

Developer Center External User Guide

Legal notice

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Introduction

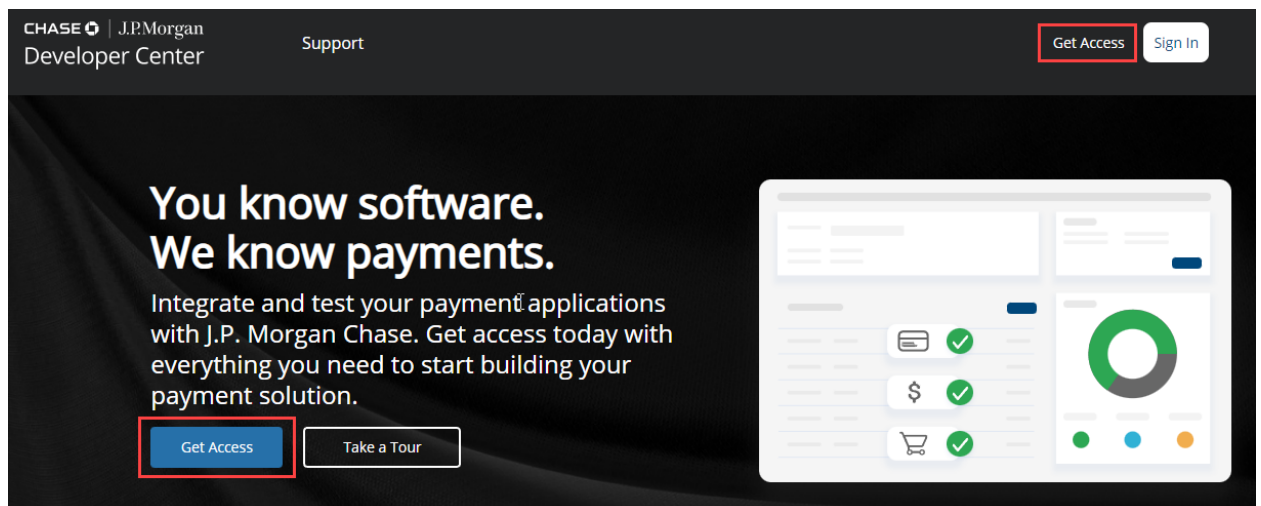
Welcome to Developer Center! This user guide is meant to show users how to get initial access and navigate Developer Center, J.P. Morgan's Merchant Services client payment solutions development and testing hub.

Developer Center is a modernized, self-service solution designed for client developers to easily build and test payment solutions to then begin their transaction processing with Chase. Access to Developer Center allows you to download technical specifications in order to code at your own pace, test the code, and correct problems with your own transaction data. For modern formats like APIs and Mobile Wallet, the process is almost instantaneous.

How to gain access

To gain access to Developer Center, perform the following steps:

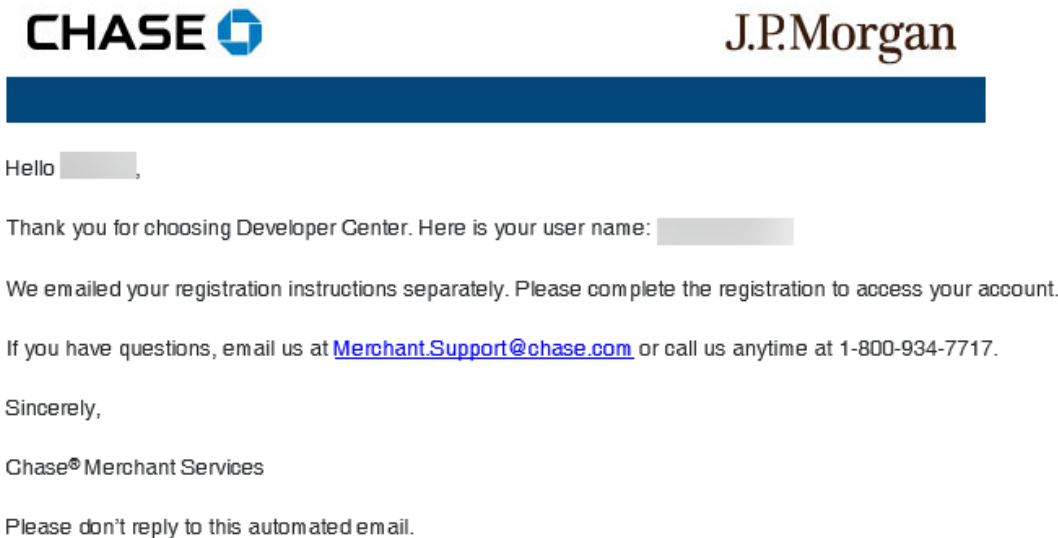
1. Navigate to Developer Center: <https://secure.paymentech.com/devcenter/home>
2. Click **Get Access** on the Developer Center product page, using either the blue **Get Access** button or the **Get Access** link next to the **Sign In** button.



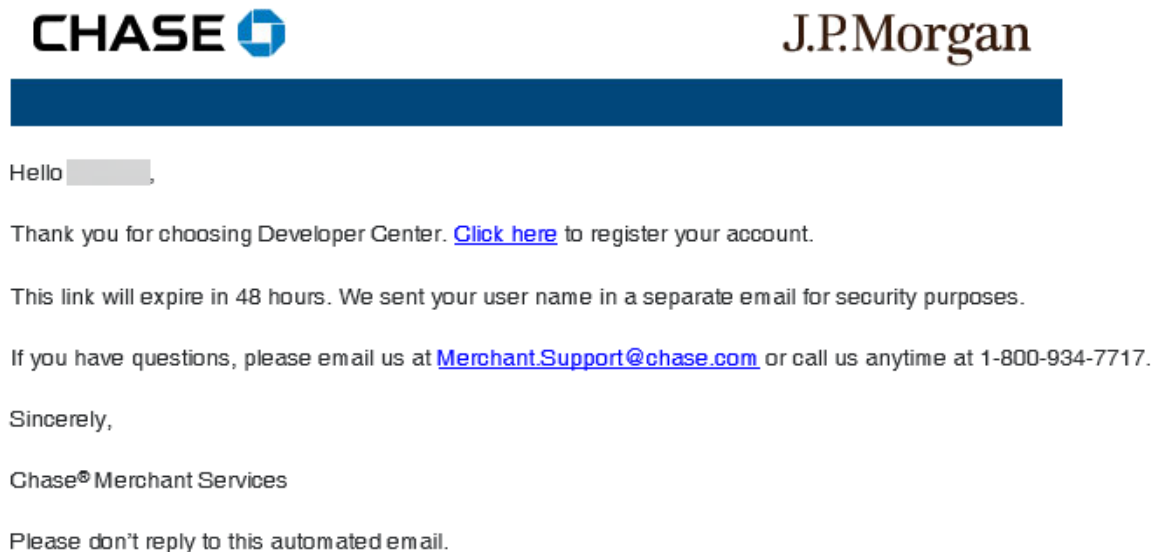
3. Fill out the form to begin the registration process for your account. This will include creating a unique User ID.
4. Select the **Accept** checkbox, and then click **Create**. Result: A message displays indicating that your account has been successfully created.

5. You will receive two emails:

- a. The first email contains your username, and its subject line is **Here's your Merchant Services Developer Center user name.**





- b. The second email contains further instructions to complete your registration, and its subject line is **Here's how to register your Merchant Services Developer Center account.**



6. Follow the instructions in the registration email to complete your registration. Result: the email takes you to the final registration page.

- a. Note: If you did not receive either email, check your spam folder.
7. Input your username, last name, and email address for confirmation. Remember: this information has to be identical to the username, last name, and the email address you provided earlier.
Entering your phone number is optional, unless you provided a phone number when you created the account.

Register your Account

Please enter your user name, last name, email address, and mobile phone.

User Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address	<input type="text"/>
Mobile Phone	<input type="text"/>

[Return to the Login Page](#)

Helpful Tips
The user name, last name, and email address are required fields that must match the information provided when creating your user account.

If a phone number was provided when creating your user account, this field is also required.

Paymentech does not distribute your email address to any third party without your direct consent. Please review the Privacy Policy for more information.

[Privacy Policy](#) | [Terms of Use](#)

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8. Click **Submit**.
9. Create your password on the next page. Result: The system takes you to the secure login page.
10. Log in with your username and new password. Result: The system prompts you to complete an authentication setup.

Authentication Setup

You will be enrolling in the Paymentech secure system. Please complete the prompts below to personalize your account. This information will be used to identify you when logging in.

User Account Information

User Name

First Name

Last Name

Email Address

Mobile Phone

Helpful Tips

User Names

- Paymentech strongly advises against sharing login information within an organization, as it violates PCI standards. Please contact your Account Executive or Merchant Services to set up unique user accounts.

Challenge Questions


- Select questions you can easily remember but others would find difficult.
- Your answers can be between 4 and 50 characters.
- You can use letters, numbers, spaces, periods and commas.
- Need assistance, Please contact your Account Executive or customer service at [800.254.9556](tel:800.254.9556).

Security Questions

Select a challenge question from each dropdown menu and provide an answer in the box below it.

1:

11. Select your security questions, then click **Submit**. Result: the system takes you to a page that indicates your user account is authorized.

CHASE  J.P.Morgan

Welcome, Melissa Baron

[My User Profile](#) [Log Out](#)

Select an Option Below

Your user account is authorized for the following services and applications.

Partner Resources

[Developer Center](#)

Developer Center

[Access Developer Center](#)

Contact Support

Developer Center

U.S. [1-800-934-7717](tel:1-800-934-7717)

Canada [800.254.9556](tel:800.254.9556)

[Privacy Policy](#) | [Terms of Use](#)

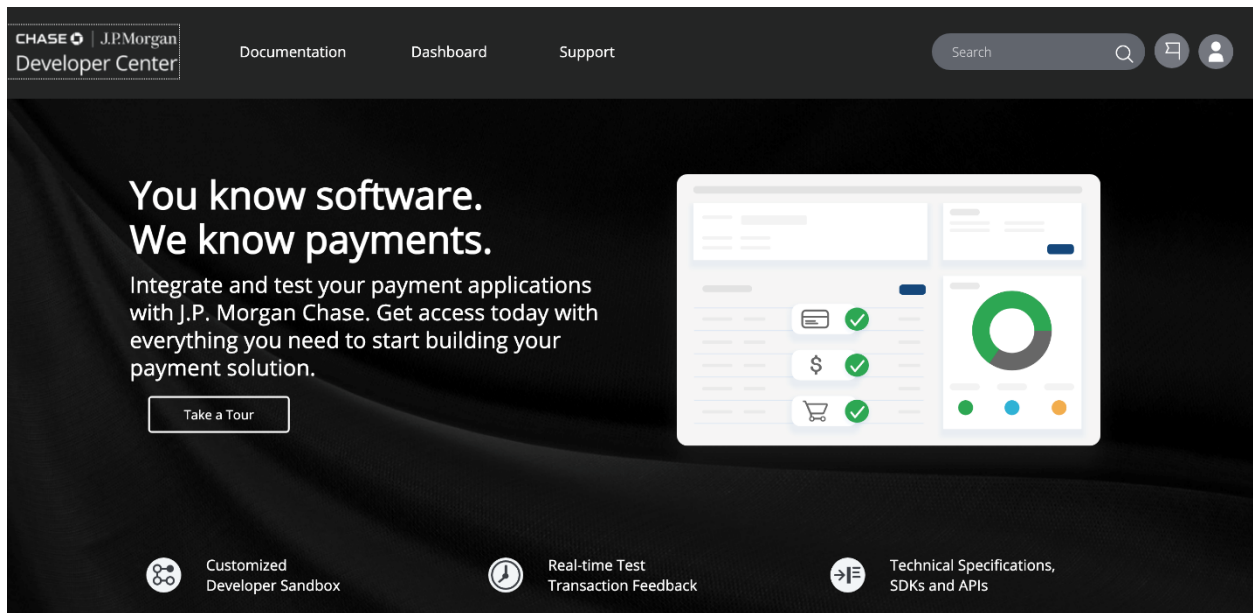
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12. Click **Developer Center**. You now have access to the site.

Note: Passwords expire every 90 days, so ensure that you update it accordingly. Accounts that are inactive over an extended period of time may be deleted.

Home page components

The Developer Center landing page is your starting point. Let's walk through what options are available to you to help you get familiar with Developer Center.



Take a Tour

The Take a Tour option provides you with a demonstration of the project dashboard. This tour can be either self-guided, or you can select the guided walkthrough option.

Product overview

The Developer Center landing page also provides a brief overview of all the product offerings we have for payment processing.

Your profile

Access your profile in the top right corner of the screen, next to the search field. You can change your password in the dropdown menu, as well as update your authentication security questions in **Settings**.



How to use the search feature

The search feature is available to you in order to narrow down what you are looking for. When you search for an item, the results are separated into two categories:

- Documentation
 - Any documentation files that either contain your search word within the document or within the title will appear here.
- FAQs
 - Any FAQ material within Developer Center that contains your search word will appear here.

Here are some tips to help you receive more accurate search results:

- You can customize the order the categories are presented to you by dragging and dropping each category to reorder the results.



- You can perform a multiple character wild card search by using an asterisk as a replacement for the character(s). This type of wild card search is useful if you want to locate multiple terms that are similar, but not identical.
 - For example, if you enter cheese* as your search term, your results may include cheese, cheesecake, cheesedip, cheesesauce, etc.
 - If you enter *cheese, your results may include cheddarcheese, swisscheese, provolonecheese, etc.
- You can perform a single character wild card search by replacing the character with a question mark. This type of wild card search is useful for finding alternate spelling or variations of a particular search term.
 - For example, if you enter ambi?nce, your results will include ambience and ambiance.
- If you need to search for an exact phrase, enclose that phrase in quotations.
 - For example, if you want to find instances of the specific phrase Auth Capture, type "Auth Capture" to return results that will include all instances of that exact phrase.

- Searches are not case sensitive.

How to receive notifications

Developer Center notifications are meant to alert you when there is routine maintenance, alerts, and documentation page updates. You can access these notifications one of two ways:

Notification flag

The flag on the top right corner of the screen by the search feature will alert you when there is a new notification by presenting a red alert that tells you how many unread notifications you have. Clicking on the flag will expand a pop-up to show you the last few notifications.



To read each notification in detail, either click the unread preview (marked by a blue dot) or click **See all**. This will take you to the notification page, where you can read the entire message.

Stratus November 2022...

Publication Announcement: Stratus November 2022 Tec...

November 4, 2022

Tandem November 2022...

Publication Announcement: Tandem November 2022 Tec...

November 2, 2022

Delimited Files Repo...

Publication Announcement: Delimited Files Report D...

October 3, 2022

Stratus November 2022 Technical Specifications Publication

November 4, 2022 - January 3, 2023

Publication Announcement: Stratus November 2022 Technical Specifications Publication

The following specifications have been updated and are now available on Developer Center:

CNP Stratus Technical Specifications and Addenda

- Online Processing Developer Guide (Software Version 7.4) 17.6.0.0
- 120-Byte Batch Processing Developer Guide (Software Version 3.0.0) 17.6.0.0
- 96-Byte Batch Processing Developer Guide (Software Version 1.7) 17.6.0.0

For a full list of updates, please download and refer to the "What's New" section within each specification document.

Notifications

ON

Notification banner

New notifications will also appear across the top of Developer Center as a banner.

Publication Announcement: Stratus November 2022 Technical Specifications Publication

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Documentation

Dashboard

Support

Admin

To read the full notification in the notification page, click the information icon in the top left corner of the banner. A maximum of 3 banners will appear at any given time.

Notification types

These are the types of notifications you can receive in Developer Center:

- Publication announcement:** New technical specification content within Documentation has been published.
- New feature:** A new Developer Center feature has been added.
- Alerts:** Alerts report urgent issues such as outages, delayed content release, bug fix content publication, etc. Alerts display with a red banner: all other notifications display in blue.
- Upcoming maintenance:** Developer Center maintenance that may impact user access, experience, or performance

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Customize your notifications

Although you will automatically receive alerts, routine maintenance, and new feature notifications, you can customize your notifications to receive the publication announcement updates on the developer and supplemental guides that you regularly use.

To customize your notifications, do the following:

1. Select the technical specification document you wish to receive update notifications on.
2. Click the far right checkbox next to the guide you want updates on. Hovering over the checkmark will prompt a popup that reads “Select to receive future notifications on this topic.”

Orbital® APIs

[JSON API](#) [Batch XML API](#) [Hosted Payment Processing API](#) [Online XML API](#) [Web Service \[SOAP\] API](#)

Specific parameters and guidelines related to the Value Added Services on Orbital Gateway can be found on the [Orbital documentation page](#).

JSON API

Select to receive future notifications on this topic



Orbital Gateway's JSON API is RESTFUL in nature (Representational State Transfer). The API requires Basic Authentication as a method to authenticate and authorize the incoming requests from Merchant. The credentials for your Basic Authentication (also referred as Connection Username and Password) will be provided to you by our technical implementation team. The JSONAPI has predictable responses and dedicated URLs for each method. HTTP verbs (POST, PUT, FETCH, etc.) and HTTP response codes provide the integrators and developers the fastest and most secure methods to integrate with Orbital Gateway. The JSON returns in all responses from the API, including errors with Orbital Gateway's defined error codes.

3. Once the checkmark is selected, you will begin receiving update notifications for that technical specification in the top portion of Developer Center.

 **ALERT: Orbital Payment Gateway Developer Center dashboard maintenance**

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Developer Center

[Documentation](#)

[Dashboard](#)

[Support](#)

Documentation

The documentation tab contains all of the available technical specifications, SDKs, and API content regarding our integration process solutions.

Here is some general information on documentation:

- The content is in PDF, ZIP, JAR, or CER file format.
- Clicking PDF documents and CER/SSL certificates opens the documents in a new browser window.
- Clicking on a ZIP or JAR file downloads the file in the current browser window.
- All content, regardless of file format, can be saved by right clicking the document link and selecting “Save link as...”

The following table lists the documentation categories and what each category covers.

Card	Description
Gateway Solutions	Contains documentation related to Orbital Gateway APIs and supplemental guides.
Ecommerce Card Not Present Solutions	Contains documentation for direct integrations specialized for card not present e-commerce or remote payments.
Card Present Solutions	Contains documentation for direct integrations specialized for card present retail and brick and mortar stores.
Software Development	Contains documentation for software build solutions.
Shared Solutions	Contains general documentation for solutions that are available across multiple integration options.
Digital Payment Methods	Contains documentation for mobile and online services.
Connectivity Solutions	Contains technical certificates, keys, and other connection solutions.
International Payments	Contains documentation for non-U.S. integration solutions.

Dashboard

The dashboard allows you to track projects and test POS solutions. Once you have a project and you are prepared to run test cases, you will see the dashboard components.

These are the components of the dashboard:

- **Project ID:** The dropdown allows you to toggle between existing projects, as well as view archived or inactive projects.
- **Assigned contact:** Should you have any implementation questions, contact your assigned contact listed in the dashboard.
- **Project configuration:** This menu bar allows you to view features, users, and acquirer ID. You can also view your tracking history to see when tracking was toggled on and off, as well as view the results from each testing window.
- **Status:** Track your project status step-by-step through completion, and see how many test cases remain.
- **Tracking:** By toggling the tracking option on, you can send your transactions to our test environment to match your test cases.
- **Test cases:** This is a list identifying all cases required for testing, along with their details and status. From here, you can see each test's criteria, validate its success, and research any errors.
- **Simulate delivery:** By checking Simulate Delivery, you can send test transactions and see how your dashboard reacts.

Support

The support page contains a list of contacts to assist you with any questions you might have, including sales support, tech support for U.S. and Canada clients, global support, and login support. You can also pose a question, ask for project support, or make a suggestion by clicking on the **Contact Us Form** and filling out the appropriate fields.

Support

Chase is here to help with getting you started or technical support.

[Contact Us Form](#)

SALES
1-800-708-3740

SALES CANADA
1-866-833-8182

TECH SUPPORT
1-800-934-7717

TECH SUPPORT CANADA
1-800-265-5158

LOGIN SUPPORT
Merchant.Support@chase.com

GLOBAL
1-212-270-6000

Troubleshooting

I tried to get access, but it was not working.

Carefully follow the steps in [How to gain access](#). Many steps in the directions are case-sensitive and must be followed precisely.

I know I have access, but I am unable to log in to Developer Center.

Try closing the browser window and logging into Developer Center again. If the issue persists, you may try another browser, an incognito version, or clear your browser history. If the issue still persists, you may wish to reset your password. If you are still encountering issues, reach out to login support at Merchant.Support@chase.com.

I forgot my username or password.

Use the support links on the sign in menu to retrieve the forgotten details via email.

I don't see the menu options or search bar depicted in screenshots above.

The Developer Center site is responsive and will appear differently in smaller browser windows. If you only see a hamburger menu in the upper left (three horizontal lines), try increasing the size of the browser window or reducing the zoom factor.

I am logged into Developer Center, but it is giving me unusual site results or the page is not refreshing with new content.

Your login may have timed out. Try closing the browser window and logging into Developer Center again. If the issue persists, you may try another browser, an incognito version, or clear your browser history. If the issue still persists, open a ticket for the Developer Center support teams to assist.

When I tried to create an account, I received a duplicate ID error message.

You may already have a Clear Trust account for another Paymentech application or there may be an issue setting up your initial access. Contact login support at Merchant.Support@chase.com.

I received an email that my access is going to expire.

Promptly follow the instructions in the email to renew access and/or update your password. Failure to do so may result in having to create a new access request.

I cannot view and/or print PDF content from the Documentation pages.

Adobe Acrobat Reader is required to view and print the PDF content. Download and install [Adobe Acrobat Reader](#) for free.

Changes from previous version

Version	Effective date	Change summary
1.0	12/15/2022	Created user guide.