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CyberSource: Transaction Search Details

Solution Number	00000137

Detail Information

Solution Title	CyberSource: Transaction Search Details
Solution Details	Below you will find the steps to your solution. If you need more information, please view the [CyberSource Manual](#).

The Transaction Search Details 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.
5. Click the Request ID link. The Transaction Search Details page will display.

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.

Sample Reply Messages and Administration Actions
- 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.
- Refused Credit Card - We encountered a Vital problem: Transaction not permitted-Card.
Have the registrant attempt to register later or use another credit card.
- Refused Credit Card - We encountered a Vital problem: Pick up card - Stolen.
Have the registrant try a new credit card.
- Processor Error - The payment processor returned an unexpected result: Connection refused: Vital
Have the registrant attempt to register later.

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.

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.

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_".