Card - Sale - New Order screen.

Manual – Select the  button from the Credit Card – Sale – New Order screen to proceed to the next screen.

The following is a description for the transaction types available:

- Sale - Transaction type used to process card-present sale transactions using credit cards.
- Pre Authorization - Transaction type used to pre-authorize a credit card transaction. An authorization indicates only that the card is valid and that sufficient funds are available on the cardholder's credit limit at the time the request is made. The transaction is not captured in the batch unless a Prior Authorization transaction is processed using the authorization number issued during the authorization only.
- Prior Authorization - Transaction type used to electronically capture an authorized only transaction. The transaction's 6-digit authorization code could be obtained via a Pre Authorization transaction or via a voice-authorized transaction.

This is an example Credit Card – Sale – New Order screen:



## Swiped Sale, Pre Authorization, Prior Authorization

Select the transaction type by clicking the radio button to the left of the desired transaction type. Sale is the default transaction type. Key in the required and additional data elements present on the screen.

When complete, select the  button to proceed to the next screen.

The following items under the Required Data section are configurable through the Admin function:

- ❖ Clerk ID
- ❖ Last 4 digits

**Note:** The Access Code prompt is required only if the feature is enabled and the user's access level is Store Regular Access.

This is an example Swiped Sale screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | Credit Card - Sale

→ **Credit Card - Sale**  
Fill out the form below and submit when complete

Merchant DBA: Product Test MID  
Merchant ID: 700000009654 Terminal ID: 001

ORDER DATA | PURCHASING CARD DATA

**Required Data** + = Conditionally Required  
? = Help Available

Card Number	5454XXXXXXXXXXXX	Expiration Date	XXXX
Amount (###0.00)	<input type="text"/>	Invoice Number	<input type="text"/>
Clerk ID	<input type="text"/>	Last 4 digits	<input type="text"/>

**Additional Data**

Customer Reference #

**Transaction Type**

Sale  
 Pre Authorization  
 Prior Authorization

Access Code

Select transaction type by clicking on the associated radio button.

Access Code is conditionally required. \*See note above

This is an example Swiped Pre Authorization screen:

The screenshot shows the iTerminal interface for a Credit Card - Sale transaction. The header includes the iTerminal logo, navigation links (switch id, log out, help), and the Paymentech logo. The main navigation bar contains links for CREDIT CARD ORDER, FLEXCACHE, OPEN BATCH, HISTORY, REPORTING, and ADMIN. The breadcrumb trail reads "iTerminal | New Order | Credit Card - Sale".

The page title is "Credit Card - Sale" with a sub-instruction: "Fill out the form below and submit when complete".

Merchant information is displayed in a grey box: Merchant DBA: Product Test MID, Merchant ID: 700000009654, and Terminal ID: 001.

Two tabs are visible: "ORDER DATA" and "PURCHASING CARD DATA".

**Required Data** section includes:

- Card Number: 5454XXXXXXXXXXXX
- Amount (###0.00): [input field]
- Clerk ID: [input field]
- Expiration Date: XXXX
- Invoice Number: [input field]
- Last 4 digits: [input field]

**Additional Data** section includes:

- Customer Reference #: [input field]

**Transaction Type** section includes radio buttons for:

- Sale
- Pre Authorization (selected)
- Prior Authorization

Other fields include:

- Access Code: [input field]
- Submit button

Legend: + = Conditionally Required, ? = Help Available

This is an example Swiped Prior Authorization screen:

The screenshot shows the iTerminal interface for a Credit Card - Sale transaction. The header and navigation elements are identical to the previous screen.

The page title is "Credit Card - Sale" with the same sub-instruction: "Fill out the form below and submit when complete".

Merchant information is displayed in a grey box: Merchant DBA: Product Test MID, Merchant ID: 700000009654, and Terminal ID: 001.

Two tabs are visible: "ORDER DATA" and "PURCHASING CARD DATA".

**Required Data** section includes:

- Card Number: 5454XXXXXXXXXXXX
- Amount (###0.00): [input field]
- Clerk ID: [input field]
- Expiration Date: XXXX
- Invoice Number: [input field]
- Last 4 digits: [input field]

**Additional Data** section includes:

- Customer Reference #: [input field]
- Authorization # +: [input field]

**Transaction Type** section includes radio buttons for:

- Sale
- Pre Authorization
- Prior Authorization (selected)

Other fields include:

- Access Code: [input field]
- Submit button

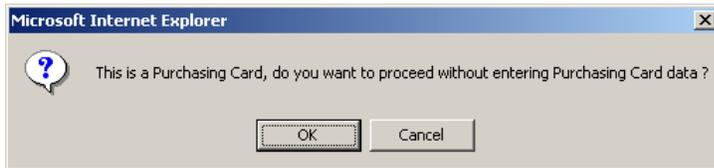
Legend: + = Conditionally Required, ? = Help Available





## Purchasing Card Data

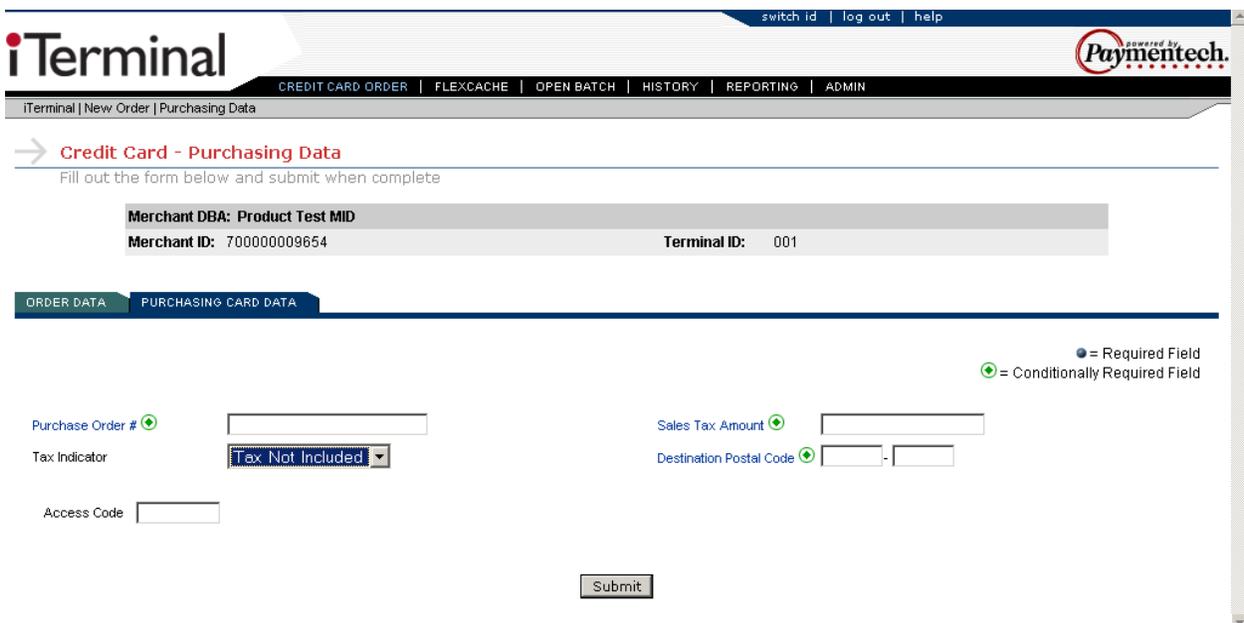
If the credit card entered is a Purchasing or Commercial card, then this tab can be accessed by clicking on **PURCHASING CARD DATA** from the previous screen. If the Purchasing Card Data tab is not completed and the card is determined by the Host to be a Purchasing or Commercial Card, a popup will appear after pressing submit from the Credit Card – Sale screen.



The Tax Indicator field options will change depending on the Sales Tax Amount entered. If no sales tax is entered, the options will be Tax Not Included or Not Taxable. The user should choose the appropriate option. If sales tax is entered, the Tax Indicator field is defaulted to Tax Included and no further action will be required.

**Note:** If this tab is filled out, all fields must contain a value in order to proceed.

**Note:** This tab is only applicable for Visa/MasterCard Purchasing and Commercial Cards, but it will always be present when performing a Sale, Pre Authorization or Prior Authorization.

A screenshot of the iTerminal web application interface. The top navigation bar includes "switch id | log out | help" and the "Paymentech" logo. Below the navigation bar, there are tabs for "CREDIT CARD ORDER", "FLEXCACHE", "OPEN BATCH", "HISTORY", "REPORTING", and "ADMIN". The main content area shows the "Purchasing Data" tab selected. It displays merchant information: "Merchant DBA: Product Test MID", "Merchant ID: 700000009654", and "Terminal ID: 001". Below this, there are two tabs: "ORDER DATA" and "PURCHASING CARD DATA". The "PURCHASING CARD DATA" tab is active and contains a form with the following fields: "Purchase Order #" (conditionally required), "Sales Tax Amount" (conditionally required), "Tax Indicator" (dropdown menu showing "Tax Not Included"), "Destination Postal Code" (conditionally required), and "Access Code". A "Submit" button is located at the bottom of the form. A legend indicates that a blue dot represents a "Required Field" and a green dot represents a "Conditionally Required Field".

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## Swiped or Manual Refund

To access the Credit Card Order – Credit Card Refund – New Order screen, move cursor over the Credit Card Order link at the top of the page and select the Credit Card - Refund dropdown option.



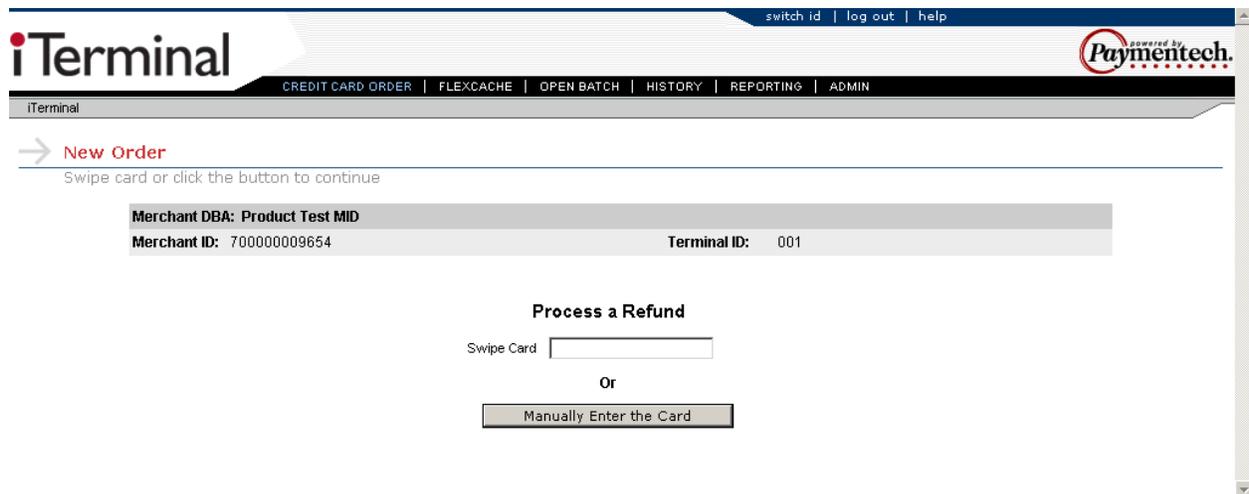
Swiped – Swipe the credit card from the Credit Card - Refund - New Order screen.

Manual – Select the  button from the Credit Card – Refund – New Order screen to proceed to the next screen.

The following is a description for the transaction type available:

- Refund – Transaction type used to electronically return money on a credit card.

The following is an example Credit Card – Refund – New Order screen:



## Swiped Refund

Key in the required and additional data elements present on the screen. When complete, select the **Submit** button to proceed to the next screen.

The following items under the Required Data section are configurable through the Admin function:

- ❖ Clerk ID
- ❖ Last 4 digits

**Note:** The Access Code prompt is required only if the feature is enabled and the users access level is Store Regular Access.

This is an example Swiped Refund:

switch id | log out | help

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CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | Refund

→ **Credit Card - Refund**

Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654**      **Terminal ID: 001**

**Required Data**

Card Number 5454XXXXXXXXXXXXXX      Expiration Date XXXX  
Amount (##0.00)       Invoice Number   
Clerk ID       Last 4 digits

**Additional Data**

Customer Reference #

**Transaction Type**

Refund

Access Code  **Access Code is conditionally required. \*See note above**

**Submit**

⊕ = Conditionally Required      ? = Help Available

## Manual Refund

Key in the required and additional data elements present on the screen. When complete, select the **Submit** button to proceed to the next screen.

The following items under the Required Data section are configurable through the Admin function:

- ❖ Clerk ID

**Note:** The Access Code prompt is required only if the feature is enabled and the users access level is Store Regular Access.

This is an example Manual Refund:

The screenshot shows the iTerminal interface for a 'Credit Card - Refund'. At the top, there are navigation links: 'switch id | log out | help' and the 'Paymentech' logo. Below the logo is a menu: 'CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN'. The main heading is 'Credit Card - Refund' with a sub-instruction: 'Fill out the form below and submit when complete'. A grey box displays 'Merchant DBA: Product Test MID', 'Merchant ID: 700000009654', and 'Terminal ID: 001'. The 'Required Data' section includes: 'Card Number' (four input boxes), 'Amount (###0.00)' (one input box), 'Clerk ID' (one input box), 'Expiration Date' (two dropdown menus), and 'Invoice Number' (one input box). The 'Additional Data' section has 'Customer Reference #' (one input box). The 'Transaction Type' section has a radio button for 'Refund'. The 'Access Code' field is highlighted with a red box and a note: 'Access Code is conditionally required. \*See note above'. A 'Submit' button is located at the bottom center. A legend on the right indicates that a green circle with a plus sign means 'Conditionally Required' and a blue question mark means 'Help Available'.

## Credit Card Response

From this screen, the user can view the response data and print receipts by selecting one of the following options:

Print Merchant Receipt

Print Customer Receipt

Print Both Receipts

This is an example Credit Card Response screen:

switch id | log out | help

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CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | Credit Card - Receipt

→ **Credit Card - Receipt**  
Click to view either the merchant or the consumer receipt

**Merchant DBA:** Product Test MID  
**Merchant ID:** 700000009654 **Terminal ID:** 001

Description	Status
Approval Code	092635
Response Code	00 Approved
AVS Response Code	
Card Verification # Response Code	
Credit Card Type	Visa
Card Number	XXXXXXXXXXXX8291
Invoice Number	1
Entry Source	Swiped
Expiration Date	12/2005
Amount	1.00
Customer Reference #	
Street	
Postal Code	
Card Holder Name	PAYMENTECH

**Sale APPROVED**  
Approved

Print Merchant Receipt  
Print Customer Receipt  
Print Both Receipts

Select one of these options to print a receipt.

After selecting one of the three print options, a preview of the screen to be printed will appear as well as the users printer configuration options.

This is an example print preview screen:

Product Test Merchant  
header 2  
header 3  
header 4  
header 5  
header 6

**Merchant ID** 700000009654  
**Terminal ID** 001

**Sale - APPROVED**

**Card Type** Visa  
**Card Number** XXXXXXXXXXXXXXX8291

**Expiration Date** XXXXXX  
**Date** 12/21/2005  
**Time** 15:09:11

**Entry Source** Swiped  
**Invoice Number** 1  
**Customer Reference #**  
**Authorization #** 092635

**Amount** 1.00

I agree to pay the above total amount according to the card issuer agreement.  
(Merchant agreement if credit vouchers)

X \_\_\_\_\_

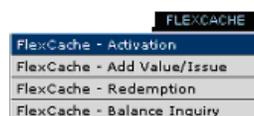
Thanks for shopping with Product  
footer 2  
footer 3  
footer 4

Merchant Copy

# FlexCache Transactions

## Swiped or Manual Activation, Block Activation, Deactivation, Reactivation, Prior Activation

To access the FlexCache – Activate – New Order screen, move cursor over the FlexCache link at the top of the page and select the FlexCache – Activation dropdown option.



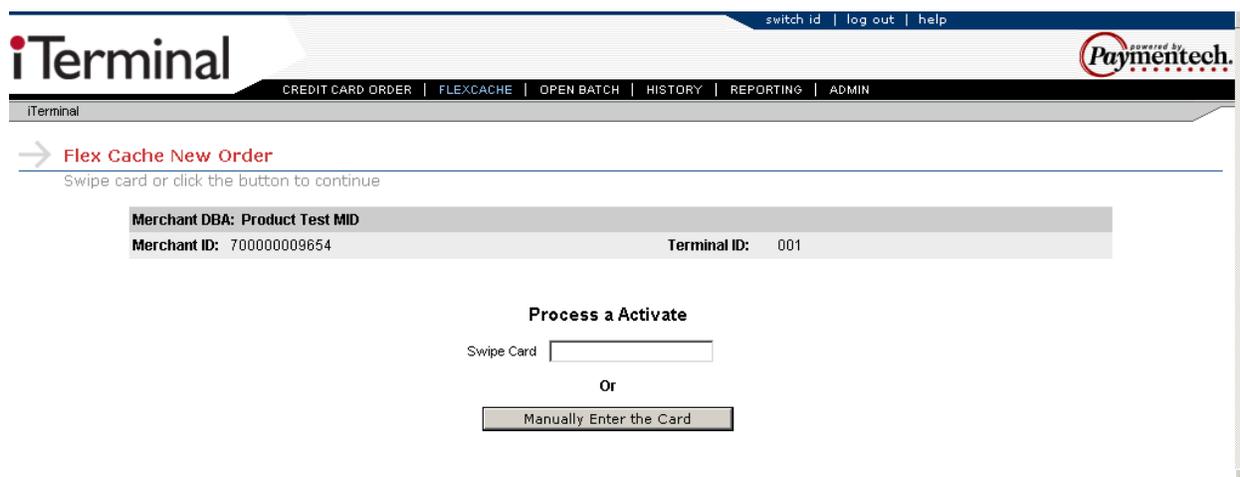
Swiped – Swipe the FlexCache card from the FlexCache - Activation - New Order screen.

Manual – Select the  button from the FlexCache - Activation - New Order screen to proceed to the next screen.

The following is a description for the transaction types available:

- Activation - Transaction type used to activate a new gift card for a specific dollar amount.
- Block Activation - Transaction type use to activate an entire range of gift cards using one transaction flow.
- Deactivation – Transaction type used to reset a gift card status to inactive.
- Reactivation – Transaction type used to add value to a gift card that has been deactivated. Reactivation will only accept cards that have been deactivated.
- Prior Activation – Transaction type used to enter an Activation transaction that was previously authorized via the Voice Authorization Center.

The following is an example FlexCache - Activation - New Order screen:



## Swiped Activation, Activation, Block Activation, Deactivation, Reactivation, Prior Activation

Select the transaction type by clicking the radio button to the left of the desired transaction type. Activation is the default transaction type. Key in the required and additional data elements present on the screen.

When complete, select the  button to proceed to the next screen.

The following items under the Required Data section are configurable through the Admin function:

- ❖ Clerk ID
- ❖ Last 4 digits

**Note:** The Access Code prompt is required only if the feature is enabled and the users access level is Store Regular Access.

This is an example Swiped Activation screen:

switch id | log out | help

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CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Activation

→ **FlexCache - Activation**

Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Required Data** Ⓞ = Conditionally Required

Card Number 6035XXXXXXXXXXXXXXXXXX  
Amount (###0.00)   
Clerk ID   
Invoice Number   
Last 4 digits

**Additional Data**

Customer Reference #

**Transaction Type**

Activation  
 Block Activation  
 Deactivation  
 Reactivation  
 Prior Activation

Select the transaction type by clicking on the associated radio button.

Access Code  Access Code is conditionally required. \*See note above

This is an example Swiped Block Activation:

The screenshot shows the iTerminal FlexCache - Activation form. At the top, there are navigation links: "switch id | log out | help". The iTerminal logo is on the left, and the Paymentech logo is on the right. Below the logo is a menu bar with "CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN". The breadcrumb trail reads "iTerminal | New Order | FlexCache - Activation". The main heading is "FlexCache - Activation" with a sub-instruction: "Fill out the form below and submit when complete".

Merchant information is displayed in a grey box: "Merchant DBA: Product Test MID", "Merchant ID: 700000009654", and "Terminal ID: 001".

**Required Data**

- Card Number: 6035XXXXXXXXXXXXXXXXXX
- Amount (##0.00): [input field]
- Clerk ID: [input field]
- Invoice Number: [input field]
- Last 4 digits: [input field]

Legend: = Conditionally Required

**Additional Data**

- Customer Reference #: [input field]
- Additional # of cards : [input field] (Max 9,999)

**Transaction Type**

- Activation
- Block Activation
- Deactivation
- Reactivation
- Prior Activation

Access Code: [input field]

Submit [button]

This is an example Swiped Deactivation:

The screenshot shows the iTerminal FlexCache - Activation form. At the top, there are navigation links: "switch id | log out | help". The iTerminal logo is on the left, and the Paymentech logo is on the right. Below the logo is a menu bar with "CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN". The breadcrumb trail reads "iTerminal | New Order | FlexCache - Activation". The main heading is "FlexCache - Activation" with a sub-instruction: "Fill out the form below and submit when complete".

Merchant information is displayed in a grey box: "Merchant DBA: Product Test MID", "Merchant ID: 700000009654", and "Terminal ID: 001".

**Required Data**

- Card Number: 6035XXXXXXXXXXXXXXXXXX
- Amount (##0.00): [input field]
- Clerk ID: [input field]
- Invoice Number: [input field]
- Last 4 digits: [input field]

Legend: = Conditionally Required

**Additional Data**

- Customer Reference #: [input field]

**Transaction Type**

- Activation
- Block Activation
- Deactivation
- Reactivation
- Prior Activation

Access Code: [input field]

Submit [button]

This is an example Swiped Reactivation:

The screenshot shows the iTerminal FlexCache - Activation form. At the top, there is a navigation bar with "switch id", "log out", and "help" links. The main header includes the "iTerminal" logo and the "powered by Paymentech." logo. Below the header, a breadcrumb trail reads "iTerminal | New Order | FlexCache - Activation". The page title is "FlexCache - Activation" with a sub-instruction: "Fill out the form below and submit when complete".

Merchant information is displayed in a grey box: "Merchant DBA: Product Test MID", "Merchant ID: 700000009654", and "Terminal ID: 001".

The "Required Data" section includes a legend: "⊕ = Conditionally Required". The form fields are: Card Number (6035XXXXXXXXXXXXXXXXXX), Amount (##0.00), Clerk ID, Invoice Number, and Last 4 digits.

The "Additional Data" section has a "Customer Reference #" field.

The "Transaction Type" section has radio buttons for: Activation, Block Activation, Deactivation, Reactivation (selected), and Prior Activation.

An "Access Code" field and a "Submit" button are located at the bottom of the form.

This is an example Swiped Prior Activation:

The screenshot shows the iTerminal FlexCache - Activation form. At the top, there is a navigation bar with "switch id", "log out", and "help" links. The main header includes the "iTerminal" logo and the "powered by Paymentech." logo. Below the header, a breadcrumb trail reads "iTerminal | New Order | FlexCache - Activation". The page title is "FlexCache - Activation" with a sub-instruction: "Fill out the form below and submit when complete".

Merchant information is displayed in a grey box: "Merchant DBA: Product Test MID", "Merchant ID: 700000009654", and "Terminal ID: 001".

The "Required Data" section includes a legend: "⊕ = Conditionally Required". The form fields are: Card Number (6035XXXXXXXXXXXXXXXXXX), Amount (##0.00), Clerk ID, Invoice Number, and Last 4 digits.

The "Additional Data" section has a "Customer Reference #" field and an "Authorization # ⊕" field.

The "Transaction Type" section has radio buttons for: Activation, Block Activation, Deactivation, Reactivation, and Prior Activation (selected).

An "Access Code" field and a "Submit" button are located at the bottom of the form.

## Manual Activation, Block Activation, Deactivation, Reactivation, Prior Activation

Select the transaction type by clicking the radio button to the left of the desired transaction type. Activation is the default transaction type. Key in the required and additional data elements present on the screen.

When complete, select the  button to proceed to the next screen.

The following items under the Required Data section are configurable through the Admin function:

- ❖ Clerk ID

**Note:** The Access Code prompt is required only if the feature is enabled and the users access level is Store Regular Access.

This is an example Manual Activation screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Activation

### FlexCache - Activation

Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Required Data** ⊕ = Conditionally Required

Card Number

Amount (##0.00)  Invoice Number

Clerk ID

**Additional Data**

Customer Reference #

**Transaction Type**

- Activation
- Block Activation
- Deactivation
- Reactivation
- Prior Activation

Access Code

Select transaction type by clicking on the associated radio button.

Access Code is conditionally required. \*See note above

This is an example Manual Block Activation screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Activation

→ **FlexCache - Activation**

Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Required Data** = Conditionally Required

Card Number

Amount (###0.00)  Invoice Number

Clerk ID

**Additional Data**

Customer Reference #

Additional # of cards  (Max 9,999)

**Transaction Type**

Activation

Block Activation

Deactivation

Reactivation

Prior Activation

Access Code

Submit

This is an example Manual Deactivation screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Activation

→ **FlexCache - Activation**

Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Required Data** = Conditionally Required

Card Number

Amount (###0.00)  Invoice Number

Clerk ID

**Additional Data**

Customer Reference #

Additional # of cards  (Max 9,999)

**Transaction Type**

Activation

Block Activation

Deactivation

Reactivation

Prior Activation

Access Code

Submit

This is an example Manual Reactivation screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Activation

→ **FlexCache - Activation**

Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Required Data** ⊕ = Conditionally Required

Card Number

Amount (###0.00)     Invoice Number

Clerk ID

**Additional Data**

Customer Reference #

**Transaction Type**

Activation  
 Block Activation  
 Deactivation  
 Reactivation  
 Prior Activation

Access Code

This is an example Manual Prior Activation screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Activation

→ **FlexCache - Activation**

Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Required Data** ⊕ = Conditionally Required

Card Number

Amount (###0.00)     Invoice Number

Clerk ID

**Additional Data**

Customer Reference #  Authorization # ⊕

**Transaction Type**

Activation  
 Block Activation  
 Deactivation  
 Reactivation  
 Prior Activation

Access Code

---

## Swiped or Manual Add Value, Prior Add Value, Issue

To access the FlexCache – Add Value or Issue – New Order screen, move cursor over the FlexCache link and select the FlexCache – Add Value/Issue dropdown option.



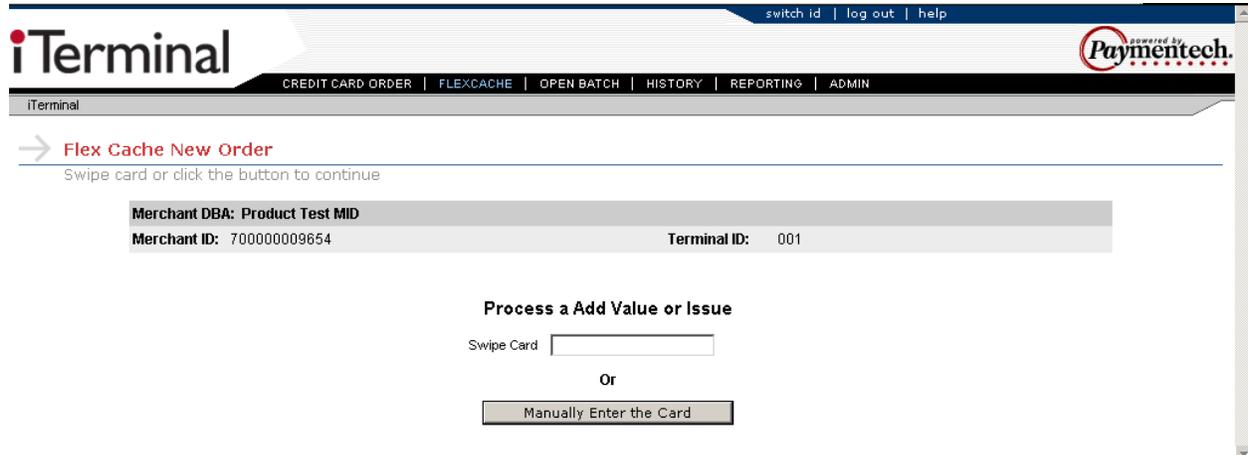
Swiped – Swipe the FlexCache card from the FlexCache - Add Value/Issue - New Order screen.

Manual – Select the  button from the FlexCache - Add Value/Issue - New Order screen to proceed to the next screen.

The following is a description for the transaction types available:

- Add Value – Transaction type used to issue a single new gift card and/or add value to a previously issued single gift card.
- Prior Add Value - Transaction type used to enter an Issuance transaction that was previously authorized via the Voice Authorization Center.
- Issue - Transaction type used to issue a single new gift card and/or add value to a previously issued single gift card.

The following is an example FlexCache - Add Value/Issue - New Order screen:



## Swiped Add Value, Prior Add Value, Issue

Select the transaction type by clicking the radio button to the left of the desired transaction type. Add Value is the default transaction type. Key in the required and additional data elements present on the screen. When complete, select the  button to proceed to the next screen.

The following items under the Required Data section are configurable through the Admin function:

- ❖ Clerk ID
- ❖ Last 4 digits

**Note:** The Access Code prompt is required only if the feature is enabled and the users access level is Store regular access.

**Note:** The transactions types Add Value and Issue perform the same function.

This is an example Swiped Add Value screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Add Value/Issue

→ **FlexCache - Add Value/Issue**

Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Required Data** ⊕ = Conditionally Required

Card Number: 6035XXXXXXXXXXXXXXXXXX  
Amount (###0.00):   
Clerk ID:   
Invoice Number:   
Last 4 digits:

**Additional Data**

Customer Reference #:

**Transaction Type**

Add Value  
 Prior Add Value  
 Issue

Access Code:

Select the transaction type by clicking on the associated radio button.

Access Code is conditionally required. \*See note above

This is an example Swiped Prior Add Value screen:

switch id | log out | help

**iTerminal** powered by Paymentech.

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Add Value/Issue

→ **FlexCache - Add Value/Issue**  
Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Required Data** ⊕ = Conditionally Required

Card Number 6035XXXXXXXXXXXXXXXXXXXX  
Amount (##0.00)  Invoice Number   
Clerk ID  Last 4 digits

**Additional Data**

Customer Reference #  Authorization #

**Transaction Type**

Add Value  
 Prior Add Value  
 Issue

Access Code

This is an example Swiped Issue screen:

switch id | log out | help

**iTerminal** powered by Paymentech.

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Add Value/Issue

→ **FlexCache - Add Value/Issue**  
Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Required Data** ⊕ = Conditionally Required

Card Number 6035XXXXXXXXXXXXXXXXXXXX  
Amount (##0.00)  Invoice Number   
Clerk ID  Last 4 digits

**Additional Data**

Customer Reference #

**Transaction Type**

Add Value  
 Prior Add Value  
 Issue

Access Code

## Manual Add Value, Prior Add Value, Issue

Select the transaction type by clicking the radio button to the left of the desired transaction type. Add Value is the default transaction type. Key in the required and additional data elements present on the screen. When complete, select the **Submit** button to proceed to the next screen.

The following items under the Required Data section are configurable through the Admin function:

- ❖ Clerk ID

This is an example Manual Add Value screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Add Value/Issue

→ **FlexCache - Add Value/Issue**

Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Required Data** ⊕ = Conditionally Required

Card Number   
Amount (###0.00)   
Clerk ID  Invoice Number

**Additional Data**

Customer Reference #

**Transaction Type**

Add Value  
 Prior Add Value  
 Issue

**Submit**

This is an example Manual Prior Add Value screen:

The screenshot shows the iTerminal interface for the 'FlexCache - Add Value/Issue' screen. At the top, there is a navigation bar with 'switch id | log out | help' and the Paymentech logo. Below this is a breadcrumb trail: 'iTerminal | New Order | FlexCache - Add Value/Issue'. The main heading is 'FlexCache - Add Value/Issue' with a sub-instruction: 'Fill out the form below and submit when complete'. A grey box displays 'Merchant DBA: Product Test MID', 'Merchant ID: 700000009654', and 'Terminal ID: 001'. The 'Required Data' section includes fields for Card Number (a 16-digit grid), Amount (###0.00), Clerk ID, and Invoice Number. A green circle with a plus sign indicates 'Conditionally Required' fields. The 'Additional Data' section has a Customer Reference # field and an Authorization # field (marked as conditionally required). The 'Transaction Type' section has three radio buttons: 'Add Value', 'Prior Add Value' (which is selected), and 'Issue'. A 'Submit' button is located at the bottom center.

This is an example Manual Issue screen:

The screenshot shows the iTerminal interface for the 'FlexCache - Add Value/Issue' screen, but with the 'Issue' transaction type selected. The layout is identical to the previous screenshot, including the navigation bar, breadcrumb trail, merchant information box, and form fields. The 'Transaction Type' section now has 'Issue' selected with a radio button. The 'Submit' button remains at the bottom center.

## Swiped or Manual Redemption, Prior Redemption

To access the FlexCache – Redemption – New Order screen, move cursor over the FlexCache link and select the FlexCache – Redemption dropdown option.



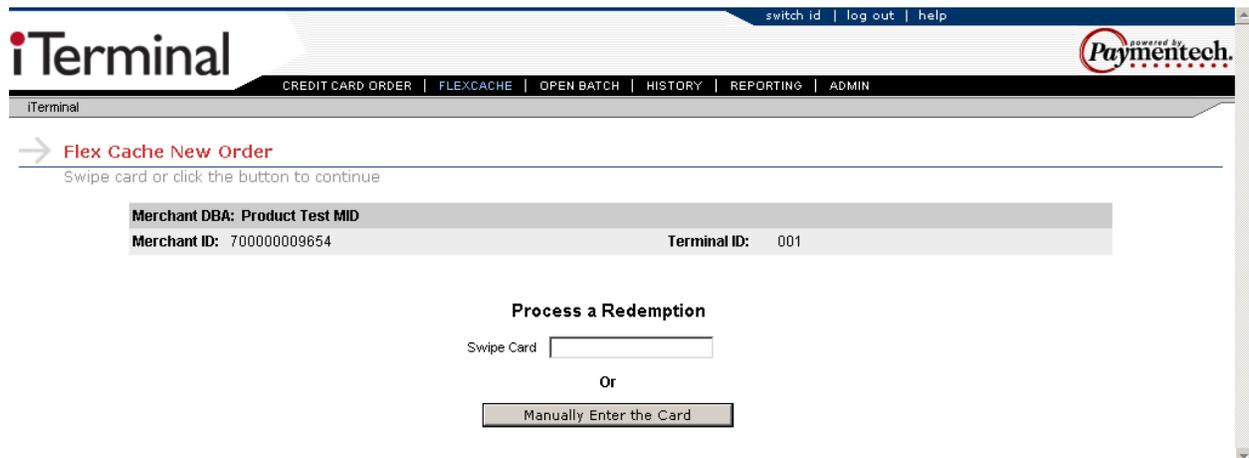
Swiped – Swipe the FlexCache card from the FlexCache - Redemption - New Order screen.

Manual – Select the  button from the FlexCache – Redemption - New Order screen to proceed to the next screen.

The following is a description for the transaction types available:

- Redemption – Transaction type used to deduct value from a gift card account when a consumer uses it to purchase goods or services.
- Prior Redemption - Transaction type used to enter a Redemption transaction that was previously authorized via the Voice Authorization Center.

The following is an example FlexCache - Redemption - New Order screen:



## Swiped Redemption, Prior Redemption

Select the transaction type by clicking the radio button to the left of the desired transaction type. Redemption is the default transaction type. Key in the required and additional data elements present on the screen. When complete, select the  button to proceed to the next screen.

The following items under the Required Data section are configurable through the Admin function:

- ❖ Clerk ID
- ❖ Last 4 digits

**Note:** The Access Code prompt is required only if the feature is enabled and the users access level is Store Regular Access.

This is an example Swiped Redemption screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Redemption

→ **FlexCache - Redemption**

Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID:** 700000009654 **Terminal ID:** 001

**Required Data** ⊕ = Conditionally Required

Card Number 6035XXXXXXXXXXXXXXXXXX  
Amount (###0.00)   
Clerk ID   
Invoice Number   
Last 4 digits

**Additional Data**

Customer Reference #

**Transaction Type**

Redemption Select the transaction type by clicking the associated radio button.  
 Prior Redemption

Access Code  Access Code is conditionally required. \*See note above

This is an example Swiped Prior Redemption:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Redemption

→ **FlexCache - Redemption**

Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Required Data** ⊕ = Conditionally Required

Card Number 6035XXXXXXXXXXXXXXXXXX  
Amount (###0.00)   
Clerk ID   
Invoice Number   
Last 4 digits

**Additional Data**

Customer Reference #   
Authorization #

**Transaction Type**

Redemption  
 Prior Redemption

Access Code

## Manual Redemption, Prior Redemption

Select the transaction type by clicking the radio button to the left of the desired transaction type. Redemption is the default transaction type. Key in the required and additional data elements present on the screen. When complete, select the  button to proceed to the next screen.

The following items under the Required Data section are configurable through the Admin function:

- ❖ Clerk ID

**Note:** The Access Code prompt is required only if the feature is enabled and the users access level is Store Regular Access.

This is an example Manual Redemption screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Redemption

→ **FlexCache - Redemption**

Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Required Data** ⊕ = Conditionally Required

Card Number

Amount (##0.00)

Clerk ID

Invoice Number

**Additional Data**

Customer Reference #

Card Verification #

**Transaction Type**

Redemption  Prior Redemption

Access Code

Select the transaction type by clicking the associated radio button.

Access Code is conditionally required. \*See note above

This is an example Manual Prior Redemption screen:

[switch id](#) | [log out](#) | [help](#)

# iTerminal



iTerminal | New Order | FlexCache - RedemptionCREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

**FlexCache - Redemption**

Fill out the form below and submit when complete

**Merchant DBA: Product Test MID**

**Merchant ID:** 700000009654      **Terminal ID:** 001

**Required Data** ⊕ = Conditionally Required

Card Number <input style="width: 100%;" type="text"/>	Invoice Number <input style="width: 100%;" type="text"/>
Amount (##0.00) <input style="width: 100%;" type="text"/>	
Clerk ID <input style="width: 100%;" type="text"/>	

**Additional Data**

Customer Reference # <input style="width: 100%;" type="text"/>	Authorization # <span style="font-size: x-small;">⊕</span> <input style="width: 100%;" type="text"/>
Card Verification # <input style="width: 100%;" type="text"/>	

**Transaction Type**

Redemption

Prior Redemption

Access Code

---

## Swiped or Manual Balance Inquiry

To access the FlexCache – Balance Inquiry – New Order screen, move cursor over the FlexCache link and select the FlexCache – Balance Inquiry dropdown option.



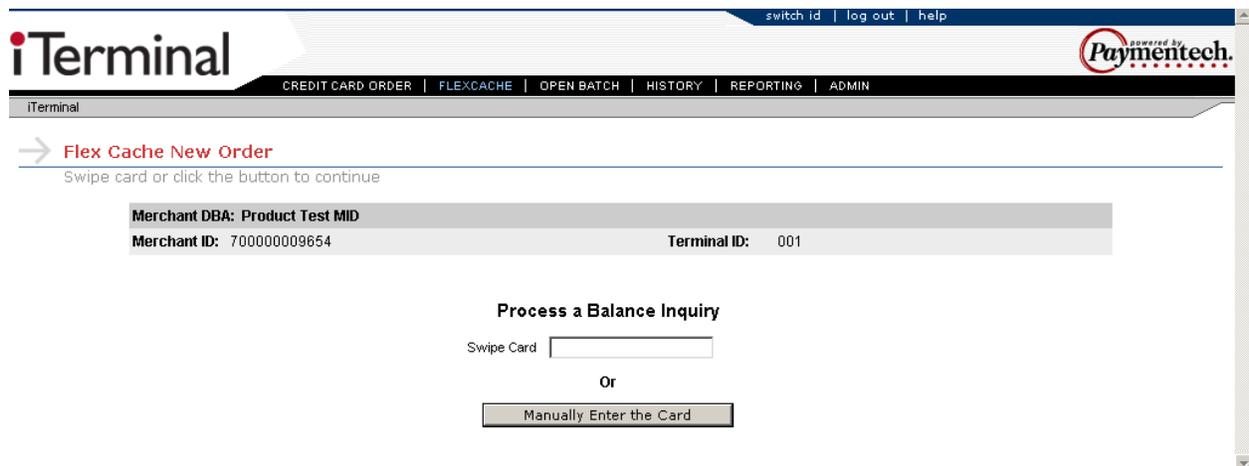
Swiped – Swipe the FlexCache card from the FlexCache - Balance Inquiry - New Order screen.

Manual – Select the  button from the FlexCache - Balance Inquiry - New Order screen to proceed to the next screen.

The following is a description for the transaction type available:

- Balance Inquiry – Transaction type used to determine the remaining balance on a gift card account.

The following is an example FlexCache - Balance Inquiry - New Order screen:



## Swiped or Manual Balance Inquiry

Select the transaction type by clicking the radio button to the left of the desired transaction type. Balance Inquiry is the default transaction type. Key in the required and additional data elements present on the screen. When complete, select the **Submit** button to proceed to the next screen.

The following items under the Required Data section are configurable through the Admin function:

- ❖ Clerk ID

**Note:** The Access Code prompt is required only if the feature is enabled and the users access level is Store Regular Access.

This is an example Swiped Balance Inquiry screen:

The screenshot shows the iTerminal interface for a Swiped Balance Inquiry. At the top, there is a navigation bar with "switch id | log out | help" and the Paymentech logo. Below the navigation bar, the page title is "FlexCache - Balance Inquiry" with a sub-instruction: "Fill out the form below and submit when complete".

Merchant information is displayed in a grey box: "Merchant DBA: Product Test MID", "Merchant ID: 700000009654", and "Terminal ID: 001".

The "Required Data" section includes:

- Card Number: 6035XXXXXXXXXXXXXXXXXX
- Clerk ID:
- Access Code:  (highlighted with a red box and a note: "Access Code is conditionally required. \*See note above")

A "Submit" button is located at the bottom of the form. A legend indicates that a green circle with a plus sign means "Conditionally Required".

This is an example Manual Balance Inquiry screen:

The screenshot shows the iTerminal interface for a Manual Balance Inquiry. The layout is similar to the Swiped screen, with the same navigation bar and merchant information.

The "Required Data" section includes:

- Card Number:
- Clerk ID:
- Access Code:  (highlighted with a red box and a note: "Access Code is conditionally required. \*See note above")

The "Additional Data" section includes:

- Card Verification #:

A "Submit" button is located at the bottom of the form. A legend indicates that a green circle with a plus sign means "Conditionally Required".

# FlexCache Response

## Standard FlexCache Response screen

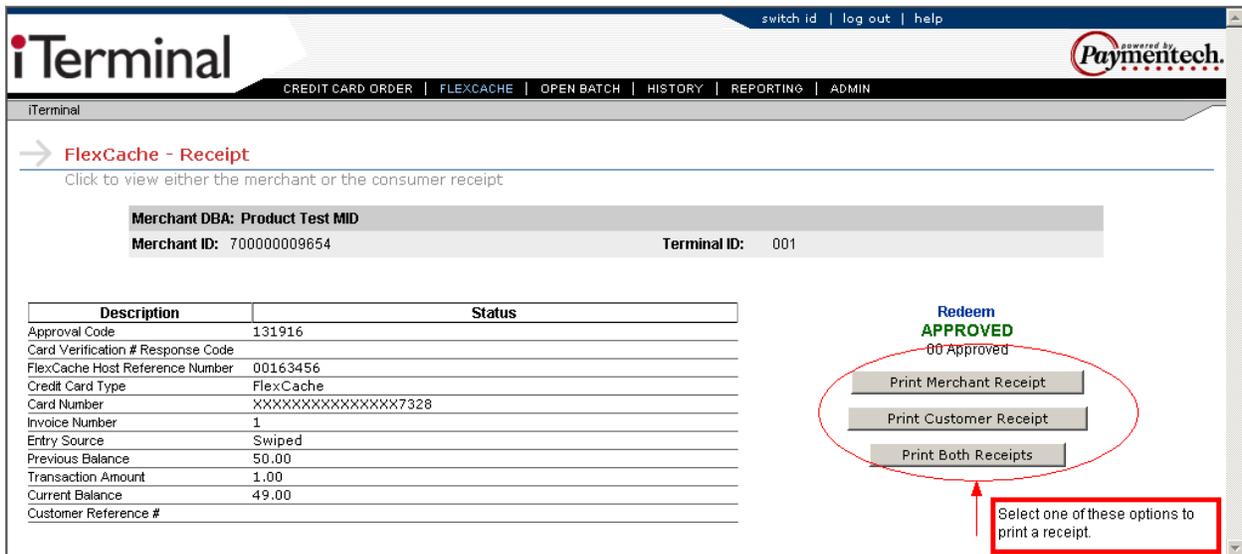
From this screen, the user can view the response data and print receipts by selecting one of the following options:

Print Merchant Receipt

Print Customer Receipt

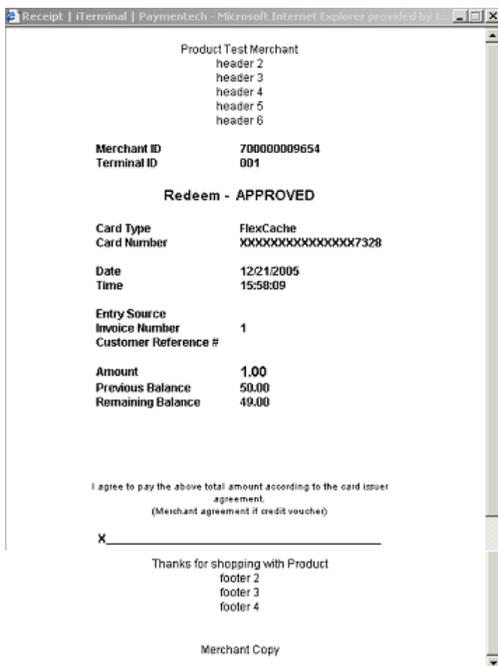
Print Both Receipts

This is an example FlexCache Response screen:



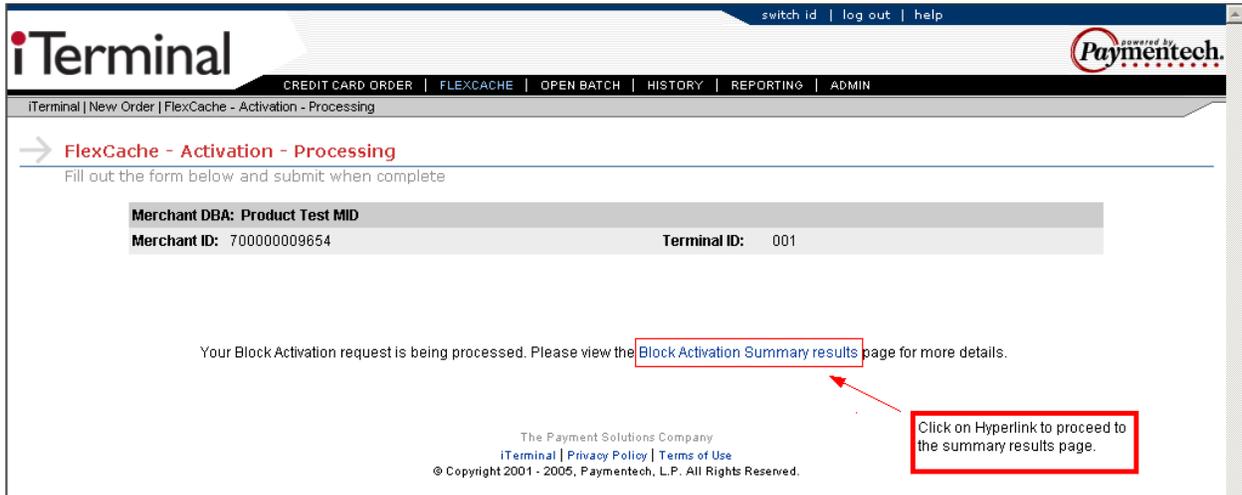
After selecting one of the three print options, a preview of the screen to be printed will appear as well as the users printer configuration options.

This is an example print preview screen:



## Block Activation Response Screen

This is an example Block Activation Response screen:



switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | New Order | FlexCache - Activation - Processing

→ **FlexCache - Activation - Processing**

Fill out the form below and submit when complete

<b>Merchant DBA:</b> Product Test MID	<b>Terminal ID:</b> 001
<b>Merchant ID:</b> 700000009654	

Your Block Activation request is being processed. Please view the [BlockActivation Summary results](#) page for more details.

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iTerminal | [Privacy Policy](#) | [Terms of Use](#)  
© Copyright 2001 - 2005, Paymentech, L.P., All Rights Reserved.

Click on Hyperlink to proceed to the summary results page.

To verify the status of the Block Activation, click on the Hyperlink to proceed to the summary results page.

\*See page [1-49](#) for additional instructions.

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# Open Batch

---

## Open Batch - Credit Card

To access the Open Batch – Credit Card screen, move cursor over the Open Batch link and select the Open Batch – Credit Card dropdown option.



This option allows the user to retrieve transactions that are in an open batch status for review.

The user may sort by any or a combination of the following options:

- Transactions Status – *All, Voids Only, Declines and Errors only*
- Account Number
- Invoice Number
- Customer Reference Number
- Card Type
- Amount Range
- Approval Code
- Clerk ID (If enabled)
- Date Range

The user must also select the Query type from the following options:

- Detailed Transactions – Provides access to detailed transaction data within the open batch on iTerminal screen.
- Summary Query – Provides access to a summary of the open transactions on iTerminal screen.
- Generate Detail File – Generates a detail report of open transactions. Retrieved from Reporting tab.
- Generate Detail Report – Generates a detail file of open transactions that can be exported. Retrieved from Reporting tab.

If enabled, the following prompts are required:

- ❖ Clerk ID
- ❖ Access Code

To search for Open transactions, the user should enter the desired search criteria, if applicable, then select the Query type and press the  button. If Detailed Transactions or Summary Query were selected as the Query type, the page will automatically be redirected to the applicable data, if present. If Generate Detail File or Generate Detail Report were selected as the Query type, then the user would need to access the Reporting link to retrieve the desired report. See page [1-60](#) for additional steps.

**Note:** Open Batch transaction data is available for 4 months.

This is an example Open Batch – Credit Card screen:

switch id | log out | help

**iTerminal** powered by Paymentech.

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | Open Batch

→ **Open Batch**  
Fill in your search criteria below

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654**

**Terminal ID: 001**

ⓘ =Partial Entry Allowed

Transaction Status: All

Account Number ⓘ

Invoice Number ⓘ

Customer Reference Number ⓘ

Card Type

Amount Range: min. max.

Approval Code

Clerk ID Or

**And (if checked)**

Date Range (mm/dd/yyyy) From: 12 / 19 / 2005 To: 12 / 19 / 2005

Query Type: Detailed Transactions

Clerk ID

Access Code

If enabled, Clerk ID and Access Code are required fields.

Search Clear

## Open Batch – Detailed Transactions (Credit Card)

This is an example Open Batch – Detailed Transactions screen:

switch id | log out | help

**iTerminal** powered by **Paymentech**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | Open Batch | Detailed Transactions

→ **Open Batch - Detailed Transactions**  
View your search results below

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

	Card Type	Date	Invoice Number	Trans Status - Type	Cardholder#	Trans Amount
<input type="radio"/>	Visa	2005-12-19 14:59:10	1	Prior-Auth	XXXXXXXXXX8881	30.00
<input type="radio"/>	Visa	2005-12-19 14:58:32	25	Pre-Auth	XXXXXXXXXXXX1111	15.00
<input type="radio"/>	Mastercard	2005-12-19 14:55:10	1	Sale	XXXXXXXXXXXX0007	1.00
<input type="radio"/>	Visa	2005-12-19 14:49:57	1	Sale	XXXXXXXXXXXX1111	20.00
<input type="radio"/>	Mastercard	2005-12-19 14:48:39	1	Refund	XXXXXXXXXXXX5454	1.00
<input type="radio"/>	Mastercard	2005-12-19 14:48:19	1	Sale	XXXXXXXXXXXX5454	1.00
<input type="radio"/>	Mastercard	2005-12-19 09:38:45	1	Sale	XXXXXXXXXXXX5454	1.00
<input type="radio"/>	Mastercard	2005-12-19 09:38:05	1	Sale	XXXXXXXXXXXX5454	1.00
<input type="radio"/>	Mastercard	2005-12-19 09:18:46	1	Sale	XXXXXXXXXXXX5454	1.00

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

The above screen will appear if Detailed Transactions was submitted as the Query type from the Open Batch – Credit Card screen.

From this screen the following options are available:

– Allows the ability to view the transaction data and reprint transactions if necessary.

– Allows the ability to Void the selected transaction.

– Allows the ability to settle the batch.

– Returns user to search screen.

To select a specific transaction, click on the associated radio button and then select either View Order or Void.

**Note:** When selecting Settle, all open transactions will be submitted for settlement. Individual transactions may not be settled.

## View Order (Credit Card)

This is an example View Order screen:

The screenshot shows the iTerminal interface with the following elements:

- Navigation bar: switch id | log out | help
- Header: iTerminal | powered by Paymentech
- Menu: CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN
- Breadcrumbs: iTerminal | Open Batch | View Order
- Section: Open Batch - View Order (View the order information below)
- Merchant Info: Merchant DBA: Product Test MID, Merchant ID: 700000009654, Terminal ID: 001
- Tabs: TRANSACTION DATA, PURCHASING CARD DATA, RESPONSE DATA
- Transaction Details:
  - Credit Card Type: Visa
  - Card Number: XXXXXXXXXXXX1111
  - Invoice Number: 1
  - Expiration Date: 2010/12
  - Amount: 20.00
  - Street
  - Postal Code
  - Card Verification Number
  - Customer Reference #
- Transaction Date: 2005-12-19 14:49:57
- Clerk ID: 1
- Button: Return To Results List

From the View Order screen, the user can select the desired data tab to view the transaction information.

The screenshot shows the iTerminal interface with the following elements:

- Navigation bar: switch id | log out | help
- Header: iTerminal | powered by Paymentech
- Menu: CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN
- Breadcrumbs: iTerminal | Open Batch | View Order
- Section: Open Batch - View Order (View the order information below)
- Merchant Info: Merchant DBA: Product Test MID, Merchant ID: 700000009654, Terminal ID: 001
- Tabs: TRANSACTION DATA, PURCHASING CARD DATA, RESPONSE DATA
- Transaction Details Table:

Description	Status
Authorization #	097759
Response Code	00 - Approved
AVS Response Code	AVS is not applicable
Card Verification # Response Code	
Credit Card Type	Visa
Card Number	XXXXXXXXXXXX1111
Invoice Number	1
Entry Source	Swiped
Expiration Date	2010/12
Amount	20.00
Customer Reference #	
Street Address	
Postal Code	
Card Holder Name	PAYMENTECH
- Buttons: Print Merchant Receipt, Print Customer Receipt, Print Both Receipts
- Button: Return To Results List
- Annotation: A red box highlights the receipt buttons with the text "Choose one of these options to reprint."

To reprint a transaction, select the Response Tab and select either the Print Merchant Receipt, Print Customer Receipt or Print Both Receipts button. At any time, select the [Return To Results List](#) button to return to the results list.

## Open Batch – Summary Query (Credit Card)

This is an example Open Batch - Summary Query screen:

The screenshot displays the iTerminal interface for an Open Batch - Summary Query. The header includes the iTerminal logo, navigation links (switch id, log out, help), and the Paymentech logo. The main content area shows the search results for a merchant account. Below the merchant information, there are two tables: one for transaction details and one for totals. At the bottom, there are buttons for 'Print' and 'Return to Search', and a 'Search Criteria' section with various input fields.

**Merchant Information:**  
 Merchant DBA: Test Account  
 Merchant ID: 700000009654 Terminal ID: 001

	Sale Count	Sale Amount	Reversal Count	Reversal Amount	Decline & Error Count	Total Count	Net Amount
Visa	1	1.00	0	0.00	0	1	1.00

	Total Sale Count	Total Sale Amount	Reversal Count	Reversal Amount	Total Decline & Error Count	Total Count	Net Amount
	1	1.00	0	0.00	0	1	1.00

Buttons:

**Search Criteria**  
 Transaction Type \_\_\_\_\_  
 Account Number \_\_\_\_\_  
 Invoice Number \_\_\_\_\_  
 Order Description \_\_\_\_\_  
 Card Type \_\_\_\_\_  
 Amount Range (min) \_\_\_\_\_ Amount Range (max) \_\_\_\_\_  
 Approval Code \_\_\_\_\_  
 User Logon \_\_\_\_\_  
 Date Range (mm/dd/yyyy) From: 20060117 00:00:00  
 To: 20060117 23:59:59

The above screen will appear when Summary Query was submitted as the Query type from the Open Batch – Credit Card screen.

From this screen, the following options are available:

– Allows user the ability to print out the displayed report.

– Returns user to search screen.

---

## Open Batch - FlexCache

To access the Open Batch – FlexCache screen, move cursor over the Open Batch link and select the Open Batch –FlexCache dropdown option.



This option allows the user to retrieve transactions that are in an open batch status for review.

The user may sort by any or a combination of the following options:

- *Search only Block Activations*
- *View Transaction Type – All (Excluding Block Activations), Redemption, Redemption Reversal, Prior Redemption, Prior Redemption Reversal (N/A), Add Value, Add Value Reversal, Single Activation, Single Activation Reversal, Prior Activation, Prior Activation Reversal (N/A), Block Activation Reversal, Deactivation, Deactivation Reversal, Reactivation, Reactivation Reversal, Balance Inquiries, Declines and Errors.*
- Card Number
- Invoice Number
- FlexCache Host Reference Number
- Date Range

The user must also select the Query type from the following options:

- Detailed Transactions – Provides access to detailed transaction data within the open batch on iTerminal screen.
- Summary Query – Provides access to a summary of the open transactions on the iTerminal screen.
- Generate Detail File – Generates a detail report of open transactions. Retrieved from Reporting tab.
- Generate Detail Report – Generates a detail file of open transactions that can be exported. Retrieved from Reporting tab.

If enabled, the following prompts are required:

- ❖ Clerk ID
- ❖ Access Code

To search for Open transactions, the user should enter the desired search criteria, if applicable, select the Query type and press the  button. If Detailed Transactions or Summary Query were selected as the Query type, the page will automatically be redirected to the applicable data, if present. If Generate Detail File or Generate Detail Report were selected as the Query type, the user would need to access the Reporting link to retrieve the desired report. See page [1-60](#) for additional steps.

**Note:** Open Batch transaction data is available for 4 months.

This is an example Open Batch – FlexCache screen:

**iTerminal** Paymentech

CREDIT CARD ORDER | FLEXCACHE | **OPEN BATCH** | HISTORY | REPORTING | ADMIN

iTerminal | Open Batch

→ **Open Batch**  
Fill in your search criteria below

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

= Partial Entry Allowed  
 = Help Available

Search only Block Activations ?

Or

View Transaction Type: All (excluding block activations) ▾

Card Number:

Invoice Number:

FlexCache Host Reference Number:

And (if checked)

Date Range (mm/dd/yyyy) From: 12 / 20 / 2005 To: 12 / 20 / 2005

Query Type: Detailed Transactions ▾

Clerk ID:

Access Code:

**If prompted, Clerk ID and Access Code are required.**

## Open Batch – Detailed Transactions (FlexCache)

This is an example Open Batch – Detailed Transactions screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | Open Batch | Detailed Transactions

→ **Open Batch - Detailed Transactions**

View your search results below

**Merchant DBA: Product Test MID**

**Merchant ID: 700000009654**      **Terminal ID: 001**

	Date	Invoice Number	Transaction Status	Card #	Requested Amount	Transaction Amount
<input type="radio"/>	2005-12-20 09:10:34	1	Activate Success	XXXXXXXXXXXXXXXX7328	50.00	50.00
<input type="radio"/>	2005-12-20 09:07:00	78099	Balance Inquiry Success	XXXXXXXXXXXXXXXX7328	0.00	0.00
<input type="radio"/>	2005-12-20 09:05:25	1	Redemption Success	XXXXXXXXXXXXXXXX7328	20.00	20.00
<input type="radio"/>	2005-12-20 09:05:02	1	Add Value Success	XXXXXXXXXXXXXXXX7328	1.00	1.00

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

The above screen will appear when Detailed Transactions is submitted as the Query type from the Open Batch – Credit Card screen.

From this screen the following options are available:

– Allows the ability to view the transaction data and reprint transactions if necessary.

– Allows the ability to Void the selected transaction.

– Returns user to search screen.

To select a specific transaction, click on the associated radio button, and then select either View Order or Reverse Order.

## Open Batch – Block Activation

This is an example Open Batch – Block Activation screen:

The screenshot shows the iTerminal Open Batch interface. At the top, there is a navigation bar with links for 'switch id', 'log out', and 'help'. Below this is the iTerminal logo and a 'powered by Paymentech' logo. A secondary navigation bar contains links for 'CREDIT CARD ORDER', 'FLEXCACHE', 'OPEN BATCH', 'HISTORY', 'REPORTING', and 'ADMIN'. The main content area is titled 'Open Batch' and includes a search prompt: 'Fill in your search criteria below'. The search criteria are displayed in a table-like format: 'Merchant DBA: Product Test MID', 'Merchant ID: 700000009654', and 'Terminal ID: 001'. Below the search criteria, there are two icons: a red 'X' icon labeled '= Partial Entry Allowed' and a blue question mark icon labeled '= Help Available'. There are two checked checkboxes: 'Search only Block Activations' and 'Date Range (mm/dd/yyyy)'. The date range is set from '01 / 17 / 2006' to '01 / 17 / 2006'. Below the date range, there is a 'Query Type' dropdown menu set to 'Detailed Transactions'. At the bottom of the search area, there are 'Search' and 'Clear' buttons. At the very bottom of the page, there is a footer with the text: 'The Payment Solutions Company', 'iTerminal | Privacy Policy | Terms of Use', and '© Copyright 2001 - 2005, Paymentech, L.P. All Rights Reserved.'

This screen will appear if the specific search criteria entered was *Search only Block Activations* from the Open Batch screen.

The user must select the Query type from the following options:

- Detailed Transactions – Provides access to detailed transaction data within the open batch on the iTerminal screen.
- Generate Detail File – Generates a detail report of open transactions. Retrieved from Reporting tab.
- Generate Detail Report – Generates a detail file of open transactions that can be exported. Retrieved from Reporting tab.

To search for Open transactions, the user should enter the desired search criteria, if applicable, select the Query type and press the **Search** button. If Detailed Transactions was selected as the Query type, the page will automatically be redirected to the applicable data, if present. If Generate Detail File or Generate Detail Report were selected as the Query type, the user would need to access the Reporting link to retrieve the desired report. See page [1-60](#) for additional steps.

This is an example Open Batch – Block Activation – Summary Query screen:

switch id | log out | help

**iTerminal** powered by **Paymenttech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | Open Batch | Summary Query

→ **Open Batch - Block Activation - Summary Query**

View your search results below

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

Order Number	Result	Start Card #	End Card #	First Card of Failed block	Failed Card #	# Activated	Date
<input type="radio"/> 1	Successful	XXXXXXXXXXXXXXXX9776	XXXXXXXXXXXXXXXX9784			2	01/17/2006 11:34:09

One block(s) found.

[Refresh Results](#) [View Block Details](#)

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This screen will appear if Detailed Transactions was selected as the Query Type from the Open Batch – Block Activation screen.

From this screen the following options are available:

[Refresh Results](#)

- Refreshes the search results.

[View Block Details](#)

- Allows the ability to view the block activation summary details.

To select a specific transaction click on the associated radio button and then select View Block Details.

This is an example Open Batch – Block Activation – Detailed Transactions screen:

switch id | log out | help

**iTerminal** powered by **Paymenttech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | Open Batch | View Block Details

→ **Open Batch - Block Activation - Detailed Transactions**

View your search results below

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

**Order ID:** 1  
**Total Cards Requested:** 2  
**Activation Amount per Card:** 0.00  
**Transaction Date:** 01/17/2006 11:34:09

Result	Approval Code	Response Code	Starting Card #	Ending Card #	Card # with Error	# Activated	Ref Numbers
<input type="radio"/> 1 FC Auth processing	134310	00	XXXXXXXXXXXXXXXX9776	XXXXXXXXXXXXXXXX9784		2	43CD1C81C2E09DD37C36892F9CB33F554E3

One block(s) found.

[View Block](#) [Return to Block Activation Results](#)

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From the above screen the following options are available:

**View Block** - Allows the ability to view the Block Activation transaction details.

**Return to Block Activation Results** - Returns the user to the Summary Query screen.

To select a specific transaction click on the associated radio button and select View Block.

This is an example Open Batch – Block Activation – Detailed Transactions (View Block) screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | Open Batch | Detailed Transactions

→ **Open Batch - Block Activation - Detailed Transactions**  
View your search results below

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

	Date	Invoice Number	Transaction Status	Card #	Requested Amount	Transaction Amount
<input type="radio"/>	2006-01-17 11:34:09	1	Block Activate Success	XXXXXXXXXXXXXXXX9776	10.00	10.00
<input type="radio"/>	2006-01-17 11:34:09	1	Block Activate Success	XXXXXXXXXXXXXXXX9784	10.00	10.00

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

**View Order** **Reverse Order** **Return to Block Activation Details**

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**View Order** – Allows the ability to view the transaction data and reprint transactions if necessary.

**Reverse Order** – Allows the ability to Void the selected transaction. **Note:** This option will void the whole Block. Individual transactions within a Block Activation cannot be Voided.

**Return to Block Activation Details** – Returns user to previous screen.

To select a specific transaction click on the associated radio button and then select either View Order or Reverse Order.

## View Order (FlexCache)

This is an example View Order screen:

The screenshot shows the 'View Order' screen in iTerminal. At the top, there are navigation links: 'switch id | log out | help'. The main header includes the iTerminal logo and 'powered by Paymentech.' Below this is a menu bar with options: 'CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN'. The breadcrumb trail reads 'iTerminal | Open Batch | View Order'. The main heading is 'Open Batch - View Order' with a sub-heading 'View the order information below'. A grey box contains the following information: 'Merchant DBA: Product Test MID', 'Merchant ID: 700000009654', and 'Terminal ID: 001'. Below this are two tabs: 'TRANSACTION DATA' and 'RESPONSE DATA'. A red box highlights the 'RESPONSE DATA' tab with the text 'Select these tabs to view additional data.' Below the tabs, transaction details are listed: 'Card Number: XXXXXXXXXXXXXXX7328', 'Invoice Number: 1', 'Amount: 50.00', 'Card Verification #', 'Transaction Date: 2005-12-20 09:10:34', and 'Associate ID: 1'. A 'Return To Results List' button is at the bottom.

From the View Order screen the user can select the desired data tab to view the transaction information.

This screenshot shows the 'View Order' screen with the 'RESPONSE DATA' tab selected. The top navigation and header are identical to the previous screenshot. The main heading is 'Open Batch - View Order' with the sub-heading 'View the order information below'. The grey box contains: 'Merchant DBA: Product Test MID', 'Merchant ID: 700000009654', and 'Terminal ID: 001'. Below the tabs, a table displays transaction details:

Description	Status
Approval Code	131677
Response Code	00 Approved
Card Verification # Response Code	
FlexCache Host Reference Number	00163041
Credit Card Type	FlexCache
Card Number	XXXXXXXXXXXX7328
Invoice Number	1
Entry Source	Swiped
Previous Balance	0.00
Transaction Amount	50.00
Current Balance	50.00
Customer Reference #	

To the right of the table, there is a status indicator: 'Activate APPROVED 00 Approved'. Below this are three buttons: 'Print Merchant Receipt', 'Print Customer Receipt', and 'Print Both Receipts'. A red circle highlights these three buttons, with a red box containing the text 'Select one of these options to reprint.' A 'Return To Results List' button is at the bottom.

To reprint a transaction, select the Response Tab and select either the Print Merchant Receipt, Print Customer Receipt or Print Both Receipts button. At any time, select the [Return To Results List](#) button to return to the results list.



---

# History

---

## History – Credit Card Batch

To access the History – Credit Card Batch screen, move cursor over the History link and select the History - Credit Card Batch dropdown option.



This option allows the user to retrieve batches that have been settled.

The user may sort by the following options:

- Batch Range
- Date Range

The user must also select the Query type from the following options:

- Detailed Transactions – Provides access to detailed transaction data within closed batches on the iTerminal screen.
- Summary Query – Provides access to a summary of the closed batches the on iTerminal screen.
- Generate Detail File – Generates a detail report of closed batches. Retrieved from Reporting tab.
- Generate Detail Report – Generates a detail file of closed batches that can be exported. Retrieved from Reporting tab.
- Generate Detail File – Pending – Generates a detail file of pending batches that can be exported. Retrieved from Reporting tab.
- Generate Detail Report – Pending - Generates a detail report of pending batches that can be exported. Retrieved from Reporting tab.
- Generate Detail File – Rejected – Generates a detail file of rejected batches that can be exported. Retrieved from Reporting tab.
- Generate Detail Report – Rejected – Generates a detail report of rejected batches. Retrieved from Reporting tab.

If enabled, the following prompts are required:

- ❖ Clerk ID
- ❖ Access Code

To search for batch history, the user should enter the desired search criteria, select the desired Query type and press the **Search** button, or press **Clear** to refresh the search criteria. If Detailed Transactions or Summary Query were selected as the Query type, the page will automatically be redirected to the applicable data, if present. If Generate Detail File, Generate Detail Report, Generate Detail File - Pending, Generate Detail Report – Pending, Generate Detail File – Rejected or Generate Detail Report – Rejected were selected as the Query type, the user would need to access the Reporting link to retrieve the desired report. See page [1-60](#) for additional steps.

**Note:** Historical Credit Card batch data is available for 6 months.

This is an example History – Credit Card Batch search screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | History

→ **History**

Fill in your search criteria below

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

Batch Range From:   
To:

Or

Date Range (mm/dd/yyyy) From: 12 / 20 / 2005  
To: 12 / 20 / 2005

Query Type Detailed Transactions

Clerk ID  ← If prompted, Clerk ID and Access Code are required.  
Access Code  ←

Search Clear

---

## History – Credit Card Transactions

To access the History – Credit Card Transactions screen, move cursor over the History link and select the History - Credit Card Transactions dropdown option.



This option allows the user to retrieve Credit Card transactions that have been settled.

The user may sort by the following options:

- Transactions Status – *Settled All, Pending Transactions, Settled Sales, Settled Returns, Rejected Items*
- Account Number
- Invoice Number
- Customer Reference Number
- Card Type
- Amount Range
- Approval Code
- Clerk ID (If enabled)
- Date Range

The user must also select the Query type from the following options:

- Detailed Transactions – Provides access to detailed transaction data within closed batches on the iTerminal screen.
- Summary Query – Provides access to a summary of the closed transactions the on iTerminal screen.
- Generate Detail File – Generates a detail report of closed transactions. These reports are retrieved from the Reporting tab.
- Generate Detail Report – Generates a detail file of closed transactions that can be exported. These reports are retrieved from the Reporting tab.

If enabled, the following prompts are required:

- ❖ Clerk ID
- ❖ Access Code

To search for batch history, the user should enter the desired search criteria, select the desired Query type and press the  button, or press  to refresh the search criteria. If Detailed Transactions or Summary Query were selected as the Query type, the page will automatically be redirected to the applicable data, if present. If Generate Detail File or Generate Detail Report were selected as the Query type, the user would need to access the Reporting link to retrieve the desired report. See page [1-60](#) for additional steps.

**Note:** Historical Credit Card batch data is available for 6 months.

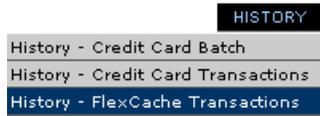
This is an example History – Credit Card Transactions search screen:

The screenshot shows the iTerminal History search interface. At the top, there is a navigation bar with links for 'switch id', 'log out', and 'help'. The main header includes the 'iTerminal' logo and the 'Paymentech' logo. Below the header, there are navigation tabs: 'CREDIT CARD ORDER', 'FLEXCACHE', 'OPEN BATCH', 'HISTORY', 'REPORTING', and 'ADMIN'. The 'History' tab is selected, and the page title is 'History'. Below the title, there is a prompt: 'Fill in your search criteria below'. The search criteria are displayed in a grey box: 'Merchant DBA: Product Test MID' and 'Merchant ID: 700000009654'. To the right of this box, 'Terminal ID: 001' is displayed. Below the search criteria, there is a section for search filters. A legend indicates that a red question mark icon means '=Partial Entry Allowed'. The filters include: 'Transaction Status' (Settled All), 'Account Number', 'Invoice Number', 'Customer Reference Number', 'Card Type', 'Amount Range' (min. and max. fields), 'Approval Code', and 'Clerk ID' (with an 'Or' field). Below these filters, there is a section for 'And (if checked)' with a checked box for 'Date Range (mm/dd/yyyy)'. The date range is set from '12 / 20 / 2005' to '12 / 20 / 2005'. Below the date range, there is a 'Query Type' dropdown set to 'Detailed Transactions'. At the bottom, there are 'Clerk ID' and 'Access Code' input fields. A red box highlights these fields with the text: 'If prompted, Clerk ID and Access Code are required.' Below the input fields are 'Search' and 'Clear' buttons.

---

## History – FlexCache Transactions

To access the History – FlexCache Transactions screen, move cursor over the History link and select the History - FlexCache Transactions dropdown option.



This option allows the user to retrieve FlexCache transactions that have been settled.

The user may sort by the following options:

- *Search only Block Activations*
- *View Transaction Type – All (Excluding Block Activations), Redemption, Redemption Reversal, Prior Redemption, Prior Redemption Reversal (N/A), Add Value, Add Value Reversal, Prior Add Value, Single Activation, Single Activation Reversal, Prior Activation, Prior Activation Reversal (N/A), Block Activation Reversal, Deactivation, Deactivation Reversal, Reactivation, Reactivation Reversal, Balance Inquiries, Declines and Errors.*
- Card Number
- Invoice Number
- FlexCache Host Reference Number
- Date Range

The user must also select the Query type from the following options:

- Detailed Transactions – Provides access to detailed transaction data within closed batches on the iTerminal screen.
- Summary Query – Provides access to a summary of the closed transactions the on the iTerminal screen.
- Generate Detail File – Generates a detail report of closed transactions. These reports are retrieved from Reporting tab.
- Generate Detail Report – Generates a detail file of closed transactions that can be exported. These reports are retrieved from Reporting tab.

If enabled, the following prompts are required:

- ❖ Clerk ID
- ❖ Access Code

To search for batch history, the user should enter the desired search criteria, select the desired Query type and press the  button, or press  to refresh the search criteria. If Detailed Transactions or Summary Query were selected as the Query type, the page will automatically be redirected to the applicable data, if present. If Generate Detail File or Generate Detail Report were selected as the Query type, the user would need to access the Reporting link to retrieve the desired report. See page [1-60](#) for additional steps.

**Note:** Historical FlexCache batch data is available for 6 months.

This is an example FlexCache – Transactions search screen:

switch id | log out | help

**iTerminal** powered by Paymentech.

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | History

**History**

Fill in your search criteria below

**Merchant DBA: Product Test MID**  
**Merchant ID:** 700000009654 **Terminal ID:** 001

= Partial Entry Allowed  
 = Help Available

Search only Block Activations

**Or**

View Transaction Type: All (excluding block activations)

Card Number:

Order #:

FlexCache Host Reference Number:

**And (if checked)**

Date Range (mm/dd/yyyy) From: 12 / 19 / 2005 To: 12 / 19 / 2005

Query Type: Detailed Transactions

Clerk ID:

Access Code:

**If enabled, Clerk ID and Access Code are required.**

Search Clear

---

# Reporting

---

## Reporting

To access the Reporting screen, move cursor over the Reporting link and select Reporting.

**REPORTING**

This option allows the user to retrieve the reports that they generated from the Open Batch and History search tabs.

The user may search by the following options:

- Submitter (**Note:** This field is not relevant and will be removed with the next release)
- Report Type
- And/ Or Submit Date

To search for reports, the user should enter the desired search criteria and click the **Search** button, or press **Clear** to refresh the search criteria.

To view a report, the user should click on the radio button to the left of the desired report and select the **Retrieve Report** button.

To refresh the reports status, the user should click the **Refresh Results** button.

To view the criteria for which the report was generated, the user should click on the radio button to the left of the desired report and select the **View Report Criteria** button.

When retrieving Reports and Files, they may be saved to the users computer for offline access and reconciliation purposes.

**Note:** Once generated, Reports and Files will be available for 7 days.

This is an example Retrieve Report screen:

switch id | log out | help

# iTerminal

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

powered by Paymentech

→ **Retrieve Report**  
Select your report below

**Merchant DBA: Product Test MID**  
**Merchant ID: 700000009654** **Terminal ID: 001**

Submitter:   Filter by Submit Date (mm/dd/yyyy)  
 From: 12 / 20 / 2005  
 Report Type:  To: 12 / 20 / 2005

Status	Report Type	Submit Date	Report Name	Submitter
Complete	Report	12/20/2005 10:31:20	Closed Batch Detail	ptr9654
Complete	File	12/20/2005 10:31:36	Closed Batch Detail	ptr9654
Complete	File	12/20/2005 10:32:37	FlexCache Transaction Detail	ptr9654

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

The following is an example Closed Batch Detail Report:

**Closed Batch Detail**

Merchant DBA - Product Test MID  
 Merchant ID - 700000009654  
 Terminal ID - 001

Report Criteria:  
 From Date Range: 11/22/2005 00:00:00, To Date Range: 12/14/2005 23:59:59

Card Type	Card Number	Exp Date	Transaction Type	Amount	Resp Code	DateTime	Invoice Number	Customer Reference #	Batch ID	Clerk ID
Mastercard	XXXXXXXXXXXX5454	XXXXXX	Tran Accepted - Sales	\$10.00		12/12/2005 11:39:27	1		000041	1
Mastercard	XXXXXXXXXXXX5454	XXXXXX	Tran Accepted - Sales	\$1.00		12/12/2005 11:38:33	1		000041	1
Visa	XXXXXXXXXXXX8291	XXXXXX	Tran Accepted - Sales	\$5.00		12/12/2005 09:23:58	1		000041	1
Visa	XXXXXXXXXXXX8291	XXXXXX	Tran Accepted - Sales	\$1.00		12/12/2005 09:23:21	1		000041	1
Visa	XXXXXXXXXXXX8291	XXXXXX	Tran Accepted - Sales	\$1.00		12/08/2005 09:52:55	1		000041	1
Visa	XXXXXXXXXXXX1111	XXXXXX	Tran Accepted - Sales	\$1.00		12/07/2005 12:40:59	1		000041	1

The following is an example Closed Batch Detail File:

	A	B	C	D	E	F	G	H	I	J	K
1	Closed Batch Detail										
2	DBA Name: Product Test MID Merchant ID: 700000009654 Terminal ID: 001										
3	Report Crit From Date Range: 11/26/2005 00:00:00, To Date Range: 12/14/2005 23:59:59										
4	Card Type	Card Number	Exp Date	Transactio	Amount	Resp Cod	DateTime	Invoice Nu	Customer	Batch ID	Clerk ID
5	Mastercard	XXXXXXXXXXXX5454	XXXXXX	Tran Acce	\$10.00		12/12/2005 11:39	1		41	1
6	Mastercard	XXXXXXXXXXXX5454	XXXXXX	Tran Acce	\$1.00		12/12/2005 11:38	1		41	1
7	Visa	XXXXXXXXXXXX8291	XXXXXX	Tran Acce	\$5.00		12/12/2005 9:23	1		41	1
8	Visa	XXXXXXXXXXXX8291	XXXXXX	Tran Acce	\$1.00		12/12/2005 9:23	1		41	1
9	Visa	XXXXXXXXXXXX8291	XXXXXX	Tran Acce	\$1.00		12/8/2005 9:52	1		41	1
10	Visa	XXXXXXXXXXXX1111	XXXXXX	Tran Acce	\$1.00		12/7/2005 12:40	1		41	1

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# Admin

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## Access Protection

To access the Access Protection screen, move cursor over the Admin link and select the Access Protection dropdown.



This option allows the user to setup Access Codes by transaction type for users designated as Store Regular Access level.

To enable an access code, click on the box next to the appropriate transaction type, key in the desired access code and confirmation Access Code.

The access code can be 4 – 8 digits in length and alpha numeric.

**Note:** If the Access Code prompt is present as an individual prompt, then this field is required to save changes.

A screenshot of a form field. On the left, the text 'Access Code' is displayed. To its right is a rectangular input box with a thin border and a small vertical line on the right side, indicating it is a text input field.

This is an example Admin – Access Protection screen:

[switch id](#) | [log out](#) | [help](#)

# iTerminal



Terminal | Admin | Access Protection

➔

## Admin - Access Protection

Set up your Access Protection settings below

**Merchant DBA:** Test Account

**Merchant ID:** 700000009654      **Terminal ID:** 001

The following allows you to choose to protect the options below. By choosing these you are requiring that both the Access Code and Clerk ID be entered and validated for this function. Access code is 4-8 characters in length. Allowable characters are alpha and numeric.

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**Credit Card**

Sale, Pre-Authorization and Prior Authorization

Access Code       Confirm Access Code

Refund

Access Code       Confirm Access Code

**FlexCache**

Activations

Access Code       Confirm Access Code

Add Values and Refunds

Access Code       Confirm Access Code

Redemption

Access Code       Confirm Access Code

Balance Inquiry

Access Code       Confirm Access Code

**Batch and Reporting**

Batch and Reporting

Access Code       Confirm Access Code

**Administration Access**

This level of access will allow the associate access to the administration screens.  
Create access code.

Administrator

Access Code       Confirm Access Code

**Access Code**

If prompted, Access Code is required.

## Clerk Setup

To access the Clerk Setup screen, move cursor over the Admin link and select the Clerk ID Setup dropdown.



This option allows the user to add and delete Clerk ID's.

From this screen the following options are available:

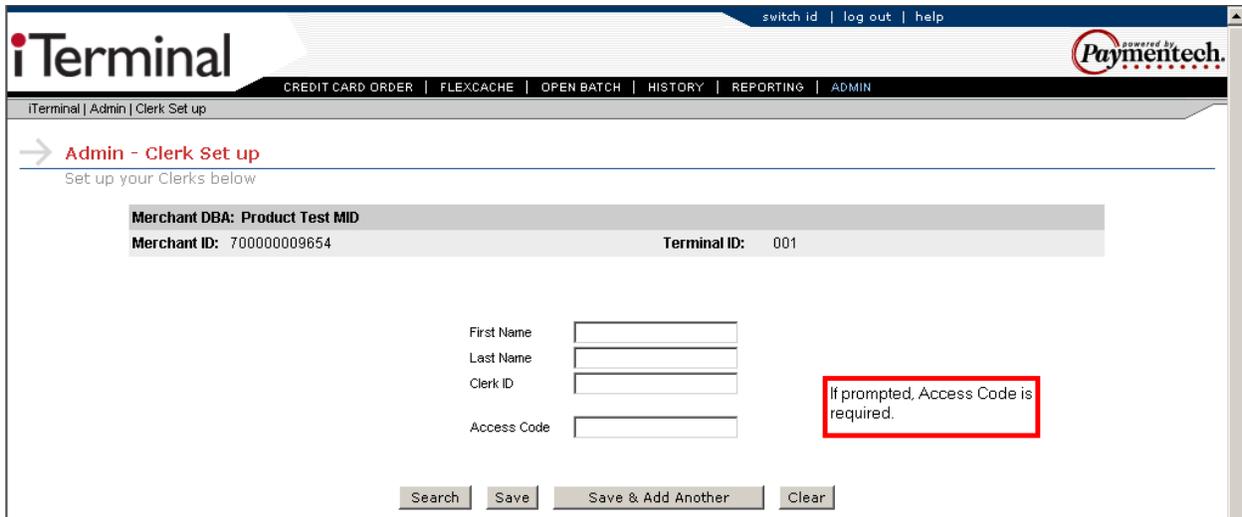
**Search** - Allows the user to search existing Clerk ID setups. At least one value must be entered before starting search.

**Save** - Allows the user to add Clerk ID's. Key in the First Name, Last Name and Clerk ID and press Save.

**Save & Add Another** - Refreshes the screen after Clerk ID entry to allow the user to add additional Clerk ID's.

**Clear** - Clears data from the search criteria fields.

This is an example Admin – Clerk Set up screen:

A screenshot of the iTerminal web application's 'Admin - Clerk Set up' screen. The page header includes the iTerminal logo, a navigation bar with links like 'CREDIT CARD ORDER', 'FLEXCACHE', 'OPEN BATCH', 'HISTORY', 'REPORTING', and 'ADMIN', and the Paymentech logo. The main content area shows a breadcrumb trail 'Terminal | Admin | Clerk Set up' and a heading 'Admin - Clerk Set up' with the instruction 'Set up your Clerks below'. Below this, there is a summary box for 'Merchant DBA: Product Test MID' and 'Merchant ID: 700000009654' with 'Terminal ID: 001'. The form contains four input fields: 'First Name', 'Last Name', 'Clerk ID', and 'Access Code'. A red-bordered box contains the text 'If prompted, Access Code is required.' At the bottom of the form are four buttons: 'Search', 'Save', 'Save & Add Another', and 'Clear'.

This is an example Admin – Clerk Setup – Search screen:

switch id | log out | help

**iTerminal** powered by **Paymentech.**

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | Admin | Clerk Set up

→ **Admin - Clerk Set up**  
Set up your Clerks below

**Merchant DBA:** Product Test MID  
**Merchant ID:** 700000009654      **Terminal ID:** 001

First Name:   
Last Name:   
Clerk ID:   
Access Code:

Click on the box and the delete button to change the Clerk ID status to Inactive.  
**Note:** Once Inactivated the Clerk ID may not be Reactivated.

First Name	Last Name	Clerk ID	Status
<input type="checkbox"/> Joe	Smith	23	Active

One Clerk ID found.

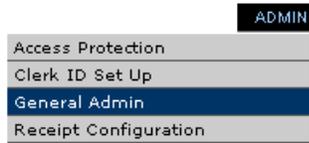
To Inactivate a Clerk ID, click on the box to the left of the desired Clerk ID and click the  button.

**Note:** Once Inactivated, a Clerk ID may not be Reactivated.

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## General Admin

To access the General Admin screen, move cursor over the Admin link and select the General Admin dropdown.



This screen allows the user to modify the setup configuration options.

From this screen the following options are available:

- Truncation –Allows the user to determine if the card number will be truncated and the expiration date will be masked when viewing the batch and on reports. **Note:** The card number will always be truncated and the expiration date will be masked on the transaction and response screens and Customer receipts. Truncation is optional on Merchant receipts. This option is configurable from the Admin – Receipt Configuration menu.
- Prompt for AVS –Allows a popup to appear, reminding the user to enter AVS information on manually entered transactions, if enabled. The user may bypass the prompt by selecting the  button, or return to the transaction screen by selecting the  button.



- Remind User to Imprint Card –Allows “Please Imprint Card” message to appear on the original response screen, if enabled. **Note:** This applies to Credit Card transactions only.



- Last 4 –Allows for prompting of the last 4 digits of the card number on swiped transactions, if enabled. Credit Card and FlexCache are separate options.
- Prompt for Clerk ID on all transactions –Allows for prompting of Clerk ID, if enabled. This field, if enabled, is required. Clerk ID's are setup under the Admin - Clerk ID Set up link.
- View/Enter card number –Allows the user to select the format in which the card number will be viewed and manually entered. The options are 4 boxes or 1 box. This applies to the New Order screens.



- Auto Settle –Allows the user to select the time that the Credit Card transactions will automatically settle. To modify, select the Autosettle Time dropdown and select a time. Times listed are in 15-minute increments and military format. To disable Auto Settle, select None from the dropdown. The user can also select the time zone from the Timezone dropdown.

This is an example Admin - General Admin screen:

switch id | log out | help

**iTerminal** powered by Paymentech.

CREDIT CARD ORDER | FLEXCACHE | OPEN BATCH | HISTORY | REPORTING | ADMIN

iTerminal | Admin | General Admin

→ **Admin - General Admin**  
Set up your General settings below

**Merchant DBA:** Product Test MID  
**Merchant ID:** 700000009654 **Terminal ID:** 001

**Truncation** Option to truncate card number or expiration date on screen batch view and reporting.  
Card Number  Yes  No  
Expiration Date  Yes  No

**Prompt for AVS** Option to prompt user to enter AVS data on manually entered cards  
 Yes  No

**Remind User to Imprint Card** Option to prompt user to imprint card for manually entered cards. Displays on response screen of approved transactions.  
 Yes  No

**Last 4** Require user enter the last 4 digits of the card number on Credit Card New Order Screen.  
 Yes  No  
Require user enter the last 4 digits of the card number on FlexCache New Order Screen.  
 Yes  No

**Prompt for Clerk ID on all transactions**  
 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

**Auto Settle** This section will allow you to choose an autoseettle time and time zone.  
Autosettle Time   
Timezone

**Access Code**  If prompted, Access Code is required.

Press  to save changes or press  to cancel any changes.

**Note:** If the Access Code prompt is present, this field is required to save changes.

**Access Code**

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## Receipt Configuration

To access the Receipt Configuration screen, move cursor over the Admin link and select the Receipt Configuration dropdown.



This screen allows the user to modify the receipt header, footer and select the receipt truncation type for the merchant's copy.

From this screen the following options are available:

- Receipt Header –Allows the user to key up to 6 lines of data that will print at the top of the receipts. Merchant Name, address and phone number are required data elements. Each line can accept 40 alphanumeric characters.
- Receipt Footer –Allows the user to key up to 4 lines of data that will print at the bottom of the receipts. Receipt footers are optional. Each line can accept 40 alphanumeric characters.
- Truncation –Allows the user to determine if the card number will be truncated and the expiration date will be masked on the merchant's copy of the receipt. **Note:** The card number on the customer copy will always be truncated and the expiration date will be masked.

This is an example Admin - Receipt Configuration screen:

The screenshot shows the iTerminal Admin interface for Receipt Configuration. At the top, there are navigation links: switch id, log out, help. Below the iTerminal logo, there are menu items: CREDIT CARD ORDER, FLEXCACHE, OPEN BATCH, HISTORY, REPORTING, ADMIN. The breadcrumb trail is: iTerminal | Admin | Receipt Configuration.

**Admin - Receipt Configuration**  
Set up your Receipt below

**Merchant DBA:** Product Test MID  
**Merchant ID:** 700000009654      **Terminal ID:** 001

**Receipt Header** Type the text you want to appear on the header of your receipts. Required Data - Merchant Name, address and phone number.

Header 1 - Merchant Name  
Header 2 - Address  
Header 3 - City, State, Zip  
Header 4 - Phone Number  
Header 5  
Header 6

**Receipt Footer** Type the text you want to appear on the footer of your receipts. Each line can accept up to 40 characters.

Footer 1  
Footer 2  
Footer 3  
Footer 4

**Truncation** Option to truncate the credit card number or expiration date on merchant's copy of receipt. \*\* Consumer copy of receipts will always be truncated

Card Number  Yes  No  
Expiration Date  Yes  No

**Access Code**  If prompted, Access Code is required.

Press  to save changes or press  to cancel any changes.

**Note:** If the Access Code prompt is present, then this field is required to save changes.

**Access Code**