Global Gateway FAQs

FAQs for Global Gateway Virtual Terminal

What browser should I use for the First Data Global Gateway Virtual Terminal?
We recommend using Microsoft® Internet Explorer® version 6.0 or higher or FireFox 2.0 or higher. You may encounter some difficulties accessing the Virtual Terminal if using older versions of Netscape or Internet Explorer. We also recommend having both JavaScript and cookies enabled in your browser.

How do I reset a user's password?
For store users, click on Administration, and then click on Manage Users. Click on the associated reset password link for that user, and then enter a new password and click the Submit button.

For multi-store administrators, first log in as a multi-store administrator on the Administrator login page. Click on Administration in the main menu bar, and then click on View Hierarchy. Navigate through the hierarchy to find the element (user) for whom you need to reset the password. Click on the associated reset password link for that element, and then enter a new password and click the Submit button.

How do I set up multiple users for my store?
You can add or delete users in the Administration section of the Global Gateway Virtual Terminal. Click on Administration on the main navigation menu, and then click on Manage Users. Click on the Add button at the bottom of the page to add users. Enter a username and temporary password for the new user and click on the Submit button. (The new users should change their passwords when they log in.) The new user should appear on your list of users. To set permissions for your new user, click on the Permissions link in the table row next to your new user.

Can I customize my point-of-sale page?
Yes, you can customize your point-of-sale screen under the "Virtual Terminal Settings" page in the Administration section of the Virtual Terminal. Here you can customize your virtual point-of-sale terminal, including as many fields or few fields as your business needs.

What is the Product Catalog feature?
The Product Catalog is a feature that enables you to load up to 200 products into a catalog that can be selected from the POS page to quickly complete a transaction.

Can I download data from reports?
You have the ability to download report data in XML or comma-delimited format. This means you can easily import report data into most popular spreadsheets or databases. Click on the Export All Data button located on the top of select reporting pages to download the data from that report.

What is this Administrator login link on the login page?
The Administrator login allows you to view consolidated reports for multiple stores. Some setup is required. See the Global Gateway Virtual Terminal manual for full instructions on setting up your reporting structure.

FAQs for Global Gateway API

What is the First Data Global Gateway API?
First Data Global Gateway API is a tool for the merchant that needs a custom commerce solution. It is an application programming interface (API) used by merchants to build complex Web sites that process payments. It comes complete with tax and shipping calculators and an Electronic Soft-good Download module. Global Gateway API enables full-featured, highly secure and reliable eCommerce Web sites and custom retail implementations.

How does the First Data Global Gateway API solution work?
A merchant can use the Global Gateway API software modules to build a payment solution that fits the merchant's unique needs. Merchants can pick and choose modules as needed.

Once a merchant has integrated the Global Gateway API payment module into a Web site, a customer can purchase items on the merchant's Web site and all payment details are processed automatically. Merchants can then review transaction activity by visiting the Global Gateway Virtual Terminal.

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Let's follow a simple transaction as it travels from the customer's order to approval.

1. A customer makes a purchase from a merchant's online store over the Internet.
2. The ordering information is received by the merchant's CSP or by the merchant's own server (self-hosting).
3. The merchant's customized software receives the information, uses the tax and shipping calculators as needed, calculates the order total and passes relevant order and payment information to the Global Gateway API payment module.
4. The Global Gateway API payment module funnels the order data through the secure sockets layer (SSL) pipeline to the Global Gateway API secure server. The Global Gateway API service calls and transmits the data through a dedicated, secure frame relay system to the banking network.
5. Once the transaction is approved and settled, funds are withdrawn from the credit card-issuing bank and deposited into the merchant bank.
6. A confirmation e-mail is sent to the merchant and the purchaser when the transaction is completed.

What development knowledge do I need to have to integrate the First Data Global Gateway API?

Integrating the Global Gateway API directly requires knowledge of C++ and UNIX. However, for non-C programmers, there are several Global Gateway API integration tools (or wrappers) that eliminate the need to program in the C environment. Programming skills in one of the following Web development languages are required. The Global Gateway solutions for each are noted in parentheses after the language name.

→ C/C++ (Global Gateway API)
→ ASP, Visual Basic, or VBScript (Global Gateway API + Global Gateway COM Object)
→ PERL (Global Gateway API + Global Gateway PERL wrapper)
→ PHP (Global Gateway API + Global Gateway PHP wrapper)
→ Macromedia® ColdFusion® (Global Gateway API + Global Gateway CFX tag)

→ XML (YourPay XML)
→ Java™ (YourPay Java)

How do I get the First Data Global Gateway API and/or wrapper software?

All the Global Gateway software and related documentation are downloadable from the Software Download section on FirstData.com. You will need a live merchant account with a First Data Global Gateway-compatible merchant services provider or a First Data Global Gateway test account before you can use the Global Gateway software.

What fraud protection measures are included?

Fraud protection measures included with all Global Gateway services are:

→ Address verification system (AVS)
→ Card verification schemes (CVV2 and CVC2)
→ Merchant-configurable fraud protection. Merchants can block customer names, IP or class C addresses, domain names and specific credit card numbers. Merchants can also set automatic lockout times. These are set in the Administration section of the First Data Global Gateway Virtual Terminal.

For more information on each of these fraud protection capabilities, please refer to the First Data Global Gateway Virtual Terminal user manual.

What is included in the welcome e-mail?

When your application is approved, you will receive an introductory e-mail titled "Welcome to First Data Global Gateway API." The following information is included in this e-mail:

→ your DBA store name
→ your store number (represented by a 10-digit number), which is required to obtain your password
→ your User ID number
→ your secure Host Name and Port Number
→ your digital certificate (embedded in text within the e-mail or at a URL to which you are directed).
→ contact information for questions or problems

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What if I lose my welcome e-mail?
Welcome e-mails can be resent if the original e-mails are lost. Please contact globalgateway.support@firstdata.com to resend your welcome e-mail.

What is a digital certificate and how do I receive one?
A digital certificate is a key used on the Internet to identify a company or organization and secure transactions between two parties. When you sign up for the Global Gateway API service, you receive a digital certificate. The Global Gateway API software uses this certificate to send SSL-secured payment transactions to the gateway service.

The certificate you receive with the First Data Global Gateway API solution is used ONLY for these specific API purposes and does apply to your overall Web server environment. You will also need to obtain a digital certificate from a certificate authority in order to secure your Web server. Your Web server should be properly secured whenever collecting sensitive information from your customers.

How do I install the digital certificate?
While the installation is fairly simple, it varies depending on the scenario. Basically, you need to copy the digital certificate on the welcome letter as a whole; do not break up the RSA and the certificate—copy it in one piece.

Follow these instructions carefully:

→ Start copying exactly at the first dash of -------Begin RSA and end exactly after the last dash of END CERTIFICATE----- with no extra spaces included.
→ Paste it in a text utility and save the file with a .pem extension. We recommend you use the store number. pem; e.g., 1234123456.pem.
→ Review the file name to ensure it has a .pem extension. Make sure you computer view displays all file extensions with no hidden extensions (1234123456.pem.txt will not work). In the Windows operating system, under My Computer, select View-Options-View (tab) Hidden Files. Mark the Show All Files and uncheck the box for Hide File Extensions (for known file types).

→ If you have a hosted site, you will need to find out from your Web hosting company the directory and folder to which you must upload the file via FTP. Some hosts have an area located in the shopping cart where you copy and paste the file instead of using FTP.
→ If you host a site on your own Web server, then the file needs to go in the file system where your Web server can access it.

What if I lose my password?
If you lose or forget your password, please contact us at 1-888-477-3611 or at globalgateway.support@firstdata.com to reset your password.

FAQs for Global Gateway Connect

What is the correct posting URL for Global Gateway Connect?
The correct posting URL for the First Data Global Gateway Connect solution is: https://secure.linkpt.net/lpcentral/servlet/lppay. All form tags on your order forms should specify this URL as the action to ensure you are using the latest version of Global Gateway Connect.

Do I have to use the latest version of Global Gateway Connect?
Since the First Data Global Gateway Connect service is a hosted solution, you will always be using the latest version, provided you are using the correct posting URL.

How much development expertise is required to integrate First Data Global Gateway Connect?

The First Data Global Gateway Connect service does not require a lot of programming expertise. However, to use Global Gateway Connect, at a minimum, you need a good working knowledge of Hypertext Markup Language (HTML) and HTML forms. Knowledge of CGI, JavaScript, and other Web technologies is helpful for implementing Web site features such as calculating order totals and collecting and storing order data.

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How does the First Data Global Gateway Connect service work?

The Global Gateway Connect service passes information from your Web site to the First Data Global Gateway through an order form. The Global Gateway Connect service collects the customer's secure transaction information (e.g., credit card number and expiration date) and processes the secure transaction for you on our secure Web server. There are three modes for Global Gateway Connect: PayOnly, FullPay and PayPlus.

What is PayOnly mode?

In this mode, Global Gateway Connect collects the minimum amount of information possible from the customer to process a transaction. This mode requires you to collect all the customer's address and contact information on your Web server before sending anything to Global Gateway Connect.

What is FullPay mode?

FullPay mode does all the work for you. You pass the charge total to the Global Gateway Connect service via your Web site and Global Gateway Connect collects the customer's address, contact and transaction information, and reports it to you.

What is PayPlus mode?

This mode is a hybrid of the other two. In PayPlus mode, you build a form to collect the information you want to send the Global Gateway Connect service (there is a standard list of fields, plus you can add your own custom fields). The Global Gateway Connect service takes over from there, collecting the secure transaction information and reports it to you.

A Global Leader in Electronic Commerce

First Data powers the global economy by making it easy, fast and secure for people and businesses around the world to buy goods and services using virtually any form of payment. Serving millions of merchant locations and thousands of card issuers, we have the expertise and insight to help you accelerate your business. Put our intelligence to work for you.

For more information, contact your First Data Sales Representative or visit firstdata.com.

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