



*SITELINK MERCHANT
PROCESSOR*

What's New?



With the new merchant processor there will not be many differences in terms of procedure. The only real differences will be:

- Where you access the Merchant processor.
- How the website works, and what it looks like.
- Processing same day voids.
- How you will contact Technical Support.

How do I get there?



Accessing the Merchant Processor portal is simple, like before you can use the desktop icon labeled “Merchant Processor” or you may grab the link from your password sheet.

- <https://globalgateway4.firstdata.com/>

New look, same concept.

Just like before you will be given credentials to login to the Merchant Processor Portal. These will be located on your password sheet.



Payeezy
First Data Powered

Global Gateway e4SM is now called
PayeezySM Gateway

EN | ES

Please enter your login information

Successfully logged out.

Login

Password

Login [Forgot Your Password?](#)

Payeezy

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New look, same concept.

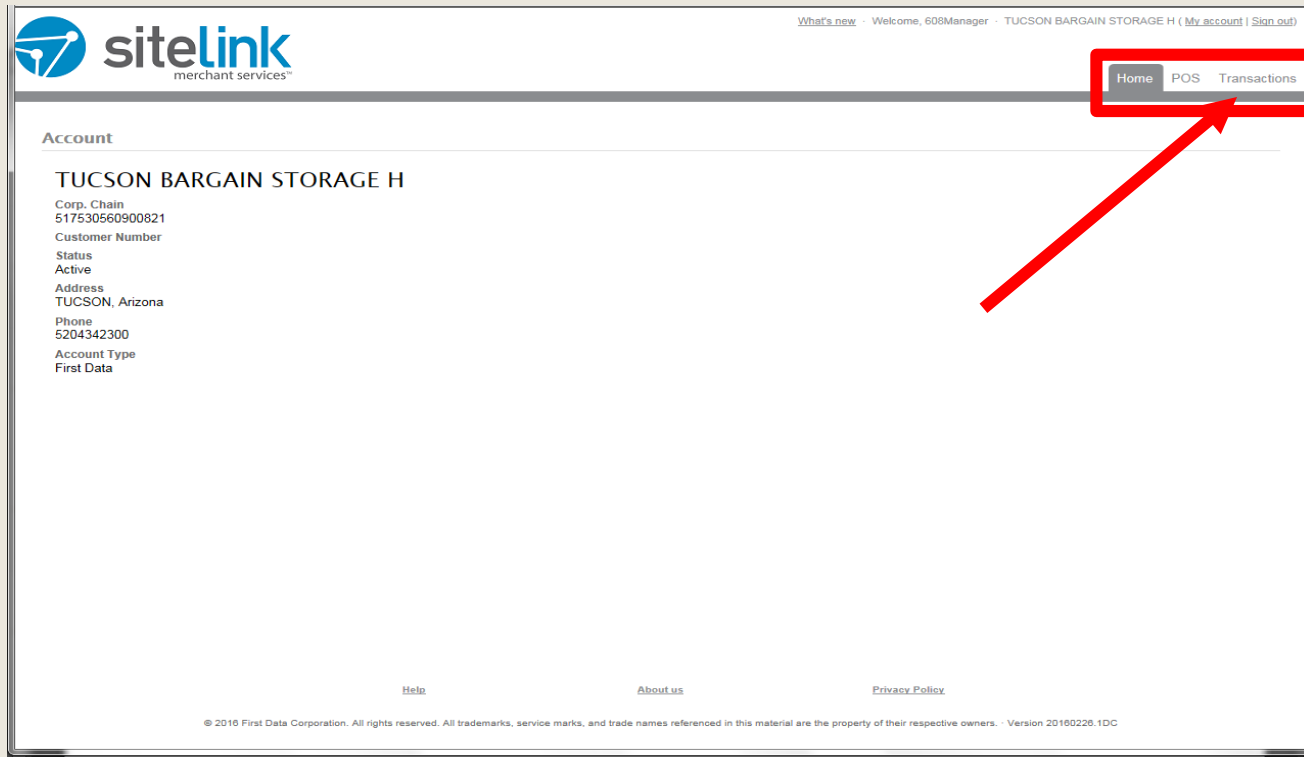
Once logged in you will have 3 tabs located near the top of the screen. You will almost always be working out of the Transactions screen.



The screenshot shows the Sitelink merchant services interface. At the top left is the Sitelink logo with the tagline "merchant services™". To the right of the logo is a navigation bar with three tabs: "Home", "POS", and "Transactions". The "Transactions" tab is highlighted with a red box. Below the navigation bar is the "Account" section for "TUCSON BARGAIN STORAGE H". The account details listed are: Corp. Chain 517530560900821, Customer Number, Status Active, Address TUCSON, Arizona, Phone 5204342300, and Account Type First Data. At the bottom of the page, there are links for "Help", "About us", and "Privacy Policy", along with a copyright notice: "© 2016 First Data Corporation. All rights reserved. All trademarks, service marks, and trade names referenced in this material are the property of their respective owners. · Version 20160226.1DC".

New look, same concept.

Once logged in you will have 3 tabs located near the top of the screen. You will almost always be working out of the Transactions screen.



What's new · Welcome, 608Manager · TUCSON BARGAIN STORAGE H ([My account](#) | [Sign out](#))

sitelink
merchant services™

Home POS Transactions

Account

TUCSON BARGAIN STORAGE H

Corp. Chain
517530560900821

Customer Number

Status
Active

Address
TUCSON, Arizona

Phone
5204342300

Account Type
First Data

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New look, same concept.



[Basic search](#) [Advanced search](#) [Preferences](#)

Search transactions

Search

(Card Holder, Reference)

Date

Today to

Merchant Account

TUCSON BARGAIN STORAGE H

Terminal

All Terminals

[Search](#) [Reset](#)

[« Back 1 Day](#) [Forward 1 Day »](#)

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Number of Transactions: 9

Actions	Card Holder	Card	Amount	Card Number	Expiry	Transaction	Status	Time	Auth.	Ref Num	Cust. Ref Num	User ID
	PAUL MAXEY	VISA	0.01 USD	#####0509	03/18	Purchase	✓	2016/03/10 12:47:01 MST	010765	11126	11126	API-S01555-80
		VISA	127.50 USD	#####8589	07/19	Purchase	✓	2016/03/10 11:52:34 MST	056604	11124	11124	API-S01555-80
		VISA	67.32 USD	#####1934	04/19	Purchase	✓	2016/03/10 10:07:54 MST	040712	11123	11123	API-S01555-80
		VISA	67.32 USD	#####4399	03/19	Purchase	✓	2016/03/10 09:47:41 MST	014711	11122	11122	API-S01555-80
		VISA	198.90 USD	#####4541	08/19	Purchase	✓	2016/03/10 09:47:24 MST	144479	11121	11121	API-S01555-80
		VISA	77.52 USD	#####8343	07/18	Purchase	✓	2016/03/10 08:51:56 MST	04690C	11120	11120	API-S01555-80
		VISA	30.60 USD	#####5489	07/17	Purchase	✓	2016/03/10 08:49:44 MST	085052	11119	11119	API-S01555-80
		VISA	26.52 USD	#####3382	03/18	Purchase	✓	2016/03/10 08:43:45 MST	054310	11118	11118	API-S01555-80
		VISA	204.00 USD	#####0974	09/20	Purchase	✓	2016/03/10 08:00:22 MST	00703G	11117	11117	API-S01555-80

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New look, same concept.



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Home POS Transactions

Basic search Advanced search Preferences

Search transactions

Search

(Card Holder, Reference)

Date
Today ▼ 2016/03/10 00:00 to 2016/03/10 23:59

Merchant Account
TUCSON BARGAIN STORAGE H

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All Terminals ▼

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	PAUL MAXEY	VISA	0.01 USD	#####0509	03/18	Purchase	✓	2016/03/10 12:47:01 MST	010765	11126	11126	API-S01555-80
	██████████	VISA	127.50 USD	#####8589	07/19	Purchase	✓	2016/03/10 11:52:34 MST	056604	11124	11124	API-S01555-80
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	██████████	VISA	30.60 USD	#####5489	07/17	Purchase	✓	2016/03/10 08:49:44 MST	085052	11119	11119	API-S01555-80
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(Card Holder, Reference)










Date
Today 2016/03/10 00:00 to 2016/03/10 23:59

Merchant Account
TUCSON BARGAIN STORAGE H

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Act	Card Holder	Card	Amount	Card Number	Expiry	Transaction	Status	Time	Auth.	Ref Num	Cust. Ref Num	User ID
	PAUL MAXEY	VISA	0.01 USD	#####0509	03/18	Purchase	✓	2016/03/10 12:47:01 MST	010765	11126	11126	API-S01555-80
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New look, same concept.



(Card Holder, Reference)

Date
Today ▼ 2016/03/10 00:00 to 2016/03/10 23:59

Merchant Account
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Actions	Card Holder	Card	Amount	Card Number	Expiry	Transaction	Status	Time	Auth.	Ref Num	Cust. Ref Num	User ID
---------	-------------	------	--------	-------------	--------	-------------	--------	------	-------	---------	---------------	---------

Refund Transaction

Transaction Tag
1369302685

Refund Amount
0.01 USD
(Maximum Refund USD 0.01)

Reference Number
11126

Customer Reference
11126

Reference Number 3

Fraud Suspected

[Submit Transaction](#) [Cancel](#)

		VISA	127.50 USD	#####8589	07/19	Purchase	✓	2016/03/10 11:52:34 MST	056604	11124	11124	API-S01555-80
		VISA	67.32 USD	#####1934	04/19	Purchase	✓	2016/03/10 10:07:54 MST	040712	11123	11123	API-S01555-80
		VISA	67.32 USD	#####4399	03/19	Purchase	✓	2016/03/10 09:47:41 MST	014711	11122	11122	API-S01555-80
		VISA	198.90 USD	#####4541	08/19	Purchase	✓	2016/03/10 09:47:24 MST	144479	11121	11121	API-S01555-80
		VISA	77.52 USD	#####8343	07/18	Purchase	✓	2016/03/10 08:51:56 MST	04690C	11120	11120	API-S01555-80
		VISA	30.60 USD	#####5489	07/17	Purchase	✓	2016/03/10 08:49:44 MST	085052	11119	11119	API-S01555-80

New look, same concept.



(Card Holder, Reference)

Date
Today 2016/03/10 00:00 to 2016/03/10 23:59

Merchant Account
TUCSON BARGAIN STORAGE H

Terminal
All Terminals

Search Reset

« Back 1 Day Forward 1 Day »

Print Download CSV

Actions	Card Holder	Card
---------	-------------	------

Refund Transaction

Transaction Tag
1369302685

Refund Amount
0.01 USD
(Maximum Refund USD 0.01)

Reference Number
11126

Customer Reference
11126

Reference Number 3
B555

Fraud Suspected

Submit Transaction or Cancel

APPROVED

===== TRANSACTION RECORD =====
SMART BARGAIN STORAGE

TUCSON, AZ
United States
WWW.BARGAINSTORAGE.COM

TYPE: Refund

ACCT: Visa \$ 0.01 USD
(\$ 0.01 USD was requested)

CARDHOLDER NAME : PAUL MAXEY
CARD NUMBER : #####0509
DATE/TIME : 10 Mar 16 12:58:53
REFERENCE # : 005 0869896 S
AUTHOR. # : RETURN
TRANS. REF. : 11126

Approved - Thank You 100

SIGNATURE

Please retain this copy for your records.

[Print](#) [Email](#) [Close](#)

	Time	Auth.	Ref Num	Cust. Ref Num	User ID						
	Joyce (Joy) Minniti	VISA	127.50 USD	#####8589	07/19 Purchase	✓	2016/03/10 11:52:34 MST	056604	11124	11124	API-S01555-80
	Linnie Thigpen	VISA	67.32 USD	#####1934	04/19 Purchase	✓	2016/03/10 10:07:54 MST	040712	11123	11123	API-S01555-80
	Meredith Abrams	VISA	67.32 USD	#####4399	03/19 Purchase	✓	2016/03/10 09:47:41 MST	014711	11122	11122	API-S01555-80
	Melody Sowa	VISA	198.90 USD	#####4541	08/19 Purchase	✓	2016/03/10 09:47:24 MST	144479	11121	11121	API-S01555-80
	Diana Kelleher	VISA	77.52 USD	#####8343	07/18 Purchase	✓	2016/03/10 08:51:56 MST	04690C	11120	11120	API-S01555-80
	Bruce Alldredge	VISA	30.60 USD	#####5489	07/17 Purchase	✓	2016/03/10 08:49:44 MST	085052	11119	11119	API-S01555-80

After processing the refund in the portal, the refund will then need to be processed in Sitelink just like with the old merchant processor.

Same Day Voids in Sitelink



CCEC - 608 SiteLink Web Edition - Standard

Setup Languages Tools Help

Operations

Adjustments
Company
Reports
Graphs
Calendar
Prorate Calculator
Map
Phone Integration
Log Off

Reminders

Bulletin Board	1
Call Past Dues	60
Expired Credit Car...	1
Reservations to M...	1
Inquiries to Follow...	1
1st Auction Notice	1
Refunds Due	9
Feedback #2	1

Accounts

- Move In
- Payments
- Transfer
- Move Out

Collections

- Collection Calls
- Tasks & Letters

Customers

- Tenants
- Inquiries & Reservations
- Customer Relationship Management
- Access

Billing

- Invoice
- Credit Cards
- ACH Bank Debit

Walk-In

- Merchandise Purchase

End-Of-Day

- Daily Close

Maxey, Paul Smart Bargain Storage Online 7/14/2016 12:20 PM

Same Day Voids in Sitelink



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Setup Languages Tools Help

Operations

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Bulletin Board	1
Call Past Dues	60
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1st Auction Notice	1
Refunds Due	9
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Accounts

- Move In
- Payments
- Transfer
- Move Out

Collections

- Collection Calls
- Tasks & Letters

Billing

- Invoice
- Credit Cards
- ACH Bank Debit

Customers

- Tenants
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- Customer Relationship Management
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Walk-In

- Merchandise Purchase

End-Of-Day

- Daily Close

Maxey, Paul Smart Bargain Storage Online 7/14/2016 12:20 PM

Same Day Voids in Sitelink



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Setup Languages Tools Help

Operations

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1st Auction Notice	1
Refunds Due	9
Feedback #2	1

Adjustments

- Ledger Adjustments
- NSF Payment Reversal
- Moved Out Accounts

Refunds

- Refunds
- Returns & Inventory Adjustments

Maxey, Paul Smart Bargain Storage Online 7/14/2016 12:22 PM

Same Day Voids in Sitelink



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Setup Languages Tools Help

Operations

- Adjustments
- Company
- Reports
- Graphs
- Calendar
- Prorate Calculator
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- Log Off

Reminders

Bulletin Board	1
Call Past Dues	60
Expired Credit Car...	1
Reservations to M...	1
Inquiries to Follow...	1
1st Auction Notice	1
Refunds Due	9
Feedback #2	1

Adjustments

- Ledger Adjustments
- NSF Payment Reversal
- Moved Out Accounts

Refunds

- Refunds
- Returns & Inventory Adjustments

Maxey, Paul Smart Bargain Storage Online 7/14/2016 12:22 PM

Same Day Voids in Sitelink



Ledger Adjustments

B502 Bargain, S

Unit	B502
Total Due	0.00
Paid Thru	7/31/2016
Monthly Payment	0.00
Billing	Monthly
Rent	0.00
Overlocked	
Lease#	561
Lease	12/3/2013
Last Payment	7/14/2016
Type	Self Storage
Size	16 x 24
Area	384.0
Standard Rate	326.00

Payment Receipts

Payment Date	Receipt	Amount
7/14/2016	17988	0.01
12/3/2013	3117	0.00

Preview Receipt
Void Receipt
Transfer Payment to Another Unit

Account B502

Adjust Charges Notes
Ledger Settings Ledger

Delete Account

Help OK Cancel

Same Day Voids in Sitelink



Ledger Adjustments

B502 Bargain, S

Unit	B502
Total Due	0.00
Paid Thru	7/31/2016
Monthly Payment	0.00
Billing	Monthly
Rent	0.00
Overlocked	
Lease#	561
Lease	12/3/2013
Last Payment	7/14/2016
Type	Self Storage
Size	16 x 24
Area	384.0
Standard Rate	326.00

Payment Receipts

Payment Date	Receipt	Amount
7/14/2016	17988	0.01
12/3/2013	3117	0.00

Preview Receipt
Void Receipt
Transfer Payment to Another Unit

Account B502

Adjust Charges Notes
Ledger Settings Ledger Delete Account

Help OK Cancel

Same Day Voids in Sitelink



Ledger Adjustments

B502 Bargain, S

Unit	B502
Total Due	0.00
Paid Thru	7/31/2016
Monthly Payment	0.00
Billing	Monthly
Rent	0.00
Overlocked	
Lease#	561
Lease	12/3/2013
Last Payment	7/14/2016
Type	Self Storage
Size	16 x 24
Area	384.0
Standard Rate	326.00

Payment Receipts

Payment Date	Receipt	Amount
7/14/2016	17988	0.01
12/3/2013	3117	0.00

Do you want to delete 1 entry?
\$0.01

Yes No

Account B502

Adjust Charges Notes
Ledger Settings Ledger

Delete Account

Help OK Cancel

Preview Receipt
Void Receipt
Transfer Payment to Another Unit

Same Day Voids in Sitelink



Ledger Adjustments

B502 Bargain, S

Unit	B502
Total Due	0.00
Paid Thru	7/31/2016
Monthly Payment	0.00
Billing	Monthly
Rent	0.00
Overlocked	
Lease#	561
Lease	12/3/2013
Last Payment	7/14/2016
Type	Self Storage
Size	16 x 24
Area	384.0
Standard Rate	326.00

Payment Receipts

Payment Date	Receipt	Amount
7/14/2016	17988	0.01
12/3/2013	3117	0.00

Refund dialog box: Would you like to give a refund to the customer? [Yes] [No]

Account B502

Adjust Charges | Notes | Ledger Settings | Ledger | Delete Account

Help | OK | Cancel

Same Day Voids in Sitelink



Refund

Step #1: Select Refund Method

Return to Customer

Apply to Another Unit Leased by This Tenant

Dismiss Refund as Unowed

Apply to This Unit's Charges (this option is only available from the Payment screen)

Step #2: Select Amounts to Refund

	Refund Due	Refund	Refund Amount
Merchandise		<input checked="" type="checkbox"/>	0.00
Fee	0.01	<input checked="" type="checkbox"/>	0.01
Rent		<input checked="" type="checkbox"/>	0.00
Insurance		<input checked="" type="checkbox"/>	0.00
Recurring		<input checked="" type="checkbox"/>	0.00
Credit		<input type="checkbox"/>	0.00
Deposit		<input checked="" type="checkbox"/>	0.00
Total	0.01		0.01

Step #3: Enter a Reason

Test

Unit	B502
Total Due	0.00
Paid Thru	7/31/2016
Monthly Payment	0.00
Billing	Monthly
Rent	0.00
Overlocked	
Lease#	561
Lease	12/3/2013
Last Payment	7/14/2016
Type	Self Storage
Size	16 x 24
Area	384.0
Standard Rate	326.00

Step #4: Process the Refund

Amount Returned: 0.01

Returned By: Visa

Check or Card #: *0509

Expiration: 03/2018

Authorization Code (offline transaction only):

Name on Card: PAUL MAXEY

This is a tagged refund where the original transaction credit card will be used. Refund to a different card using the Virtual Terminal then enter the provided authorization to process as offline in SiteLink.

UNIT#
Bargain, Smart

Same Day Voids in Sitelink



Refund

Step #1: Select Refund Method

- Return to Customer
- Apply to Another Unit Leased by This Tenant
- Dismiss Refund as Unowed
- Apply to This Unit's Charges (this option is only available from the Payment screen)

Step #2: Select Amounts to Refund

	Refund Due	Refund	Refund Amount
Merchandise		<input checked="" type="checkbox"/>	0.00
Fee	0.01	<input checked="" type="checkbox"/>	0.01
Rent		<input checked="" type="checkbox"/>	0.00
Insurance		<input checked="" type="checkbox"/>	0.00
Recurring		<input checked="" type="checkbox"/>	0.00
Credit		<input type="checkbox"/>	0.00
Deposit		<input checked="" type="checkbox"/>	0.00
Total	0.01		0.01

Step #3: Enter a Reason

Test

Step #4: Process the Refund

Amount Returned: 0.01

Returned By: Visa

Check or Card #: *0509

Expiration: 03/2018

Authorization Code (offline transaction only):

Name on Card: PAUL MAXEY

This is a tagged refund where the original transaction credit card will be used. Refund to a different card using the Virtual Terminal then enter the provided authorization to process as offline in SiteLink.

UNIT# Bargain, Smart

OK Cancel

Unit	B502
Total Due	0.00
Paid Thru	7/31/2016
Monthly Payment	0.00
Billing	Monthly
Rent	0.00
Overlocked	
Lease#	561
Lease	12/3/2013
Last Payment	7/14/2016
Type	Self Storage
Size	16 x 24
Area	384.0
Standard Rate	326.00

Same Day Voids in Sitelink



Refund

Step #1: Select Refund Method

- Return to Customer
- Apply to Another Unit Leased by This Tenant
- Dismiss Refund as Unowed
- Apply to This Unit's Charges (this option is only available from the Payment screen)

Step #2: Select Amounts to Refund

	Refund Due	Refund	Refund Amount
Merchandise		<input checked="" type="checkbox"/>	0.00
Fee	0.01	<input checked="" type="checkbox"/>	0.01
Rent		<input checked="" type="checkbox"/>	0.00
Insurance		<input checked="" type="checkbox"/>	0.00
Recurring		<input checked="" type="checkbox"/>	0.00
Credit		<input type="checkbox"/>	0.00
Deposit		<input checked="" type="checkbox"/>	0.00
Total	0.01		0.01

Step #3: Enter a Reason

Test

Unit	B502
Total Due	0.00
Paid Thru	7/31/2016
Monthly Payment	0.00
Billing	Monthly
Rent	0.00
Overlocked	
Lease#	561
Lease	12/3/2013
Last Payment	7/14/2016
Type	Self Storage
Size	16 x 24
Area	384.0
Standard Rate	326.00

Step #4: Process the Refund

Amount Returned: 0.01

Returned By: Visa

Check or Card #: *0509

Expiration: 03/2018

Authorization Code (offline transaction only):

Name on Card: PAUL MAXEY

This is a tagged refund where the original transaction credit card will be used. Refund to a different card using the Virtual Terminal then enter the provided authorization to process as offline in SiteLink.

UNIT#
Bargain, Smart

OK Cancel

Same Day Voids in Sitelink



Refund

Step #1: Select Refund Method

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Fee	0.01	<input checked="" type="checkbox"/>	0.01
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Recurring		<input checked="" type="checkbox"/>	0.00
Credit		<input type="checkbox"/>	0.00
Deposit		<input checked="" type="checkbox"/>	0.00
Total	0.01		0.01

Step #3: Enter a Reason

Test

Unit	B502
Total Due	0.00
Paid Thru	7/31/2016
Monthly Payment	0.00
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Lease#	561
Lease	12/3/2013
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Step #4: Process the Refund

Amount Returned: 0.01

Returned By: Visa

Check or Card #: *0509

Expiration: 03/2018

Authorization Code (offline transaction only):

Name on Card: PAUL MAXEY

This is a tagged refund where the original transaction credit card will be used. Refund to a different card using the Virtual Terminal then enter the provided authorization to process as offline in SiteLink.

UNIT# Bargain, Smart

OK Cancel

You will then be prompted to print a refund receipt. Print two copies, one for your records and one for the customer.

Contacting Technical Support

Contact them directly at:

919-865-0789 option 4



Questions or Concerns?

