

The Wells Fargo Payment Gateway® Business Center

User Guide

Together we'll go far



Contents

1	Introduction	
1	About the <i>Wells Fargo Payment Gateway</i> service Business Center	
1	About this guide	
2	Access the Business Center	
2	Log in	
3	Create your password	
4	Change your password	
4	If your account is locked	
5	Left navigation menu	
6	Virtual Terminal transactions	
6	Process Card Not Present transactions	
9	Create subscriptions from the Transaction Receipt screen	
9	Process retail transactions with card present	
12	Process electronic check transactions	
15	Recurring billing	
15	Overview	
15	Create a new subscription	
17	Subscription search feature	
17	Subscription search	
20	Make an on-demand payment	
21	Modify a subscription	
21	Cancel a subscription	
21	Delete a subscription	
22	Transaction Search	
22	Overview	
22	Enter general search criteria	
24	Transaction Search Details – available actions for credit card transactions	
24	Authorization reversal	
24	Settle or capture an authorized transaction	
26	Credit a transaction	
27	Void a transaction	
28	Create a subscription	
29	Other available actions	
30	Transaction Search Details – available actions for electronic check transactions	
30	Credit a transaction	
31	Void an electronic check debit or credit	
32	The Order Search function	
34	Search for authorizations ready to settle	

Contents, cont.

36	Re-authorize and settle a transaction
37	Search for pending settlement transactions
38	Reports
38	Overview
39	The Report Search function
40	NOC report
40	Chargeback report
41	Retrieval Request report
41	Interchange Clearing Levels report
42	Batch Upload Detail report

Introduction

About the *Wells Fargo Payment Gateway* service Business Center

The *Wells Fargo Payment Gateway* service Business Center is an online portal that provides secure access to virtual terminal payment options, transaction search, and reporting.

The Virtual Terminal is similar to an Internet-based version of the credit card terminals used at retail stores. You can use the Virtual Terminal to process orders by keying in the payment and customer information pertinent to the order or by swiping a card with a reader. When you submit the order, the Virtual Terminal sends the request, and you know within seconds whether the order has been approved. Approved orders are paid into your bank account within a few business days.

About this guide

This guide is designed to help you use the Business Center to process transactions and includes the following sections:

- [Access the Business Center](#) describes how to log in and change your password.
- [Left navigation menu](#) provides an overview of the options on the left navigation menu that are described in this guide.
- [Virtual Terminal transactions](#) describes how to process credit card and electronic check transactions.
- [Recurring billing](#) describes how to set up a series of regular payments.
- [Transaction Search](#) describes how to search for transactions and then perform an action on a transaction you locate.
- [Reports](#) describes how to access reports on system activity.

Access the Business Center

Log in

1. Open the Business Center at <https://ebc.cybersource.com>.

A	Live Business Center	Make sure the arrow on the left points to Live Business Center .
B	CyberSource Merchant ID	Enter your CyberSource merchant ID.
C	User Name	Enter your user name.
D	Password	Enter your password.

Note: If you are logging in for the first time and do not have this information, contact your administrator or project manager.

Note: If this is the first time you are accessing the Business Center, see [Create your password](#).

2. Click **Login**.

The Welcome page displays.

Access the Business Center, cont.

Create your password

The first time you log into the Business Center, you are prompted to create a password.

The screenshot shows the CyberSource 'Password Change Request' form. On the left, there is a sidebar with 'LOGIN' options for 'Live Business Center' and 'Test Business Center', and 'INSTRUCTIONS' stating that the password is either new or has expired and should be reset. Below the instructions are 'Password Requirements'. The main form area displays the 'CyberSource Merchant ID' as 'abc1234567' and the 'User Name' as 'jsmith'. There are three password input fields: 'Current Password' (labeled A), 'New Password' (labeled B), and 'Confirm New Password' (labeled C). A 'Submit' button is located at the bottom right of the form.

1. Enter your current password in **Current Password (A)**.

2. Enter your new password in **New Password (B)**.

Your password must:

- Contain at least two numbers or punctuation characters
- Contain at least two letters
- Contain at least five unique characters
- Contain between eight and 50 characters

Your password cannot:

- Contain your user name
- Be the same as the previous 15 passwords
- Contain more than four instances of the same character

3. Enter your new password again in **Confirm New Password (C)**.

4. Click **Submit**.

The screenshot shows the CyberSource 'Update Your Security Questions' form. The sidebar on the left contains 'LOGIN' options and 'INSTRUCTIONS' which state that to complete the password change, the user must update their security questions. The instructions specify that answers must be unique and at least 3 characters long. The main form area has five dropdown menus labeled 'Select Secret Question 1' through '5'. A checkbox labeled 'Remember My Computer' (labeled E) is located below the dropdowns. A 'Submit' button is at the bottom right. A bracket on the right side of the dropdowns is labeled D.

D Secret Question fields Select an option from the dropdown menu to complete each secret question.

E Remember My Computer Check this box.

Access the Business Center, cont.

Create your password, cont.

Note: These secret questions and answers are used if you need to recover your password. If you forget your password when logging in, you are prompted to answer these questions to verify your identity.

5. Complete the secret questions, click the checkbox next to **Remember My Computer**, and click **Submit**.

Note: If you log in from a different IP address, you may be prompted to answer security questions.

Change your password

Your password expires every 90 days. If your password expires, the system prompts you to create a new password the next time you log in.

You can also use the **Change My Password** link in the Account Management section of the left navigation bar to change your password before it expires. You cannot change your password more than three times every 24 hours.

If your account is locked

If you make too many unsuccessful attempts to enter your password or answer the security questions, the system may lock your account. If this happens, contact your company administrator to unlock your account.

For security purposes, Gateway Support will email reset passwords only to individuals listed with administrative roles in the Account Management/Merchant Information section of the Business Center. If your administrator's account is locked, your administrator can contact Gateway Support at 866-409-0834 to unlock the account.

Left navigation menu

User: jsmith	
Support Center	
Log Out	
Virtual Terminal	
A	Process Orders
	> Settings
Recurring Billing	
B	New Subscription
C	Search
	> Settings
Tools & Settings	
	v Hosted Order Page
	> Settings
	> Security
	v Batch Transactions
	> Templates
	> Upload
D	Detail Report
	> Batch Upload Search
	> Stored Value
Transaction Search	
E	General Search
F	Order Search
G	Auths Ready To Settle
H	Pending Settlement
	> Exception Search
	> Secure Acceptance Search
Reports	
I	Report Search
J	NOC Report
	> Report DTDs
	v Financial Reports
K	Chargeback Report
L	Retrieval Request Report
M	Interchange Clearing Lvls
Account Management	
	> Merchant Information
	> Report Subscriptions
	> Transaction Security Keys
	> PGP Security Settings
	> User Administration
	> Role Administration
N	Change My Password
	> Update Security Questions
	> Configure IP Range
	> Manage My IPs
	> Substitute Receipt Settings
	> Pay My Invoice

	Menu option	See this section
A	Process Orders	Virtual Terminal transactions
B	New Subscription	Create subscriptions from the Transaction Receipt screen Create a new subscription
C	Search	Subscription search feature
D	Detail Report	Reports
E	General Search	Transaction Search
F	Order Search	Transaction Search
G	Auths Ready to Settle	Transaction Search
H	Pending Settlement	Transaction Search
I	Report Search	Reports
J	NOC Report	Reports
K	Chargeback Report	Reports
L	Retrieval Request Report	Reports
M	Interchange Clearing Lvls	Reports
N	Change My Password	Change your password

Virtual Terminal transactions

Process Card Not Present transactions

If the customer makes payment by telephone or mail, process the payment as a Card Not Present transaction. With Card Not Present transactions, you can process an authorization first to ensure that the card is valid and has funds available, or create a sale transaction, which combines the authorization with the capture, or settlement. If you process an authorization first, you must also process a settlement in order to submit the transaction for payment.



1. Click **Virtual Terminal** from the left navigation menu.
2. Click **Process Orders**.

The New Order page displays.

New Order [Page help](#) [Page feedback](#)

All fields shown in **color** are required.

Card Not Present **A**

Payment Information (To expand or collapse, click triangle.)

B Total Amount (Includes taxes and shipping costs.)

C Currency

D Payment Type

Credit Card

E Transaction Source

F Transaction Type

G Credit Card Type

H Credit Card Number (Do not include any spaces or dashes.)

I Expiration Date

J Card Verification Number

K Visa Debt Indicator

L Visa Bill Payment

Customer Information (To expand or collapse, click triangle.)

M Customer ID

N First/Last Name

O Street Address 1

Street Address 2

City/State/Postal Code

Country

P Phone Number

Q Email Address

Order Information (To expand or collapse, click triangle.)

R Merchant Descriptor

S Merchant Contact Phone Number

T Order or Merchant Reference Number

Level II Fields (To expand or collapse, click triangle.)

Level III and Additional Level II Fields (To expand or collapse, click triangle.)

Virtual Terminal transactions, cont.

Process Card Not Present transactions, cont.

A	(Unlabeled)	If not already selected, select Card Not Present from the dropdown menu. Note: This list may not be available if you are configured for Card Not Present only.
B	Total Amount	Enter the total amount, including any taxes and shipping costs.
C	Currency	Select the currency from the dropdown menu.
D	Payment Type	Select the payment type from the dropdown menu.
E	Transaction Source	Select the transaction source from the dropdown menu.
F	Transaction Type	If you are shipping goods at a later date, select Authorization . (You can process the “capture” transaction using the Transaction Search feature when you have shipped the goods or performed the service.) If you are processing a payment for a service already rendered or shipping goods today, select Sale .
G	Credit Card Type	Select the credit card type from the dropdown menu.
H	Credit Card Number	Enter the credit card number. Enter the digits only without any spaces or dashes.
I	Expiration Date	Select the month and year of the expiration date from the dropdown menu.
J	Card Verification Number	Enter the card verification number, if applicable.
K	Visa Debt Indicator	Check the box if this is a Visa debt payment.
L	Visa Bill Payment	Check the box if this is a Visa bill payment.
M	Customer ID	Enter the customer ID or other reference number used to identify the customer.
N	First/Last Name	Enter the customer’s first and last name.
O	Address fields	Enter the customer’s address. When processing a credit card that has an international address: <ul style="list-style-type: none"> • Enter the required street address and city and optional postal code, but leave the State field blank. • Select the country from the dropdown menu and continue to process the transaction as usual. • Addresses in Canada are not considered international addresses.
P	Phone Number	Enter the customer’s phone number.
Q	Email Address	Enter the customer’s email address.
R	Merchant Descriptor	Enter a description of the merchant.
S	Merchant Contact Phone Number	Enter a contact phone number for the merchant.
T	Order or Merchant Reference Number	Enter a customer number, location number, or other information (up to 50 alphanumeric characters). This field is included on Business Center detail reports.

3. If you are entering data for an American Express card, you can use the fields in the **Level II Fields** section to receive the most favorable card processing rates. Click the triangle to the left of **Level II Fields** to display the fields for that section.

▼ **Level II Fields**
(To expand or collapse, click triangle.)

Tax

Duty

Purchase Order Number

4. If your company is set up for level III and custom level II fields and you are entering data for a Visa or MasterCard transaction, you can use the fields in the **Level III and Additional II Fields** section to receive the most favorable interchange. Click the triangle to the left of **Level III and Additional II Fields** to display the fields for that section.

Note: American Express and Discover do not support level III data, so do not submit this data for these card types.

Virtual Terminal transactions, cont.

Process Card Not Present transactions, cont.

Level III and Additional Level II Fields (To expand or collapse, click triangle.)

Add Level III and Additional Level II Fields
 Process as Level III Purchasing Card

Order-Level Fields

Duty Amount Freight Amount
Purchase Order Number Order Discount Amount
Supplier Order Reference Number

Line Item 1 | [Remove](#)

Alternate Tax Amount Alternate Tax ID
Alternate Tax Rate Alternate Tax Type
Unit Price Commodity Code
Discount Amount Product Code
Product Name Quantity
Tax Amount Total Amount
Unit Of Measure

With custom level II/level III fields, any predefined custom values will appear on the new order, and you can edit the data as necessary.

Note: You must select both check boxes as shown above to process the transaction with Level III data.

5. When finished, click **Submit** and then **OK** to execute the order.

Transaction Receipt [Page help](#) [Page feedback](#)

The Virtual Terminal transaction succeeded.

Return Codes	
Result Code	SOK - Request was processed successfully.
Authorization Code	831000
AVS Code	Y - Match. Street address and 5-digit postal code match.
Request ID	33333777700000066666

Payment Information	
Payment Type	Credit Card
Total Amount	2.00 USD
Currency	United States: Dollar
Transaction Source	MOTO - Mail/Phone Order
Transaction Type	Authorization
Credit Card Type	Visa
Credit Card Number	#####1111

Customer Information	
Customer ID	123456789
Name	Susan Smith
Street Address 1	123 Brown Street
Street Address 2	
City, State Postal Code	Anytown, CA 94123
Country	United States
Phone Number	888-555-6789
Email Address	ssmith@xyzcompany.com

Shipping Address	
Name	Susan Smith
Street Address 1	123 Brown Street
Street Address 2	
City, State Postal Code	Anytown, CA 94123
Country	United States

Order Information	
Order or Merchant Reference Number	1234567890123

The system displays the Transaction Receipt page, which you can print.

Virtual Terminal transactions, cont.

Process Card Not Present transactions, cont.

Note: If the system displays a “soft decline” message, the credit card transaction was accepted by the bank but was refused by the *Wells Fargo Payment Gateway* system because billing address and zip code did not pass the address verification service (AVS) check. You can override this message by clicking on the request ID and settling the transaction, or you can take no action and the transaction will not settle. The following is an example of a soft decline message.



If you processed an authorization and do not want to settle the transaction, reverse the authorization as described on [Authorization reversal](#).

If you processed a sale transaction and do not want to settle the transaction, contact your Wells Fargo representative for instructions on whom to contact to reverse the authorization.

Create subscriptions from the Transaction Receipt screen

If you are configured for processing recurring transactions using secure storage (such as payment tokenization using subscriptions or recurring billing) and are processing a credit card transaction, you can click **Create Subscription** on the Transaction Receipt page. The system then displays the New Subscription page with customer information and card information pre-filled.

Input the subscription information in the middle of the page. The default subscription type is **On-Demand: no scheduled payments**, but you can change this to **Installments** or **Recurring payments**. Fill in the information requested in this section.

See [Create a new subscription](#) for more information about creating subscriptions from authorized transactions.

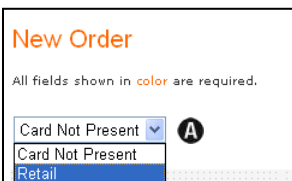
Process retail transactions with card present



1. Click **Virtual Terminal** from the left navigation menu.

2. Click **Process Orders**.

The New Order page displays.



3. Select **Retail** from the dropdown menu at the top of the page (A).

Virtual Terminal transactions, cont.

Process retail transactions with card present, cont.

The New Order page displays.

The screenshot shows the 'New Order' form with the following fields and sections:

- Transaction Source:** Retail (dropdown)
- Click Here to Scan Card:** Button with a circled 'B' next to it.
- Payment Information:** Expanded section containing:
 - Total Amount:** Text input field (includes taxes and shipping costs.)
 - Currency:** United States: Dollar (dropdown)
 - Payment Type:** Credit Card (dropdown)
- Credit Card:** Section containing:
 - Transaction Source:** Retail (dropdown)
 - Transaction Type:** Sale (dropdown)
 - Credit Card Type:** Visa (dropdown)
 - Credit Card Number:** Text input field (Do not include any spaces or dashes.)
 - Expiration Date:** Select (dropdown) and 20xx (dropdown)
- Customer Information:** Section with First/Last Name text input fields.
- Order Information:** Section.
- Submit:** Button at the bottom right.

4. Click **Click Here to Scan Card (B)**.

The New Order page displays with the **Card Scan** field.

The screenshot shows the 'New Order' form with the following fields and sections:

- Transaction Source:** Retail (dropdown)
- Card Scan:** Section containing:
 - Text: Please scan the customer's card through the reader.
 - (C):** Green light icon next to a text input field.
 - OK:** Button below the text input field.
- Manually Enter Card Information:** Button at the bottom.

5. Scan the card using the reader attached to your computer. The light on your scanner should be green before you scan your card. Make sure the cursor is in the text box **(C)**.

Note: If the customer's card cannot be scanned, do NOT click **Manually Enter Card Information**. Instead, exit this function and process the transaction as a Card Not Present transaction. If you, click **Manually Enter Card Information** and process the item as a retail transaction, you will not be prompted to enter billing address information and your transaction will downgrade to a higher interchange rate.

6. If the screen does not disappear when the scan is complete, click **OK**.

Virtual Terminal transactions, cont.

Process retail transactions with card present, cont.

The New Order page displays with the card number, card type, and expiration date filled in.

New Order [Page help](#) [Page feedback](#)

All fields shown in **color** are required.

Retail

▼ **Payment Information** (To expand or collapse, click triangle.)

Total Amount (Includes taxes and shipping costs.)

Currency United States: Dollar

Payment Type Credit Card

Credit Card

Transaction Source Retail

Transaction Type Sale

Credit Card Type Visa

Credit Card Number 4444000011113333 (Do not include any spaces or dashes.)

Expiration Date December 20xx

▼ **Customer Information** (To expand or collapse, click triangle.)

First/Last Name JOHN SMITH

D Total Amount	Enter the total amount, including any taxes and shipping costs.
-----------------------	---

7. When finished, click **Submit**, then click **OK** to execute the order.

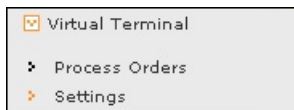
The system displays the Transaction Receipt page, which you can print.

Virtual Terminal transactions, cont.

Process electronic check transactions

When you enter electronic check transactions, you need to enter both the account number and the routing/transit number. The example below shows where each number is located in the MICR line on a check.

The diagram shows a check form with a MICR line at the bottom. The MICR line contains the following numbers: ⑆0 ⑆2345678⑆ 0 ⑆234567890 ⑆23⑆ 0 ⑆23. Brackets below the MICR line identify the first 9 digits (0 ⑆2345678⑆) as the 'Routing number' and the next 9 digits (0 ⑆234567890 ⑆23⑆) as the 'Account number'. The remaining digits (0 ⑆23) are not bracketed.



1. Click **Virtual Terminal** from the left navigation menu.
2. Click **Process Orders**.

The New Order page displays.

The screenshot shows the 'New Order' page. The 'Payment Information' section is expanded. The 'Payment Type' dropdown menu is open, showing 'Credit Card', 'Credit Card', and 'Check'. The 'Check' option is highlighted and marked with a circled 'A'. Other fields include 'Total Amount', 'Currency' (United States: Dollar), and a 'Card Not Present' dropdown.

3. Select **Check** from the **Payment Type** dropdown menu (A).

Note: If you do not see this option and should be configured for electronic checks, contact your Wells Fargo representative.

Virtual Terminal transactions, cont.

Process electronic check transactions, cont.

The New Order page displays with check transaction fields.

New Order [Page help](#) [Page feedback](#)

All fields shown in **color** are required.

▼ **Payment Information** (To expand or collapse, click triangle.)

B Total Amount (Includes taxes and shipping costs.)

C Currency

D Payment Type

Check

E SEC Code

F Transaction Type

G Account Number

H Check Number

I Account Type

J Routing Number

K Driver's License

L Driver's License State

M Date of Birth - - mm-dd-yyyy

N Electronic Check Reference Number

[Read the Check Statement to the Customer.](#) **O** I have read the check consent statement to the customer, and the customer has authorized an electronic debit from the checking account mentioned above.

▼ **Customer Information** (To expand or collapse, click triangle.)

P Customer ID

Q First/Last Name

R Street Address 1

Street Address 2

City/State/Postal Code

Country

S Phone Number

T Email Address

▼ **Order Information** (To expand or collapse, click triangle.)

U Merchant Descriptor

V Merchant Contact Phone Number

W Order or Merchant Reference Number

▶ **Level II Fields** (To expand or collapse, click triangle.)

▶ **Level III and Additional Level II Fields** (To expand or collapse, click triangle.)

B Total Amount	Enter the total amount, including any taxes and shipping costs.
C Currency	If needed, select United States: Dollar from the dropdown menu.
D Payment Type	Set to Check .

Virtual Terminal transactions, cont.

Process electronic check transactions, cont.

E	SEC Code	Select from the dropdown menu. CCD Corporate credit or debit. Used to disburse or consolidate funds. Entries are usually high-dollar, low-volume, and time-critical, settling in 24 hours. If an addenda record is included, it usually contains invoice data in a format designed for Electronic Data Interchange (EDI) systems. PPD Prearranged payment and deposit entries. Used for debit and credit entries authorized by a consumer account holder, and usually initiated by a company. These are usually recurring credits (such as payroll) or debits (such as insurance premiums). A signed written authorization is required from the customer. TEL Telephone-initiated entries. Used for ACH debit transactions initiated and authorized by consumers by telephone. Includes both single and recurring transactions. WEB Internet-initiated entries. Must be used for any ACH debit transactions authorized by consumers online. Includes both single and recurring transactions.
F	Transaction Type	Select Debit (the default) when the customer is making a payment or purchase. Select Credit to move funds into a customer's account. Note: When using Credit , check with your Wells Fargo representative to make sure your Treasury forms included this option.
G	Account Number	Enter the account number from the MICR line of the check.
H	Check Number	Enter the check number of the check, if applicable.
I	Account Type	Select an option from the dropdown menu.
J	Routing Number	Enter the routing/transit number from the MICR line of the check.
K	Driver's License	Enter the customer's driver's license number, if applicable.
L	Driver's License State	Enter the state that issued the customer's driver's license, if applicable.
M	Date of Birth	Enter the customer's date of birth, if applicable.
N	Electronic Check Reference Number	If available, enter information identifying the customer, such as a customer number or account number assigned to the customer by your company.
O	Check consent statement checkbox	Click the Check Statement link and read the required check consent statement to the customer or include it on your website. The customer must accept this statement before you check the box and continue with the customer information.
P	Customer ID	Enter the customer ID or other reference number used to identify the customer.
Q	First/Last Name	Enter the customer's first and last name.
R	Address fields	Enter the customer's address. When processing a credit card that has an international address: <ul style="list-style-type: none"> • Enter the required street address and city and optional postal code, but leave the State field blank. • Select the country from the dropdown menu and continue to process the transaction as usual. • Addresses in Canada are not considered international addresses.
S	Phone Number	Enter the customer's phone number.
T	Email Address	Enter the customer's email address. If the customer does not provide an email address, you can enter your own email address or null@cybersource.com.
U	Merchant Descriptor	Enter a description of the merchant.
V	Merchant Contact Phone Number	Enter a contact phone number for the merchant.
W	Order or Merchant Reference Number	Enter a customer number, location number, or other information (up to 50 alphanumeric characters). This field is included on Business Center detail reports.

4. When finished, click **Submit**, then click **OK** to execute the order.

The system displays the Transaction Receipt page, which you can print.

Recurring billing

Overview

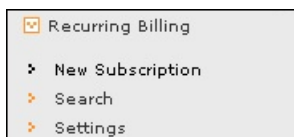
Using the Virtual Terminal, you can create, search, and modify recurring transactions or subscription payments. The Recurring Billing function supports recurring and installment subscription payments and on-demand customer profile payments.

Recurring billing uses a subscription ID which takes the place of sensitive payment information. The payment information is stored in the *Wells Fargo Payment Gateway* service database for future billing. Your Wells Fargo representative must activate your account before you can use this service. A subscription can be set up using either credit card or electronic check payment.

There are three types of subscriptions available through recurring billing.

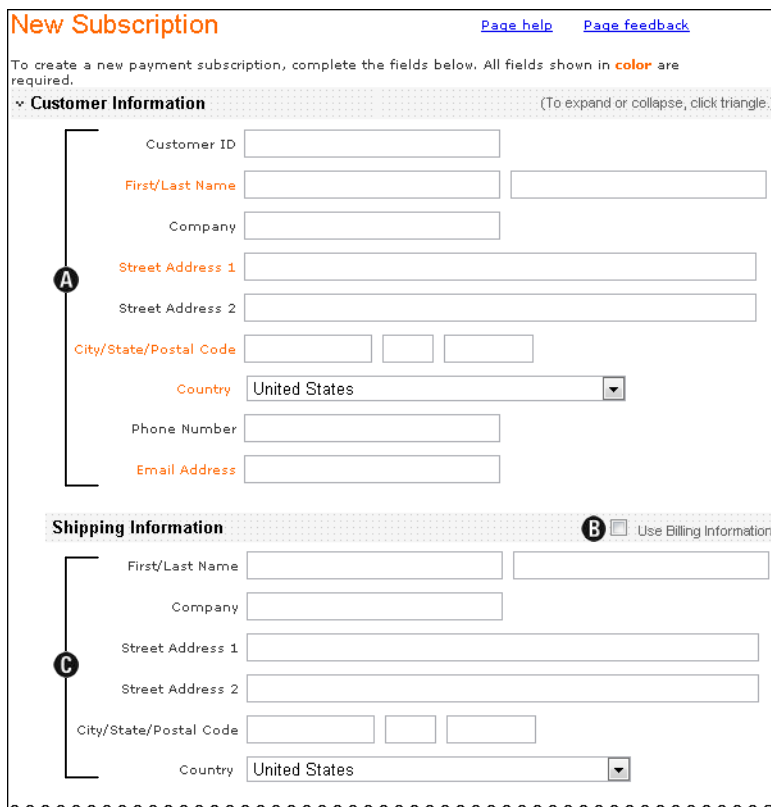
- **Installment subscriptions** let you process a fixed number of payments for a customer.
- **Recurring subscriptions** let you offer an ongoing service with no specific end date.
- **On-demand payments** let you store sensitive data for a customer profile. When you want to process the payment, you send in the request to bill the customer using the subscription ID instead of entering the payment information.

Create a new subscription



1. Click **Recurring Billing** from the left navigation menu.
2. Click **New Subscription**.

The New Subscription page displays.



A	Customer Information fields	Complete as you would for a new order. You may want to include a phone number or email address in case you need to contact the customer.
B	Use Billing Information checkbox	Check the box to copy the field values from the Customer Information section to the Shipping Information section.
C	Shipping Information fields	If you do not check the Use Billing Information checkbox and need to enter shipping information, enter the shipping information here.

Recurring billing, cont.

Create a new subscription, cont.

The screenshot shows a web form for creating a new subscription, divided into three main sections: Order Information, Subscription Information, and Payment Information. Each section has a collapse/expand triangle. Callouts D through L are placed on the left side of the form, pointing to specific fields.

- Order Information:**
 - D:** Order/Merchant Reference Number (text input)
 - E:** Description and Comments (text area, note: "You can enter a maximum of 256 characters without line breaks.")
 - F:** Merchant-Defined Data Fields 1, 2, 3, and 4 (four text inputs)
 - G:** I accept the Terms for Usage of Merchant-Defined Data fields (checkbox)
 - H:** Encrypted Data Fields 1, 2, 3, and 4 (four text inputs)
- Subscription Information:**
 - I:** Subscription Type (dropdown menu, currently set to "On Demand: no scheduled payments")
 - On-Demand Transaction:**
 - Title (text input)
 - J:** Default Amount (text input)
 - Currency (dropdown menu, currently set to "United States: Dollar")
 - Setup Fee (text input)
- Payment Information:**
 - K:** Payment Type (dropdown menu, currently set to "Credit Card")
 - Card Information:**
 - L:** Card Type (dropdown menu, currently set to "Select")
 - Card Number (text input)
 - Card Verification Number (text input)
 - Card Expiration Date (two dropdown menus, both currently set to "Select")
 - Ignore fraud checks (checkbox)

A "Submit" button is located at the bottom right of the form.

D	Order/Merchant Reference Number	Enter a customer number, location number, or other information (up to 50 alphanumeric characters). This field is included on Business Center detail reports.
E	Description and Comments	Enter any comments you want to include.
F	Merchant-Defined Data Fields	Data fields for your use.
G	Terms of usage checkbox	In order to use the Merchant-Defined Data fields , you must check the box to accept the terms for usage.
H	Encrypted Data Fields	Data fields for your use.

Recurring billing, cont.

Create a new subscription, cont.

I	Subscription Type	If you are entering payment information with no specific intervals, choose On Demand as the subscription type. For example, you could use the On Demand subscription type if you require customers to sign up and provide payment information to use your services. You charge them only when they use your services using the payment information stored securely. If you select an Installment subscription, you can enter a recurring amount, start date, billing frequency, and fixed number of payments. If you select a Recurring subscription, you specify the information for the recurring payment. This is similar to the Installment payments except that you don't specify a fixed number of payments and there is no end date.
J	Subscription Information fields	The fields displayed in this section depend on your selection for Subscription Type . For Title , enter your primary identifier for the subscription. This field is viewable on the subscription search page.
K	Payment Type	Select the payment type from the dropdown menu.
L	Payment Information fields	The fields displayed in this section depend on your selection for Payment Type .

3. When finished, click **Submit** to create the subscription.

Once your subscription is successfully created, the system displays the Subscription Details page. From this page, you can make an on-demand payment, modify the subscription, cancel the subscription, or delete the subscription.

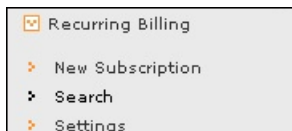
Subscription search feature

You can use the subscription search feature to locate a specific subscription or conduct a broader search.

Once you locate a subscription and display details for the subscription, you can perform the following tasks:

- Make an on-demand payment
- Modify the subscription
- Cancel the subscription (applies to recurring and installment subscriptions)
- Delete the subscription (if your company is configured for this option)

Subscription search



1. Click **Recurring Billing** from the left navigation menu.

2. Click **Search**.

The Subscription Search page displays.



A	Type	Select Subscriptions to search based on subscription setup information. Select Subscription Payments to search based on payment-specific information.
----------	------	--

Recurring billing, cont.

Subscription search feature, cont.

B Scope	<p>When you select Subscriptions for Type, you can select from the following options:</p> <ul style="list-style-type: none"> All Subscriptions Active Subscriptions On-Hold Subscriptions Canceled Subscriptions – specify a date range Creation Date of Subscriptions – specify a date range Expiration Date of Subscriptions – specify a date range Expiration Date of Payment Cards – specify a date range Field and Value – select a search field and value <p>When you select Subscription Payments for Type, you can select from the following options:</p> <ul style="list-style-type: none"> Payments Scheduled – specify a date range Payments Requiring Approval – specify a date range Payments Skipped – specify a date range Field and Value – select a search field and value
C Results Per Page	Specify the number of items to display per page in the search results (20, 50, or 100).

3. Click **Submit** to perform the search.

The Subscription Search Results page displays.

Subscription Search Results [Page help](#) [Page feedback](#)

Search Parameters:
Last Name = Smith

Currency	Number of Subscriptions	Total Amount
USD	2	100.00
TOTAL	2	

D

Delete	Subscription ID Title	Merchant Reference Number	Name	Type (Frequency)	Amount	Creation Date	Cancelled Date	Start Date End Date	Date of Next Scheduled Payment	Number of payments in retry mode	Card Expiration Date	Number & Amount of Successful Payments to Date	Status
<input type="checkbox"/>	17171717171717171717	1000200030004	SALLY SMITH	on demand (on-demand)	50.00 USD	May 29 20xx		May 30 20xx		0	01/20xx	0 0.00	Current
<input type="checkbox"/>	88888888888888888888 Installment Payments for Hardware Purchase	12345678	SUSAN SMITH	installment (monthly)	50.00 USD	Dec 29 20xx		Jan 15 20xx Aug 15 20xx	Aug 15 20xx	0	12/20xx	31 1550.00	Current

D Status	<p>Displays as Current for On Demand subscriptions.</p> <p>For Installment and Recurring subscriptions, the status will be one of the following.</p> <ul style="list-style-type: none"> Current The subscription is active and the payments are up-to-date. Cancelled The subscription has been cancelled. Completed All payments have been processed (installment subscriptions). You see this status one or two days after the last payment has been processed. Hold The subscription is on hold because all payment attempts have failed or a scheduled payment failed for a reason that requires your intervention.
-----------------	--

4. Click on a subscription ID to display details for the description.

Recurring billing, cont.

Subscription search feature, cont.

Subscription Details

[Page help](#) [Page feedback](#)

View details, skip payments, modify, cancel, delete or make an on-demand payment below.

Subscription ID: 17171717171717171717

Subscription Information Payment Information Payment History

Subscription Type: On Demand (no scheduled payments)
Title:
Amount: 50.00 USD
Setup Fee: 0.00 USD
Start Date: May 30 20XX
Payments Completed: 0
Status: Current

Billing Information

Name: SALLY SMITH
Company:
Company Tax ID:
Customer ID:
Address 1: 123 Brown Street
Address 2:
City: Anytown
State: California
Postal Code: 94123
Country: United States
Phone Number: 8885556789
Email Address: smith@xyzcompany.com

Shipping Information

Name: SALLY SMITH
Company:
Address 1: 123 Brown Street
Address 2:
City: Anytown
State: California
Postal Code: 94123
Country: United States

Order Information

Order/Merchant Reference Number: 1000200030004
Comments:
Merchant-Defined Data Field 1:
Merchant-Defined Data Field 2:
Merchant-Defined Data Field 3:
Merchant-Defined Data Field 4:
Encrypted Data Field 1: empty
Encrypted Data Field 2: empty
Encrypted Data Field 3: empty
Encrypted Data Field 4: empty

When details for a subscription display, you can perform the following tasks:

- Make an on-demand payment
- Modify the subscription
- Cancel the subscription (applies to recurring and installment subscriptions)
- Delete the subscription (if your company is configured for this option)

Recurring billing, cont.

Subscription search feature, cont.

Make an on-demand payment

1. Display details for a subscription as described in the previous section.
2. Click the **Make On-Demand Payment or Credit** button at the bottom of the Subscription Details page.

On-Demand Payment or Credit [Page help](#) [Page feedback](#)

To process an On-Demand authorization, sale, or credit for the subscription, complete the fields below and click **Submit**. All fields shown in **color** are required.

Payment Information (To expand or collapse, click triangle.)

E Amount:

Currency:

Payment Type:

Card Information

F Transaction Type:

Card Type:

Card Number:

Card Verification Number:

Card Expiration Date:

Ignore fraud checks

Bill Payment with Visa ?

Level III and Additional Level II Fields (To expand or collapse, click triangle.)

Add Level III and Additional Level II Fields

Process as Level III Purchasing Card

Order-Level Fields

Duty Amount: Freight Amount:

Purchase Order Number: Order Discount Amount:

Supplier Order Reference Number:

Line Item 1 | [Remove](#)

Alternate Tax Amount: Alternate Tax ID:

Alternate Tax Rate: Alternate Tax Type:

Unit Price: Commodity Code:

Discount Amount: Product Code:

Product Name: Quantity:

Tax Amount: Total Amount:

Unit Of Measure:

[Add Line Items](#)

E	Amount	Enter the payment amount.
F	Transaction Type	Change from Authorization to Sale .
G	Level III and Additional Level II Fields	Complete these fields, if applicable.

3. Click **Submit** to process the payment.

Recurring billing, cont.

Subscription search feature, cont.

Modify a subscription

1. Display details for a subscription as described in [Subscription search](#).
2. Click the **Modify Subscription** button at the bottom of the Subscription Details page.

The Edit Subscription page displays.

3. Edit information for the subscription as needed. You can edit customer information, order information, payment information, or payment frequency.
4. When finished, click **Submit** to save your changes.

Cancel a subscription

This applies to recurring and installment subscriptions.

1. Display details for a subscription as described in [Subscription search](#).
2. Click the **Cancel Subscription** button at the bottom of the Subscription Details page.

A message asking you to confirm the cancelation displays.

3. Click **OK**.

Delete a subscription

Note: This section applies if your company is configured for this option.

1. Display details for a subscription as described in [Subscription search](#).
2. Click the **Delete Subscription** button at the bottom of the Subscription Details page.

A message asking you to confirm the deletion displays.

3. Click **OK**.

Transaction Search

Overview

You can use the Transaction Search function to review details for a processed order or perform one of the actions listed in the following table. Data for your orders is stored for six months from the date of the original transaction or authorization.

Note: Your company may not be configured for all of these options.

Credit card transactions	<ul style="list-style-type: none"> Authorization reversal Settle or capture an authorized transaction Credit a transaction Void a transaction Create a subscription Re-authorization Re-authorization and capture New order Obtain a duplicate receipt
Electronic check transactions	<ul style="list-style-type: none"> Credit a transaction Void an electronic check debit or credit
Miscellaneous	<ul style="list-style-type: none"> Export search results Find pending settlement transactions

Enter general search criteria



1. Click **Transaction Search** from the left navigation menu.
2. Click **General Search**.

The General Search page displays.

A	Search for a field and a value	Use to search based on the content for a specific field, such as an account number. Select the field to use for the search from the dropdown menu and then enter the value to find.
B	Search for an application or transaction type	Use to search based on the processing application or transaction type, such as electronic check transactions or credit card activity. Select an option from the dropdown menu.

Transaction Search, cont.

Enter general search criteria, cont.

C	Search for a reply	Use to search based on the type of reply message received for a processed transaction such as success or processing error. Select an option from the dropdown menu.
D	Date Range	Specify the date period to search. If you select Custom range , specify start and end dates.
E	Results per page	Specify the number of items to display per page in the search results (50 or 100).
F	Sort order	Select a sort option from the dropdown menu.

3. Click **Search**.

The Transaction Search Results page displays.

Transaction Search Results [Page help](#) [Page feedback](#)

Search Parameters **G**

Date Range: Month to date
 Reply: Success
 Matching Transactions: 2

H

CyberSource Merchant ID Date and Time	Request ID Merchant Reference Number	Name Email Address	Card Type	Amount Account Suffix	Applications
6060606 Jun 15 20xx 05:03:46 AM	55555555555555555555 123456	SUSAN SMITH ssmith@xyzcompany.com	Visa	50.00 USD 1111	Credit Card Authorization Credit Card Settlement
1231231 Jun 01 20xx 07:28:39 AM	9699699699699699699 2345678	JOHN JONES jones@abccompany.com	Visa	50.00 USD 1111	Credit Card Authorization Credit Card Settlement

G	Export Results	Click to export the search results information. Follow the prompts to save the results as a .csv (comma-separated values) file.
H	Request ID link	Click to display details for a transaction.

4. If you click the request ID link for a transaction, the system displays details for the transaction.

Transaction Search Details [Contact Support](#) [Page help](#) [Page feedback](#)

<p>Request Information</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>CyberSource Merchant ID</td><td>6060606</td></tr> <tr><td>Request ID</td><td>55555555555555555555</td></tr> <tr><td>Merchant Reference Number</td><td>123456</td></tr> <tr><td>Date</td><td>Jun 15 20xx 05:03:46 AM</td></tr> <tr><td>Applications</td><td>Credit Card Authorization Credit Card Settlement</td></tr> <tr><td>Reason Code</td><td>100</td></tr> <tr><td>Reply Message</td><td>Request was processed successfully.</td></tr> <tr><td>Client Library</td><td></td></tr> <tr><td>Client Application</td><td>SCMP API</td></tr> <tr><td>Client Application Version</td><td></td></tr> <tr><td>Client User</td><td></td></tr> <tr><td>Security Key ID</td><td></td></tr> <tr><td>Security Key Expiration Date</td><td></td></tr> </table>	CyberSource Merchant ID	6060606	Request ID	55555555555555555555	Merchant Reference Number	123456	Date	Jun 15 20xx 05:03:46 AM	Applications	Credit Card Authorization Credit Card Settlement	Reason Code	100	Reply Message	Request was processed successfully.	Client Library		Client Application	SCMP API	Client Application Version		Client User		Security Key ID		Security Key Expiration Date		<p>Transaction Status Summary</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Status</th> <th>Amount</th> <th>Action</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Credit Card Authorization</td> <td>50.00 USD</td> <td></td> <td>Jun 15 20xx 05:03:46 AM</td> </tr> <tr> <td>Credit Card Settlement</td> <td>50.00 USD</td> <td>TRANSMITTED</td> <td>Jun 15 20xx 05:03:46 AM</td> </tr> </tbody> </table> <p>Available Actions: Credit Create Subscription New Order Re-Authorize Re-Authorize and Settle View Receipt</p> <p>Similar Searches: By Name By Email Address By Account Number Related Transactions</p>	Status	Amount	Action	Date	Credit Card Authorization	50.00 USD		Jun 15 20xx 05:03:46 AM	Credit Card Settlement	50.00 USD	TRANSMITTED	Jun 15 20xx 05:03:46 AM
CyberSource Merchant ID	6060606																																						
Request ID	55555555555555555555																																						
Merchant Reference Number	123456																																						
Date	Jun 15 20xx 05:03:46 AM																																						
Applications	Credit Card Authorization Credit Card Settlement																																						
Reason Code	100																																						
Reply Message	Request was processed successfully.																																						
Client Library																																							
Client Application	SCMP API																																						
Client Application Version																																							
Client User																																							
Security Key ID																																							
Security Key Expiration Date																																							
Status	Amount	Action	Date																																				
Credit Card Authorization	50.00 USD		Jun 15 20xx 05:03:46 AM																																				
Credit Card Settlement	50.00 USD	TRANSMITTED	Jun 15 20xx 05:03:46 AM																																				

Customer Information

Billing Information	
Name	SUSAN SMITH
Company	
Address	123 Brown Street Anytown, CA 94123 us
Phone Number	
Email Address	ssmith@xyzcompany.com
Customer ID	
IP Address	
Device Fingerprint	Not Submitted

Transaction Search, cont.

Enter general search criteria, cont.

I	Available Actions	Lists actions you can take for the transaction, based on your specific access level. Note: If you do not have all items you need, contact your gateway Administrator to obtain any additional available actions. Click a link to perform the action. With the exception of New Order , these actions are referred to as follow-on transactions to the original order. Once a credit card transaction has been settled, a void or a credit action is available. These actions are described in the following pages.
J	Similar Searches	Click a link to perform another search.

Transaction Search Details – available actions for credit card transactions

Authorization reversal

If you authorize a transaction but decide not to settle it, you should reverse the authorization as soon as possible to avoid misuse of authorization fees and to assist in releasing the hold on the customer's card. Authorization reversals apply to U.S.-issued cards only and do not apply to American Express transactions.



1. Display details for a transaction as described in the previous section.
2. Click the **Full Authorization Reversal** link in the **Available Actions** section of the Transaction Search Details page.
3. When asked to confirm the reversal, click **OK**.

Request Information		Transaction Status Summary			
CyberSource Merchant ID	6060606	Status	Amount	Action	Date
Request ID	55555555555555555555555555555555	Credit Card Authorization	2.00 USD		May 24 20xx 11:23:37 AM
Merchant Reference Number	123456	Credit Card Full Authorization Reversal	2.00 USD		May 24 20xx 11:28:07 AM
Date	May 24 20xx 11:28:07 AM				
Applications	Credit Card Full Authorization Reversal Credit Card Authorization				
Reason Code	100				

A When you return to the Transaction Search Details page, the **Status** column shows the full authorization reversal.

Settle or capture an authorized transaction

Once you have authorized a transaction and shipped the goods or performed the service, you can capture or settle the transaction.



1. Display details for a transaction as described in [Enter general search criteria](#).
2. Click the **Settlement** link in the **Available Actions** section of the Transaction Search Details page.

Transaction Search, cont.

Transaction Search Details – available actions for credit card transactions, cont.

Credit Card Settlement [Page help](#) [Page feedback](#)

Enter the amount that you would like to settle. You cannot settle more than the amount of the original authorization.

Transaction Details

Request ID [55555555555555555555](#)
 CyberSource Merchant ID 6060606
 Authorization Amount 5.00 USD
 Authorization Code 101000
 Settlement Amount **A**

Comments **B**
 (You can enter a maximum of 256 characters without line breaks.)

Customer ID **C**

Level III and Additional Level II fields **D**

Add Level III and Additional Level II Fields

A	Settlement Amount	Enter the settlement amount.
B	Comments	Enter any comments regarding the settlement.
C	Customer ID	Set to the customer ID for the customer.
D	Add Level III and Additional Level II Fields	If the card is a commercial or business card and your account is configured for level III processing, you can add level II/level III data so that the card clears at the most favorable rate.

3. When finished, click **Settle** and then click **OK** to verify that the information is correct.

Transaction Search Details [Contact Support](#) [Page help](#) [Page feedback](#)

Transaction Succeeded
 Authorization transaction settled successfully

Request Information		Transaction Status Summary			
CyberSource Merchant ID	6060606	Status	Amount	Action	Date
Request ID	55555555555555555555	Credit Card Authorization	5.00 USD		May 28 20xx 09:57:38 AM
Merchant Reference Number	123456	Credit Card Settlement	5.00 USD	PENDING (Void)	May 28 20xx 10:04:47 AM
Date	May 24 20xx 11:28:07 AM	Available Actions Credit Create Subscription New Order Re-Authorize Re-Authorize and Settle			
Applications	Credit Card Authorization	Similar Searches By Name By Customer ID By Email Address By Account Number Related Transactions			
Reason Code	100				
Reply Message	Request was processed successfully.				
Client Library	5.0.4				
Client Application	UBC Virtual Terminal				
Client Application Version	1.0				
Client User	barb.how				
Security Key ID					
Security Key Expiration Date					

E When you return to the Transaction Search Details page, the **Status** column shows the **Credit Card Settlement** status.

Transaction Search, cont.

Transaction Search Details – available actions for credit card transactions, cont.

Credit a transaction

If you need to refund a transaction that already settled, you can issue a credit up to six months from the original sale.

- Transaction Search
 - General Search
 - Order Search
 - Auths Ready To Settle
 - Pending Settlement
 - Exception Search
 - Secure Acceptance Search

1. Display details for a transaction as described in [Enter general search criteria](#).
2. Click the **Credit** link in the **Available Actions** section of the Transaction Search Details page.

Credit Card Credit [Page help](#) [Page feedback](#)

Enter the amount that you would like to credit.

Transaction Details

Request ID	55555555555555555555
CyberSource Merchant ID	6060606
Settlement Amount	3.00 USD
Prior Credits	0.00 USD
Credit Amount	<input type="text" value="3.00"/>

A Credit Amount Enter the credit amount.

3. Click **Credit**. When asked to confirm the credit, click **OK**.
4. When you return to the Transaction Search Details page, it will show that the transaction succeeded, and the **Transaction Status Summary** section will show the credit card credit amount as shown below.

Transaction Search Details [Contact Support](#) [Page help](#) [Page feedback](#)

Request Information		Transaction Status Summary			
CyberSource Merchant ID	6060606	Status	Amount	Action	Date
Request ID	55555555555555555555	Credit Card Authorization	3.00 USD		May 29 20xx 10:35:20 AM
Merchant Reference Number	123456	Credit Card Settlement	3.00 USD	PENDING (Void)	May 29 20xx 10:35:20 AM
Date	May 24 20xx 11:28:07 AM	Credit Card Credit	3.00 USD	PENDING (Void)	May 29 20xx 10:41:27 AM
Applications	Credit Card Credit				
Reason Code	100				
Reply Message	Request was processed successfully.				

E When you return to the Transaction Search Details page, the **Transaction Status Summary** section shows the credit card credit amount.

Transaction Search, cont.

Transaction Search Details – available actions for credit card transactions, cont.

Void a transaction

If you have performed a settlement action or a refund action and the transaction has not yet been batched for settlement, you can void the transaction.

The *Wells Fargo Payment Gateway* system batches all domestic transactions pending settlement or refund at 9:00 p.m. Pacific Time and all international (local currency) transactions at 2:00 p.m. Pacific Time each calendar day. A void deletes a transaction from the current batch, and the cardholder will not be charged or refunded. If a void action is available, it is listed in the Actions column of the Transaction Search Details page.



1. Display details for a transaction as described in [Enter general search criteria](#).

Transaction Search Details

[Contact Support](#)
[Page help](#)
[Page feedback](#)

Request Information	Transaction Status Summary																																										
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>CyberSource Merchant ID</td><td>6060606</td></tr> <tr><td>Request ID</td><td>55555555555555555555555555555555</td></tr> <tr><td>Merchant Reference Number</td><td>123456</td></tr> <tr><td>Date</td><td>Jun 15 20XX 05:03:46 AM</td></tr> <tr><td>Applications</td><td>Credit Card Authorization Credit Card Settlement</td></tr> <tr><td>Reason Code</td><td>100</td></tr> <tr><td>Reply Message</td><td>Request was processed successfully.</td></tr> <tr><td>Client Library</td><td></td></tr> <tr><td>Client Application</td><td>SCMP API</td></tr> <tr><td>Client Application Version</td><td></td></tr> <tr><td>Client User</td><td></td></tr> <tr><td>Security Key ID</td><td></td></tr> <tr><td>Security Key Expiration Date</td><td></td></tr> </table>	CyberSource Merchant ID	6060606	Request ID	55555555555555555555555555555555	Merchant Reference Number	123456	Date	Jun 15 20XX 05:03:46 AM	Applications	Credit Card Authorization Credit Card Settlement	Reason Code	100	Reply Message	Request was processed successfully.	Client Library		Client Application	SCMP API	Client Application Version		Client User		Security Key ID		Security Key Expiration Date		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Status</th> <th>Amount</th> <th>Action A</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Credit Card Authorization</td> <td>50.00 USD</td> <td></td> <td>Jun 15 20XX 02:00:10 PM</td> </tr> <tr> <td>Credit Card Settlement</td> <td>50.00 USD</td> <td>PENDING (Void)</td> <td>Jun 15 20XX 02:01:43 PM</td> </tr> <tr> <td>Credit Card Credit</td> <td>25.00 USD</td> <td>PENDING (Void)</td> <td>Jun 15 20XX 02:59:37 PM</td> </tr> </tbody> </table> <p>Available Actions: Credit Create Subscription New Order Re-Authorize Re-Authorize and Settle View Receipt</p> <p>Similar Searches: By Name By Email Address By Account Number Related Transactions</p>	Status	Amount	Action A	Date	Credit Card Authorization	50.00 USD		Jun 15 20XX 02:00:10 PM	Credit Card Settlement	50.00 USD	PENDING (Void)	Jun 15 20XX 02:01:43 PM	Credit Card Credit	25.00 USD	PENDING (Void)	Jun 15 20XX 02:59:37 PM
CyberSource Merchant ID	6060606																																										
Request ID	55555555555555555555555555555555																																										
Merchant Reference Number	123456																																										
Date	Jun 15 20XX 05:03:46 AM																																										
Applications	Credit Card Authorization Credit Card Settlement																																										
Reason Code	100																																										
Reply Message	Request was processed successfully.																																										
Client Library																																											
Client Application	SCMP API																																										
Client Application Version																																											
Client User																																											
Security Key ID																																											
Security Key Expiration Date																																											
Status	Amount	Action A	Date																																								
Credit Card Authorization	50.00 USD		Jun 15 20XX 02:00:10 PM																																								
Credit Card Settlement	50.00 USD	PENDING (Void)	Jun 15 20XX 02:01:43 PM																																								
Credit Card Credit	25.00 USD	PENDING (Void)	Jun 15 20XX 02:59:37 PM																																								

Customer Information

Billing Information	
Name	SUSAN SMITH
Company	
Address	123 Brown Street Anytown , CA 94123 us
Phone Number	
Email Address	ssmith@xyzcompany.com
Customer ID	
IP Address	
Device Fingerprint	Not Submitted

A Action column Click the **Void** link.
 In this example, a settlement was executed for \$50.00 and a refund was executed for \$25.00.
 Since both of actions are pending, you could issue a void for either the refund or the settlement.

2. Click the **Void** link. When asked to confirm the void, click **OK**.

Note: A void does not reverse the authorization. To reverse the authorization, see [Authorization reversal](#).

Transaction Search, cont.

Transaction Search Details – available actions for credit card transactions, cont.

Transaction Search Details [Contact Support](#) [Page help](#) [Page feedback](#)

Request Information	Transaction Status Summary																																										
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>CyberSource Merchant ID</td><td>6060606</td></tr> <tr><td>Request ID</td><td>55555555555555555555555555555555</td></tr> <tr><td>Merchant Reference Number</td><td>123456</td></tr> <tr><td>Date</td><td>Jun 15 20XX 05:03:46 AM</td></tr> <tr><td>Applications</td><td>Credit Card Authorization Credit Card Settlement</td></tr> <tr><td>Reason Code</td><td>100</td></tr> <tr><td>Reply Message</td><td>Request was processed successfully.</td></tr> <tr><td>Client Library</td><td></td></tr> <tr><td>Client Application</td><td>SCMP API</td></tr> <tr><td>Client Application Version</td><td></td></tr> <tr><td>Client User</td><td></td></tr> <tr><td>Security Key ID</td><td></td></tr> <tr><td>Security Key Expiration Date</td><td></td></tr> </table>	CyberSource Merchant ID	6060606	Request ID	55555555555555555555555555555555	Merchant Reference Number	123456	Date	Jun 15 20XX 05:03:46 AM	Applications	Credit Card Authorization Credit Card Settlement	Reason Code	100	Reply Message	Request was processed successfully.	Client Library		Client Application	SCMP API	Client Application Version		Client User		Security Key ID		Security Key Expiration Date		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Status</th> <th>Amount</th> <th>Action</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Credit Card Authorization</td> <td>50.00 USD</td> <td></td> <td>Jun 15 20XX 02:00:10 PM</td> </tr> <tr> <td>Credit Card Settlement</td> <td>50.00 USD</td> <td>PENDING (Void)</td> <td>Jun 15 20XX 02:01:43 PM</td> </tr> <tr> <td>Credit Card Credit</td> <td>25.00 USD</td> <td>VOIDED</td> <td>Jun 15 20XX 02:59:37 PM</td> </tr> </tbody> </table> <p style="margin-top: 10px;">Available Actions: Credit Create Subscription New Order Re-Authorize Re-Authorize and Settle View Receipt</p> <p>Similar Searches: By Name By Email Address By Account Number Related Transactions</p>	Status	Amount	Action	Date	Credit Card Authorization	50.00 USD		Jun 15 20XX 02:00:10 PM	Credit Card Settlement	50.00 USD	PENDING (Void)	Jun 15 20XX 02:01:43 PM	Credit Card Credit	25.00 USD	VOIDED	Jun 15 20XX 02:59:37 PM
CyberSource Merchant ID	6060606																																										
Request ID	55555555555555555555555555555555																																										
Merchant Reference Number	123456																																										
Date	Jun 15 20XX 05:03:46 AM																																										
Applications	Credit Card Authorization Credit Card Settlement																																										
Reason Code	100																																										
Reply Message	Request was processed successfully.																																										
Client Library																																											
Client Application	SCMP API																																										
Client Application Version																																											
Client User																																											
Security Key ID																																											
Security Key Expiration Date																																											
Status	Amount	Action	Date																																								
Credit Card Authorization	50.00 USD		Jun 15 20XX 02:00:10 PM																																								
Credit Card Settlement	50.00 USD	PENDING (Void)	Jun 15 20XX 02:01:43 PM																																								
Credit Card Credit	25.00 USD	VOIDED	Jun 15 20XX 02:59:37 PM																																								

Billing Information

Name	SUSAN SMITH
Company	
Address	123 Brown Street Anytown, CA 94123 us
Phone Number	
Email Address	ssmith@xyzcompany.com
Customer ID	
IP Address	
Device Fingerprint	Not Submitted

E When you return to the Transaction Search Details page, the **Action** column shows the void.

Create a subscription

You can create a subscription from an authorized transaction. A subscription allows you to process recurring payments for a customer for a service or a product.

Note: You must be configured for secured storage (such as payment tokenization subscriptions or recurring billing) to be able to create subscriptions. Contact your Wells Fargo representative if you do not see this feature.

Transaction Search

- General Search
- Order Search
- Auths Ready To Settle
- Pending Settlement
- Exception Search
- Secure Acceptance Search

1. Display details for a transaction as described in [Enter general search criteria](#).
2. Click the **Create Subscriptions** link in the **Available Actions** section of the Transaction Search Details page.
3. Set up the subscription as described in [Create a new subscription](#).

Transaction Search, cont.

Transaction Search Details – available actions for credit card transactions, cont.

Other available actions

In addition to the actions described in the previous pages, you can also perform the actions listed below. For more information about these actions, click the **Page Help** link at the top of the Order Search Details page.

- **Re-authorizations.** Use this if the original authorization is no longer available or if the transaction is more than the authorized amount. Re-authorizations are linked to each other and to the original authorization by the request ID of the original transaction.
- **Re-authorization and capture.** This can be used when one of the items in the order is on back order and will not be shipped before the original authorization becomes stale. You can retrieve the original authorization and use it to process a sale for the remaining amount. The multiple captures are linked together through the request ID.
- **New orders.** You can process new orders from the same customer without re-entering billing, shipping, and payment card information. Once you display the previous authorization for the customer and click the **New Order** link in **Available Actions**, you enter the new order amount and order number and process the order in the normal fashion. Although the customer and payment information is the same, the new transaction has a separate request ID from the original transaction.
- **Duplicate receipt.** If you need a duplicate receipt of a captured transaction, you can use the Order Search function to locate the transaction and display detail information for the transaction. You can then click the **View Receipt** link (A). When the substitute receipt is displayed, use the links at the top to print or save the receipt.

Order Search Details [Contact Support](#) [Page help](#) [Page feedback](#)

Order Information 123456

Order History	Amount	State	Date
Authorization	50.00 USD		Jun 15 20xx 05:03:46 AM
Capture	50.00 USD	TRANSMITTED	Jun 15 20xx 05:03:46 AM

Available Actions: [Credit](#)
[Create Subscription](#)
[New Order](#)
[Re-Authorize](#)
[Re-Authorize and Capture](#)
A [View Receipt](#)
Similar Searches: [Related Transactions](#)

Authorization Status Success

Source	SCMP API	Authorization Amount	50.00 USD
User		Credit Card Type	Visa
Authorization Code	101000	Credit Card Number	xxxxxxxxxxxx 1111
AVS	Y - Match: address and 5-digit postal code match	Expiration Date	12/20xx

Customer Information

Billing Information	
Name	SUSAN SMITH
Company	
Address	123 Brown Street Anytown , CA 94123 us
Phone Number	
Email Address	ssmith@xyzcompany.com
Customer ID	

Transaction Search, cont.

Transaction Search Details – available actions for electronic check transactions

Credit a transaction

Transaction Search

- General Search
- Order Search
- Auths Ready To Settle
- Pending Settlement
- Exception Search
- Secure Acceptance Search

1. Display details for a transaction as described in [Enter general search criteria](#).
2. Click the **Credit** link in the **Available Actions** section of the Transaction Search Details page.

The Electronic Check Credit page displays.

Electronic Check Credit [Page help](#) [Page feedback](#)

Enter the amount that you would like to credit. You cannot credit more than the amount of the original debit.

Transaction Details	
Request ID	9966996699669966996699
CyberSource Merchant ID	123456
Settlement Amount	100.00 USD
Prior Credits	50.00 USD
Maximum Credit	100.00 USD
Credit Amount	A <input type="text"/>

A Credit Amount Enter the credit amount.

3. Click **Credit**. When asked to confirm the credit, click **OK**.

Transaction Search Details [Contact Support](#) [Page help](#) [Page feedback](#)

Transaction Succeeded
Credit transaction executed successfully

Request Information		Transaction Status Summary			
CyberSource Merchant ID	6060606	Status	Amount	Action	Date
Request ID	6565656565656565656565	Electronic Check Debit	100.00 USD	PENDING (Void)	Mar 11 20XX 04:44:25 PM
Merchant Reference Number	123456	Electronic Check Credit	50.00 USD	PENDING (Void)	Mar 11 20XX 04:52:23 PM
Date	Mar 11 20XX 04:44:25 PM	Electronic Check Credit	25.00 USD	PENDING (Void)	Mar 11 20XX 05:08:10 PM
Applications	Electronic Check Debit	Available Actions Credit			
Reason Code	100	Similar Searches: By Name			
Reply Message	Request was processed successfully.	By Email Address			
Client Library	3.7.1	By Account Number			
Client Application	UBC Virtual Terminal	Related Transactions			
Client Application Version	1.0				
Client User	ssmith				
Security Key ID					
Security Key Expiration Date					

Transaction Search, cont.

Transaction Search Details – available actions for electronic check transactions, cont.

Void an electronic check debit or credit

If an electronic check transaction has not yet been batched to send to Wells Fargo ACH, you can void the transaction.

The *Wells Fargo Payment Gateway* system batches all pending debit and credit transactions at 2:00 p.m. Pacific Time each calendar day. A void deletes a transaction from the current batch, and the customer will not be charged or refunded. If a void action is available, it is listed in the Actions column of the Transaction Search Details page. If you need to delete an electronic check transaction after the 2:00 p.m. Pacific Time cutoff time, contact your Wells Fargo representative.



1. Display details for a transaction as described in [Enter general search criteria](#).

Transaction Search Details [Contact Support](#) [Page help](#) [Page feedback](#)

Request Information		Transaction Status Summary			
CyberSource Merchant ID	123456	Status	Amount	Action	Date
Request ID	9966996699669966996699	Electronic Check Debit	100.00 USD	PENDING (Void)	Mar 11 20xx 04:44:25 PM
Merchant Reference Number	1234567890	Electronic Check Credit	50.00 USD	PENDING (Void)	Mar 11 20xx 04:52:23 PM
Date	Mar 11 20xx 04:44:25 PM	Electronic Check Credit	25.00 USD	PENDING (Void)	Mar 11 20xx 05:08:10 PM
Applications	Electronic Check Debit	Available Actions: Credit			
Reason Code	100	Similar Searches: By Name			
Reply Message	Request was processed successfully.	By Email Address			
Client Library	3.7.1	By Account Number			
Client Application	UBC Virtual Terminal	Related Transactions			
Client Application Version	1.0				
Client User	jsmith				
Security Key ID					
Security Key Expiration Date					

A Action column You can issue a void for any action with a **Void** link.

2. Click the **Void** link. When asked to confirm the void, click **OK**.

Transaction Succeeded
Transaction voided successfully

Request Information		Transaction Status Summary			
CyberSource Merchant ID	123456	Status	Amount	Action	Date
Request ID	9966996699669966996699	Electronic Check Debit	100.00 USD	PENDING (Void)	Mar 11 20xx 04:44:25 PM
Merchant Reference Number	1234567890	Electronic Check Credit	50.00 USD	PENDING (Void)	Mar 11 20xx 04:52:23 PM
Date	Mar 11 20xx 04:44:25 PM	Electronic Check Credit	25.00 USD	VOIDED	Mar 11 20xx 05:08:10 PM
Applications	Electronic Check Debit	Available Actions: Credit			
Reason Code	100	Similar Searches: By Name			
Reply Message	Request was processed successfully.	By Email Address			
Client Library	3.7.1	By Account Number			
Client Application	UBC Virtual Terminal	Related Transactions			
Client Application Version	1.0				
Client User	jsmith				
Security Key ID					
Security Key Expiration Date					

B When you return to the Transaction Search Details page, the **Action** column shows the void.

Transaction Search, cont.

The Order Search function

The Order Search function allows you to customize your search criteria and then export your results.



1. Click **Transaction Search** from the left navigation menu.
2. Click **Order Search**.

The Order Search page displays.

A	Date Range	Specify the date period to search. If you select Custom range , specify start and end dates.
B	Search for an application or transaction type	Use to search based on the transaction type (All Transactions , Credit Card Transactions Only , or Check Transactions Only). Select an option from the dropdown menu.
C	Search for a field and a value	Use to search based on the content for a specific field, such as a transaction reference number. Select the field to use for the search from the dropdown menu and then enter the value to find.
D	Results per page	Specify the number of items to display per page in the search results (50 , 100 , 500 , or 1000). Note: The maximum number of records included in search results is 2,000.

3. After entering your criteria, click **Search**. Search results display.

Order/Merchant Ref No	Date	Name	Amount	Card Type	Status	Request ID
12345678	Jun 15 20xx 05:03 AM	SUSAN SMITH	50.00 USD	Visa	Captured	3700000000050000000001
2345678	Jun 01 20xx 07:28 AM	JOHN JONES	50.00 USD	Visa	Captured	3700000000050000000002

E	Order/Merchant Ref No	Click a link in this column to display details for a transaction.
F	Export Results	Click to export the search results information in CSV or XML format.

Transaction Search, cont.

The Order Search function, cont.

4. To display details for a transaction, click the link in the **Order/Merchant Ref No** column.

The Order Search Details page displays.

Order Search Details [Contact Support](#) [Page help](#) [Page feedback](#)

Order Information 123456

Order History	Amount	State	Date
Authorization	50.00 USD		Jun 15 20XX 05:03:46 AM
Capture	50.00 USD	TRANSMITTED	Jun 15 20XX 05:03:46 AM

G Available Actions: [Credit](#), [Create Subscription](#), [New Order](#), [Re-Authorize](#), [Re-Authorize and Capture](#), [View Receipt](#)

H Similar Searches: [Related Transactions](#)

Authorization Status Success

Source	SCMP API	Authorization Amount	50.00 USD
User		Credit Card Type	Visa
Authorization Code	101000	Credit Card Number	xxxxxxxxxxxx 1111
AVS	Y - Match: address and 5-digit postal code match	Expiration Date	12/20xx

Customer Information

Billing Information

Name	SUSAN SMITH
Company	
Address	123 Brown Street Anytown, CA 94123 us
Phone Number	
Email Address	ssmith@xyzcompany.com
Customer ID	

- G Available Actions** Lists actions you can take for the transaction, based on your specific access level.
Note: If you do not have all items you need, contact your gateway Administrator to obtain any additional available actions.
Click a link to perform the action. With the exception of **New Order**, these actions are referred to as follow-on transactions to the original order. Once a credit card transaction has been settled, a void or a credit action is available. These actions are described in the following pages.
- H Similar Searches** Click a link to perform another search.

To export the search results information, click **Export Results**.

Export Search Results [Page help](#) [Page feedback](#)

Select additional categories to be included for export.

Export Options

Payment Information
All the fields that contain card or check information.

Order Information
All the fields that contain additional or miscellaneous information, such as comments and the customer's ID.

Billing Information
All the fields that contain the customer's billing address information (name, address, and phone number), and email and IP addresses.

Shipping Information
All the fields that contain the customer's shipping address information (name, address, and phone number).

Check the box for each information category to include and then click **Export CSV** or **Export XML**. Follow the prompts to save the file.

Transaction Search, cont.

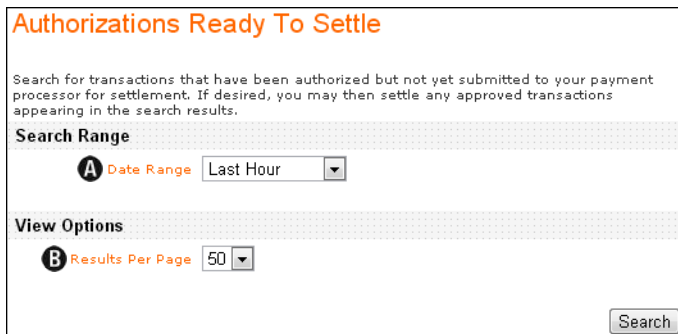
Search for authorizations ready to settle

If you authorize transactions and then settle later when you process the shipment, you can use the Auths Ready to Settle (delayed capture) function to locate these transactions and submit them for settlement.



1. Click **Transaction Search** from the left navigation menu.
2. Click **Auths Ready to Settle**.

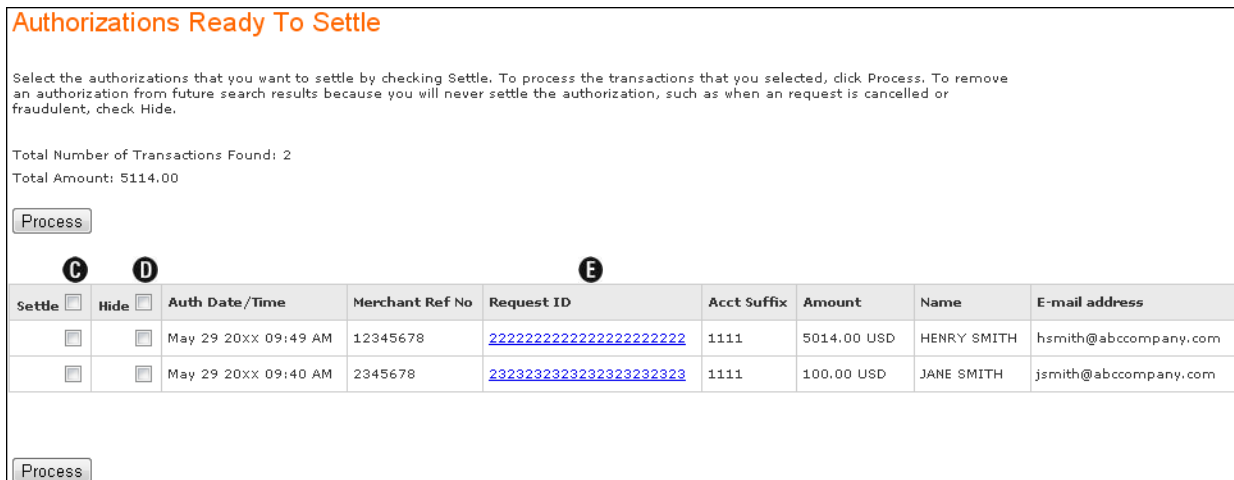
The Authorizations Ready To Settle page displays.



A	Search Range	Specify the date period to search. If you select Custom range , specify the start and end dates.
B	Results Per Page	Specifies the number of items to display per page in the search results (always 50).

3. Click **Search**.

The Authorizations Ready To Settle page displays.



C	Settle	To settle one or more transactions without Level II/III data, check the box for each transaction to settle and click Process . Check the box at the top of the column to select all transactions.
D	Hide	To remove one or more transactions from the results list, check the box for each transaction to hide and click Process . Check the box at the top of the column to select all transactions.
E	Request ID	To display details for a transaction, click the request ID link for the transaction.

Note: If you processed an authorization and the transaction was approved by the issuer but received an AVS or CVV failure in the Business Center, the authorization record can be found by doing a transaction search, clicking on the request ID and then clicking **Settlement** in the **Available Actions** list on the Transactions Search Details page. (Due to the AVS/CVV failure, the authorization will not be located on the Authorizations Ready To Settle page.)

Transaction Search, cont.

Search for authorizations ready to settle, cont.

4. To display details for a transaction, click the **Request ID** link for the transaction.

The Transaction Search Details page displays.

Request Information		Transaction Status Summary			
CyberSource Merchant ID	123456	Status	Amount	Action	Date
Request ID	22222222222222222222222222222222	Credit Card Authorization	5014.00 USD		May 29 20xx 09:49:08 AM
Merchant Reference Number	12345678	Available Actions: Full Authorization Reversal Settlement F Create Subscription New Order Re-Authorize Re-Authorize and Settle			
Date	May 29 20xx 09:49:08 AM	Similar Searches: By Name G By Customer ID By Email Address By Account Number Related Transactions			
Applications	Credit Card Authorization				
Reason Code	100				
Reply Message	Request was processed successfully.				
Client Library	5.0.4				
Client Application	UBC Virtual Terminal				
Client Application Version	1.0				
Client User	hsmith				
Security Key ID					
Security Key Expiration Date					
Customer Information					
Billing Information					
Name	HENRY SMITH				
Company					
Address	456 Somewhere Blvd Somewhere, CA 94123 us				
Phone Number					
Email Address	hsmith@abccompany.com				
Customer ID	9876				
IP Address					
Device Fingerprint	Not Submitted				

- | | |
|----------------------------|--|
| F Available Actions | Lists actions you can take for the transaction, based on your specific access level.
Note: If you do not have all actions you need, contact your gateway Administrator to obtain any additional available actions.

Click a link to perform the action. With the exception of New Order , these actions are referred to as follow-on transactions to the original order. Once a credit card transaction has been settled, a void or a credit action is available. These actions are described in the following pages. |
| G Similar Searches | Click a link to perform another search. |

As with the General Search function, you can use the **Available Actions** links to take action for the transaction.

5. To submit one or more transactions on the Authorizations Ready To Settle page for settlement without Level II/III data, check the box in the **Settle** column for each transaction you want to submit, or check the box in the **Settle** column heading to select all transactions. Click **Process**, then click **Confirm**.

If an original Visa or MasterCard authorization was entered without Level II/III data, you will need to add Level II/III at the time you settle it to get the best interchange clearing rates.

- Click on the **Request ID** link for the transaction to get to the Transaction Search Details screen.
- Under **Available Actions**, click **Settlement**.

Transaction Search, cont.

Search for authorizations ready to settle, cont.

The Credit Card Settlement page displays.

Credit Card Settlement [Page help](#) [Page feedback](#)

Enter the amount that you would like to settle. You cannot settle more than the amount of the original authorization.

Transaction Details

Request ID: [22222222222222222222222222222222](#)
 CyberSource Merchant ID: 123456
 Authorization Amount: 5014.00 USD
 Authorization Code: 101000
 Settlement Amount:

Comments:
(You can enter a maximum of 256 characters without line breaks.)

Customer ID:

Level III and Additional Level II fields

Add Level III and Additional Level II Fields **H**
 Process as Level III Purchasing Card

Order-Level Fields **I**

Duty Amount: Freight Amount:
 Purchase Order Number: Order Discount Amount:
 Supplier Order Reference Number:

Line Item 1 [Remove](#) **J**

Alternate Tax Amount: Alternate Tax ID:
 Alternate Tax Rate: Alternate Tax Type:
 Unit Price: Commodity Code:
 Discount Amount: Product Code:
 Product Name: Quantity:
 Tax Amount: Total Amount:
 Unit Of Measure:

[Add Line Items](#) **K**

H	Level III and Additional Level II fields	Check both boxes.
I	Order-Level Fields	Use to specify information for the entire order.
J	Line Item fields	Use to specify information for a line item. To remove the current line item, click Remove .
K	Add Line Items	Click to enter information for additional line items.

c. When finished, click **Settle** to submit the transaction for settlement.

Re-authorize and settle a transaction

If you want to add goods to an existing order and the amount is more than the original order, you can either re-authorize the transaction before settling it or create a new authorization for the difference that is over the original authorization amount.

Transaction Search, cont.

Search for pending settlement transactions

You can use the Pending Settlement function to search for transactions that have been captured and are pending settlement.



1. Click **Transaction Search** from the left navigation menu.
2. Click **Pending Settlement**.

The Captures Pending Settlement page displays.



A Results Per Page Specifies the number of items to display per page in the search results (**50, 100, 500, or 1000**).

3. Click **Search**.

The Captures Pending Settlement – Search Results page displays.



B Void To void one or more transactions, check the box for each transaction to void and click **Process Voids**. Check the box at the top of the column to select all transactions.

C Order/Merchant Ref No Click a link in this column to display details for a transaction.

D Export Results Click to export the search results information. Follow the prompts to save the results in a CSV (comma-separated values) or XML file.

Reports

Overview

You can use the Reports function to display or download reports. Most reports are generated overnight and are usually available by 7:00 a.m. Pacific Time for the prior day's activity. If you save reports, consider pulling the reports programmatically through the API.

The table below lists the available reports. Unless stated otherwise, the report is accessed using the Report Search function. Refer to the *CyberSource Reporting Guide for the Wells Fargo Payment Gateway* for more detailed information for the reports.

Regarding the reports:

- The merchant-defined order/reference number carries through on all *Wells Fargo Payment Gateway* detail reports and can be used for reconciliation purposes.
- The reports are available in either CSV (comma-separated value) or XML format, not both.

Report	Description	Navigation menu selection
Invoice Summary	Monthly report with transaction volumes. Use to match with gateway volumes on your Account Analysis statement.	Reports , then Report Search
Payment Batch Summary	Daily report with a summary of transactions batched for the day by payment type.	Reports , then Report Search
Payment Batch Detail	Daily report with details for processed transactions from the previous day. Includes credit card and electronic check transactions.	Reports , then Report Search
Payment Submission Detail	Daily report similar to the Payment Batch Detail report.	Reports , then Report Search
Payment Events	Daily report with transaction details for electronic check transactions.	Reports , then Report Search
Transaction Exception Detail	Daily report with detailed information for transactions flagged due to errors in sales or refund transactions or rejected authorization reversals.	Reports , then Report Search
Transaction Detail	Daily report listing all transactions for all payment types submitted on a particular day. Includes voids, declines, and rejects as well as successful transactions. Also includes customer information.	Reports , then Report Search
Notification of Change (NOC)	Electronic check account information changes for a customized date range.	Reports , then NOC Report
Chargeback	Chargeback information for the date range specified (last seven days, month to date, last month, or a customized date range).	Reports , then Financial Reports – Chargeback Report
Retrieval Request	Retrieval requests for the date range specified (last seven days, month to date, last month, or a customized date range).	Reports , then Financial Reports – Retrieval Request Report
Interchange Clearing Level Detail	Daily report with information on how credit card transactions cleared.	Reports , then Financial Reports – Interchange Clearing Lvl
Batch Upload Detail	For each transaction in a manual batch upload file, identifies whether the transaction was approved, declined, or has errors.	Tools & Settings , then Batch Transactions – Detail Report

Reports, cont.

The Report Search function



1. Click **Reports** from the left navigation menu.
2. Click **Report Search**.

The Report Search page displays.

Report Search [Page help](#) [Page feedback](#)

To view or download reports, select the report and the time period. To access reports to which you are no longer subscribed, select **All**.

Report Search Criteria

Report: **A**

Frequency: **B**

Daily Report Search **C**

Date:

Online Reports for Jun 20, 20xx **D**

Report Name
Queue Conversion Summary Report

Downloadable Reports for Jun 20, 20xx **E**

Note: Depending on your browser settings, if you click the **download** link, the file will appear in your browser, or you will be prompted to save the file. If you do not want to see the report or the DTD in your browser, right-click the link, select **Save Target As**, and follow the instructions on the screen.

Report Name		
BatchFilesDetailReport.csv		download
ConversionDetailReport.xml		download
PaymentBatchDetailReport.csv		download
PaymentEventsReport.csv		download
PaymentSubmissionDetailReport.csv		download
TransactionExceptionDetailReport.csv	view	download

A	Report	Select the report.
B	Frequency	Select the frequency (Daily , Weekly , or Monthly).
C	Daily Report Search	The type of date field displayed changes based on your selection for Frequency .
D	Online Reports for (date)	Click the report link to display the report.
E	Downloadable Reports for (date)	Click the link for a report to display (if available) or download the report.

3. After specifying the report type, frequency, and date, click **Submit** to list the available reports.

Reports, cont.

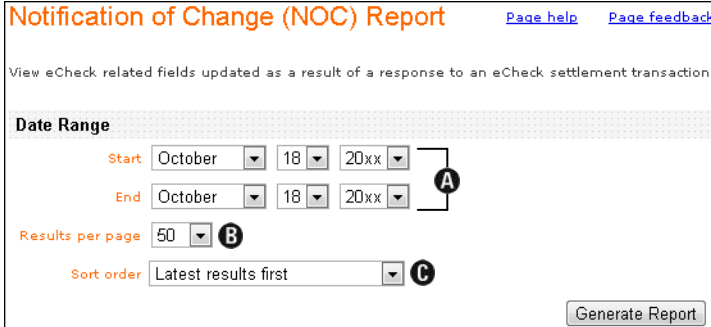
NOC report

Use this report to list changes reported for electronic check transactions, such as corrections to account information.



1. Click **Reports** from the left navigation menu.
2. Click **NOC Report**.

The Notification of Change (NOC) Report page displays.



A	Start, End	Specify the date range for the report.
B	Results per page	Specify the number of items to display per page in the search results (50 or 100).
C	Sort order	Select a sort option from the dropdown menu.

3. After completing the fields, click **Generate Report**.

Chargeback report

Use this report to list chargeback information for a specified date range.



1. Click **Reports** from the left navigation menu.
2. Click **Chargeback Report** under **Financial Reports**.

The Chargeback Report page displays.



A	Search Range	Specify the date range to search (Last 7 Days, Month to date, Last Month, or Custom range). If you select Custom range , specify the start and end date. The date range can be a maximum of 31 days.
----------	--------------	---

3. Click **Search**.

Reports, cont.

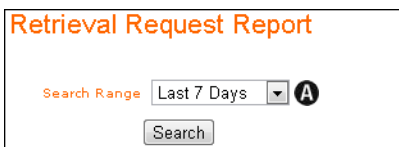
Retrieval Request report

Use this report to list retrieval requests for a specified date range.



1. Click **Reports** from the left navigation menu.
2. Click **Retrieval Request Report** under **Financial Reports**.

The Retrieval Request Report page displays.

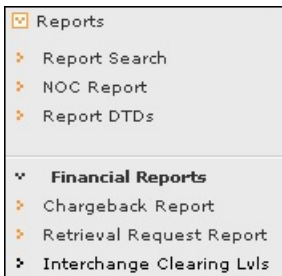


A Search Range	Specify the date range to search (Last 7 Days, Month to date, Last Month, or Custom range). If you select Custom range , specify the start and end date. The date range can be a maximum of 31 days.
-----------------------	---

3. Click **Search**.

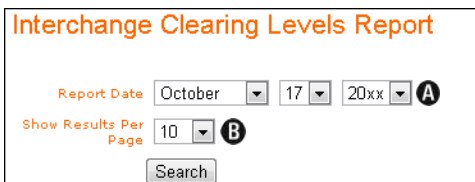
Interchange Clearing Levels report

Use this report to list information on how credit card transactions cleared for a specific date.



1. Click **Reports** from the left navigation menu.
2. Click **Interchange Clearing Lvl's** under **Financial Reports**.

The Retrieval Request Report page displays.



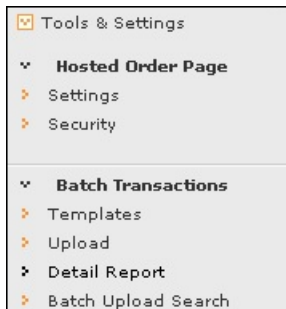
A Report Date	Select the date for the report.
B Show Results Per Page	Specify the number of items to display per page in the search results (10, 25, 50, or 100).

3. Click **Search**.

Reports, cont.

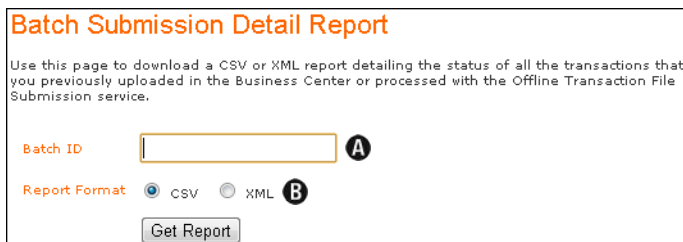
Batch Upload Detail report

After you submit your manual batch upload file through the Business Center, you can access the Batch Upload Detail report showing the response for each transaction to determine if the transaction was approved, declined, or has errors.



1. Click **Tools & Settings** from the left navigation menu.
2. Under **Batch Transactions**, click **Detail Report**.

The Report Search page displays.



Batch Submission Detail Report

Use this page to download a CSV or XML report detailing the status of all the transactions that you previously uploaded in the Business Center or processed with the Offline Transaction File Submission service.

Batch ID **A**

Report Format CSV XML **B**

A	Batch ID	Enter the ID of the batch to include in the report.
B	Report Format	Select the format for the report.

3. After completing the fields, click **Get Report**.