Thank you for choosing Online POS Terminal. Use this guide to set up your Online POS Terminal, explain the iPP 320 PIN pad features and familiarize yourself with your new payment processing system.
CARD READER
iPP 320 PIN pad

SOFTWARE SECURITY
The software on this terminal has been secured. This will protect it from both inadvertent overwriting and malicious tampering. If you need help with changes or updates, please contact a representative at our service desk.
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OVERVIEW

Online POS Terminal is a browser-based payment processing application that lets you use your desktop or laptop computer as if it were a point-of-sale terminal. With it, you can:

- Process EMV chip and magnetic stripe credit and debit cards, select contactless cards and mobile wallets as well as gift card transactions
- Process and record transactions such as sales, refunds and voids, including PIN debit transactions
- Process encrypted swipe transactions using the Magtek Dynamag card reader
- Distribute digital receipts to customers via email or text message
- Search for and view current and historical account activity
- Take advantage of automatic daily batch settlement or manage your settlement manually
- Take your payment reporting on the go with Chase Mobile Checkout

SUPPORTED DEVICES

Online POS Terminal supports the following devices:

- Ingenico iPP 320 PIN pad
- Epson TM-2011 receipt printer

SUPPORTED PAYMENT TYPES

- Visa®
- MasterCard®
- American Express®
- Discover®
- JCB®
- Debit
- Gift card
- ChaseNet
REQUIREMENTS

• Chase Merchant Services account
• Email address
• Chase-provided username and password
• Internet-connected desktop or laptop computer
• Java version 8
• Available USB port

¹ USB to Serial adapters are not officially supported by Chase.

NOTE: VIEW SALES ON THE GO

You can use your Online POS Terminal username and password to log on to the Chase Mobile Checkout app. Just download it from your handheld mobile device’s app store and access your sales and settlement figures virtually anywhere, anytime. Visit chase.com/MobilePosSupport to learn more.

NOTE: JAVA 8 REQUIREMENT

If you’re using the Ingenico iPP 320 PIN pad, you’ll need to use the Microsoft® Windows® XP or 7 32-bit operating system (or higher) and have Sun Java® JRE installed (jre.1.8.0 and higher).
START HERE

Thank you for choosing Online POS Terminal. To begin accepting card payments, just follow the steps below.

1. Remove the iPP 320 PIN pad from the box. Insert the appropriate end of the power/USB cord in the port on the PIN pad, and the other end in an unused USB port on your computer.

2. Online POS Terminal requires Java 8. If you are new to Java, please see the UPDATE TO JAVA WALKTHROUGH section below.

3. Sign in at chase.com/OnlinePosTerminal and follow the instructions. (Bookmark this link for future easy access.)

4. Enter your existing username and password and click Secure sign in. The first time you sign in, you will be asked to create your secure password.

5. Use the SIGN IN and SETUP instructions on the following pages to begin processing transactions.

UPDATE TO JAVA WALKTHROUGH

Is your Java version up to date? If not, update your Java before you sign in to start accepting payments.

1. Enter www.chase.com/OnlinePosTerminal and select Yes if you received a PIN pad.

2. Follow instructions in 1. Yellow box to check Java version. 2. Click the version in the Blue box.
3. Follow instructions in 1. **Yellow box** to uninstall Java version. 2. Click the **Blue box** when completed.

4. Select 1. **Java download**, follow prompts, click on **Download/Install**. Successful when complete.

5. Select **Launch OPT** to sign in to Online POS Terminal.

6. You will be presented the **Secure sign in** screen. Follow the instructions on the next page to sign in.
SIGN IN

For future access, bookmark this link to Online POS Terminal: chase.com/OnlinePosTerminal after you complete the steps in the UPDATE TO JAVA WALKTHROUGH section.

1. You are presented the Secure sign in screen after you complete the Java walkthrough.

2. Enter the username and temporary password you received via email.

3. Click Secure sign in.

4. If a first-time user, you’ll be prompted to enter a new password and answer security questions.
NAVIGATE ONLINE POS TERMINAL
When you sign in to Online POS Terminal, you will see this screen. See descriptions of the tabs and icons for easy navigation.

NEW TRANSACTION
You will process your clients' transactions under this tab: sales, refunds, cardholder verification, pre-auth (prior authorization) and gift card.

TRANSACTION MANAGEMENT
Search transactions, void sales if the batch is open or refund transactions if the batch is closed.

REPORTING
View or print reporting.

ALERTS
We send you alerts if your PIN pad needs a new software release. You will also receive an alert if a transaction is rejected.

SETTINGS
Here you configure your sale, refund, receipt and settlement settings as explained in the following sections.

QUICK BATCH VIEW
Click Quick Batch View to manually settle your batch. We recommend enabling Auto settle when you set up Online POS Terminal.

MERCHANT ID OR TERMINAL ID SELECTION
If you have more than one Merchant ID (MID#) or Terminal ID (TID#), you can select the ID you want as your default ID. You set up these IDs with a Chase Merchant Services representative during onboarding calls.
CONFIGURE ADMINISTRATION SETTINGS

Online POS Terminal users with the appropriate access permissions can make changes by selecting options through the Settings link. Options include:

- General
- Transactions
- Receipts
- Settlement
- Device management

USER ACCESS ROLES

Each user has a specified access role, which determines what they can do within Online POS Terminal. For the security of your business and your customers, each individual should have their own user account, with a unique user name and password.

- Store regular access — This user will have full access to transaction processing by default and will not have access to the Other Reports section of the app. These users will only have access to view their own transactions. For example, a new front-desk clerk may have this kind of access.

- Admin read-only access — This user will have read-only rights to Online POS Terminal screens with the exception of viewing transactions in Transaction Management generating reports. For example, your business accounting team may have this kind of access.

- Manager full access (no security restrictions) — This is a corporate-level user who has full rights to everything within Online POS Terminal. For example, the business owner may have this kind of access.
NOTE: TO CHANGE ACCESS
User access roles are determined at time of account setup. To make a change or add a user account, you'll need to contact Online POS Terminal Support team at 1-800-503-1132 or online.pos-terminal.support@chase.com

USER CUSTOMIZATION
Users can be set up to perform specific types of refunds and voids. The ability to perform voids can be enabled or disabled for Store — or Manager-level users.
SETUP — MERCHANT AND TERMINAL IDS

**7 MERCHANT ID OR TERMINAL ID SELECTION**

If you have more than one Merchant ID or Terminal ID, click on the Merchant and Terminal IDs and select DBA name in the drop-down menu to set as your default ID.

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**NOTE:** If you have more than one Merchant ID or Terminal ID, you can select which ID you want as your default ID. Highlight the Merchant DBA Name and click Save changes.
SETUP — NEW TRANSACTION

NEW TRANSACTION

Continue setup by clicking the New transaction tab.

ENTRY MODE

Click on Entry mode to choose the iPP 320 PIN pad, or Manual entry from the drop-down menu.

- Choose iPP 320 PIN pad to process chip, magnetic stripe and contactless card transactions.
- Select Manual entry if you need to manually enter card information.
SETUP — SETTINGS

The Settings section will allow users with the proper permissions to perform the following actions for both first-time setup as well as on-the-fly adjustments.

GENERAL
This allows you to change the default Merchant ID and Terminal ID combination.
SETUP — SETTINGS

TRANSACTIONS
You can select **Hide** or **Show** (display) to determine which fields will appear on your **Sale** screen.

**NOTE:** Click **Update** when complete.
SETUP — SETTINGS

RECEIPTS

Here you can add a logo, and change the header and footer information that prints on your receipts.

**NOTE:** Click Update when complete.
SETUP — SETTINGS

 SETTINGS

 SETTLEMENT

This section is where you can enable or disable the Auto settlement option, or adjust the time and time zone for your auto settlements.

NOTE: Click Update when complete.

NOTE: We recommend enabling Auto settlement. Your daily batch will be closed and settled automatically.
SETUP — SETTINGS

**5** SETTINGS

**E** DEVICE MANAGEMENT

To view PIN pad information, you can choose a **Device name** for your iPP 320 and perform **EMV software downloads** (you receive software updates through the **Alerts** section too).

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**NOTE:**

If you have more than one iPP 320 PIN pad, create a **Device name** so you always know what device is connected to your PC.
SET UP YOUR EQUIPMENT

SET UP A PIN PAD
The iPP 320 PIN pad allows Online POS Terminal to process inserted, swiped or tapped credit, debit or gift card transactions, and select mobile wallets.

PIN Pad Installation

1. Connect the combination power/data cable to the device and insert the USB end into an available USB port on the computer.
2. The device will run through its startup process and, once completed, will display “Chase” on the screen and the keys will be backlit.
3. Ensure that your chosen Device Name or “iPP320” is displayed under Entry Mode within the application.
4. It may be necessary to perform a parameter download after the first-time setup is completed. If required, an alert will be displayed in the Alerts section to complete the download.

SET UP YOUR RECEIPT PRINTER
Online POS Terminal supports the Epson TM-T20II thermal receipt printer. It provides a convenient and cost-effective printing option, for a professional business experience.

Receipt Printer Installation

1. Connect the USB cable to the printer and to an available USB port on the computer.
2. Connect the power cable to the printer and then plug into an outlet.
3. Install a roll of 3-inch (80mm) thermal paper.
4. Install the software driver using the disc accompanying the printer, or download it from the manufacturer’s website at www.epson.com.

NOTE: ADD A LOGO
A logo image can be added to receipts on the Document Settings tab. In the Logo Printing section, select Start of Page, set the Select Logo dropdown to Select Image File to Use and click the Browse button to select the logo image file. The Print Position and Size options may also be adjusted for the image.
SET UP YOUR EQUIPMENT

CONFIGURE AND TEST THE RECEIPT PRINTER

1. In the web browser’s Print dialog box, select the printer’s preferences.

2. On the Layout tab, set the Paper Size dropdown to Roll Paper 80x297mm.


4. In the web browser’s Page Setup dialog box, set all margins as close to zero as possible.

5. Enable the Shrink to Fit feature. Remove any unnecessary Header and Footer elements.

NOTE: DEFAULT PRINTER

The Page Size options will display the default printer’s preferences, so you may not see Roll Paper 80x297mm if the Epson T20 is not the computer’s default printer.
PROCESS A SALE

NEW SALE

You are now ready to process a transaction. Be sure you selected your Entry mode. (See the SETUP — NEW TRANSACTION section.)

1. Click the New transaction tab.
2. Select the transaction type, for example: Sale.
3. Complete the required Sale information fields marked with an *.
4. Click Checkout when complete.

NOTE: You created the optional fields by selecting Hide or Show under Transactions during the setup process.
PROCESS A TRANSACTION USING A PIN PAD

The PIN pad is now ready to process a transaction. Be sure you selected your Entry mode (IPP 320).

The IPP 320 PIN pad display screen will ask your client to choose their method of entry:

- **Insert** — Chip card transaction
- **Swipe** — Swipe card (only if no chip)
- **Tap** — Contactless card or mobile wallet

Below are the screen images your customer will see when using the IPP 320.
PROCESS A SALE

PURCHASING CARD SALE
If the customer's credit card is a Visa or MasterCard purchasing or commercial card, you'll need to enter additional fields during the course of the sale.

If your business supports the acceptance of purchasing cards, you should elect to show Purchase Card Information from the Transactions section in Settings.

PARTIAL PRE-PAID CARD SALE
If the payment type your customer provided for the transaction is a pre-paid card, then it's possible the amount on the card may not cover the total cost of the sale.

In that case, a message will display, alerting you to the fact that the transaction was partially approved, and that the customer will need to provide another method of payment for an additional sale.

REQUEST PRE, VOICE AND PRIOR AUTHORIZATIONS
This is a more complex transaction than a standard sale; it's essentially a two-step process. The first step is to make sure that the customer's card is valid and has the necessary funds available for the transaction. The second step submits the transaction for capture. You have to complete the process to get funded for the transaction.

PRE-AUTHORIZATION
A pre-authorization may come in handy if you're holding a deposit during a rental period, or shipping the goods at a later time. Pre and prior authorizations are not supported for PIN debit payment methods.

1. Begin by selecting Pre-Authorization from the Other sub-menu under New Transaction.

2. On the Pre-Authorization screen, enter the details of the sale as required by your account or business, such as the amount, the customer's address or a card verification number, and click the Checkout button.

3. If the customer is present, have them provide their payment information via the PIN pad. This transaction type may also be manually entered.

4. On the Response page, you'll see the details of the sale, and whether it was approved or declined.

The transaction is not captured in the batch and won't be submitted for settlement, until you complete the process by performing a Prior Authorization.

NOTE: TAX INDICATOR

The Tax Indicator dropdown options change depending on the Sales Tax entered. If no sales tax is entered, the options will be Tax Not Included or Not Taxable. If sales tax is entered, the dropdown defaults to Tax Included and no further action will be required.
PROCESS A SALE

VOICE AUTHORIZATION

A voice authorization is simply another way to get a pre-authorization. Let’s say that you can’t use Online POS Terminal because your laptop battery died or your power went out.

You can use any telephone to call, enter the details of the transaction and receive an approval code. You’ll need to make sure you have your identifying merchant numbers on hand for security purposes.

You should have received an email with these telephone numbers from Chase during your account setup.

- Chase Funded Payment Methods:
- Visa, MasterCard and possibly Discover: 1-888-706-1526
- Payment Brand Funded Payment Methods:
- Discover: 1-800-347-1111
- American Express: 1-800-528-2121

PRE-AUTHORIZATION

This is the second step of the process. You’d perform this to “capture” your previously authorized transaction, using the six-character alpha-numeric authorization code you had received.

2. On the Prior Authorization screen, enter the details of the sale as required by your account or business, such as the amount, the customer’s address or a card verification number.
3. Enter the approval code in the Approval Code field.
4. Click the Checkout button.
5. On the Response page, you’ll see the details of the transaction, and whether it was approved and completed.
6. As with a standard sale, you can print receipts, or send them to the customer via text or email.

The transaction is now captured in the batch and will be submitted for settlement.
PROCESS A SALE

VERIFY CARDHOLDER

To determine whether a card is in good standing, you can perform a “zero dollar” account verification transaction. It supports Address Verification Service (AVS) and Card Verification Data (CVD) prompting for both manually entered and swiped transactions.

1. Begin by selecting Cardholder Verification from the Other sub-menu under New Transaction.
2. Switch to Manual Entry Mode (if necessary).
3. On the Cardholder Verification screen, enter the card details. The Amount field is defaulted to zero and cannot be modified.
4. Click the Checkout button.
5. On the Response page, you’ll see the details of the sale, and whether it was approved or declined.
MANAGE GIFT CARD TRANSACTIONS

If your business subscribes to a Chase Gift Card program, then your Online POS Terminal account should display a Gift Card option on the navigation menu bar.

Gift cards require their own types of transactions and have to be managed through a life cycle:

• Selling the gift cards to customers through a standard sale
• Activating and issuing the gift cards to add value to them
• Deactivating gift cards if they are lost or stolen
• Redeeming gift cards to remove value from them during a sale
• Verifying the value left on a gift card using a balance inquiry or IVR call

ACTIVATE GIFT CARDS

Gift cards must be activated before they can be provided to consumers. This process creates a gift card account and assigns value to the card. One or more gift cards can be activated at one time. Activations can only be performed on cards that have not been previously activated.

1. To begin activating a gift card, select Activation from the Gift card menu.

2. Options on the page may vary, depending on your merchant account settings and your hardware selection.

3. On the Gift card>Activation page, enter the card number, amount and any additional details required by your account or business.

4. Click the Next button.

5. On the Response page, you'll see confirmation of the activation approval.

![Image of Gift Card Activation Process]
MANAGE GIFT CARD TRANSACTIONS

2 ACTIVATE MULTIPLE GIFT CARDS

During the standard activation process, you can activate more than one gift card by filling in the Number of additional cards field. Enter the first gift card number in the Card number field and then enter the additional number of cards to be activated in the Number of additional cards field.

For block transactions, a different page will display to let you know that your request is being processed. You can click the Block Activation Summary results link to view the status of your request, separated into blocks of 100 cards.

3 REACTIVATE GIFT CARDS

You also have the ability to reactivate a gift card by selecting Reactivation from the Gift card menu. Simply fill in the necessary fields and submit the transaction when you’re done.
MANAGE GIFT CARD TRANSACTIONS

4 DEACTIVATE GIFT CARDS

There may be times when you need to change the status of a gift card from active to inactive, preventing the gift card from being redeemed. A good example of when to do this is when a customer calls to let you know that their gift card has been lost or stolen. You would want to deactivate the gift card and activate a new one.
MANAGE GIFT CARD TRANSACTIONS

ISSUE GIFT CARDS

A gift card is “issued” when a customer purchases it. While there are separate options for activations and issuances, they are fundamentally the same transaction and can be performed interchangeably.

1. To begin issuing a gift card, select Issue or add value from the Gift card menu.

2. Options on the page may vary, depending on your merchant account settings and your hardware selection.

3. On the Gift card>Issue or add value page, enter the card number, amount and any additional details required by your account or business.

4. Under Transaction details or Transaction type, the New issuance or add value radio button should be selected by default.

5. Click the Checkout button.

6. On the Response page, you’ll see the details of the issuance, and whether it was approved or declined.

7. You can enter the customer’s mobile phone number or email address to send them a digital receipt.

8. You can click the Print Customer Receipt, Print Merchant Receipt or Print Both button to choose your preference.

The issuance is now captured in Online POS Terminal and the customer can be on their way.
Continued from previous page.

MANAGE GIFT CARD TRANSACTIONS

5 ISSUE GIFT CARDS

REQUEST VOICE AND FORCE ADD VALUES FOR GIFT CARDS

This is a more complex transaction than a standard issuance; it's essentially a two-step process. The first step is to make sure that the gift cards are valid. The second step submits the activation detail through Online POS Terminal. You have to complete the process for the gift cards to be issued properly.

VOICE AUTHORIZATION

A voice authorization should be attempted when you can't access Online POS Terminal for some reason (your laptop battery died, your office power went out, etc.).

You can use any telephone to call and speak with an agent to receive an approval code.

MANAGE GIFT CARD TRANSACTIONS

PRIOR ISSUANCE

This is the second step of the process. You’d perform this to “capture” the gift card issuance using the six-character alpha-numeric authorization code you received after completing a successful voice authorization.

1. Begin as if it were a standard sale by selecting Issue or add value from the Gift card menu.

2. Options on the page may vary, depending on your merchant account settings and your hardware selection.

3. On the Gift card>Issue or add value, click the Force issuance or add value radio button under Transaction details or Transaction type.

4. Enter the card number, amount and any additional details required by your account or business.

5. Enter the approval code in the Authorization field.

6. Click the Checkout button.
MANAGE GIFT CARD TRANSACTIONS

REDEEM A GIFT CARD

You’ve activated your gift cards, and they’ve been purchased by your customers. Now, new customers will bring those gift cards back to your business.

To deduct value from a gift card account in the course of a purchase, you’ll want to perform a redemption.

1. To begin redeeming a gift card, select Redemption from the Gift card menu.

2. Options on the page may vary, depending on your merchant account settings and your hardware selection.

3. On the Gift card>Redemption page, enter the card number, amount and any additional details required by your account or business.

4. Under Transaction details, the New redemption radio button should be selected by default.

5. Click the Checkout button.

6. On the Response page, you’ll see the details of the redemption and whether it was approved or declined.

7. You can enter the customer’s mobile phone number or email address to send them a digital receipt.

8. You can click Print Customer Receipt, Print Merchant Receipt or Print Both button to choose your preference.

The redemption is now complete in Online POS Terminal.
MANAGE GIFT CARD TRANSACTIONS

REQUEST VOICE AUTHORIZATION AND FORCE REDEMPTION FOR GIFT CARDS

This is a more complex transaction than a standard redemption; it's essentially a two-step process. The first step is to make sure that the gift cards are valid. The second step submits the activation detail through Online POS Terminal. You have to complete the process for the gift cards to be redeemed properly.

VOICE AUTHORIZATION

A voice authorization should be attempted when you can't access Online POS Terminal for some reason (your laptop battery died, your office power went out, etc.).

You can use any telephone to call and speak with an agent to receive an approval code.

Gift Card Voice Authorization: 1-888-959-1493
MANAGE GIFT CARD TRANSACTIONS

PRIOR REDEMPTION

This is the second step of the process. You’d perform this to “capture” the gift card redemption using the six-character alphanumeric authorization code you received after completing a successful voice authorization.

9. Begin as if it were a standard sale by selecting Redemption from the Gift card menu.

10. Options on the page may vary, depending on your merchant account settings and your hardware selection.

11. On the Gift card>Redemption, select the Force redemption radio button under Transaction details or Redemption type.

12. Enter the card number, amount and any additional details required by your account or business.

13. Enter the approval code in the Authorization field.

14. Click the Checkout button.
MANAGE GIFT CARD TRANSACTIONS

CHECK THE BALANCE OF A GIFT CARD

If your customer presents their gift card and wants to know how much value is left on it, you can perform a balance inquiry or someone can call the interactive voice response system.

BALANCE INQUIRY

1. To determine the value available on a gift card, select Balance inquiry from the Gift card menu.
2. Options on the page may vary, depending on your merchant account settings and your hardware selection.
3. Enter the card information by swiping the card or manually entering the numbers using your computer keypad.
4. The Gift card balance inquiry response screen displays the card details, current balance and receipt options.

Now your customer knows how much is left on their gift card.

INTERACTIVE VOICE RESPONSE SYSTEM

Each Chase gift card has a telephone number printed on the back of the card. At any time, the customer can call to check the available balance and hear a playback of any recent transactions associated with the account.

Gift Card Interactive Voice Response System (IVR) Phone Number: 1-800-242-5353
PRINT, EMAIL OR TEXT RECEIPTS

NEW TRANSACTION / SALE

Upon successfully processing a transaction, you will receive a Transaction complete notification (see below). You have several receipt options. You can send a digital receipt to your customer using a mobile phone number and/or email address. You can also print your merchant copy and/or customer receipt copies.

The Epson® T20 thermal receipt printer offers speed, cost savings and convenience. Contact us to discuss purchasing one for your business today.
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Provide Customer Receipts

Commerce Solutions

Receipts can be provided from most transaction Response pages, as well as the Transaction detail screen within Transaction management. All receipts can be printed or sent to the customer regardless of transaction status.

Digital Receipts

Online POS Terminal lets you send digital receipts for transactions to your customers. All you need is the customer’s mobile phone number or email address.

To Text a Receipt:

Enter the customer’s 10-digit phone number (example: 9993335555) and click the Send Receipt button. A text (SMS) message will be sent to the customer from short code “27359”.

The format of the text message is: “Your [Transaction Type] processed with card number [Last 4 digits of card] at [HH:MM:SS] on [MM/DD/YY] with [Merchant DBA] for [$X.XX] has been [Status].”

To Email a Receipt:

Enter the customer’s email address and click the Send Receipt button. An email will be sent to the customer from “DoNotReply@billing-notification.com,” and it will contain the receipt as an image file in the body of the email.

NOTE: Either or Both

You can choose to send a digital receipt via text, email or both.
PROVIDE CUSTOMER RECEIPTS

PRINTED RECEIPTS

You can print receipt copies for both yourself and your customers. Just click the Print Customer Receipt, Print Merchant Receipt or Print Both button to choose your preference. Online POS Terminal will send the receipts to your default printer.

The Epson TM-T20II thermal receipt printer is the preferred printing hardware for use with Online POS Terminal. It’s been certified for compatibility and is supported by the Chase Online POS Terminal Support team.
PROCESS A REFUND OR CREDIT TRANSACTION

NEW TRANSACTION / REFUND

1. Click the **New transaction** tab.
2. Select the **Refund** tab.
3. Complete the required **Refund information** fields marked with an *.
4. Click the **Issue refund** button to complete the transaction.
SETTLE OPEN TRANSACTIONS — QUICK BATCH VIEW

3 REPORTING

New with the Online the POS Terminal — if you did not enable Auto settlement, you can select the Quick batch option to manually settle your batch.

6 QUICK BATCH VIEW

By clicking the Quick Batch view icon, you can see a quick snapshot of the type and number of transactions that make up your current open batch.

OPEN BATCH SECTION

In this snapshot, the number of sales and refunds and their respective totals are listed as well as the total number of transactions and net dollar amount. Two action buttons are available within this section:

• View Items — Clicking this button will take you to Transaction management and display all of your open transactions that make up your current open batch.

• Settle Batch — Clicking this button will manually settle your current open batch. This will be a useful action if you elected to not set up an Auto-Settlement Time in your Settings section.

REJECTED TRANSACTIONS SECTION

This section will only display in the Quick Batch view module in the rare case that you have rejected transactions in your open batch. If you do have rejected transactions, the following action buttons are available:

• View Items — Clicking this button will take you to Transaction management and display all of your rejected transactions.

• Re-Settle — Rejected transactions typically occur due an incorrect account setting. If the setting issue that caused the rejected transactions has been remedied, you may submit the previously rejected transactions for settlement.
SETTLE OPEN TRANSACTIONS — QUICK BATCH VIEW

BATCH LIFE CYCLE

1. Open — Transactions are collected, and then manually settled or the batch is closed automatically.

2. Pending — The transactions are grouped into a batch and given a Pending status.

3. Closed or Rejected — Depending on the response from the front-end network, the batch is considered Closed if it settles properly, or Rejected if it does not.

Note: You can View items, and select Settle batch to quickly close your batch. You can view Rejected transactions, and Resettle transactions too.

Remember: You must settle transactions in order to receive funding. Debit and gift card transactions are settled automatically at 5 a.m. EST. Credit card transactions can be auto settled or settled manually. Unsettled transactions will remain in an open status view for four months.
BACK OFFICE — TRANSACTION MANAGEMENT

TRANSACTION MANAGEMENT

View transactions in your open batch, or search for transactions already settled. Use the Transactions drop-down menu to look up All, Open, Pending or Rejected items. Search transactions by Date range, Account number (Last 4 digits) or Amount range.
**BACK OFFICE — CALENDAR**

**TRANSACTION MANAGEMENT**

Use the Date range to pull up the calendar and select the date you want to review. By selecting today’s date, you will see any open transactions in the open batch if not yet settled.
BACK OFFICE — VOID

2 TRANSACTION MANAGEMENT

If the transaction is in an open batch, you can use **Void** to remove it without charging your customer.

**NOTE:** If the batch is still open, you can void a transaction by highlighting it and selecting **Void**.
BACK OFFICE — REFUND

2 TRANSACTION MANAGEMENT

If the transaction is in a closed batch, you will see **Refund** on this screen. You can refund the entire amount, or refund a portion of the original purchase.

![Transaction Management Screen](image)

**NOTE:** If the batch is closed, you can refund a transaction by highlighting it and selecting **Refund**.
REPORTING (UNDER THE TRANSACTION MANAGEMENT TAB)

2 TRANSACTION MANAGEMENT / REPORT

If you choose the Report button versus Search, you can create and view reporting for your search results.
REPORTING (UNDER THE TRANSACTION MANAGEMENT TAB)

2 TRANSACTION MANAGEMENT / REPORT

If you choose Report, you will be asked to select the Report type. Select CSV (comma-separated values) to export transactions to Excel or, if you only want to print the report, select PDF.
REPORTING (UNDER THE TRANSACTION MANAGEMENT TAB)

TRANSACTION MANAGEMENT / REPORT

Access Batch history by selecting:

1. DATE RANGE
2. BATCH RANGE
REPORTING (UNDER THE REPORTING TAB)

3 REPORTING / QUEUED REPORTS

After you create reporting, the report will show as **Queued** under Queued reports. When the report is ready for you to access, the status will show as **Complete**.
REPORTING (UNDER THE REPORTING TAB)

REPORTING / CARD TYPE SUMMARY

You can get a quick glance of card type activity by day, week, month or quarter.
REPORTING (UNDER THE REPORTING TAB)

3 REPORTING / SALES TRENDS

Select **Sales trends** to view your transaction activity. Search by Date range.
SUPPORT AND TROUBLESHOOTING

WHAT TO DO IF THE SCREEN LOCKS UP

If your screen becomes locked during a transaction:

1. Right click your mouse.
2. Select **Reload page**.
3. Repeat previous steps to complete the transaction.

SUPPORT

• If you need further assistance and would like help from a member of our customer service, call **1-800-503-1132**.

• If you have a question about fees or need general support for your existing processing account, visit **chase.com/ManageMyAccount**.