



iPP 320 PIN pad

REFERENCE GUIDE

Online POS Terminal

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 port¹

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).

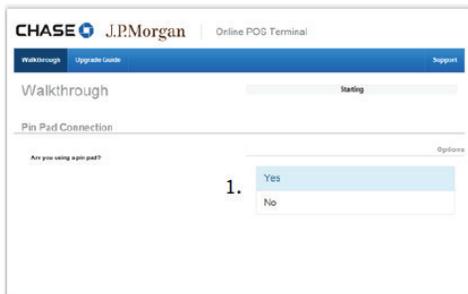
START HERE

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

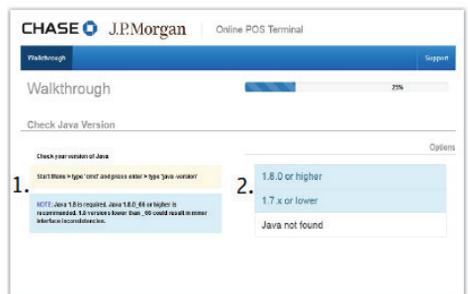
1. Remove the iPP 320 PIN pad from the box. Insert the appropriate end of the power/USB cord in the port on the PIN pad, and the other end in an unused USB port on your computer.
2. Online POS Terminal requires Java 8. If you are new to Java, please see the UPDATE TO JAVA WALKTHROUGH section below.
3. 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

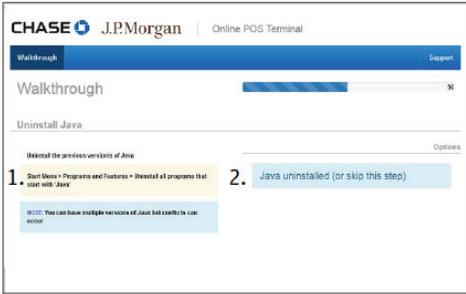
Is your Java version up to date? If not, update your Java before you sign in to start accepting payments.



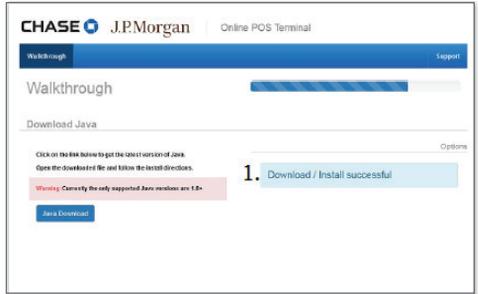
1. Enter www.chase.com/OnlinePosTerminal and select **Yes** if you received a PIN pad.



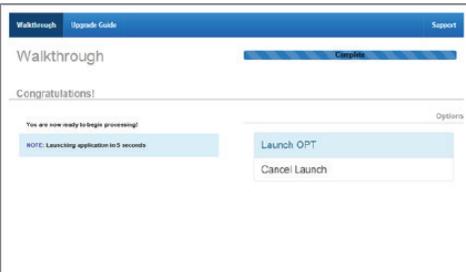
2. Follow instructions in 1. **Yellow box** to check Java version. 2. Click the version in the **Blue box**.



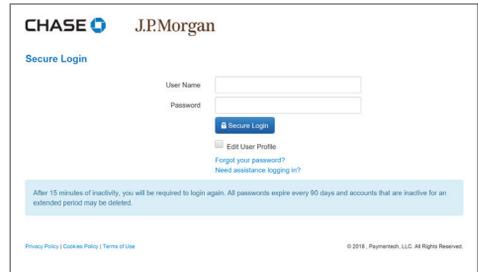
3. Follow instructions in 1. **Yellow box** to uninstall Java version. 2. Click the **Blue box** when completed.



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.

CHASE  **J.P.Morgan**

Secure Login

User Name

Password

Edit User Profile

[Forgot your password?](#)

[Need assistance logging in?](#)

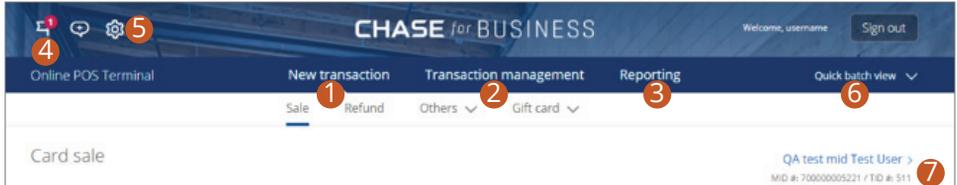
After 15 minutes of inactivity, you will be required to login again. All passwords expire every 90 days and accounts that are inactive for an extended period may be deleted.

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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.



1 NEW TRANSACTION

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

2 TRANSACTION MANAGEMENT

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

3 REPORTING

View or print reporting.

4 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.

5 SETTINGS

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

6 QUICK BATCH VIEW

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

7 MERCHANT ID OR TERMINAL ID SELECTION

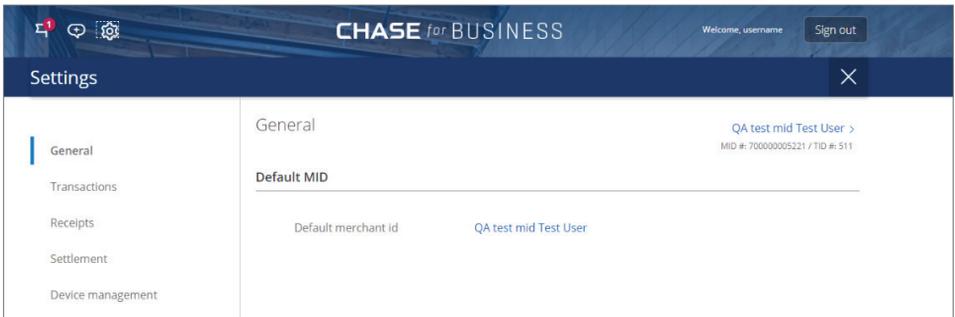
If you have more than one **Merchant ID (MID#)** or **Terminal ID (TID#)**, you can select the ID you want as your default ID. You set up these IDs with a Chase Merchant Services representative during onboarding calls.

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.

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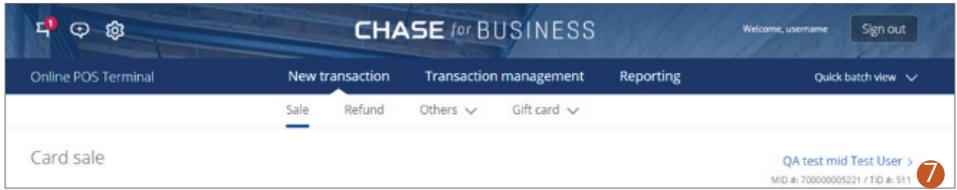
NOTE: TO CHANGE ACCESS

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

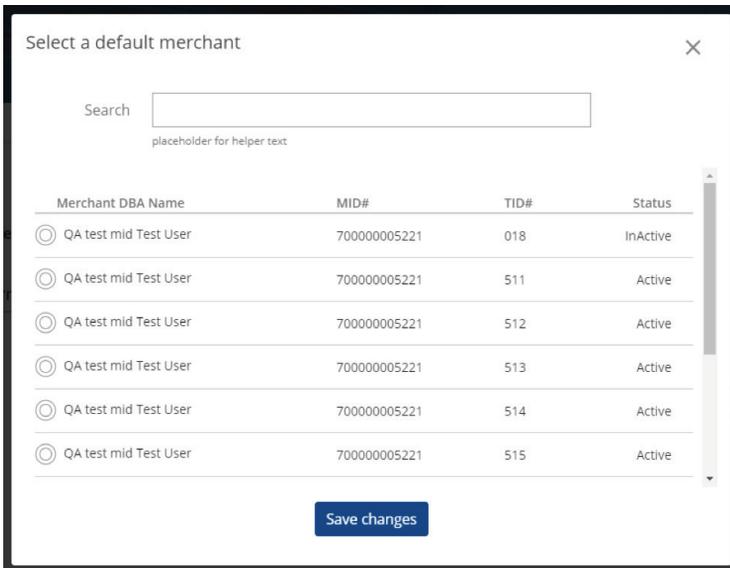
Users can be set up to perform specific types of refunds and voids. The ability to perform voids can be enabled or disabled for Store — or Manager-level users.

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.



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

1 NEW TRANSACTION

Continue setup by clicking the **New transaction** tab.

A 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.

The screenshot displays the 'CHASE for BUSINESS' Online POS Terminal interface. The top navigation bar includes 'Online POS Terminal', 'New transaction', 'Transaction management', and 'Reporting'. The 'New transaction' tab is active, and the 'Sale' sub-tab is selected. The 'Entry mode' dropdown menu is open, showing 'iPP320' and 'Manual' options. The 'Sale information' section is visible with the following fields:

Amount *	\$	
Discount		%
Surcharge	\$	
Tax	9.7	%
Total		

The interface also shows 'QA test mid Test User >' and 'MID #: 70000005221 / TID #: 511' in the top right corner.

SETUP — SETTINGS

1 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.

A GENERAL

This allows you to change the default **Merchant ID** and **Terminal ID** combination.

The screenshot shows the Chase for Business Settings interface. At the top, there is a navigation bar with the Chase logo, a user greeting "Welcome, username", and a "Sign out" button. Below this is a "Settings" header with a notification icon (1) and a close button (X). On the left, a sidebar lists settings categories: General (marked with 'A'), Transactions, Receipts, Settlement, and Device management. The main content area is titled "General" and shows the user's role as "QA test mid Test User" with a link to view details. Below this, the "Default MID" section displays the "Default merchant id" as "QA test mid Test User".

SETUP — SETTINGS

5 SETTINGS

B TRANSACTIONS

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

The screenshot shows the 'Settings' page for 'CHASE for BUSINESS'. The 'Transactions' section is active, indicated by a circled 'B' in the left sidebar. The main content area is titled 'Transactions' and includes a user profile 'QA test mid Test User' with MID # 700000005221 / TID #: 511. The settings are organized into several sections:

- Sale information:**
 - Discount: Show Hide
 - Tax: Show Hide
 - Default tax rate: %
 - Surcharge amount: Show Hide
- Additional information:**
 - Customer reference: Show Hide
- Cardholder verification:**
 - Customer name: Show Hide Required
 - Card verification number: Show Hide Required
 - Address and postal code: Show Hide Required
- Purchase card information:**
 - Purchase card: Show Hide
- Cashback:**
 - Debit cashback: Show Hide
 - Maximum debit cashback:
 - Cashback amounts to display on PIN pad:

NOTE: Click **Update** when complete. →

SETUP — SETTINGS

5 SETTINGS

C RECEIPTS

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

The screenshot shows the 'Settings' page for 'CHASE for BUSINESS'. The left sidebar has 'Receipts' selected. The main content area is titled 'Receipts' and includes the following sections:

- Receipt image:** A section with 'Logo image' and 'No file chosen'. It features a 'Choose file' button and a note: 'Browse for an image to upload and include on your receipts. The image must be in PNG format with dimensions no larger than 75px high x 350px wide and must not exceed 80 KB. To ensure your changes are saved, click the 'Update' button at the bottom of the page.'
- Receipt header:** A section with the instruction 'Tell us the text you want to appear on the header of your receipt. Each line accepts up to 40 characters.' It contains six input fields:
 - Line 1 *: This is a OPTMerchant
 - Line 2 *: Paymentech, Inc
 - Line 3 *: 4200 West Cypres
 - Line 4 *: Suite 350
 - Line 5 *: Tampa, FL 33607
 - Line 6 *: 800-888-8888
- Receipt footer:** A section with the instruction 'Tell us the text you want to appear on the header of your receipt. Each line accepts up to 40 characters.' It contains four input fields:
 - Line 1 *: Test
 - Line 2 *: (empty)
 - Line 3 *: (empty)
 - Line 4 *: (empty)

At the bottom, a note in a box says 'NOTE: Click Update when complete.' with an arrow pointing to a blue 'Update' button.

SETUP — SETTINGS

5 SETTINGS

D 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.

The screenshot shows the Chase for Business Settings interface. The top navigation bar includes the Chase logo, user information, and a 'Sign out' button. The left sidebar lists settings categories: General, Transactions, Receipts, Settlement (highlighted with a 'D' icon), and Device management. The main content area is titled 'Settlement' and includes the user's name and ID. Under the 'Auto settlement' section, there is a note: 'If auto settlement is disabled a manual settlement must be performed via batch view.' Below this, the 'Auto settlement' option is set to 'Enable' with a radio button. The 'Time' is set to '12:00' and 'AM', and the 'Time Zone' is set to 'Eastern-0500'. A blue 'Update' button is located at the bottom right. A red-bordered box with a white background contains the text 'NOTE: Click Update when complete.' with a red arrow pointing to the 'Update' button.

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).

The screenshot shows the Chase for Business Administration interface. The top navigation bar includes the Chase logo, a notification bell with a '5', and a 'Sign out' button. The main content area is titled 'Administration' and features a sidebar with navigation options: General, Transactions, Receipts, Settlement, and Device management (highlighted with a red 'E' icon). The 'Device Management' page displays details for an iPP320 terminal, including fields for Device name, Device serial #, Firmware version #, OS version #, Device application name, Manufacture ID, Swipe count, EMV parameters, and Last update. A 'Save' button is visible next to the Device name field. A red-bordered box contains a note: '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.'

Device Management		QA iTerminal test account > MID #: 7000000007815 / TID #: 002
Device	iPP320	
Device name	<input type="text"/>	Save
Device serial #	2215233TP010054	↑
Firmware version #	1702	
OS version #	4612	
Device application name	Retail base	
Manufacture ID	INGENICO	
Swipe count	0127	
EMV parameters	Update	
Last update	April 1,2019	

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.

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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.

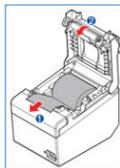
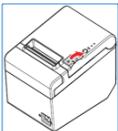
SET UP YOUR RECEIPT PRINTER

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.

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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.
3. On the Document Settings tab, select Paper Source and set to Page [Feed, Cut].
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

1 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.

Sale
Refund
Others ▾
Gift card ▾

Card sale
QA test mid Test User >
MID #: 70000005221 / TID #: 511

1
Entry mode IPP320 ▾

Sale information

Amount *	<input type="text" value="\$"/>		
Discount	<input type="text" value=""/>	%	<input type="text" value="96"/> \$
Surcharge	<input type="text" value="\$"/>		
Tax	<input type="text" value="9.7"/>	%	
Total			

Additional information

Invoice number *	<input type="text" value=""/>
------------------	-------------------------------

Payment information

Card number *	<input type="text" value=""/>				
Expiration date *	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"><input type="text" value="Choose one"/> ▾</td> <td style="width: 50%;"><input type="text" value="Choose one"/> ▾</td> </tr> <tr> <td style="font-size: 8px;">Month</td> <td style="font-size: 8px;">Year</td> </tr> </table>	<input type="text" value="Choose one"/> ▾	<input type="text" value="Choose one"/> ▾	Month	Year
<input type="text" value="Choose one"/> ▾	<input type="text" value="Choose one"/> ▾				
Month	Year				

Cardholder verification

Customer name	<input type="text" value=""/>
Card verification number	<input type="text" value=""/>

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.

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

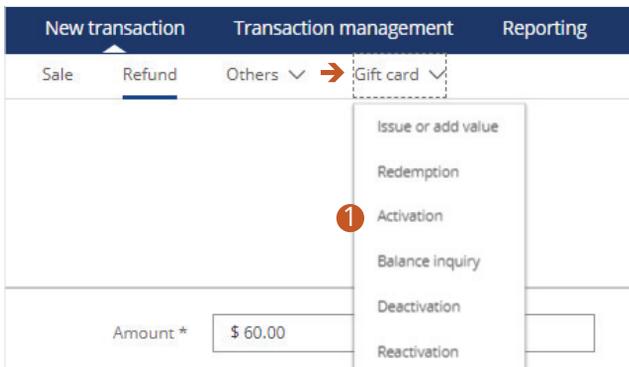
Gift cards require their own types of transactions and have to be managed through a life cycle:

- 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

1 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.



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.

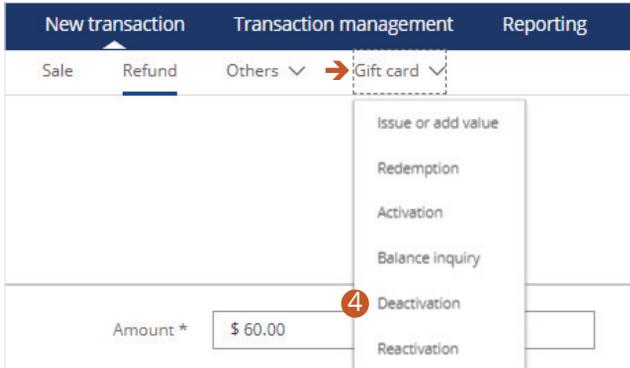
3 REACTIVATE GIFT CARDS

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.



Deactivate gift card QASON V1 T >
MD #: 70000007815 / TID #: 001

Gift card information

Card number *

Additional information

Invoice number *

I confirm these details are correct. *

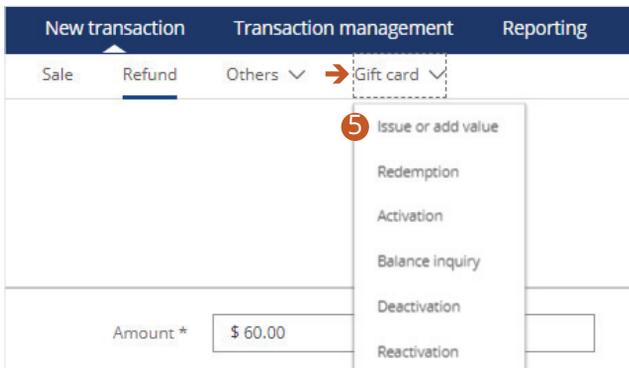
MANAGE GIFT CARD TRANSACTIONS

5 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

Issue or add to a new gift card QASCVIT >
MD #: 70000007815 / TD #: 001

Transaction details

Transaction type * New issuance or add value
 Force issuance or add value

Amount * \$

Additional information

Invoice number *

Gift card information

Card number *

I confirm these details are correct. *

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.

Gift Card Voice Authorization: 1-888-959-1493.

Continued from previous page.

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.

Redeem gift card QASCN VLT >
MID #: 70000007815 / TID #: 001

Transaction details

Redemption type: ➔ New redemption
 Force redemption

Amount *

Additional information

Invoice number *

Gift card information

Card number *

I confirm these details are correct. *

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

Redeem gift card
QASCN VII T >
MID #: 700000007815 / TID #: 001

Transaction details

Redemption type * New redemption
 Force redemption

Amount * \$

Additional information

Invoice number *

Authorization *

Gift card information

Card number *

I confirm these details are correct. *

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.

Transaction complete QASCN VI T >
MID #: 700000007815 / TID #: 001

✔ The current balance of this gift card is \$100.00

Receipts

Send electronic receipts
If your customer would like a receipt sent to them, electronically, enter an email address and/or a phone number that accepts SMS text messages.

Customer phone #

Customer email

Sale information

Bank response	Transaction Amount	\$0.00
Approval Code	098372 Gift Card Balance	\$100.00
Gift Card Host Reference Number	00034640 Gift Card Prior Balance	\$0.00
Gift Card Host Reference Number	00034640	
Card verification number		

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

1 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.

The screenshot shows the Chase for Business Online POS Terminal interface. At the top, there is a navigation bar with 'New transaction' highlighted. Below the navigation bar, the main content area displays 'Transaction complete' with a green checkmark and the message 'This sale for \$2.00 has been approved'. Under the 'Receipts' section, there are input fields for 'Customer phone #' and 'Customer email', and buttons for 'Send Receipt', 'Print Customer Receipt', 'Print Merchant Receipt', and 'Print Both'. At the bottom, there is a 'Sale information' table.

Sale information		
Bank response	Transaction amount	\$2.00
Approval Code	098033 Discount amount	\$0.00
Response code	00 Surcharge amount	\$0.00
Card verification number	Tax amount	\$0.19

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.

NOTE: EITHER OR BOTH

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

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.

CHASE for BUSINESS

Welcome, username Sign out

Online POS Terminal
New transaction
Transaction management
Reporting
Quick batch view

Sale
Refund
Others
Gift card

Transaction complete QA test mid Test User >
MO #: 7000000521 / TO #: 511

✔ This sale for \$2.00 has been approved

Receipts

Send electronic receipts
If your customer would like a receipt sent to this, electronically, enter an email address and/or a phone number that accepts SMS text messages.

Customer phone #

Customer email

Send Receipt

Print Customer Receipt

Print Merchant Receipt

Print Batch

Sale information

Bank response	Transaction amount	\$2.00
Approval Code	098033 Discount amount	\$0.00
Response code	00 Surcharge amount	\$0.00
Card verification number	Tax amount	\$0.19

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.

The screenshot shows the 'Settings' page for 'CHASE for BUSINESS'. The 'Receipts' section is active, showing configuration options for receipt images and headers. The left sidebar lists 'General', 'Transactions', 'Receipts', 'Settlement', and 'Device management'. The main content area is titled 'Receipts' and includes a user profile 'QA Test mid Test User' and a merchant ID 'MID: 670000005211710-4-511'.

Receipt image

Logo image: No file chosen

Browse for an image to upload and include on your receipts. The image must be in PNG format with dimensions no larger than 750x high x 350px wide and must not exceed 80 KB. To ensure your changes are saved, click the 'Update' button at the bottom of the page.

Receipt header

Tell us the text you want to appear on the header of your receipt. Each line accepts up to 40 characters.

Line 1 *
 Line 2 *
 Line 3 *
 Line 4 *
 Line 5 *
 Line 6 *

Receipt footer

Tell us the text you want to appear on the footer of your receipt. Each line accepts up to 40 characters.

Line 1 *
 Line 2 *
 Line 3 *
 Line 4 *

PROCESS A REFUND OR CREDIT TRANSACTION

1 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.

The screenshot shows the Chase for Business Online POS Terminal interface. At the top, there is a navigation bar with the following elements:

- Icons for home, chat, and settings.
- Logo: CHASE for BUSINESS
- Welcome message: Welcome, username
- Sign out button

 Below the navigation bar, there are four main tabs:

- 1 New transaction** (highlighted with a red circle and arrow)
- Transaction management
- Reporting
- Quick batch view (dropdown)

 Under the 'New transaction' tab, there are three sub-tabs:

- Sale
- 2 Refund** (highlighted with a red circle and arrow)
- Others (dropdown)
- Gift card (dropdown)

 The main content area is titled 'Card refund'. In the top right corner, it says 'QA test mid Test User >' and 'MID #: 700000005221 / TD #: 511'.

 The form is divided into three sections:

- Sale information:** Contains a field for 'Amount *' with a '\$' symbol and an empty input box.
- 3 Additional information:** Contains a field for 'Invoice number *' with an empty input box.
- Payment information:** Contains a field for 'Card number *' with an empty input box, and 'Expiration date *' with two dropdown menus labeled 'Choose one' for 'Month' and 'Year'.

 At the bottom of the form, there is a checkbox labeled 'I confirm these details are correct. *' which is unchecked. Below the checkbox are two buttons: 'Clear' and 'Issue refund' (highlighted with a blue circle and arrow labeled '4').

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

The screenshot shows the Chase for Business Online POS Terminal interface. The navigation bar includes 'Reporting' (marked with a 3) and 'Quick batch view' (marked with a 6). The 'Quick batch view' dropdown menu is open, displaying a summary table:

Open batch		
Sales	2	\$14.00
Refunds	0	\$0.00
Total	2	\$14.00

Below the table are two action buttons: 'View Items' and 'Settle batch'.

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

2 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.

The screenshot shows the 'Transaction management' section of the Chase for Business Online POS Terminal. The interface includes a navigation bar with 'Transaction management' selected. Below the navigation bar, there are search filters for 'Transactions' (set to 'All'), 'Date' (from 9/16/2019 to 9/16/2019), 'Last 4 digits' (Account number), and 'Amount' (from \$ to \$). A 'Search' button is present. Below the search filters, there is a table titled 'Transaction search results' with the following data:

Date	Card type	Card brand	Last 4 numbers	Transaction type	Transaction status	Invoice number	Amount	Batch status
2019-09-16 14:16:27.0	Credit	VI	0017	Sale	Approved	123456	\$2.00	Open

BACK OFFICE — CALENDAR

2 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.

Transaction management **2** QA test mid Test User >
MID #: 70000000221 / FID #: 511

Transactions: Last 4 digits:

Account number:

Amount: From \$ to \$

Date: From * mm/dd/yyyy To * mm/dd/yyyy

Search is limited to 31 days

September 2019

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Report Clear

Transaction search:

Transaction type	Transaction status	Invoice number	Amount	Batch status
Sale	Approved	123456	\$2.00	Open

Column options >

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.

Advanced search >

Search Report Clear

Transaction search results Column options >

Date	Card type	Card brand	Last 4 numbers	Transaction type	Transaction status	Invoice number	Amount	Batch status
2019-09-16 14:16:27.0	Credit	VI	0017	Sale	Approved	123456	\$2.00	Open
2019-09-16 14:15:18.0	Credit	VI	1111	Sale	Declined	45654	\$2.19	Open
2019-09-16 14:14:56.0	Credit	MC	5454	Sale	Declined	123456	\$2.19	Open
3 Transactions							\$6.38	

Items per page: 10 1 - 3 of 3 < >

Void

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

Transactions: Last 4 digits:

Account number:

From: To:

Date:

Amount: From \$ to \$

Search Report Clear

Transaction search results

Date	Card type	Card brand	Last 4 numbers	Transaction type	Transaction status	Invoice number	Amount	Batch status
2019-09-13 12:31:56.0	Gift	FC	5454	Prior Activation	Approved	45	\$40.00	Close
2019-09-12 18:01:12.0	Credit	VI	4115	Sale	Approved	AUTO: 2284933	\$5.00	Close
2019-09-12 16:52:06.0	Credit	VI	4115	Sale	Approved	9085269	\$1.00	Close
3 Transactions							\$46.00	

Items per page: 10 1 - 3 of 3 < >

Refund

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.

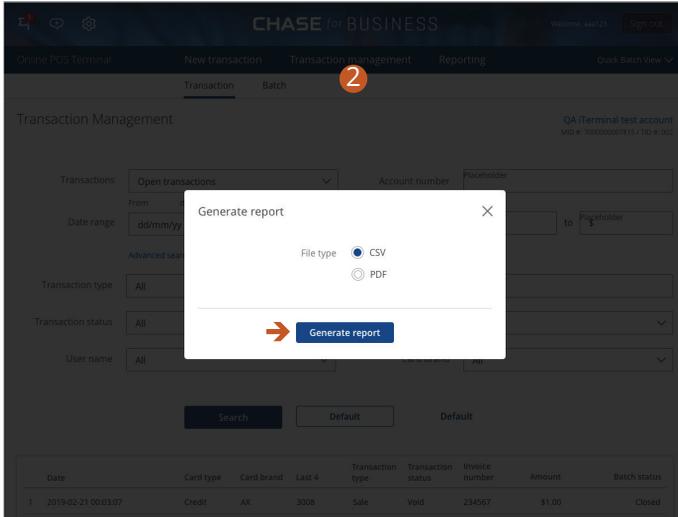
The screenshot shows the Chase Business Online POS Terminal interface. At the top, there is a navigation bar with 'Online POS Terminal', 'New transaction', 'Transaction management', and 'Reporting'. The 'Transaction management' tab is active, and a red circle with the number '2' is placed over the 'Batch' sub-tab. Below the navigation bar, there are search filters for 'Transactions' (set to 'Open transactions'), 'Account number', 'Date range', and 'Amount'. At the bottom of the filter section, there are three buttons: 'Search', 'Report' (highlighted with a red arrow), and 'Reset form'. Below the filters is a table with the following data:

Date	Card type	Card brand	Last 4	Transaction type	Transaction status	Invoice number	Amount	Batch status
1 2019-02-21 00:03:07	Credit	AX	3008	Sale	Void	234567	\$1.00	Closed
2 2019-02-21 00:03:07	Credit	AX	3008	Sale	Void	234567	\$1.00	Closed
3 2019-02-21 00:03:07	Credit	AX	3008	Sale	Void	234567	\$1.00	Closed
4 2019-02-21 00:03:07	Credit	AX	3008	Sale	Void	234567	\$1.00	Closed

REPORTING (UNDER THE TRANSACTION MANAGEMENT TAB)

2 TRANSACTION MANAGEMENT / REPORT

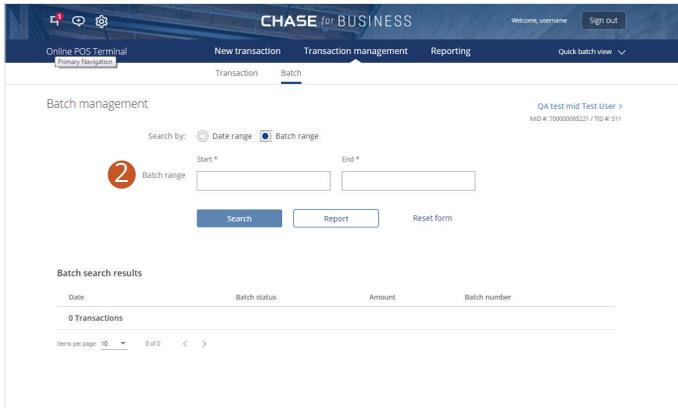
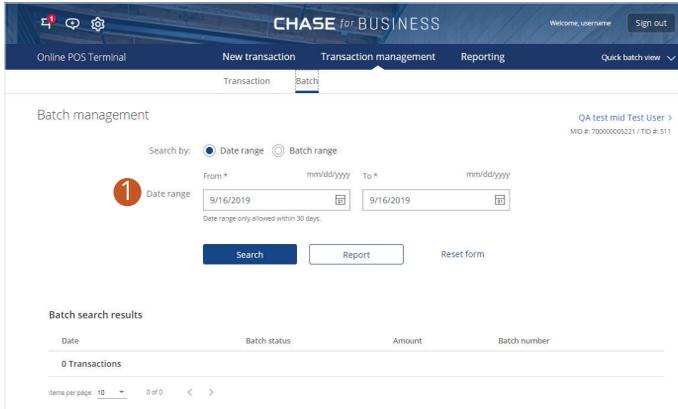
If you choose **Report**, you will be asked to select the **Report type**. Select **CSV** (comma-separated values) to export transactions to Excel or, if you only want to print the report, select **PDF**.



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**.

The screenshot shows the Chase for Business reporting interface. At the top, there is a navigation bar with 'CHASE for BUSINESS' and a 'Sign out' button. Below the navigation bar, there are tabs for 'Online POS Terminal', 'New transaction', 'Transaction management', 'Reporting', and 'Quick Batch View'. The 'Reporting' tab is selected, and a red circle with the number '3' is overlaid on it. Under the 'Reporting' tab, there are sub-tabs for 'Queued reports', 'Card type summary', and 'Sales trend'. The 'Queued reports' sub-tab is active, and a red arrow points to it. Below the sub-tabs, there is a table with the following data:

Status	Report name	Report name	Submitted date
Queued	Open batch detail	CSV	05/31/2019 09:26:13

At the bottom of the page, there is a copyright notice: '© Copyright 2019, merchant services are provided by Paymentech, LLC ("Chase"). All Rights Reserved.' and links for 'Privacy Policy' and 'Terms of Use'.

REPORTING (UNDER THE REPORTING TAB)

3 REPORTING / CARD TYPE SUMMARY

You can get a quick glance of card type activity by day, week, month or quarter.

The screenshot shows the Chase for Business Online POS Terminal interface. The top navigation bar includes 'Online POS Terminal', 'New transaction', 'Transaction management', 'Reporting', and 'Quick Batch View'. The 'Reporting' tab is active, and a red circle with the number '3' highlights it. Below the navigation bar, there are links for 'Queued reports', 'Card type summary', and 'Sales trend'. The 'Card type summary' section features a table with columns for 'Card brand', 'Sales count', 'Sales amount', 'Refund count', and 'Refund amount'. A dropdown menu is open, showing options for 'Today', 'Yesterday', 'Last week', 'Last month', and 'Last quarter'. The table data is as follows:

Card brand	Sales count	Sales amount	Refund count	Refund amount
MasterCard	4	\$18.04	0	\$0.00

At the bottom of the page, there is a copyright notice: '© Copyright 2019, merchant services are provided by Paymentech, LLC ("Chase"). All Rights Reserved.' and links for 'Privacy Policy' and 'Terms of Use'.

REPORTING (UNDER THE REPORTING TAB)

3 REPORTING / SALES TRENDS

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

The screenshot shows the Chase for Business Reporting interface. At the top, there is a navigation bar with 'Reporting' selected. Below the navigation bar, the 'Reporting' section is active, and 'Sales trend' is selected under 'Queued reports'. A date range filter is set from 02/07/2019 to 02/13/2019. A bar chart displays two transactions, each with an amount of \$1.00. Below the chart is a table with the following data:

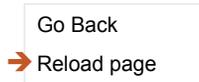
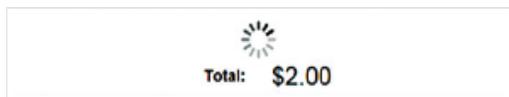
Date	Transactions	Number of batches	Amount
02/08/2019	1	1	\$1.00
02/11/2019	1	1	\$1.00

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.

