First Data Global Gateway iPhone App® User Manual

Version 1.0

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Revision Log

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1   GETTING STARTED

First Data Global Gateway Virtual Terminal iPhone application is a safe, secure, and convenient way to process and archive transactions with your mobile device. The application's user-friendly interface allows you to set preferred fields, enter and save transaction details, and immediately email receipts or contact our support team.

1.1   Navigation

| SELECT	TO GO TO
More	Frequently Asked Questions, User Manual, Optional Field Settings, Email Support, Logout
![info icon]	Help or information about currently displayed screen
![email icon]	Email transaction receipt
+	Add new transaction
Cancel	Previous screen
Back	Previous screen
Terminal	Virtual Terminal main screen – transaction history

1.2   Sign Up

If you do not already have a First Data Global Gateway account, select **Sign Up** from the welcome screen to chat and register with our telesales team.
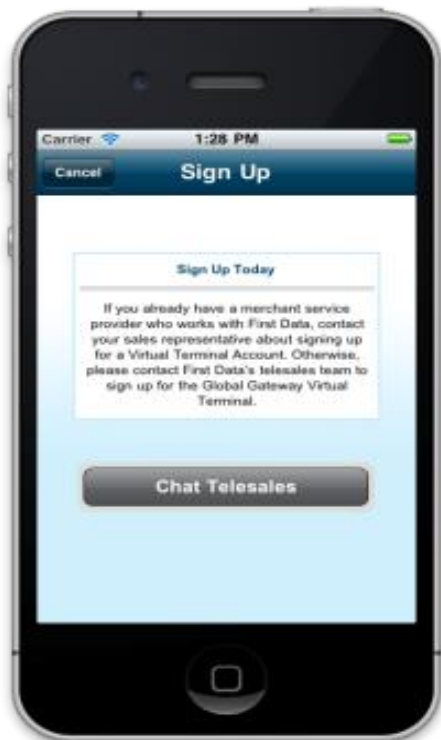

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1.3 Log In

Select **Log In** from the welcome screen menu to enter your Store Number, 6-digit User ID, and 8-digit Password. Tap **Next** on your keypad to enter your Tax ID.
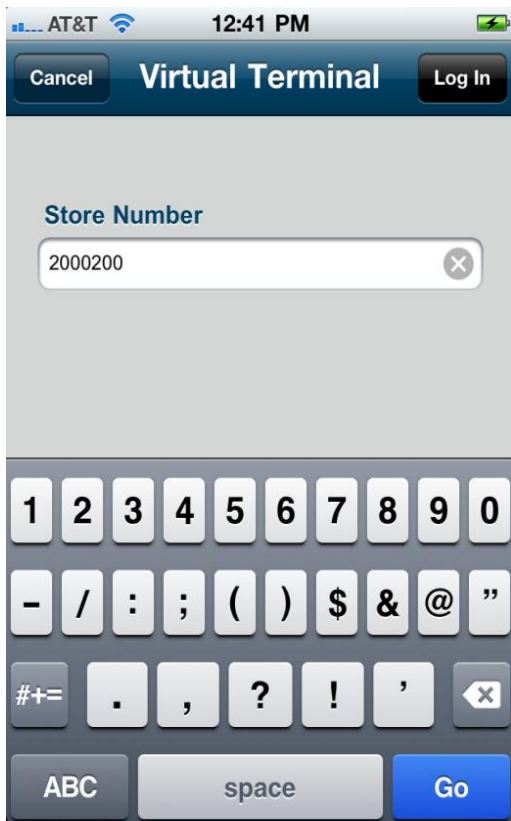
1.4   Pass Code

A 4 digit pass code is required to secure the Virtual Terminal application on your iPhone. This code is designed to prevent unauthorized use of the application. Choose your Pass Code carefully.

Select **Log In** on the menu bar or **Go** on your keypad. You will be prompted twice to enter your 4-digit Personal Pass Code. You will also be prompted to enter your Pass Code if your device is left idle while the application is running.
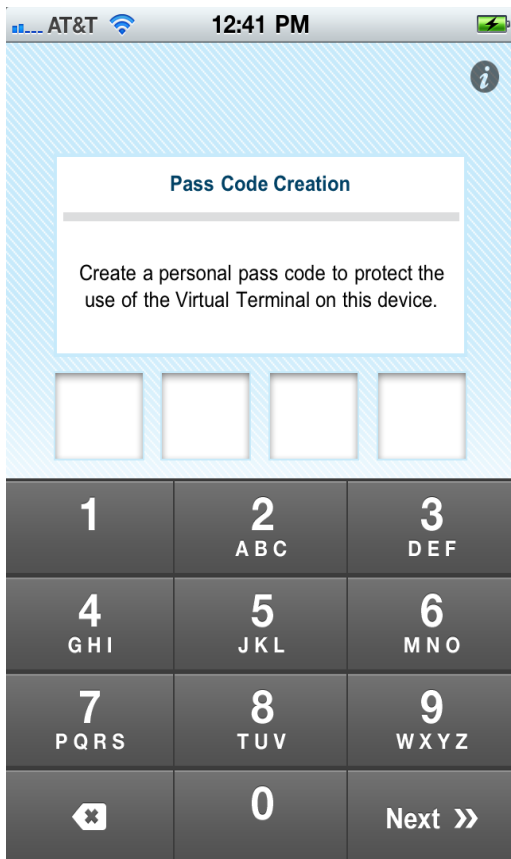
NOTE: ONCE A PASS CODE IS CREATED IT CAN NOT BE CHANGE OR DELETE

1.5   iPhone Virtual Terminal Screen

The Virtual Terminal screen will open. Tap on '+' to view Credit Card Page
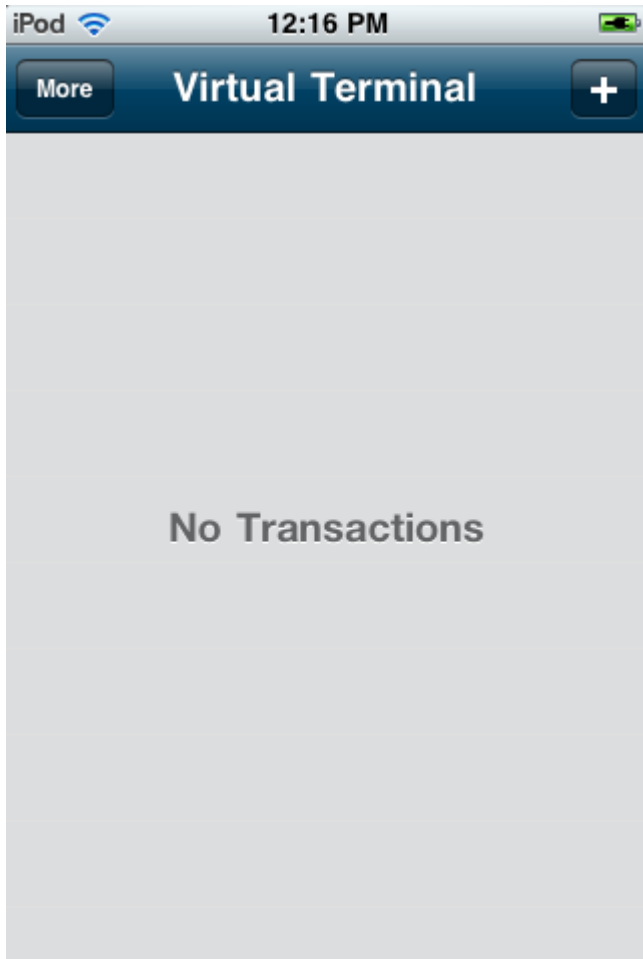
2   PROCESSING TRANSACTIONS

A history of completed and saved transactions appears when the Virtual Terminal screen opens. From here you can add a new transaction (+), select a transaction to view or submit, or issue a refund.
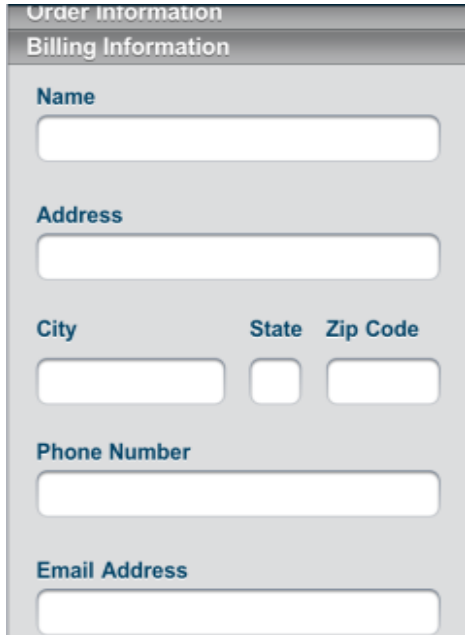
2.1   Optional Field Settings

In the Virtual Terminal, select **More** in the menu bar. In the new screen, select **Optional Field Settings**. As you scroll down the fields, use the On/Off toggle to activate the order, billing, and shipping information fields you want to include for the transaction. Return to Virtual Terminal by selecting **More** in the menu bar and then selecting **Done**.
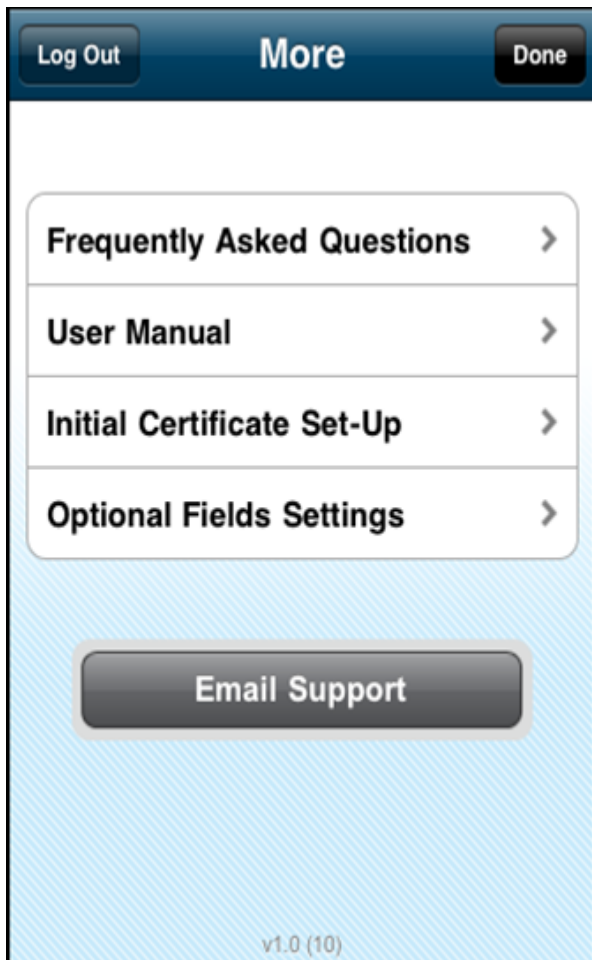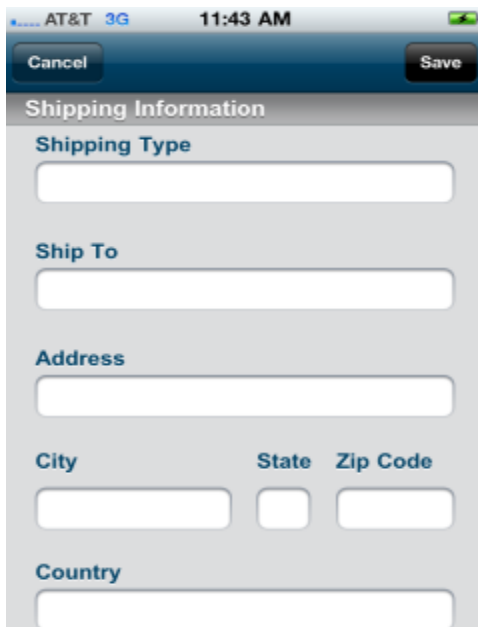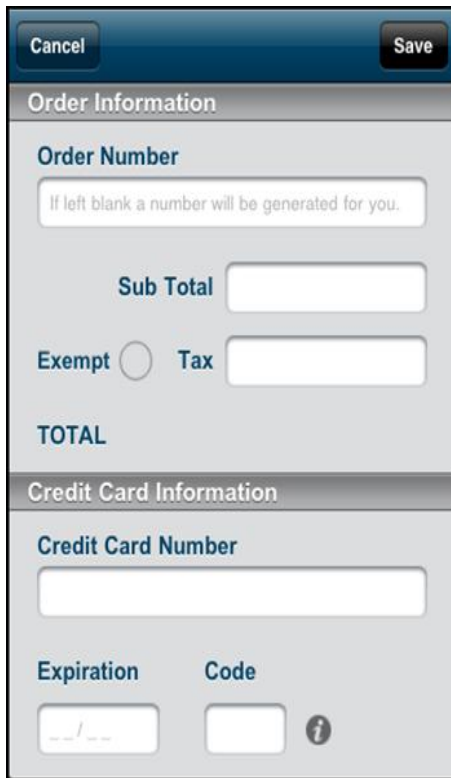
2.2   New Transactions

After you activate the order, billing, and shipping information fields that you want to include, return to the Virtual Terminal screen by selecting **More** in the menu bar and then selecting **Done**.

Select (+) in the menu bar. In the new screen, scroll down the fields to enter order, billing, shipping, and payment information.

To save a transaction before submitting, select **Save** in the menu bar. It will be saved in the Virtual Terminal, and you can return to it later.

NOTE: SAVING A TRANSACTION RATHER THAN SUBMITTING IT WILL REQUIRE YOU TO REENTER SENSITIVE INFORMATION SUCH AS CUSTOMER CARD NUMBERS BEFORE YOU LATER SUBMIT.

2.2.1   Fraud Settings

You can set up and change your fraud settings in the First Data Global Gateway Virtual Terminal. For the Fraud Settings page in the First Data Global Gateway Virtual Terminal, mouse over **Administration** in the **Main Menu Bar** and click **Fraud Settings** in the popup menu or from the Administration section, click **Fraud Settings** on the **Side Menu Bar**.

For more information about fraud settings, see the Support section of the First Data Global Gateway Virtual Terminal manual.

2.2.2   Credit Card Transactions

Select (+) in the menu bar. Toggle to choose Credit in the menu bar. In the pop up menu, choose Credit again. Scroll down the fields to enter order, billing, shipping, and payment information.
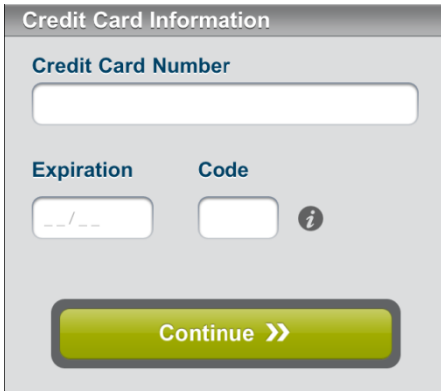

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To submit a credit card transaction, select **Continue** >> at the bottom of the screen or tap **Done** on your keypad.

In the Confirm Order screen, review the transaction and select **Save** in the menu bar or Submit on the bottom.

Submitted transactions will appear under History and saved transactions appear under Saved in the Virtual Terminal screen.

NOTE: SAVING A TRANSACTION RATHER THAN SUBMITTING IT WILL REQUIRE YOU TO REENTER SENSITIVE INFORMATION SUCH AS CUSTOMER CARD NUMBERS BEFORE YOU LATER SUBMIT.

2.2.2   Approved Transactions

Approved transactions will appear under History in the Virtual Terminal screen.
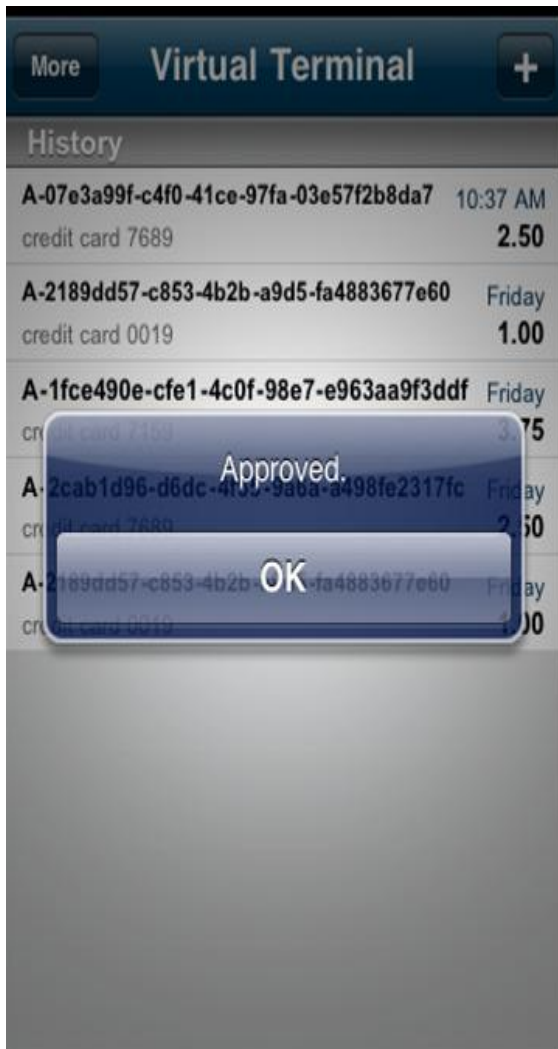
2.2.3 Emailing Receipt Transactions

The customer's email address is added to send a copy of the receipt. The merchant can also add their own message to the body of the receipt.

NOTE: NO PRINT DEVICE IS CURRENTLY SUPPORTED BY THE iPHONE VIRTUAL TERMINAL.

2.3   Issuing Refunds

Refunds may be issued only for credit card transactions.
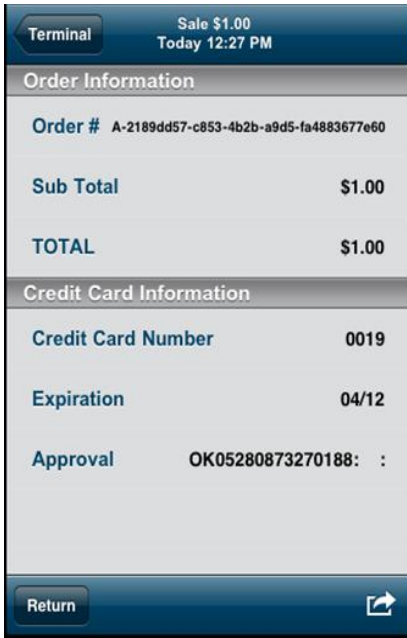
In the Virtual Terminal screen, select a transaction. When the order information appears, tap **Return** at the bottom of your screen. In the pop-up screen, choose from Full Amount or Partial Amount. The new transaction will appear under History in the Virtual Terminal screen.
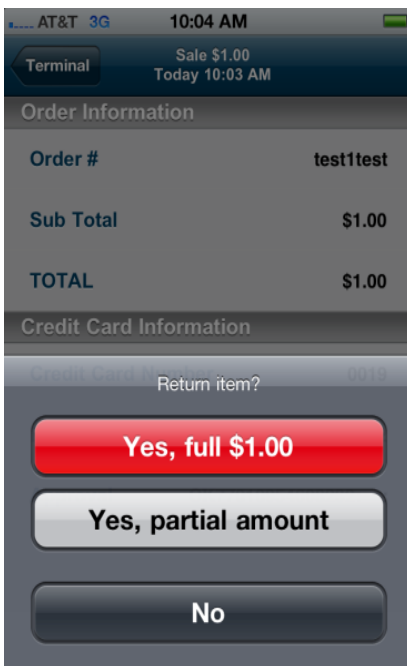
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NOTE: THIS IS NOT A "VOID" . VOIDS MUST BE PROCESSED THROUGH THE VIRTUAL TERMINAL.
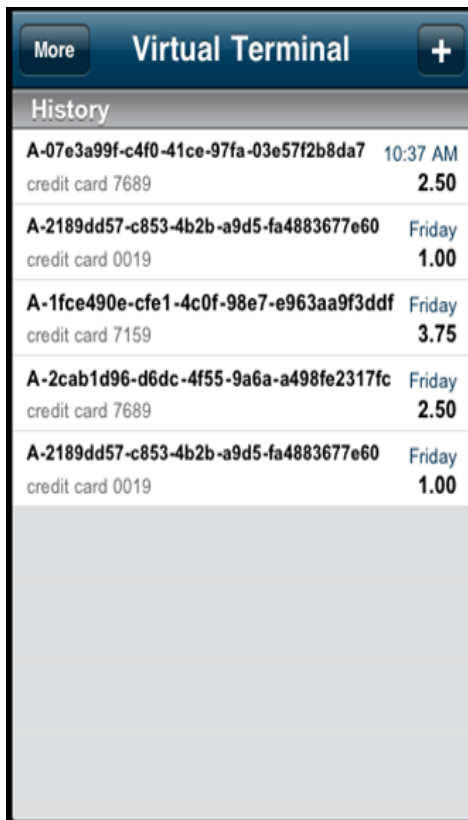
To view the return, select the return transaction or the original transaction. If the return transaction is selected, tap View Sale at the bottom left of the transaction screen to see the original transaction. If the original transaction is selected, tap View Return instead. All of the associated returns will appear as a list from which you may select the one you wish to view. You may toggle between the original transaction and its associated returns as often as you like.

3   iPhone App and First Data Global Gateway Setup

This section provides simple examples of how to setup your iPhone App with First Data Global Gateway Virtual Terminal.

3.1   First Data Global Gateway Setup

This section outlines the configuration you need to complete in Virtual Terminal for merchant to use iPhone Virtual Terminal. To set up your iPhone Virtual Terminal, the merchant must also log on to their existing First Data Global Gateway Virtual Terminal and download the web Services Certificate.

The following screen displays:
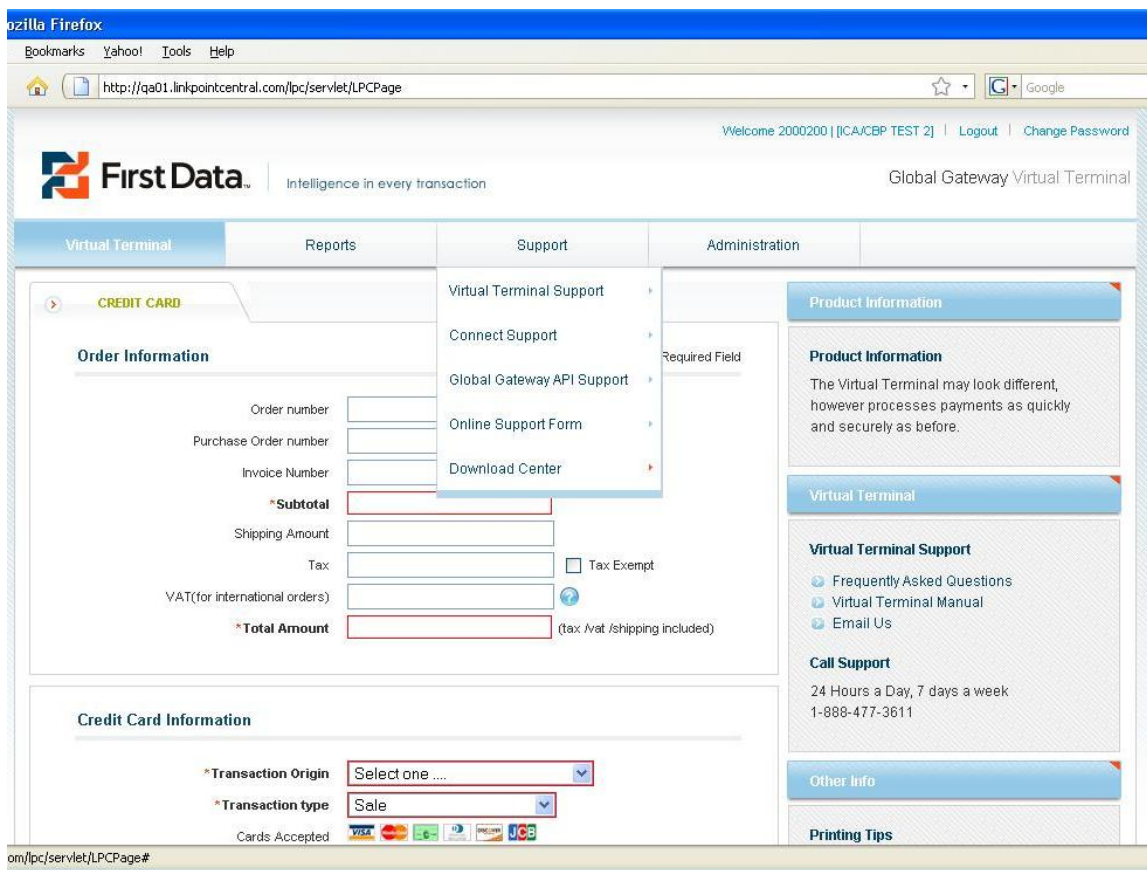
The merchant then needs to type in their Tax ID and select the "For Web Services" download.
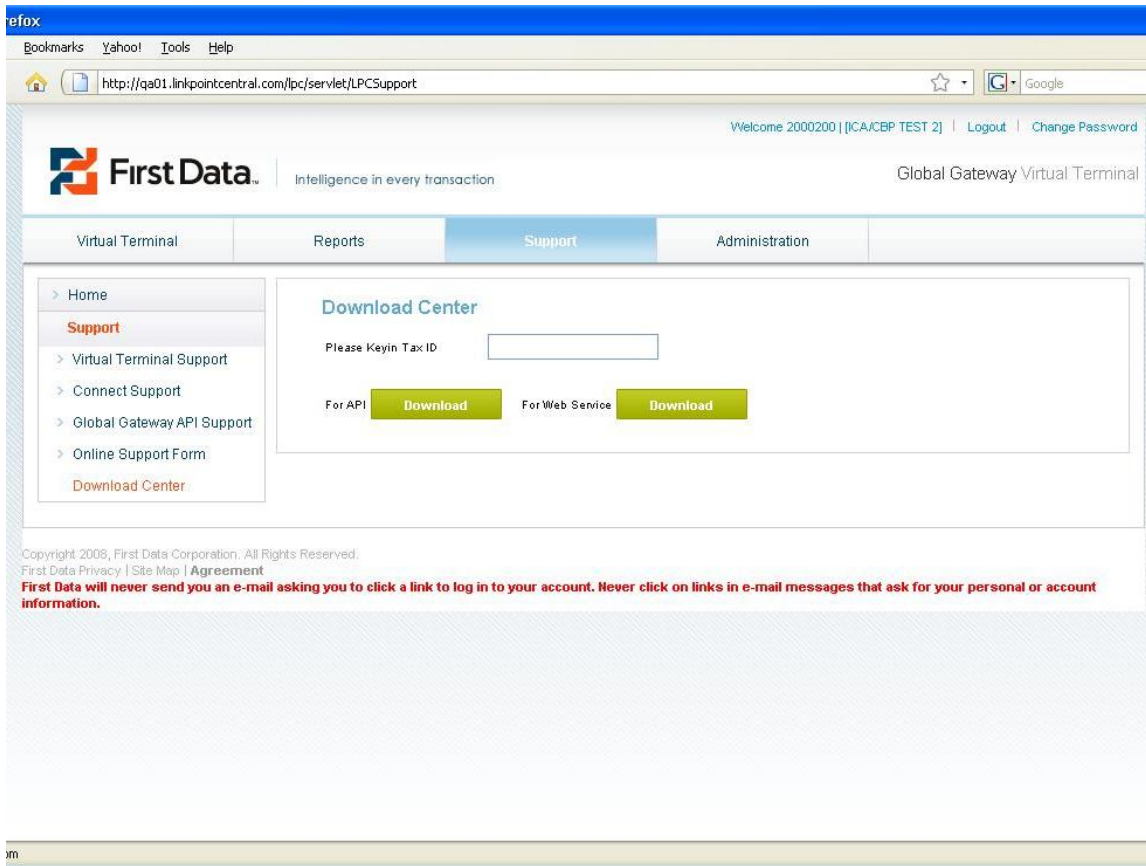

NOTE: THIS SHOULD BE DONE FROM A PC WHERE THEY ALSO HAVE iTUNES INSTALLED.

Once the certificate is downloaded, the merchant can connect their device to the PC and open up iTunes. They should find their device listed on the left hand side of iTunes.
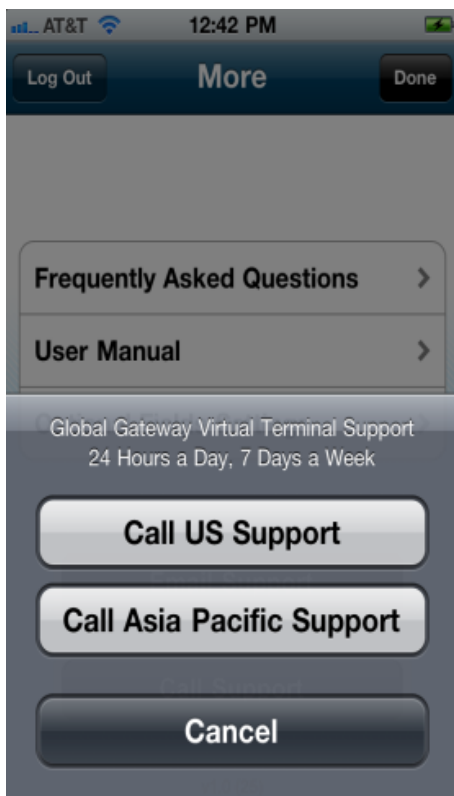
Once selected, the app will automatically sync the certificate to the device. The merchant can now disconnect the device and begin using the app.
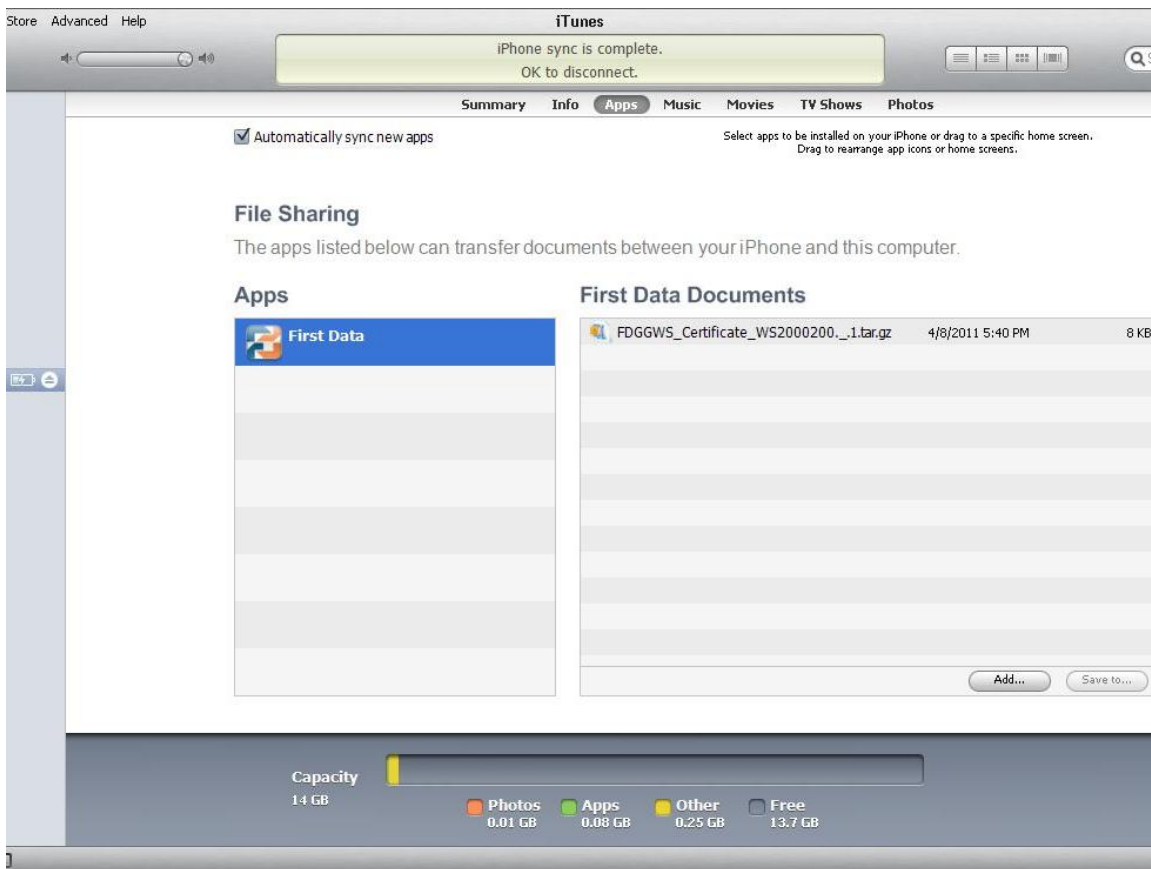
4   CONTACT FIRST DATA

The merchant has three options for contacting First Data Global Gateway Support.

1. At the More screen, select Email Support to contact the First Data support team.

2. Call First Data Global Gateway at +1 888-477-3611. Please have your merchant ID available.

3. You may also visit our web site at http://www.firstdata.com for additional contact options. Scroll down to the bottom of our home page and click on "Contacts" in the left corner

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