Global Transport Secure eCommerce Decision Tree

Development work* or software configuration** is required. Please be prepared to engage a webmaster/developer for assistance.

Are you looking for a hosted eCommerce payment page?

YES

Is your website programmed with HTML?

YES

Do you have a shopping cart?

YES

Are you using:
- Magento®;
- X-Cart®;
- ZenCart®; or
- OS Commerce?

YES

GT Secure Shopping Cart Plug-in**

NO

NO

GT Secure Form

NO

GT Secure Form

Would you use:
- Magento®;
- X-Cart®;
- ZenCart®; or
- OS Commerce?

YES

Quick & Simple Implementation:
GT Secure Link*
Seamless Cardholder Experience:
GT Secure Page*

YES

GT Secure Shopping Cart Plug-in**
Frequently Asked Questions

Q. What is GTSE v.2.1?
A. GTSE stands for Global Transport Secure eCommerce. GTSE v.2.1 is the next generation of Global Payments’ complete solution for small to mid-sized merchants who want to simply, reliably and securely accept card-not-present payments, whether via the Web, a mobile device or MOTO.

Q. What is the key difference between GTSE v.1.0 and GTSE v.2.1?
A. Additional and expanded on-boarding merchant support is the key difference between GT v.1.0 and GTSE v.2.1. The product API has been simplified to speed integration and get merchants up and transacting faster. The sales person simply connects the interested merchant to the on-boarding team to handle set-up.

Q. What are the new features in GTSE v.2.1?

- Global Transport Secure Link (Pay Now Button): Generic Check-out and Receipt
  - Provides simple payment page integration such that a merchant is NOT required to provide a template or CSS page
- E-Check (ACH)
  - Gives merchants a choice to offer another tender type for their customers to pay for services and products
- Expanded Transaction Support via Web Services
  - Added support for pre-authorization complete, void, refund, partial and full reversal transactions
- MasterPass™ Digital Wallet Support via Global Transport Secure Page and Secure Link
  - Helps merchants realize increased conversions and revenue
- Tokenization
  - Support for repeat transactions and card on file for added customer convenience
- Enhanced Data Collection
  - Ability for cardholder to enter invoice number and payment amount
- Mobile Optimized (Payment form optimized for Apple and Android phones)
  - Natively supports Apple and Android based mobile devices ensuring mobile compatibility with no additional requirements put on the merchant or merchant integration
  - (Note: Mobile optimization is not supported via the Shopping Cart Plug-ins.)
- 3D Secure Capabilities
  - Additional authentication protection, particularly for chargebacks
- Updated Shopping Cart Plug-ins
  - Convenient updated plug-ins for eCommerce set-up
- Simplified API and Expanded Merchant Support
- Simple Check-out and Receipt integration and customized on-boarding experience

Q. What Shopping Carts are supported?

- Magento 1.6.2–1.8.1
- osCommerce 2.3.3
- Zen Cart 1.1.4–1.5.0
- X-Cart 4.1.1–4.5.2.
Q. Is GTSE v.2.1 PCI Compliant?
A. Yes, the Hosted Checkout Page and Receipt pages are PCI compliant and significantly reduce the PCI scope for a merchant utilizing a GTSE v.2.1 product.

Q. How does GTSE v.2.1 compare to popular Direct Post options?
A. An eCommerce website using the DPM is in scope for PCI Compliance and a merchant must be able to store payment gateway account data securely. GTSE v.2.1 is a cloud based service that removes these burdens for the merchant.

Q. Does GTSE v.2.1 accept multi-currency?
A. No. Only U.S. and Canadian transactions are currently supported.

Q. What is Tokenization?
A. Tokenization is the process of replacing sensitive card data with unique identification symbols that retain all the essential information about the data without compromising its security. Tokenization, which seeks to minimize the amount of data a business needs to keep on hand, has become a popular way for small and mid-sized businesses to bolster the security of credit card and e-commerce transactions while minimizing the cost and complexity of compliance with industry standards and government regulations.

Q. If a GTSE v.1.0 merchant wants GTSE v.2.1 functionality, what do they need to do?
A. GTSE 1.0 merchants will need to make changes to the current integration. A new MID/TID will need to be created in MAS. The new MID will need to be boarded onto the Global Transport gateway via the GT v.4.5 Merchant Boarding Form, with the checkbox indicating this is an existing Global Transport merchant selected. Customized merchant support is available to assist the merchants through the process.

Q. How does the developer or merchant obtain GTSE v.2.1 Implementation Guides and test accounts?

GTSE test accounts are available from the Global Transport Secure eCommerce QuickStart Site at: http://quickstart.hps.controlscan.com/gt/gt-test-account-request-form/

Q. What are the Customer Support and Merchant Boarding hours for the GTSE product set?
A. Monday – Friday 8:00 a.m. to 8:00 p.m. EST/EDT
Q. How can I reach the support team?
A. Day-to-day Production Global Transport Support: PCTech@globalpay.com (800) 462-6609

Online GTSE Merchant Support: https://quickstart.hps.controlscan.com/gt/

Online GTSE Technical Support: http://quickstart.hps.controlscan.com/gt/gt-helper/

Level 2 GTSE Implementation Support: GTSupport@ControlScan.com (888-453-4885) 8:00 am to 8:00 pm ET, Mon-Fri

Level 3 GTSE Technical Support: Transport.Questions@globalpay.com, must quote incident # from Level 2

Q. Who supports the Global Transport Virtual Terminal?
A. Questions or issues with GTVT will be handled by the GTVT Help Desk PCTech@globalpay.com (800) 462-6609

Q. How long does implementation take?
A. Webmaster implementation of Global Transport Secure eCommerce typically takes one to two weeks to complete. The webmaster downloads the Global Transport Secure Implementation Guide, adds the supporting code to the web site and tests the integration in the sandbox test environment. The webmaster then boards the web site onto the Global Transport Gateway using simple procedures provided in the Implementation Guide.

Q. Can Global Transport Secure eCommerce be implemented in a mobile environment?
A. Global Transport Secure Page, Link and Form support mobile-optimized web sites on iOS and Android devices. The Shopping Cart Plug-ins are not supported.

Q. Will the card data be sent back, forcing the web site back into PCI scope?
A. No, the card data is never sent back, just the last four digits of the card along with the other non sensitive data collected.

Q. Can a customer accidentally submit the payment twice?
A. Global Transport Secure eCommerce has several duplicate transaction counter measures, including disabling the submit button on click and additional checks in the system against duplicate transactions resulting from the web site sending a user to the Global Transport gateway more than once for the same order.
Q. What markets are supported by Global Transport – Secure eCommerce?

A. Global Transport – Secure eCommerce is supported in the Card Not Present markets.

Q. What are the Term Types for Global Transport – Secure eCommerce v.2.1?

<table>
<thead>
<tr>
<th>Global Transport Secure eCommerce v.2 Product Name</th>
<th>v.2.1 Term Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Transport Secure Page</td>
<td>10A</td>
</tr>
<tr>
<td>Global Transport Secure Form</td>
<td>10B</td>
</tr>
<tr>
<td>Global Transport Secure Shopping Cart Plug-in</td>
<td>10C</td>
</tr>
<tr>
<td>Global Transport Secure Link</td>
<td>10D</td>
</tr>
<tr>
<td>Global Transport Secure Page w/3DS</td>
<td>10E</td>
</tr>
<tr>
<td>Global Transport Secure Form w/3DS</td>
<td>10F</td>
</tr>
<tr>
<td>Global Transport Secure Shopping Cart Plug-in w/3DS</td>
<td>10G</td>
</tr>
<tr>
<td>Global Transport Secure Link w/3DS</td>
<td>10H</td>
</tr>
</tbody>
</table>

Q. What Internet browsers are supported by Global Transport – Secure eCommerce?

A. All current browsers are supported. Safari requires the use of absolute URLs when integrating to Global Transport Secure Form.

Q. What is included in Class A support of Global Transport – Secure eCommerce?

A. In addition to processing payment transactions, Global Payments provides all of the ancillary payment services Global offers for all of its Class A products, e.g. merchant training, VT user documentation, help desk support, and merchant accounting/billing. The Global Payments PC Help Desk provides first level support 24/7. The phone number for the PC Help Desk is (800) 462-6609

Q. How does the merchant issue Refunds, run reports, etc?

A. All Global Transport – Secure eCommerce products come with the fully-functional Global Transport VT application. The Global Transport VT account and the Global Transport Secure eCommerce account use the same MID/TID. Global Transport VT supports all transactions required in order to perform back office maintenance of all transactions submitted by customers making purchases on the web site.

Q. What types of reports/reviews are available via Global Transport - VT?

A. The following reports are available:

- Card Type Summary or Detail report (Visa/MC/American Express, etc.)
- Payment Type Summary or Detail report (Credit/Debit/EBT)
- Date Range Summary or Detail report (Summary of all transactions within a specified date range)
- User Summary or Detail report (All transactions submitted under a specified User login)
- Register Summary or Detail report (All transactions identified by a register/lane number)
- Current/Previous Batch Summary or Detail report (Current batch or last settled batch)
- Sorted query reports (Ad hoc reporting)
- Current/Previous Batch Detail review
- Full receipts review/reprint
- Individual transaction review/repeat/reprint receipt
Q. How are the Global Transport – Secure eCommerce Implementation Guides distributed?
A. The merchant will receive a Welcome e-mail when boarded on the Global Transport gateway. The e-mail contains the link to the Global Transport Secure eCommerce download page: https://www.globalpay.com/customersite/Global_Transport/Secure_eCommerce/download.aspx
The Implementation Guide contains all the information the web master will need in order to integrate their web site to Global Transport Secure eCommerce.

Q. Is a developer required in order to implement Global Transport Secure eCommerce?
A. No. The integration can be completed by the merchant’s webmaster. The enabling code can be copied and pasted from the Implementation Guide and modified to support the merchant’s web site requirements.

Q. Can the merchant webmaster request a test account online for their implementation of Global Transport Secure eCommerce?
A. Yes. The webmaster can request a Global Transport Secure eCommerce Test Account online at http://quickstart.hps.controlsan.com/gt/gt-test-account-request-form/.

Q. Does the Global Transport Secure eCommerce implementation require certification to the Global Transport gateway?
A. No. When satisfied with the implementation, the webmaster will self-board the web site onto the Global Transport gateway on the following URL: http://manage.gtpaysecure.com/. Instructions on the boarding procedure are included in the Global Transport Secure eCommerce Implementation Guide.

Q. Is any sensitive cardholder data stored on the merchant’s systems?
A. No. All sensitive cardholder data and transaction information is stored behind multiple firewalls on the Global Transport host system. Account numbers and other sensitive data are truncated on all screens and in all reports and receipts accessed via Global Transport VT.

Q. If the Account Number is always truncated on reports and receipts, how are transactions retrieved from the Global Transport system for review, reprinting receipts, processing refunds, voids, etc.?
A. Every transaction submitted into the Global Transport system is assigned a unique number, referred to as the PNRef #.

Q. How is the PNRef# for a specific transaction identified?
A. The Global Transport – VT interface can locate any transaction by searching for or entering the PNRef # from the Find Transactions report screen located under the Main Menu.

Q. How are communications between the merchant’s web site and Global Transport Secure Form protected?
A. The merchant’s web site is required to have an installed SSL certificate in order to integrate to Global Transport Secure eCommerce.
Q. How is the website boarded onto Global Transport Secure eCommerce?

A. To board on the Global Transport Secure eCommerce Boarding site, follow these steps:

1. Navigate to the following boarding site URL.
   For production, use the following URL:
   https://manage.gtpaysecure.com
   For sandbox testing, use the following URL:
   https://manage-sandbox.gtpaysecure.com/
   You must use the username and password you created in GTVT for access to the Production gateway.
   The following screen displays:

   ![Welcome to Global Transport Secure eCommerce Boarding](image)

   - Click here if you need help.

2. Enter the user name and password created in the previous section and click Login.
   The following screen displays:

   ![Global Transport Payment Solutions](image)
3. Use the following table to complete this screen:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td>Enter the name of your company.</td>
</tr>
<tr>
<td>Email</td>
<td>Enter your business email address.</td>
</tr>
<tr>
<td>Username</td>
<td>Enter the gateway username created in the previous section.</td>
</tr>
<tr>
<td>Password</td>
<td>Enter the gateway password created in the previous section.</td>
</tr>
<tr>
<td>Authorize and Capture</td>
<td>Select Authorize and Capture to capture transactions in a batch for processing. Select Authorize Only if you will use another service to capture transactions.</td>
</tr>
<tr>
<td>Authorize Only</td>
<td></td>
</tr>
<tr>
<td>Enable eCheck Acceptance</td>
<td>Select to enable check processing through Global Transport Secure eCommerce.</td>
</tr>
<tr>
<td>Enable 3D-Secure</td>
<td>Select to enable 3D-Secure security to reduce fraud and chargebacks. Additional transaction fees apply.</td>
</tr>
<tr>
<td>Enable E-Wallet Acceptance:</td>
<td>Select to enable MasterPass e-wallet payments</td>
</tr>
<tr>
<td>MasterPass</td>
<td></td>
</tr>
<tr>
<td>Authorized Websites</td>
<td>Enter a list of domain names for each website you will use to connect to Global Transport Secure Page. Any domain hosting your CSS, payment template page, and response page must be listed here. If you are connecting more than one domain, list all domains here separated by commas.</td>
</tr>
</tbody>
</table>

4. Click Continue.

If you select Enable 3D-Secure, the following screen displays (otherwise continue to step 6):

5. Enter your business contact information for 3D-Secure processing.

6. Click Continue.

The following screen displays:
7. Click **Accept** if you want to review the MasterPass Terms of Use and enable MasterPass. You will be presented with the MasterPass Registration page:

![MasterPass Registration Page]

Enter your business contact information for MasterPass processing and click **Continue**.

8. Click **Cancel** if you do not want to enable MasterPass.

9. Click **Continue**.
The following screen displays:

10. Select the application you will use to connect to GTSE.
    The following option displays:

You can customize the gtpaysecure.net sub-domain URL for your payment page, for example to reflect the domain name of your website.

11. After setting the options for your connection type, click **Continue**.
    The following screen displays.

    Copy and save your account credentials in a secure place. The GT Profile ID and GT API Token values are used to connect to the Global Transport Secure Page.

**Q.** Besides 3D Secure, what other security measures does Global Transport Secure eCommerce support?

**A.** For eCommerce Card Not Present (CNP) transactions, Global Transport supports AVS street and Zip code matching, CVC2, CVV2 and American Express / Discover CID.
Q. What are the merchant and website prerequisites for implementing Global Transport Secure eCommerce?

A. Merchant Prerequisites

Before configuring Global Transport Secure Link, Merchants must meet the following requirements:

- Merchants must already have a Global Payments merchant account
- Merchants must complete the enrollment for Global Transport Secure Link at the following URL: [http://manage.gtpaysecure.com/](http://manage.gtpaysecure.com/)

Website Prerequisites

The site must meet the following requirements to connect to Global Transport Secure eCommerce:

- Accessible via the internet
- Correctly configured GT Profile ID
- A website that is on the list of allowed websites in the GT Profile ID
- The ability to make changes to the HTML code of the pages on the website
- The ability to cut and paste HTML code
- Have an SSL certificate installed (any SSL provider is allowed; most web hosts resell SSL certificates. A 256-bit certificate is recommended; 128-bit certificates are allowed)

Q. Can I update my Global Transport Secure Page template at any time?

A. Yes, HTML Clone will clone your site in real time each time you send a user for payment acceptance.

Q. Will the user see your domain on the hosted payment page?

A. Yes, but we allow you to customize the domain with your own custom sub domain. Instead of seeing https://gtpaysecure.com they will see https://YOURDOMAIN.gtpaysecure.com.

Q. Can a user accidentally submit the payment twice?

A. We have several duplicate transaction counter measures, including disabling the submit button on click and additional checks in the system against duplicate transactions resulting from you sending a user to us more than once for the same order.

Q. Can the system be configured to accept multiple transactions for the same amount on the same card account?

A. Yes. The default gateway configuration checks for duplicate transactions. That setting can be overridden by having your account configured to check the invoice number on potential duplicate transactions. If the amount and the card account number are the same, but the invoice number is different, the system will allow the transaction to be submitted for authorization.

Q. What is a TID and MID?

A. Terminal ID number (TID) and Merchant ID number are numbers provided to you by your gateway and can be found on your merchant statement.
Q. Can a merchant control the styling of the payment form?
A. Yes. GTSE provides the CSS class names utilized to style the elements within the payment form. The merchant can customize these CSS classes to match the look and feel of their website.

Q. How does a merchant maintain the personalization throughout the payment process?
A. If the merchant passes GTSE the user’s web session ID in the payment request transaction, GTSE will pass this session ID back to the merchant with the payment template page request. This allows the merchant to identify the end user and customize content contained on the resulting page sent to GTSE to generate the payment form.

Q. Can a merchant access the results for a payment at a later time?
A. Yes. GTSE provides the ability for the merchant to validate the results of a transaction via direct communication requests with GTSE.

Q. What information about the payment does GTSE return?
A. Information returned with the payment response include the cardholder’s name, last four digits of the card, the card type (e.g. Visa, MasterCard, etc.), and the expiration date.

Q. Can I use WordPress with Global Transport Secure Page?
A. Web sites built using WordPress cause a conflict with the name parameter returned on the transaction success response page. The parameter name is a reserved URL parameter in WordPress. See Error! Reference source not found. on page Error! Bookmark not defined. for a complete list of response parameters.

To use Global Transport Secure Page with WordPress, you must create a page separate from the WordPress application to use as the return_url parameter in the payment request form POST. This page can then process the response or redirect the response values to the WordPress site without using the name parameter.

Q. What happens when there is an issue with the transaction?
A. The GTSE solution handles errors during the payment submission with the end user by returning appropriate error messages and allowing retries. The merchant can customize part of the error message presented to the user providing specific instructions.

Q. How can the merchant modify the Error message text displayed on the payment page?
A. If there is an error in the payment form submission, such as an invalid card number, the payment page displays an error. To customize the error message text, set a hidden DIV in your Payment Page Template HTML as shown below:

```html
<div id="errorMessageSuffix" style="display:none;">Please try again.</div>
```

Changing the content of the DIV changes the second sentence displayed when a transaction error occurs. Please note that the cardholder will see “Error: ((12)) Declined…” whenever the issuer declines a transaction. This is not an error with the system. It’s an error with the cardholder’s account, according to the issuer.
Q. What does the message ERROR: ((1001)) Invalid Login Information mean?

A. The Global Transport Gateway typically returns ERROR: ((1000)) and ERROR: ((1001)) messages after you change your Global Transport Virtual Terminal password, or if you did not set your Global Transport gateway password with a zero (0) expiration limit.

If you do not set you Global Transport gateway user credentials to never expire, PCI requirements will cause your password to become invalid after 90 days. You can stop these messages by re-boarding your website.

To stop ERROR: ((1000)) and ERROR: ((1001)) messages:

Navigate to the following boarding site URL.

For production, use the following URL:
https://manage.gtpaysecure.com

For sandbox testing, use the following URL:
https://manage-sandbox.gtpaysecure.com/

The following screen displays:

![Welcome to Global Transport Secure eCommerce Boarding]

Enter your Global Transport user name and password and click **Login**.

Click **Continue** through the screens that display.
The following screen displays:

Your Global Transport Profile is now Active!

Congratulations, your Global Transport profile is now live. You can connect with it and process payments from your merchant site using the credentials provided below.

Account Credentials
Make sure to copy and save your account credentials to a secure place. You will need these credentials for your selected shopping cart or custom integration.

GT Profile ID: gt343426065B
GT API Token: 0a2bccccdc4f4c76cfa210b060bbe940

You have successfully re-boarded your website. You should stop receiving ERROR: ((1000)) and ERROR: ((1001)) messages. If you continue to receive these messages, contact technical support.