



ACCESSING THE PAYMENT GATEWAY/VT	
Point your browser to:	https://gateway.itstgate.com
Username:	Enter the username provided
Password:	Enter the password provided
Login:	Select the Login button

CREDIT CARD SALE	
FOLDER	ACTION
Virtual Terminal	Open Virtual Terminal Folder
	Select "Credit"
	Select "Sale" tab (Default)
	Input cardholder information
	Select "Process"
	Transaction results and "Print Receipt" option are displayed.

DEBIT CARD SALE	
FOLDER	ACTION
Virtual Terminal	Open Virtual Terminal Folder
	Select "Debit"
	Select "Sale"
	Input Cardholder information by Swiping Card
	Input "Amount"
	Select "Process"
	Transaction results and "Print Receipt" option are displayed.
	Note: A card reader and pin pad are required to process debit transactions.

EBT CARD SALE	
FOLDER	ACTION
Virtual Terminal	Open Virtual Terminal Folder
	Select "EBT"
	Select "Sale"
	Input Cardholder information
	Select "Process"
	Transaction results and "Print Receipt" option are displayed.
	Note: A card reader and pin pad are required to process EBT transactions.

CHECK SALE OR VERIFICATION	
FOLDER	ACTION
Virtual Terminal	Open Virtual Terminal Folder
	Select "Checks"
	Select "Sale" or "Verify" tab
	Run Check through MICR
	Enter Amount
	Input Additional information Necessary
	Select "Process"
	Transaction results and "Print Receipt" option are displayed.

CREDIT CARD REFUND	
FOLDER	ACTION
Find Transactions	Open Find Transactions Folder
	Select Transaction type (Credit)
	Search for transaction to be credited by optional search filters – <i>must be from a previous day</i>
	Select "Ref #" of corresponding transaction
	Select "Refund" Yes, Refund Account

CHECK REFUND	
FOLDER	ACTION
Find Transactions	Open Find Transactions Folder
	Select Transaction type (Check)
	Search for the specific transaction with or without optional search filters
	Select "Ref #" of corresponding transaction
	Select "Void Transaction"

VOID/CANCEL	
FOLDER	ACTION
Find Transactions	Open Find Transactions Folder
	Select Transaction type (Credit or Check)
	Search for Transaction – <i>must be current day's batch</i>
	Select "Ref #" of corresponding transaction
	Select "Void Transaction"
	Note: A Voided transaction will NOT appear on the cardholder's statement.

REPRINT	
FOLDER	ACTION
Find Transactions	Open Find Transactions Folder
	Select Transaction type
	Search for transaction with or without optional search filters
	Select highlighted "Ref #" of corresponding transaction
	Select "Reprint"

GIFT CARD - REDEEM	
FOLDER	ACTION
Virtual Terminal	Open Virtual Terminal Folder
	Select "Gift Cards"
	Select "Redeem" tab
	Input Gift Card information
	Select "Redeem"
	Transaction results and "Print Receipt" option are displayed.



GIFT CARD - RELOAD	
FOLDER	ACTION
Virtual Terminal	Open Virtual Terminal Folder
	Select "Gift Cards"
	Select "Reload" tab
	Input Gift Card information
	Select "Reload"
	Transaction results and "Print Receipt" option are displayed.

GIFT CARD - REFUND	
FOLDER	ACTION
Virtual Terminal	Open Virtual Terminal Folder
	Select "Gift Cards"
	Select "Refund" tab
	Input Gift Card information
	Select "Refund"
	Transaction results and "Print Receipt" option are displayed.

GIFT CARD - ACTIVATE	
FOLDER	ACTION
Virtual Terminal	Open Virtual Terminal Folder
	Select "Gift Cards"
	Select "Activate" tab
	Input Gift Card information
	Select "Activate"
	Transaction results and "Print Receipt" option are displayed.

GIFT CARD - DEACTIVATE	
FOLDER	ACTION
Virtual Terminal	Open Virtual Terminal Folder
	Select "Gift Cards"
	Select "Deactivate" tab
	Input Gift Card information
	Select "Deactivate"
	Transaction results and "Print Receipt" option are displayed.

GIFT CARD - INQUIRY	
FOLDER	ACTION
Virtual Terminal	Open Virtual Terminal Folder
	Select "Gift Cards"
	Select "Inquire" tab
	Input Gift Card information
	Select "Inquire"
	Transaction results and "Print Receipt" option are displayed.

VIEW CLOSED (SETTLED) BATCHES	
FOLDER	ACTION
Closed Batches	Open Closed Batches Folder
	Select "Settled Totals"
	Select Date
	Note: Settled batches do not appear in the Payment Gateway for three days

TRANSACTION REPORTING	
FOLDER	ACTION
Find Transactions	Open Find Transactions Folder
	Select category desired (Summary, Credit, Debit, etc.)
	Search for transaction by using the optional transaction filters
	Note: Printable reports can be downloaded into Microsoft Excel format by selecting "Tab Delimited" listed in the Report Format drop-down menu, then selecting "Download". Save as "yourfilename.xls".

T-GATE SERVICE DESK
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