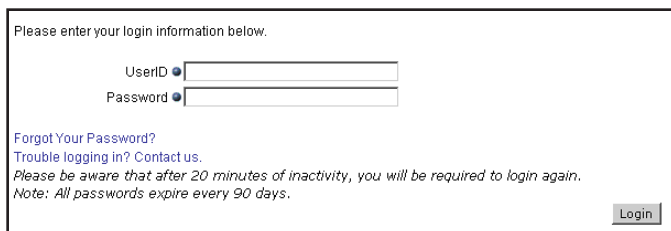


## Overview

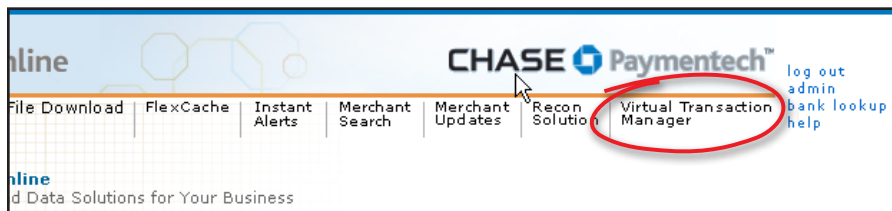
One of several applications in Resource Online, Chase Paymentech Solutions' proprietary suite of web-based products, Virtual Transaction Manager (VTM) is a secure web-based application that provides 24x7 real-time access to a merchant's front-end, point-of-sale transaction and batch data. Virtual Transaction Manager also offers the user a summary view of card type transactions and the ability to search for transactions using various search criteria.

## Logging In & Out

Point your browser to <http://rol.paymentech.com>, or access Resource Online from [www.ChasePaymentech.com](http://www.ChasePaymentech.com) by selecting **Access My Account > Resource Online**.



▲ At the Login screen, enter the User ID and Password\* provided by Chase Paymentech, and click "Login." \*Passwords are case sensitive.



The Resource Online home page displays, listing the Resource Online modules to which you have access.

Select Virtual Transaction Manager from either the top menu bar or from the body of the Resource Online home page.

To log out, click on the Log Out tab at the top of any screen.

## System Requirements

The following are required to access Resource Online and Virtual Transaction Manager from your PC:

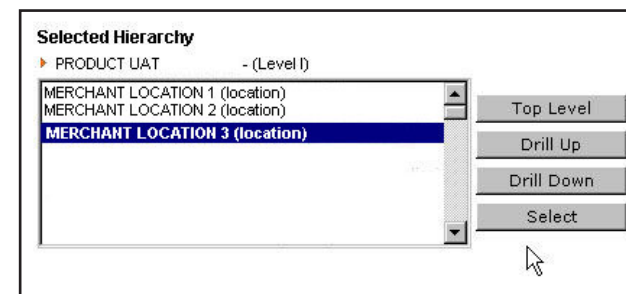
- Internet Service Provider
- Microsoft Internet Explorer 6.0 or higher
- Resource Online logon provided by Chase Paymentech
- Acrobat Adobe Reader 6.0 or higher (free download from [www.adobe.com](http://www.adobe.com))
- Microsoft Excel & Access 2000 or higher (if need to export more than 60,000 records)
- Screen Resolution of 1024 x 768 is recommended for optimal viewing
- A valid e-mail address

## Navigating within the Hierarchy

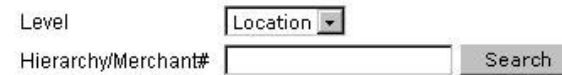
Chase Paymentech's standard hierarchy consists of multiple tiers allowing the maximum flexibility for processing and reporting to meet your organization's needs. Before working with reports, review how to navigate the hierarchy.

### To view data at a different hierarchy level:

Click the Drill Down ▶ button to display lower levels of the hierarchy. Click on the desired level to highlight it, and click the Select button. You can also use the Quick Search method below.



### Quick Search





### To use Quick Search:


◀ Click on the desired level to highlight it, enter the corresponding hierarchy or merchant number and click the Search button.

## Using the Menu Features

**Buttons:** On each page, buttons are available to help you navigate and save or print your reports.

 **Go to Beginning:** Click to view the first page of a report.


 **Previous:** Click to view the previous page of a report.

 **Next:** Click to view the next page of a report.


 **Go to End:** Click to view the last page of a report.

Go to Page  **Go to Page:** Select the page number from the drop down to jump forward or backward to a particular page of the report

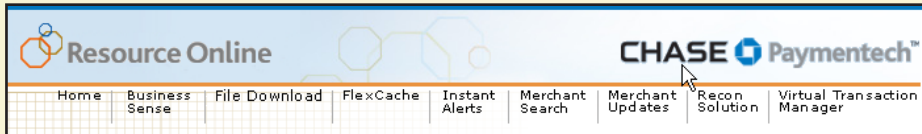
 **Print:** Click to print a report.

 **Download:** Click to export a report in "comma delimited" format.

 **Excel:** Click to export a report directly into Microsoft® Excel.

 **Preferences:** Click to change the appearance of the data displayed in the Virtual Transaction Manager reports.

**Tabs:** Located at the top of each page, the tabs are your navigation tools.



**Home:** Click to return to the Main Screen for Resource Online.

**Virtual Transaction Manager:** Click to return to the main Virtual Transaction Manager page.

**Log Out:** Click to exit Virtual Transaction Manager and Resource Online.

**Admin:** Click to access the administration module of Resource Online.

**Help:** Click to access the Online Help function.

## Support

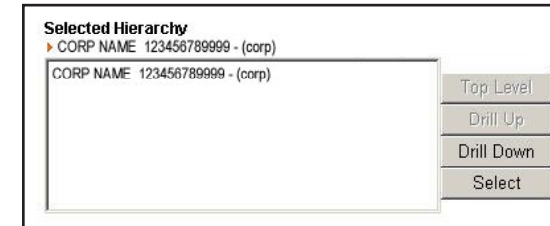
Virtual Transaction Manager's help system provides reference information for each report available for viewing. Select the 'Help' tab at the top of the screen.

For Technical Support, call **1-800-254-9556** (U.S.) 24 hours a day and 7 days a week.

Note: If you need training or assistance in interpreting data in the Virtual Transaction Manager reports, please contact your Chase Paymentech Representative.

## Viewing Reports

1. From the Virtual Transaction Manager home page or tool bar at the top of the screen, click on the report you wish to view (see "Available Reports").
2. When the Report Screen appears, select the hierarchy or merchant level for the data you wish to view.



◀ When you log into Virtual Transaction Manager, you are automatically at the highest hierarchy/merchant level available. To view data at a different hierarchy/merchant level, see "Navigating within the Hierarchy" on page 1.

3. Enter the report criteria and any optional criteria. Click Generate Report. ▶

**Report Criteria**

Process Date: from: 1/1/2005 to: 2/10/2005

Generate Report

**Optional Criteria**

Cardholder #:

Paid By:

Trans Type:

Amount: min:  max:

Custom Data:

4. The Results Screen appears with the data records matching the specified criteria entered.

## Helpful Hints for Working with Reports

1. While viewing a report, you may sort data under each column in ascending or descending order by clicking on the column heading.
2. To make changes to your report criteria or optional criteria, click on the Edit icon.
3. To print or export a report, see "Using the Menu Features" above.
4. To view a different report, position your cursor over Virtual Transaction Manager in the top menu bar, then over the appropriate report category, then click on the appropriate report name. (See "Available Reports")

## Available Reports by Category

### BATCH AND TRANSACTION REPORTS

The Batch and Transaction Reports section provides summary and detail reports that should be reviewed to verify and research transactions that occurred at the point-of-sale.

#### Batch Summary:

Provides a summary for each group of transactions in open or closed batches, with counts and amounts of the batch total, including sales, returns and errors. Drill down from each batch to view the underlying batch detail and transaction detail records.

#### Card Type Summary:

Provides a summary of net deposit amounts and transaction counts for closed batches by merchant by card type.

#### All Transactions:

Includes settled transactions in closed batches for the selected date range.

#### Transaction Search:

Allows you to find transactions that meet the selected criteria.

#### Suspense Batch Summary:

This report contains information on terminal capture batches that failed to meet the required edit criteria at the time of submission, and have been placed in suspense and not processed for settlement. Drill down from each batch to view the underlying batch and transaction detail records.

### OPTIONAL MERCHANT & TERMINAL DETAIL MODULE

The reports within the Merchant & Terminal Detail module are optional and subscriber-based, providing access to activity processed on the Chase Paymentech front-end platform. These reports are not included in the standard set up of Virtual Transaction Manager and must be specifically requested.

#### Merchant Detail:

Allows you to search by and view the merchant level details on the Chase Paymentech host.

#### Terminal Detail:

Allows you to search by and view the terminal level details on the Chase Paymentech host.

### OPTIONAL PORTFOLIO REPORTS MODULE

The reports within the Portfolio Reports module are optional and subscriber-based, reporting activity processed on the Chase Paymentech front-end platform. These reports are not included in the standard set up of Virtual Transaction Manager and must be specifically requested.

#### MTR:

Displays settled and non-settled transaction activity with totals by card type at the terminal, batch and merchant levels. Excludes debit.

#### MTR Debit:

Displays debit transaction activity with totals by card type at the terminal, batch, and merchant levels.

#### Client Billing:

Displays detailed billing information for payment processing services on the Chase Paymentech front-end platform.

#### Client Change:

Displays adds, updates, and deletes to merchant and terminal records on the Chase Paymentech front-end platform.

#### Inactive Terminal:

Provides a listing of merchants that have not processed transactions on the Chase Paymentech front-end platform within the time period for which the report is generated.

#### Interchange Exception:

Displays batches that are still open after two (2) days.

#### Monthly Billing Inquiry:

Displays detailed billing information for payment processing services on the Chase Paymentech front-end platform.

#### Petroleum Reconciliation:

Provides petroleum merchants on the RUBY or TOPAZ systems with information to help them reconcile their business day to Chase Paymentech front-end settlement windows.

#### Call Log:

Displays summary and detail of each call made to the Chase Paymentech Help Desk, by call category, type, and merchant.

#### Help Desk Billing:

Displays summary of calls made to the Chase Paymentech Help Desk by client and division.

## Frequently Asked Questions

### What can I do to protect my account information?

- Memorize your password; do not write it down
- Log off from the Virtual Transaction Manager application when you are finished viewing your data, or when you will be away from your PC.
- Do not share your logon information with others.

### What if I forget my user ID?

Contact Technical Support.

### What if I forget my password?

Click on the "Forgot Password" link on the Login Page screen. You will be required to confirm your email address and user ID. A temporary password will be sent via email within 5 minutes. Once you have logged on successfully, you will be prompted to change the temporary password. If you cannot remember the email address and user ID assigned to the log on, contact Technical Support.

### Will my password expire?

Yes. Passwords expire every 90 days. Upon expiration you will be prompted to enter a new password.

### Is my logon information case sensitive?

The user ID is not case sensitive but the password is case sensitive.

### Will my logon be locked out if I am unsuccessful in attempting to log in?

After 5 unsuccessful attempts, you will be locked out. Contact Technical Support.

### Is there an automatic user time out?

Yes. If you are logged in but have not accessed the application for 20 minutes, you will automatically be logged out for security purposes.

### What is the most recent data that can be viewed?

Data for the current day. Transactions may be viewed seconds after they occur.

### How much data is available for viewing?

Data retention is determined by the data type:

- Batch and Transaction Reports data accumulates up to 6 months.
- The Portfolio Reports data displays the most recent 30 days if a daily report, or the most recent month if a monthly report.

### How long does it take for the data to appear in Virtual Transaction Manager?

Typically, transaction and financial data will be available in Virtual Transaction Manager within seconds after the transaction has processed.

### I've selected a date range and hierarchy level to retrieve data, but I receive a message that says "there are no records available for the input criteria given." What have I done wrong?

You will receive this message if no data matches your selection criteria. If you believe you have received this message in error, contact Technical Support.

### When should I contact my Chase Paymentech Representative?

Contact your Chase Paymentech representative if you:

- need assistance understanding the content of any report
- would like to subscribe to additional reporting
- have questions or issues with hierarchy, set up, or access levels
- need training on the application

### When should I contact Technical Support?

Contact Technical Support if you:

- have a problem accessing <http://rol.paymentech.com>
- have forgotten your user ID
- have problems accessing any reports or modules in Virtual Transaction Manager
- need assistance with printing or exporting data
- need assistance with using any of the special features in Virtual Transaction Manager such as setting preferences, or sorting and filtering data
- receive an unexpected error message