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ECOMM

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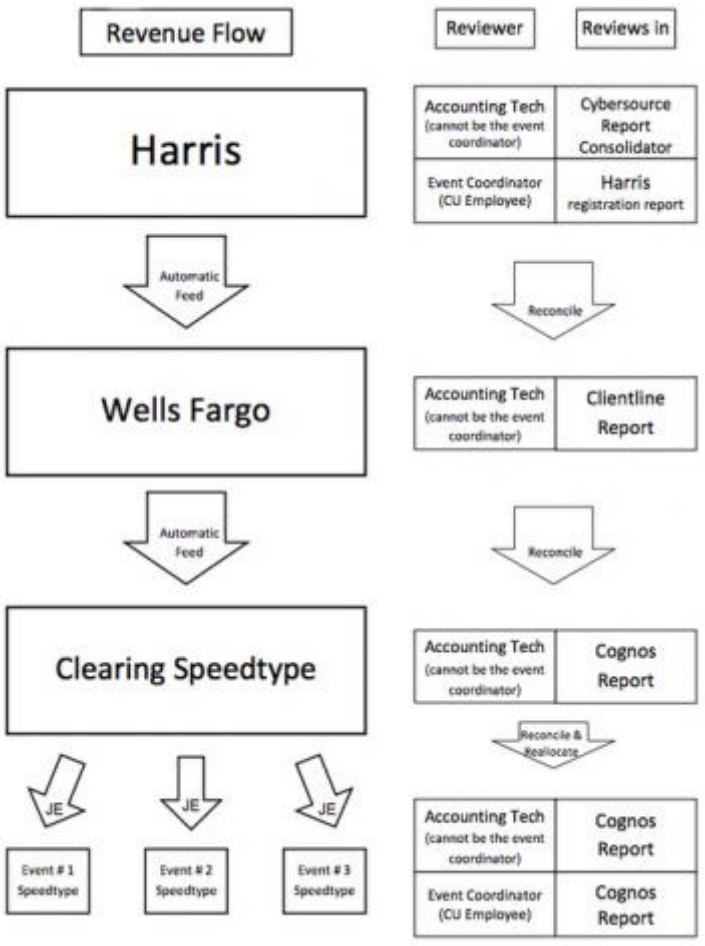
Accounting [1]

Congratulations! Your event was a success. Now, you need to reconcile the funds.

- Flow Chart
- eComm
- Cybersource
- Accounting How-to
- Refunding/Canceling Orders
- Questions



[2] How to close down an event in eComm [2]

Cybersource Web Interface How-To

Login URL: https://ebc.cybersource.com [3]

> The "Downloader" tool obtained via the Client Community Business Center [4] is no longer supported. We've seen issues with this tool and we do not recommend you use the "D ownloader" tool. Instead,log in to the web interface[3].

[5]? Cybersource Manual [6]
[5]? Cybersource Transaction Business Search Details [7]

Create a Report

1. Open Cybersource Report Consolidator so it will display.
2. Enter login information, merchant ID and password.
3. Enter a report range (start and end dates).
4. Enter the Output File. Click the browse button to locate the appropriate folder/directory.
5. Enter the Output File name.
6. Click *Go!* to download the report, click *Clear* to clear the form, click *Quit* to abort and close CyberSource Report Consolidator. Done! Your report will display once the report is complete.

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

Cognos [8]
ClientLine [9]
Cybersource Login [3]
Cybersource Accounting How-to [6]
Month End IMA Clearing Account Procudures (general) [10]

WITHIN 60 DAYS OF EVENT
If you need credit or cancel an order that is within 60 days of the close of the event, you can easily do this in the eComm admin environment. Here?s how:

1. Go to Forms > Events > Create / Manage Events
2. Search for form > Hover over ACTIONS and select Orders
3. Search for individual that needs to be refunded. Click on the Cancel Order link. Identify options and process the cancellation

60 DAYS OR MORE AFTER CLOSE OF EVENT

If you need to credit an order that involved a credit card transaction (paid-for event) AND that is 60 days older than the close of the event, you have a couple options:

VOUCHER
You can ask the University to issue a payment voucher

CYBERSOURCE
Refer to the Cybersource [6] Manual [5] ? see page 10 for refunds.

Learn about Internet Merchant Accounts (IMA) [11]
Submit a Help Ticket [12] or contact your eComm specialist [13].

Attachments:

eComm Cybersource Manual [14]
eComm Cybersource Accounting How-to [15]
eComm Cognos [16]
eComm Clientline [17]
eComm Month-End IMA Clearing Account Procedure [18]
cybersource-transaction-search-details-customer-portal.pdf [19]
cybersource-manual.pdf [20]

Video:
Images:
Groups audience:
eComm

Source URL: https://www.cu.edu/ecomm/admins/other-resources/accounting

Links:
[1] https://www.cu.edu/ecomm/admins/other-resources/accounting
[2] https://www.cu.edu/sites/default/files/How-to-Close-an-Event_in_eComm.pdf
[3] https://ebc.cybersource.com
[4] https://www.memberconnections.com/olc/pub/COLC/homepage.cgi
[5] https://www.cu.edu/sites/default/files/pages/990-accounting/docs/ecomm-cybersource-manual.pdf
[6] https://www.cu.edu/sites/default/files/pages/990-accounting/docs/cybersource-manual.pdf
[7] https://www.cu.edu/sites/default/files/pages/990-accounting/docs/cybersource-transaction-search-details-customer-portal.pdf
[8] https://www.cu.edu/sites/default/files/pages/990-accounting/docs/ecomm-cognos.pdf
[9] https://www.cu.edu/sites/default/files/pages/990-accounting/docs/ecomm-clientline.pdf
[10] https://www.cu.edu/sites/default/files/pages/990-accounting/docs/ecomm-month-end-ima-clearing-account-procedure-general-1.pdf
[11] https://www.cu.edu/ecomm/admins/other-resources/accounting/internet-merchant-accounts-imas
[12] https://www.cu.edu/ecomm/admins/other-resources/your-help-portal
[13] https://www.cu.edu/ecomm/ecomm-specialists
[14] https://www.cu.edu/download/file/fid/2592
[15] https://www.cu.edu/download/file/fid/2593

[16] https://www.cu.edu/download/file/fid/2594
[17] https://www.cu.edu/download/file/fid/2595
[18] https://www.cu.edu/download/file/fid/2596
[19] https://www.cu.edu/download/file/fid/2823
[20] https://www.cu.edu/download/file/fid/2824