# **CyberSource** Business Center



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## Introduction

Welcome to the CyberSource Business Center — your complete resource for payment management. In this CyberSource Business Center manual, you will be able to:

- Access CyberSource
- Search Transactions
- Export Search Results
- Capture Failed Reply Messages
- Credit a Transaction
- View Report Subscriptions
- Download Reports
- Use Report Consolidator
- Search for Subscriptions
- Modify and Cancel Subscriptions

CyberSource provides fast, reliable, and secure electronic credit card processing.

### Access CyberSource Business Center

- 1. Go to **CyberSource Business Center**: https://ebc.cybersource.com/ The login page will display. *See figure 1*.
- 2. Enter your Merchant ID, User Name, and Password.

**Note:** Your Merchant ID may be pre-populated. Click the change link to enter a new Merchant ID. See figure 2.

3. Click the **Login** button.

CyberSource*	
LOCIN	
LOGIN	
Live Business Center	Business Conter Login
LIVE DUSINESS CENTER	Business Center Login
Test Business Center	· · · · · · · · · · · · · · · · · · ·
	Merchant ID
	Licer Name
	ober Hume
	Descurred
	Password
	Login
	Example of the second s
	Forgot your password? Click here.
	If you are a CyberSource Receller, please click here
	il you ale a oyberoource reseller, piease eller nere
<b>x</b>	
<b></b>	



CyberSource*	
LOGIN LIVE Business Center Test Business Center	Business Center Login
Note: Your Merchant ID may have been pre- populated. The User Name required is the same one that you have always used to enter the Business Center. For most users, your Merchant ID and User	Merchant ID merchant_id (change) User Name Password Login
Name are the same.	Forgot your password? Click <u>here</u> . If you are a CyberSource Reseller, please click <u>here</u>
	Figure 2

Note: For most users, your Merchant ID and User Name are the same.

### **Transaction Search**

Transaction Search allows administrators to search through large numbers of transactions so they can review the details and perform many follow-on tasks. Data in the orders is stored for 6 months from the date of authorization. The results also show the current status of each order.

- 1. Login to the CyberSource Business Center.
- 2. Click **Transaction Search** in the left navigation. The Transaction Search menu will display in the left navigation.
- 3. Select **General Search**. *See figure 3*. The General Search form will display. *See figure 4*.
- 4. To select an **option**, click one of the radio buttons:

When you select an option, the appropriate field(s) becomes active; the others remain gray.

Note: Not all the search options listed below may apply to you or be located in the same menu options.

If you choose a field and value, the date range will be automatically set to the last six months. If you choose an application or a type of reply, the date range will be automatically set to today.

5. Select the **date and time** interval for your search, from transactions processed during the last hour to those from the previous 1-6 months or a custom range that you define.

The search results include transactions requested between midnight on the start date and 11:59 P.M. on the end date. If you select a custom range, a special date and time menu appears with a calendar for easier selection.

**To open the calendar**, click the calendar icon and select the dates that you want by dragging your mouse over the days and the controls at the top.

**To close the calendar**, click the page outside of the calendar or the X at the top right of the calendar.



Figure 3

General Search	I need help with this page.
Options	
C Search for a field and a value	
Field Request ID	<b>v</b>
Value	
Search for an application	
Application All	<b>v</b>
C Search for a reply	
Reply Success	Y
Search Range	
Date Range Today	•
View Options	
Results per page 50 💌	
Sort order Latest results first	•
	Search

Figure 4

- 6. Select from 50 to 100 transactions to display under **View Options**.
- 7. Select the **sort order** (most recent or oldest results displayed first).
- Click Search. The Transaction Search Results will display. See figure 5.

### **Transaction Search Results**

This page shows your search results in table format, with the headings appropriate to your search criteria listed alphabetically.

If you search results contain more than the number of entries that you selected in the search page, you see links to the other results pages. Use the pagination arrows to navigate faster between pages:

>	The single arrow takes you to the next page.
>>	The double arrow takes you to the 10th next page.
>	The arrow with a bar takes you to the last page.

Transaction Sear	ch Results	I need help with I	his page.	
Search Parameters		Export Res	ults	
Application Matching Transactions	Month to date All 297			
Merchant ID	Request ID	Name	Amount	Applications
Date and Time	Merchant Reference Number	Email Address	Account Suffix	
yourong	1806468630003232239794	DEBORAH LEVY	55.00 USD	Credit Card Authorizatio
May 30 2007 10:41:04 AM	ORG3000002093439	deborahlevy@optonline.net	2024	Credit Card Settlement
yourong	1804001440003232239040	ADAM OESTREICHER	111.00 USD	Credit Card Credit
May 29 2007 10:35:44 AM	ORG513529	foxd2@union.edu	9009	
yourong	1804677830003232239766	CHRISTINE ERDEY-PERKOWSKI	222.00 USD	Credit Card Authorizatio
May 29 2007 09:50:23 AM	ORGX000002093439	foxd2@union.edu	9538	Credit Card Settlement
yourong	1804124140003232239794	JEFFREY TRAD	15.00 USD	Credit Card Authorizatio
May 28 2007 09:20:14 PM	ORGX000002093439	maxpyrite@netscape.net	8588	Credit Card Settlement
yourorg	1801509450003232239646	DIANE PRENTISS	31.00 USD	Credit Card Authorizatio
May 25 2007 08:42:25 PM	ORGX000002093439	desp130@gmail.com	5330	Credit Card Settlement
yourong	1801508510003232239794	DIANE PRENTISS	31.00 USD	Credit Card Settlement
May 25 2007 08:40:51 PM	ORGX000002093439	desp130@gmail.com	6330	Credit Card Authorizatio
yourorg	1801340630003232239794	LEAH MACLEOD	15.00 USD	Credit Card Authorizatio
May 25 2007 04:01:04 PM	ORGX000002093439	teahmadeod@atumni.union.edu	1004	Credit Card Settlement
yourong	1801329970003232239736	DAVID WOODLEY	32.00 USD	Credit Card Authorizatio
May 25 2007 03:43:17 PM	ORGX000002093439	thatcherwoodley@gmail.com	7440	Credit Card Settlement
yourorg	1801329470003232239741	DAVID WOODLEY	32.00 USD	Credit Card Settlement
May 25 2007 03:42:27 PM	ORGX000002093439	thatcherwoodley@gmail.com	7973	Credit Card Authorizatio
yourorg	1801283570003232239776	TRICIA REUSS	26.00 USD	Credit Card Authorizatio
May 25 2007 02:25:58 PM	ORGX000002093439	tricia_cenci@hotmail.com	9849	Credit Card Settlement
yourong	1801240760003232239794	FRANCINE DAVIS	90.00 USD	Credit Card Authorizatio
May 25 2007 01:14:36 PM	ORG0000002093439	Idavis@hbs.edu	0294	Credit Card Settlement



Data available for export is stored for 6 months from the date of authorization, and you can export up to 2,000 entries from any transaction search results. An entry can be an authorization or a capture. A sale is entered twice: first as an authorization, second as a capture. Therefore, 2000 entries may include 2000 authorizations, 2000 captures, 1000 sales, or any combination of these events that totals 2000 entries.

Amount & Account Suffix	Amount of the transaction with the currency. Account Suffix refers to the customer's payment account number with all but the last four digits hidden.
Applications	Categories that fit your search criteria: <b>green</b> indicates <i>Success</i> , <b>red</b> indicates <i>Failure</i> , and <b>black</b> indicates <i>Did not run</i> . The list can also include applications that you did not request.
Date & Time	Date and time of the transaction.
Transaction Date	
Name & Email Address	Name and the email address of the customer
Merchant ID	Name of the merchant who performed the transaction.
Merchant Reference Number Merchant Ref No	Identifier that you assigned to the order.
Payment Information	Combined amount, currency, and payment type for the order.
Processor	Payment processor used for the transaction.
Request ID	Identifier generated by CyberSource that is a link to the transaction details for this failed request.

If you searched for errors or exceptions, this page reports errors found during the processing of your follow-on requests by CyberSource or by the processor. For some of the searches, you can click the column headings to arrange the rows in ascending or descending order.

When you search for related information in the details page, such as name, email address, account number, or payer authentication history, this page shows events that are related to the same transaction or to the same customer.

### **Exporting Search Results**

The Exportable Search Results feature allows you to save the results of a transaction search as a report that you download and save in CSV format. The following fields are always exported:

Merchant ID	Name of the merchant who	o processed the transaction				
Date and Time	Complete date and time of the transaction, for example:					
	Aug 30 2006 11:15:17 AM					
Request ID	CyberSource identifier for the transaction					
Merchant Reference Number	Your order or reference nu	Imber for the transaction				
	Events The first 3-4 characters will be your					
	a series of X's with the Event ID number next.					
		For example: ORGXXXXX234567				
	Donation/Membership	The first 3-4 characters will be your				
	Forms organization code (ORG Code) – Form ID – Order ID					
	-	For example: ORG-215-94831				
Last Name	Customer's last name					
First Name	Customer's first name					
Email Address	Customer's email address					
Amount	Amount of the transaction					
Currency	Currency used for the tran	saction				
Account Suffix	Last four digits of the custo	omer's account number				
Applications	Comma-separated list of the	he services that you requested with the result				
	for each service, for exam	pie:				
	• Cuedit Coud Auth	anization (Decent) Cuedit Cand				
	• Creail Card Autho	orization (Accept), Credit Card				
	Bettement (Acce	(Decent) Credit Card				
	• Tax Calculation	(Accept), Credit Card Sottlement				
	(Accept) Advance	ed Fraud Screen (Accent)				
	(ACCEPT), AUVAILO	a rrada pereen (vecehe)				

#### How to export Transaction Search Results:

 Click Export Results. A browser download window appears. You can view the report online, or you can download it as a text file.

- 2. Name and save the file to your computer.
- 3. To import the text file into a spreadsheet, see Importing Reports into a Spreadsheet.

### **Transaction Search Details**

This page shows all the information that pertains to the transaction that you selected.

- Request Information
- Customer Information
- Payment Information
- Offer-Line Details

## How to access the Transaction Search Details:

- 1. Login to the CyberSource Business Center.
- 2. Click **Transaction Search** in the left navigation.
- 3. Click General Search.
- 4. Search for the transaction.
- Click the Request ID link. The Transaction Search Details page will display. See figure 6.

Pages Information							
request mondation	-	1.115		10.1			D .
Merchant ID	merc	chantID		Status	Amount	Action	Date
Request ID	1449	9535800032322	39646	Credit Card Authorization	n 60.00 USD		Apr 13 2006 06:35:08 A
Merchant Kelerence Numbe	ar URG	000002030765		Credit Card Settlement	50.00 USD	PENDING	Apr 13 2006 06:35:08 /
Date	Apr	13 2006 06:35:08	3 AM	_			
Applications	Cred	it Card Authonizi it Card Settleme	nt	Available Actions Credit			
Reply Success			- Similar Casadaa Du Nar				
Reply Code	1			By Email Address			
Reply Message	Requ	lest was proces	sed successfully.	By Acc	count Number		
Client Version	Perk	5.006/solaris2.7/	3.4.9/sol25/C/3.4.9				
Client User							
Customer Information							
E	illing Inf	ormation		_			
Name	W A	RNOLD		_			
Company							
Address	123 P	each Tree Drive					
	US	NC , 2/5120160					
Phone Number	91955	51212		-			
Email Address rich1@aol.com		-					
Email Address	rich16	2aol.com					
IP Address	rich16	2aol.com		_			
IP Address	rich18	2 aol.com					
Email Address IP Address Payment Information	rich16	2 aol.com					
Email Address IP Address Payment Information Processor	rich16	⊉aol.com Payment Metho	əd	Account Suffix		Expiration	Date
Email Address IP Address Payment Information Processor vital	nch16	@aol.com           Payment Methon           American Expression	od SS	Account Suffix 3008		Expiration	Date
Email Address IP Address Payment Information Processor vital Credit Card Authorization	nch1g	⊉aol.com Payment Methe American Expre Authorization C	od SS Sode Amount	Account Suffix 3008 Action Trans	Ref No	Expiration   03/2008 Reply	Date
Email Address IP Address Payment Information Processor vital Credit Card Authorization	nch1g	2aol.com Payment Metho American Expre Authorization C 166988	od ss iode Amount 50.00 USD	Account Suffix 3008 Action Trans 176476	Ref No 5490	Expiration 03/2008 Reply Success	Date
Email Address IP Address Payment Information Processor vital Credit Card Authorization	nch1g	Payment Metho American Expre Authorization C 166983 CVN	od ss ode Amount 50.00 USD AVS	Account Suffix 3008 Action Trans 176478	Ref Nø 5490	Expiration 03/2008 Reply Success	Date
Email Address IP Address Payment Information Processor vital Credit Card Authorization		Payment Metho American Expre Authorization C 166988 CVN	od ss iode Amount 50.00 USD AVS Y - Match: addr	Account Suffix 3008 Action Trans 176476 ess and 5-digit postal code m	Ref No 5490 natch	Expiration   03/2008 Reply Success	Date
Email Address Payment Information Processor vital Credit Card Authorization		Payment Metho American Expre Authorization C 166988 CVN Reply Message	od ss fode Amount 50.00 USD AVS Y - Match: addr	Account Suffix 3008 Action Trans 176476 ess and 5-digit postal code n	Ref No 5490 natch	Expiration   03/2008 Reply Success	Date
Emain Address IP Address Payment Information Processor vital Credit Card Authorization		Payment Metho American Expre Authorization C 166988 CVN Reply Message Request was pro	od ise fo.00 USD AVS Y - Match: addr cessed successfully.	Account Suffix 3008 Action Trans 176476 ess and 5-digit postal code m	Ref No 5490 natch	Expiration 03/2008 Reply Success	Date
Email Address [PAddress Payment Information Processor vital Credit Card Authorization		Payment Meth- American Expre Authorization C 166988 CVN Reply Message Request was pro Authorization C	od ss 5000 USD AVS Y - Match: addr cessed successfully. ode Amount	Account Suffix 3008 Action Trans 176476 ess and 5-digit postal code m Action Trans	Ref No 5490 natch Ref No	Expiration 03/2008 Reply Success Reply	Date
Email Address (P Address Payment Information Processor vital Credit Card Authorization		Payment Metho American Expre- Authorization C 166988 CVN Reply Message Request was pro Authorization C 166988	od so ode Amount 50.00 USD AVS Y - Match: addn cessed successfully. 6de Amount 50.00 USD	Account Suffix 3008 Action Trans 176478 ess and 5-digit postal code m Action Trans PENDING 176478	Ref No 3490 natch Ref No 3491	Expiration 03/2008 Reply Success Reply Success	Date
Email Address Payment Information Processor Vital Credit Card Authorization		Payment Metho American Expre Authorization C 166988 CVN Reply Message Request was pro Authorization C 166988 CVN	od 50 60 Arrount 50.00 USD AVS Y - Match: addr cessed successfully. 60.00 USD AVS 50.00 USD AVS	Account Suffix 3008 Action Trans 176476 ess and 5-digit postal code m Action Trans PENDING 176476	Ref No 3490 natch Ref No 3491	Expiration 03/2008 Reply Success Reply Success	Date
Credit Card Settlement		Payment Meth- American Expre Authorization C 166988 CVN Reply Message Request was pro Authorization C 166988 CVN	od ss iode Amount 50.00 USD AV/S Y - Match: addr cessed successfully. ode Amount 50.00 USD AV/S Y - Match: addr	Account Suffix 3008 Trans Action Trans 17647E oss and 5-digit postal code m Action Trans PENDING Trans oss and 5-digit postal code m	Ref No 5490 natch Ref No 5491 natch	Expiration   03/2008 Reply Success Reply Success	Date
Email Address Payment Information Processor Vital Credit Card Authorization		Payment Meth American Expre- Authorization C G6988 CVN Reply Message Request was pro Authorization C G6988 CVN Reply Message	od ss 50.00 USD AVS Y - Match: addr cessed successfully. 60.00 USD AVS Y - Match: addr	Account Suffix 3005 Action Trans 176476 ess and 5-digit postal code m PENDING Trans PENDING total code m	Ref No 5490 natch Ref No 5491 natch	Expiration 03/2008 Reply Success Reply Success	Date
Email Address Payment Information Processor Vital Credit Card Authorization		Payment Meth American Expre- American Expre- Authorization C 168988 CVN Reply Message Request was pro Authorization C G60988 CVN Reply Message Request was pro	od se de Amount 50.00 USD AVS Y - Match: addn 50.00 USD adde Amount 50.00 USD AVS Y - Match: addn Construction of the second AVS Y - Match: addn cessed successfully.	Account Suffix 3006 Action Trans 17647 ess and S-digit postal code n PENDING 176476 ess and S-digit postal code n	Ref No Add0 natch Ref No 5491 natch	Expiration   03/2008 Reply Success Reply Success	Date
Email Address Payment Information Processor Vital Credit Card Authorization		Pagnent Methi American Expre- Authorization C 666688 CVN Reply Message Authorization C 666988 CVN Reply Message Request was pro	od ss 50.00 USD AVS Y - Match: addr cessed successfully. AVS Y - Match: addr S0.00 USD AVS Y - Match: addr	Accion Teans 3003 Accion Teans 178478 bes and 5-digit postal code m Accion Teans PENDING 178478 bes and 5-digit postal code m	Ref No 5490 naich Ref No 5491 naich	Expiration 03/2008 Reply Success Reply Success	Date
Processor Payment Information Processor Vital Credit Card Authorization Credit Card Settlement		Pagment Methi American Expre Authorization C 669988 CVN Reply Message CVN Reply Message Request was pro	od ss 50.00 USD AVS Y - Match: addr cessed successfully. def Aniount 50.00 USD AVS Y - Match: addr cessed successfully.	Action Trans 72076 Action Trans 72477 2497 Dess and 5-digit postal code m PENDING 176476 pess and 5-digit postal code m	Ref No 5490 natch Ref No 5491 natch	Expiration 03/2008 Reply Success Reply Success	Date
Processor Processor vital Credit Card Authorization Credit Card Settlement Offer_Line Details Details		Payment Meth American Expre Authorization C 169888 CVN Reply Message Request was pro Authorization C 169888 CVN Reply Message Reply Message	od ss def Amount 50.00 USD AVS Y - Match: addn cessed successfully. AVS Y - Match: addn cessed successfully.	Accion Trans 3006 Action Trans 176472 ess and 5-digit postal code n PENDING Trans PENDING Trans	Ref No 5490 natch Ref No 5491 natch	Expiration (3/2008 Reply Success Reply Success	Date
Processor Processor Vial Credit Card Atthetization Credit Card Settlement Offer-Line Details Itom Quantity	SKU	Payment Meth American Expre Authotzation C (66988) CVN Reply Message Request was pro Authotzation C (66989) CVN Reply Message Request was pro	bi ss de Amount 50.00 USD AVS V - Match adde AVS AVS V - Match adde AVS V - Match AVS V - Match AVS V - Match AVS V - Match AVS V - MATCA V - V - V - V - V - V - V - V - V - V -	Account Suffix 3008 Action Trans 176476 ass and 5-digit postal code m Action Trans PENDING 176476 ses and 5-digit postal code m	Ref No 1490 Ref No 1491 natch	Expiration   02/2018 Reply Success Reply Success	Date Currency
Innai Address Padress Payment Information Processor Vial Credit Card Authorization Credit Card Settlement Credit Card Settlement OtterLine Details Iftem Quantity 0 2	sku	Payment Meth. American Expre Authorization C G60688 CVN Reply Message Request was pro Authorization C G60680 CVN Reply Message Request was pro	nd so source and source and sourc	Account Suffix 3006 Action Trans 17647 oss and 5-digit postal code n PENDING Trans PENDING Trans PENDING Trans PENDING Trans PENDING Trans	Ref No 3490 natch 3491 natch natch 10 10	Expiration   03/2008 Reply Success Reply Success ice Tr 00 0.0	Date Currency 00 USD

Figure 6

#### **Request Information**

This section details the reasons for including this transaction in the search results:

- The **Applications** line shows the categories that fit your search criteria: **green** indicates Success, **red** indicates Failure, and **black** indicates Did not run. The search criteria represent the applications that you requested either through the Business Center. This line can also include applications that you did not request.
- The **Reply Message** explains the reply codes. The lines Reply and Reply Code also explain the result of the transaction.

AVS Mismatch - AVS check failed	Have the registrant review the billing address used.
Invalid Credit Card - We encountered a Vital problem: VITAL reason: Invalid card number.	Have the registrant review the CC type and CC number being used.
Refused Credit Card - We encountered a Vital problem: Insufficient funds	Have the registrant try a new credit card.
<b>Refused Credit Card</b> - We encountered a Vital problem: Transaction not permitted-Card	Have the registrant attempt to register later or use another credit card.
<b>Refused Credit Card</b> - We encountered a Vital problem: Pick up card - Stolen	Have the registrant try a new credit card.
<b>Processor Error</b> - The payment processor returned an unexpected result: Connection refused: Vital	Have the registrant attempt to register later.

#### Sample Reply Messages and Administration Actions

### Important!

Administrators do NOT have the authority to settle failed transactions.

#### **Customer Information**

This section contains the customer's billing information, the shipping information, and email address.

#### **Payment Information**

This section shows the customer's complete payment information consistent with the payment type, including inconsistencies, such as a partially matched postal code associated with the customer's credit card.

Processor	Payment Method	/	Account Suf	ffix	Expiration Date	
smartfdc	Visa	t	1111		01/2008	
Credit Card Authorization	Authorization Code	e Amount	Action	Trans Ref N	No Reason Code	
	123456	1.00 USE	>	4316668906	100	
	CVN	AVS				
		1 - Nots	supported by	processor or a	ard type	
	Reply Message					
	Request was process	ed success	fully.			
Credit Card Settlement	Authorization Code	e Amount	Action	Trans Ref N	lo Reason Code	
	123456	1.00 USE	PENDING	4316668950	100	
	CVN	AVS				
		1 - Nots	supported by	processor or a	ard type	
	Reply Message					
	Request was process	ed success	fully.			

#### How to capture the Reply Message for a Failed Transaction

- 1. Login to the CyberSource Business Center.
- 2. Click **Transaction Search** in the left navigation.
- 3. Click General Search.
- 4. Search for the failed transaction.
- 5. Click the **Request ID** link. The Transaction Search Details page will display.
- 6. View the **Reply Message** under **Request Information** and **Payment Information**.

#### **Off-Line Details**

This section shows you the detailed contents of the transaction, such as item, quantity, SKU, price, tax, currency, and any other element that applies to the item ordered or the services requested. Each line represents one item.

Offer-L	ine Details						
ltem	Quantity	SKU	Name	Туре	Price	Tax	Currency
0	1	orderid_536649	Registration	pid_133112	25.00	0.00	USD
1	1	orderid_536649	Donation	pid_133117	5.00	0.00	USD

**Note:** For events, the order ID is located in the SKU field behind "orderid\_". The event item ID is located in the Type field after "pid\_".

### **Crediting a Transaction**

Under certain conditions, you may wish to credit a transaction. The basic information about the transaction and the maximum amount that you may credit is displayed. 60 days after a transaction, a credit becomes a stand-alone credit. This credit does not require the Request ID.

#### **IMPORTANT!**

You can issue an <u>unlimited</u> number of follow-on credits for an unlimited amount, regardless of the amount of the original settlement. Before you submit the credit request, you will see a warning message to give you a chance to confirm that the amount entered for the credit is correct. To ensure the safety of your business, make sure to assign the permission to issue credits only to users that you trust and to review your assignments periodically.

- 1. Login to the CyberSource Business Center.
- 2. Click **Transaction Search** in the left navigation.
- 3. Search for the transaction.
- Click the Request ID link. The Transaction Search Details page will display.
- Click the Credit link. See figure 7. The Credit Card Credit page will display. See figure 8.
- 6. Enter the amount that you wish to credit in the Credit Amount box.
- Click the Credit button. A warning message appears asking you to confirm the amount you would like to credit.
- Click OK to credit for the amount that you entered; otherwise, click Cancel. The Transaction Search Details page reappears with a success message.





Credit Card Credit		I need help with this page.
Enter the amount that you wo	uld like to credit.	
Transaction Details		
Request ID	<u>14493535800032322</u>	39646
Merchant ID	merchantID	
Settlement Amount	50.00 USD	
Prior Credits	0.00 USD	
Credit Amount		
		Credit



**Note:** To view more details of the original transaction, click the link next to Request ID.

### **Reports**

You can use the Business Center to download the following detail reports:

- Payment Batch Detail Report (see example in Appendix A)
- Payment Submission Detail Report
- Payment Events Report
- Transaction Exception Detail Report

#### How to view your report subscriptions:

- 1. Login to the CyberSource Business Center.
- 2. Click Account Management in the left navigation.
- Click Report Subscriptions under Account Management. The Report Subscriptions page will display.
- See figure 9.4. Click the Edit link to modify the format for each report.

**Note:** Forward the reports to which you want to subscribe to your Client Relations Manager.



### **Basic Reports and Advanced Reports**

Basic summary reports are available to all. Advanced summary reports are available for an additional fee. Contact your Client Relations Manager for more information. Summary reports provide high-level information about your transactions, such as the number of payments you have processed successfully and the distribution of the risk scores. You can use these reports to manage your business. The Invoice Summary Report is generated by default.

### **Detail Reports**

These reports contain specific information about each transaction. You can use these reports to reconcile processor and bank statements.

Payment Batch Detail Report (see Appendix A)	Shows information about credit card and electronic check transactions. Used to reconcile with a bank statement.
Payment Submission Detail Report	Provides information about payment transactions that have been submitted to the processor. Identical to Payment Batch Detail Report except this report includes the payment processor as an additional column.
Payment Events Report	Shows payment notifications received from the processor for these types of transactions that you submitted to CyberSource: credit card transactions (CyberSource Global Payment Services).
Transaction Exception Detail Report	Shows detailed information about transactions that were flagged by CyberSource or by the processor because of errors sent in the request data of follow-on requests. For the Global Payment Services, this report applies to all primary and follow-on service requests.

These reports are available for download in XML or CSV formats. You cannot combine more than one daily report into a single report or create a report for a date range that you specify. However, you can download detail reports and use them to create your own custom reports. To choose the format for these reports, click **Edit**.

1. Choose how you want to use the report.

You may **click** or **right-click** (or Ctrl-click on a Mac OS) a file. In either case, your options are to open the file immediately or to save it to your computer.

- If you click **Open**, the report opens in Excel (CSV) or in the browser (XML). However, some values may not be displayed correctly.
- If you click **Save** or **Save Target As** (the recommended option), the Save As box opens.
- 2. Choose a location for your file:

Important! When you download a CSV report, you <u>must</u> change the file extension .csv to .txt. If you do not, the file may become corrupted when you import the report into a spreadsheet.

A box shows the progress of the download.

- 3. Click **Close** when the download is complete.
- 4. For text files, import the report into a spreadsheet.

See **Importing Reports into a Spreadsheet** for more information. Screen captures show you the detailed process.

For XML files, click the link of the appropriate DTD and copy the DTD to a text file on your computer.

### **Report Search**

Many different types of reports are available daily, weekly, monthly, and/or on demand. The dropdown list shows all the reports for which you are subscribed.

- 1. Login to the CyberSource Business Center.
- 2. Click **Reports** in the left navigation.
- 3. Click **Report Search** under Reports. The Report Search page will display. *See figure 10.*
- 4. Select the report and the type that you want to see if appropriate.
  - a. Standard reports: The type of reports that you choose (daily, weekly, or monthly) determines the date or time range that appears below.
  - b. On-demand reports: If the services to which you are subscribed include ondemand reports, the report is a monthto-date statement that does not require a date or time range.
- 5. Select the appropriate date or time range
  - Standard reports: If reports are available, a list of reports appears. If no reports are available, you receive an appropriate message
  - b. On-demand reports: Because generating the report takes time, while the report is being generated, the name of the report initially appears in the Scheduled Reports section. When the report is ready, a link appears under Available Reports.
- 6. Click Submit.

Report All	•	
Frequency Daily		
Daily Report Search		
Date July 9 💌 2	007 💌	
		Submit
Online Reports for Jul 09, 2007		
Online Reports for Jul 09, 2007		
Online Reports for Jul 09, 2007 to reports available Downloadable Reports for Jul 09, 2007		
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Figure 10

### **Importing Reports into a Spreadsheet**

To import a report into Microsoft Excel for Windows, follow these steps.

- 1. Open Microsoft Excel.
- Click File > Open. The Open dialog box appears.
- 3. In the Files of type list, select **All Files** (\*.\*).
- 4. Select the report file to import.

#### 5. Click **Open**.

The Text Import Wizard dialog box appears:

Text Import Wizard - Step 1 of 3	? ×
The Text Wizard has determined that your data is Delimited. If this is correct, choose Next, or choose the data type that best describes your data.	
Origina data type Choose the file type that best describes your data:	
Closs the nie type that best describes your data.     Closs the nie type that best describes your data.	
Start import at row: 1 🚔 File origin: Windows (ANSI)	•
Preview of file C:\cybs\pbdr.csv.txt.	
<pre>1 Payment Batch Detail Report,1.0,2001-08-16 to 2001-08-16,,,,,, 2 batch_id,merchant_id,batch_date,request_id,merchant_ref_number, 3 123456,CyberSource,2001-08-16,0004172180000167905139,45CBBDE337 4 123456,CyberSource,2001-08-16,0004173790000167905139,5DADC3D274 5 123456,CyberSource,2001-08-16,0004174690000167905139,CBBF93898A</pre>	-
•	
Cancel < Back Next > <u>Fi</u> nsh	

6. Select **Delimited** if not already selected.

#### 7. Click Next.

Excel displays step 2 of the Text Import Wizard:

Text Import Wizard - Step 2 of 3			? ×
This screen lets you set the delimiters you how your text is affected in the preview	ur data contains. below.	You can see	
Delimiters		Freat consecutive delimiters as one	
🗌 🗖 _ab 🗖 Se <u>m</u> icolon 🔽	Comma	-	
Space Other:		Text <u>q</u> ualifier:	
Data preview			
Payment Batch Detail Report	1.0	2001-08-16 to 2001-08-16	
batch_id	merchant_id	batch_date	
123456	CyberSource	2001-08-16	
123456	CyberSource	2001-08-16	
123456	CyberSource	2001-08-16	
	Cancel	< <u>B</u> ack Next > <u>F</u> ins	;h

- 8. In the Delimiters section, un-check **Tab** and check **Comma**. In the Data preview section, Excel shows how it will import your data.
- 9. Click Next.

Excel displays step 3 of the Text Import Wizard:

Text Import Wizard -	Step 3 of 3				? ×
This screen lets you se the Data Format. 'General' converts no values to dates, and <u>A</u> dvan	elect each column and set umeric values to numbers, date I all remaining values to text. ced		lumn data forma O <u>G</u> eneral O <u>D</u> ate: MDY O Do not import	t column (skip	)
Data preview					
GenGeneral	General		Text		Gei ,
rt 1.0 merchant_id CyberSource CyberSource CyberSource	2001-08-16 to 2001-38 batch_date 2001-08-16 2001-08-16 2001-08-16 2001-08-16	-16	request_id 00041721800 00041737900 00041746900	00167905. 00167905. 00167905.	ne: 139 45 139 5D. 139 CBI -
•					•
	Cancel		< <u>B</u> ack	lext >	Einsh

10. In the Data preview section, click the column of the report that shows the request ID, and select **Text** in the Column data format section (top right):



For the Payment Batch Detail Report or the Payment Submission Detail Report, it is the fourth column of the report as in the screen capture above.

11. If you are importing the Payment Batch Detail Report or the Payment Submission Detail Report, click the column of the report that shows the transaction reference number for each transaction, which is the sixth column of the report, and select Text in the Column data format section:

Text Impo	rt Wizard - Step 3 of 3			? ×
This scree the Data f 'General values t	n lets you select each column and Format. I converts numeric values to numb o dates, and all remaining values t Advanced	set Column dat. O <u>G</u> enera ers, date <u>Toxt</u> o text. O <u>D</u> ate: O Do not	a format al MDY import column (skip)	
Data prev	iew			
Genera	lText	General	Text	General
-08-16	request_id 0004172180000167905139 0004173790000167905139 0004173690000167905139	merchant_ref_num 45CB3DE3378A553 5DADC3D2F4B7118 CBBF93898A39519	ber trans_ref_no 5652882910 5629152830 5653068690	pa 7i: 7i: 7i: ▼
•				
		ancel <u> </u>	Next > <u>Fi</u> r	ish

- 12. Repeat Step 10 for any other column that includes a number longer than eight digits, such as the merchant reference number.
- 13. Click Finish.

Excel imports the report.

**Note:** The request IDs in the report should not contain any decimal places. If they appear as numbers with decimal places and exponents, such as 4.22353E+18, import the report again, and make sure to complete Step 10.

	licrosoft Ex	cel - pbdr.c	sv.txt						_		х
	<u>File E</u> dit <u>V</u>	iew <u>I</u> nsert	F <u>o</u> rmat <u>T</u> oo	ls <u>D</u> ata <u>W</u> in	idow <u>H</u> elp				_	B	×
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Ĺ.	 A1	-	= Paγmer	nt Datch De	tail Report	1 00				-	
	Α	B	C	D	E	F	G	Н			
1	Paγment I	1	2001-08-10	5 to 2001-08	3-16						
2	batch_id	[merchant_	batch_date	request_id	merchant_	trans_ref_r	payment_i	currency	amount	app	
3	123456	CyberSour	8/16/01	000417218	45CBBDE	565288291	Visa	USD	100	ics	
4	120456	CyberSou	0/16/01	000417079	SDADCOD:	562915203	Visa	USD	-100	ics	
5	123456	CyberSour	8/16/01	000417469	CBBF9389	565306869	Visa	USD	100	ics_	
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## **Report Consolidator**

### **IMPORTANT!**

CyberSource Report Consolidator needs to be installed on your computer, and the Payment Batch Reports must be turned on in the CyberSource Business Center.

#### How to download Report Consolidator:

- 1. Go the Harris Connect Client Community Training Center:
- http://www.alumniconnections.com/olc/pub/COLC/ 2. Click the **Resource Center** link in the left
- navigation.
- 3. Click the **Training Center** link.
- 4. Scroll down to the CyberSource Report Consolidator.
- 5. Click the link to download.

#### ow To Register for a Q&A Group Sessio

- 1. Go to the Training Center website: <u>https://harrisconnecttraining.webex.com/</u>
- 2. Click the Upcoming tab.
- Click the Registration link next to the Group Session you would like to attend.

You will receive a confirmation email that will include your **Registration ID** and the **Session Password**.



CyberSource Report Consolidator
Edit Options Help
Login Information
Merchant ID
Password
Report Range
Start Date
Wednesday, April 11, 2007 🗾
End Date
Friday , May 11, 2007 🗾
Output Location
<u>G</u> o! <u>C</u> lear <u>Q</u> uit
<b>-</b>

Figure 11

#### **Create A Report**

- Open CyberSource Report Consolidator The Report Consolidator will display. See figure 11.
- 2. Enter the **Login Information**, the Merchant ID and Password.
- 3. Enter the **Report Range**, the Start Date and End Date.

Click the dropdown arrow (**)** next to the appropriate date to view the calendar graphic. *See figure 12.* 



- 4. Enter the **Output File**. Click the browse button
- (\_\_\_\_) to locate the appropriate folder/directory.
- 5. Enter the Output File name.
- Click <u>Go</u>! to download the report, click <u>Clear</u> to clear the form, click <u>Quit</u> to abort and close CyberSource Report Consolidator. Done! Will display once the report is complete.

### How to open a report:

- 1. Go to the folder where you saved the report.
- 2. Double click on the report name. The report will display as a .csv in Microsoft Excel. See figure 13.

See **Importing Reports into a Spreadsheet** for more information on how to format the report.

MM	licrosoft Ex	tel - my_tra	ansactionde	tail.csv							
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2	5.01E+14	vourmerch	5/13/2007	1 79E+21	ORGXXXX	080893567	Visa	USD	60	ics hill	-1700
3	5.01E+14	vourmerch	5/13/2007	1.79E+21	ORGXXXX	080924871	Visa	USD	105	ics bill	
4	5.01E+14	vourmerch	5/13/2007	1.79E+21	ORGXXXX	080959212	MasterCar	USD	110	ics bill	
5	5.01E+14	γourmerch	5/13/2007	1.79E+21	ORGXXXX	080979884	American	USD	120	ics bill	
6	5.01E+14	, yourmerch	5/13/2007	1.79E+21	ORGXXXX	080995116	American	USD	101	ics_bill	
7	5.01E+14	yourmerch	5/13/2007	1.79E+21	ORGXXXX	081009531	American	USD	25	ics_bill	
8	5.01E+14	yourmerch	5/13/2007	1.79E+21	ORGXXXX	081021143	MasterCar	USD	90	ics_bill	
9	5.01E+14	yourmerch	5/13/2007	1.79E+21	ORGXXXX	081047305	Visa	USD	73	ics_bill	
10	5.01E+14	yourmerch	5/13/2007	1.79E+21	ORGXXXX	081060418	American	USD	60	ics_bill	
11	5.01E+14	yourmerch	5/13/2007	1.79E+21	ORGXXXX	081084372	Visa	USD	44	ics_bill	
12	5.01E+14	yourmerch	5/14/2007	1.79E+21	ORGXXXX	081192679	MasterCar	USD	15	ics_bill	
13	5.01E+14	yourmerch	5/14/2007	1.79E+21	ORGXXXX	081254266	American	USD	60	ics_bill	
14	5.01E+14	yourmerch	5/14/2007	1.79E+21	ORGXXXX	081319649	Visa	USD	137	ics_bill	
15	5.01E+14	yourmerch	5/14/2007	1.79E+21	ORGXXXX	081351415	Visa	USD	105	ics_bill	
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### **IMPORTANT!**

Under the **Options** tab be sure to select **Use Payment Batch Reports**. They **Transaction Reports** are no longer available. An administrator will need to pull specific Transaction Reports using the **CyberSource Business Center** Tool.

## **Subscriptions**

Institutions/associations using the Recurring Payment feature with the Donation/Membership Forms or the new Event Registration application will use the Subscription feature to search for subscriptions and subscription payments.

### **Searching for Subscriptions and Subscription Payments**

With the subscription search feature, you can conduct a narrow search (a subscription associated with a specific credit card) or a broad search (all subscriptions that end before a certain date, for example). In many cases, the subscription ID or the credit card number is more likely to identify the subscription that you want than any of the other options. After you find a list of results, you can view the details of the subscriptions and perform many actions on the subscriptions. The results also show the current status of each subscription.

When searching for subscriptions, you can narrow your search to active, on hold, or canceled subscriptions, date of creation or of expiration, card expiration date, or a specific field or value. When searching for future payment events, you can narrow your search to payments that are scheduled, require approval, or have been skipped. After you select one of the options, the appropriate sub-menu appears below.

### How to search for a subscription or subscription payments:

- 1. Login to the CyberSource Business Center.
- Click Tools & Settings in the left navigation. The Subscription menu will display in the left navigation.
- 3. Click **Search**. The Subscription Search page will display. *See figure 14.*
- 4. Select the type of search: subscriptions or payments.

CyberSource			Account ID: CyberSource Merchant ID:
Cover and     Cover and	Subscription Search Total the rates have de States. Main the large space rates and de States. Main the large space rates and the states and the states Type (Subscription - Type (Subscription - Rates for for the states and the states and the states Rates for for the states and the states and the states Rates for for the states and the states	Lowel below of humber is more expression and humber is more and more Solomet	CyberSource Merchael (0:
hancailtein Search Isports			
Account Management			

- Figure 14
- **Subscriptions**: subscriptions or credit cards that expire before a certain date or subscriptions that have been canceled or put on hold. After the approval or due date for a payment has passed, you can search for the subscription only in this section as described in the note above. From the list of subscriptions that you receive, you can click the subscription ID to see the details and perform a one-time payment or credit, approve or skip a payment, and modify or cancel a subscription.
- **Subscription Payments**: future payments scheduled before a certain date, future payments that require prior approval, or past and future payments skipped or scheduled to be skipped before a certain date. From the list of subscriptions that you receive, you can skip or un-skip, approve, and modify the amount of a payment. In addition, you can click the subscription ID to see the details and perform the same actions as described above.
- 5. Choose the scope for your search: broad or narrow (field and value):

Subscriptions	Subscription Payments (date range)	Field and Value (both)
All Subscriptions	Payments Scheduled	Credit card number
Active Subscriptions	Payments Requiring Approval	Last name
On-Hold Subscriptions	Payments Skipped	Last name and first name
Canceled Subscriptions		Order number
Creation Date of Subscriptions		Subscription ID
Expiration Date of Subscriptions		Subscription title
Expiration Date of Payment Cards		-

- 6. The search results will include transactions requested between midnight on the start date and 11:59 P.M. on the end date.
- 7. Choose the number of transactions that you want to display on each page of results (20-100).
- 8. Click Submit. The Subscription Search Results will display. See figure 15.
- 9. Click the **Subscription ID** link to view the details page for the subscription where you will always have these options (except for canceled subscriptions): One-time Payment, Modify Subscription, and Cancel Subscription.

Subscription Search Results			Ine	I need help with this page.						
Search Parameters: Last Name, First Name = ty										
Currency Number of Subscriptions Total Amount										
USD	USD 1 100.00									
TOTAL	1									
Subscription ID Title	Name	Type (Frequency)	Amount	Creation Date	Start Date End Date	Date of Next Scheduled Payment	Number of payments in retry mode	Credit Card Expiration Date	Number & Amount of Successful Payments to Date	Status
Subscription ID Title 2054384910003232239729	Name VILMA TYLER	Type (Frequency) installment (quarterly)	Amount	Creation Date	Start Date End Date May 30 2008 Nov 30 2008	Date of Next Scheduled Payment	Number of payments in retry mode 0	Credit Card Expiration Date	Number & Amount of Successful Payments to Date	<b>Status</b> Current

### **Modifying a Subscription**

Administrators can modify most of the information for a subscription, except for the order or reference number, the type of subscription, the start date, the billing frequency, and the number of payments. If you change the amount of one or more payments, all future payments that have already been approved are automatically un-approved. To modify a subscription, click the Modify Subscription button at the bottom of the page and edit the form.

#### How to modify a subscription:

- 1. Login to the CyberSource Business Center.
- Click Tools & Settings in the left navigation. The Subscription menu will display in the left navigation.
- 3. Click **Search**. The Subscription Search page will display.
- 4. Search for the appropriate subscription.
- 5. Click **Submit**. The **Subscription Search Results** will display.
- 6. Click the **Subscription ID** link to view the **Subscription Transaction Details** page. *See figure 16.*
- 7. Click the **Modify Subscription** button at the bottom of the page. The Edit Subscription page will display. *See figure 17.*

berSource					Acce CyberSource March
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a Dut					
Colores -	Subscription Transa	iction Details		6.0200 E	Loand Park 199, No. 244
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iston Harlager	Subscription ID 2054384910	03232239729			
la 5. Sattings	Billing Information				
date rip limits	Name	AUTO AND			
e Subaription	Company				
ends filmes	Castomer ID				
and have a line of	Address 1	1229			
tolates	Address 2				
had	City	Libun			
tal Papert	State	Washington			
red Value	Pastal Code	20047			
	Phone Humber	united states			
reading learth	Famail Address				
ette	Contraction of the second s				
unt Management	Shipping Information				
	Name				
C201	Company				
	Address 1	1325			
	Address 2				
	City	Libury			
	State	Washington			
	Postal Code	00047			
	Country	United States			
	Order Information				
	Order Merchant Reference N	benber 448-707978			
	Cee	nments			
	Merchant Defined Data	Field 1			
	Merchant Defined Data	Field 2			
	Merchant Defined Data	Field 3			
	Merchant Defined Data	Field 4			
	Encounted Data	Field 7 ameter			
	Encounted Data	Field 3 errors			
	Encrypted Data	Field & emoty			
	Subscription Information				
	Subscription Type	Instalment (fixed to	riber of payments	and a frequency)	
	Title				
	Amount	100.00 100			
	Senap Fee	0.00 UED			
	Start Date	May 30 2009			
	<b>Billing Frequency</b>	Quarterly			
	Payments Completed	2			
	Payments Pending	1			
	States	Current			
	Automatic Renewal	Not Evabled			
	Approval Required	Po .			
	Payment Information				
	Conflict Conf. T.	And a state of the state of the			
	Credit Card Type	emencan Express			
	Account Number				
	Experiment Date				
	Payment Schedule and Min-	HV .			
	The next 2 scheduled payments	and the 5 must recen	t payments are do	played, Click the 'time H	tre' lek to size the arts
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	Payment Number	r Date	Event	Atomatit	
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	-	May 30 2004	Processed	£00.00 UED	
	-	Avg 10 2016	Processed	100.00 010	
		Make One-Time P	eyment or Credit	Modily Subscription	Cancel Subscription
				Contraction of the local distance of the loc	and the second sec

Figure 16

- 8. Make all the necessary changes to the subscription. All fields shown in **color** are required.
- 9. Click **Submit**.



Figure 17

### **Cancel Subscription**

You can cancel a subscription at any time. After you do so, you can still find the subscription if you search for canceled subscription.

#### How to cancel a subscription:

- 1. Login to the CyberSource Business Center.
- 2. Click **Tools & Settings** in the left navigation. The Subscription menu will display in the left navigation.
- 3. Click **Search**. The Subscription Search page will display.
- 4. Search for the appropriate subscription.
- 5. Click **Submit**. The **Subscription Search Results** will display.
- 6. Click the **Subscription ID** link to view the **Subscription Transaction Details** page. *See figure 18.*
- Click the Cancel Subscription button at the bottom of the page. A verification message will appear. See figure below.

The pag	e at https://ebc.cybersource.com says: 🛛 🗙
?	Are you sure that you want to cancel this subscription?
	OK Cancel

8. Click **OK**. The **Subscription Transaction Details** page refreshes with a with a success message. *See figure 19.* 



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on Mariagar	Subscription ID 2052312350	441212216725			
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orig-Tenne	Name	ALL			
lubaription	Company				
n ga	Castomer ID	0.00			
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fater	Address 2	Liber 1			
e Result	State	Washington			
Value	Pastal Code	30047			
	Country	United States			
tion Iwards	Phone Number		_		
	Email Address		-		
Integenant	Shipping Information				
	Name				
	Company				
	Address 1	1325			
	Address 2	(Been			
	State	Washington			
	Postal Code	00047			
	Country	United States			
	Order Information	0.000			
	Order Merchant Kelerence I	Burnber Aus-20791	*		
	Merchant Defined Data	Field 1			
	Merchant Defined Data	Field 2			
	Merchant Defined Data	Field 3			
	Merchant Defined Data	Field 4			
	Encrypted Data	Field 2 amote			
	Encrypted Data	Field 3 empty			
	Encrypted Data	Field 4 empty			
	Subscription Information				
	Subscription Type Tate	Durballiment (fixed )	under of payment	and a frequency)	
	Amount	100.05 100			
	Setup Fee	0.00 USD			
	Start Date	May 30 2009			
	Billing Frequency	Quarterly			
	Payments Completed				
	Payments Pending	Current			
	Automatic Renewal	not in abled			
	Approval Required	-			
	Payment Information				
	Courts Court Town	And and an and a second second			
	Account Number	*******************			
	Expiration Date	10/2011			
	Payment Schedule and Hist	ery			0260202 - 20
	the next 2 scheduled payments but.	and the 5 most rec	ant pairments are s	represent. Click the 'vie	a mine link to olde the s
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		I Aug 10 2009	thipped		-
	Payment History	1			
	-	1 May 30 2008	Processed	100.00 1/8	
	L	where an take	fairment of	1 199.00 00	-1
		Make One-Time	Permant or Crede	Modily Subservers	on   Cancel Subscript

Figure 18

Subscription Transaction Details	I need help with this page.
View details, skip payments, modify, cancel or make a one time payme	ent below.
Subscription ID 2054384910003232239729	
Success	
Subscription successfully canceled.	
Billing Information	
Name VILMA TYLER	
Company	
Customer ID	

Figure 19

### Appendix A: Payment Batch Detail Report

This report contains summary information about credit card transactions. The report includes only transactions that CyberSource has sent to the payment processor. The following fields are exported:

Batch ID	CyberSource batch in which the transaction was sent.
Merchant ID	CyberSource merchant ID used for the transactions in the report.
Batch Date	Date when the batch was sent to the processor.
Request ID	CyberSource identifier for the transaction.
Merchant Reference Number	Merchant-generated order reference or tracking number.
Transaction Reference	Reference number that you use to reconcile your CyberSource
Number	reports with your processor reports
Payment Method	Type of card or bank account.
Currency	ISO currency code used for the transaction.
Amount	Amount of the transaction.
Transaction Type	CyberSource payment application processed for the transaction.