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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


   \begin{itemize}
   \item[A] Live Business Center: Make sure the arrow on the left points to \textit{Live Business Center}.
   \item[B] CyberSource Merchant ID: Enter your CyberSource merchant ID.
   \item[C] User Name: Enter your user name.
   \item[D] Password: Enter your password.
   \end{itemize}

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

   \textbf{Note:} If this is the first time you are accessing the Business Center, see \textit{Create your password}.

2. Click \textbf{Login}.

The Welcome page displays.
Create your password

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

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**.

---

**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

<table>
<thead>
<tr>
<th>Menu option</th>
<th>See this section</th>
</tr>
</thead>
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<tr>
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<tr>
<td>E General Search</td>
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<tr>
<td>F Order Search</td>
<td>Transaction Search</td>
</tr>
<tr>
<td>G Auths Ready to Settle</td>
<td>Transaction Search</td>
</tr>
<tr>
<td>H Pending Settlement</td>
<td>Transaction Search</td>
</tr>
<tr>
<td>I Report Search</td>
<td>Reports</td>
</tr>
<tr>
<td>J NOC Report</td>
<td>Reports</td>
</tr>
<tr>
<td>K Chargeback Report</td>
<td>Reports</td>
</tr>
<tr>
<td>L Retrieval Request Report</td>
<td>Reports</td>
</tr>
<tr>
<td>M Interchange Clearing Lvls</td>
<td>Reports</td>
</tr>
<tr>
<td>N Change My Password</td>
<td>Change your password</td>
</tr>
</tbody>
</table>
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.
Virtual Terminal transactions, cont.

Process Card Not Present transactions, cont.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| **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:  
• 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.

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.
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.

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.

![Address Verification Test Failed]

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**.
3. The New Order page displays.

   ![New Order]

   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.

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

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

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.

<table>
<thead>
<tr>
<th>New Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>All fields shown in color are required.</td>
</tr>
<tr>
<td>Retail</td>
</tr>
<tr>
<td>Payment Information</td>
</tr>
<tr>
<td>Currency: United States Dollar</td>
</tr>
<tr>
<td>Payment Type: Credit Card</td>
</tr>
<tr>
<td>Credit Card</td>
</tr>
<tr>
<td>Transaction Source: Retail</td>
</tr>
<tr>
<td>Transaction Type: Sale</td>
</tr>
<tr>
<td>Credit Card Type: Visa</td>
</tr>
<tr>
<td>Credit Card Number: 4444000011113333 (Do not include any spaces or dashes)</td>
</tr>
<tr>
<td>Expiration Date: December 2013</td>
</tr>
<tr>
<td>Customer Information</td>
</tr>
<tr>
<td>First/Last Name: JOHN SMITH</td>
</tr>
<tr>
<td>Submit</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>NAME</th>
<th>0123</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS</td>
<td>01-23456789</td>
</tr>
<tr>
<td>CITY, ST, ZIP</td>
<td></td>
</tr>
<tr>
<td>PAY TO THE ORDER OF</td>
<td>$</td>
</tr>
<tr>
<td>BANK NAME</td>
<td>DOLLARS</td>
</tr>
<tr>
<td>ADDRESS</td>
<td></td>
</tr>
<tr>
<td>CITY, ST, ZIP</td>
<td></td>
</tr>
<tr>
<td>FOR</td>
<td></td>
</tr>
<tr>
<td>0123456789</td>
<td>0123</td>
</tr>
<tr>
<td>Routing number</td>
<td>Account number</td>
</tr>
</tbody>
</table>

1. Click **Virtual Terminal** from the left navigation menu.
2. Click **Process Orders**.
   The New Order page displays.

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.

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

---

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October 2013
## 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:  
|   |   | • 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. |
Create a new subscription, cont.

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.
Create a new subscription, cont.

|   | 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.

| 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

When you select **Subscriptions** for **Type**, you can select from the following options:

- **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

When you select **Subscription Payments** for **Type**, you can select from the following options:

- **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.

**Search Parameters:**

- **Currency (USD)**
- **Number of Subscriptions**: 2
- **Total Amount**: 120.00

<table>
<thead>
<tr>
<th>Delete</th>
<th>Subscription ID</th>
<th>Merchant Reference Number</th>
<th>Name</th>
<th>Type (Frequency)</th>
<th>Amount</th>
<th>Creation Date</th>
<th>Cancelled Date</th>
<th>Start Date End Date</th>
<th>Date of Next Scheduled Payment</th>
<th>Number of Payments in retry mode</th>
<th>Card Expiration Date</th>
<th>Number &amp; Amount of Successful Payments to Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>97731717171717</td>
<td>10002009838924</td>
<td>SALLY SMITH</td>
<td>on-demand</td>
<td>99.00 USD</td>
<td>May 25 20xx</td>
<td>May 30 20xx</td>
<td>0</td>
<td>01/20xx</td>
<td>0.60</td>
<td>06/20xx</td>
<td>Current</td>
<td></td>
</tr>
<tr>
<td></td>
<td>97731717171717</td>
<td>12345678</td>
<td>SUSAN SMITH</td>
<td>installment</td>
<td>99.00 USD</td>
<td>Jan 15 20xx</td>
<td>Aug 15 20xx</td>
<td>0</td>
<td>12/20xx</td>
<td>0.15</td>
<td>01/20xx</td>
<td>Current</td>
<td></td>
</tr>
</tbody>
</table>

**D** Status

Displays as **Current** for On Demand subscriptions.

For **Installment** and **Recurring** subscriptions, the status will be one of the following.

- **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.
### Subscription search feature, cont.

<table>
<thead>
<tr>
<th>Subscription Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subscription ID:</strong></td>
<td>1713313221793777</td>
</tr>
</tbody>
</table>

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)

#### Billing Information

- **Name:** SALLY SMITH
- **Company:**
- **Company Tax ID:**
- **Customer ID:**
- **Address 1:** 123 Sesame Street
- **City:** Anytown
- **State:** California
- **Postal Code:** 94123
- **Country:** United States
- **Phone Number:** 6666222676
- **Email Address:** smith@mycompany.com

#### Shipping Information

- **Name:** SALLY SMITH
- **Company:**
- **Address 1:** 123 Sesame Street
- **City:** Anytown
- **State:** California
- **Postal Code:** 94123
- **Country:** United States

#### Order Information

- **Order/Merchant Reference Number:** 1234567890123
- **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.

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.

<table>
<thead>
<tr>
<th>Credit card transactions</th>
<th>Authorization reversal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settle or capture an authorized transaction</td>
<td></td>
</tr>
<tr>
<td>Credit a transaction</td>
<td></td>
</tr>
<tr>
<td>Void a transaction</td>
<td></td>
</tr>
<tr>
<td>Create a subscription</td>
<td></td>
</tr>
<tr>
<td>Re-authorization</td>
<td></td>
</tr>
<tr>
<td>Re-authorization and capture</td>
<td></td>
</tr>
<tr>
<td>New order</td>
<td></td>
</tr>
<tr>
<td>Obtain a duplicate receipt</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Electronic check transactions</th>
<th>Credit a transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Void an electronic check debit or credit</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Miscellaneous</th>
<th>Export search results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find pending settlement transactions</td>
<td></td>
</tr>
</tbody>
</table>

### Enter general search criteria

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

2. Click **General Search**.

The General Search page displays.

**Options**

A. **Search for a field and a value**

   - **Field:** Request ID
   - **Value:**

B. **Search for an application or transaction type**

   - **Application:** A1

C. **Search for a reply**

   - **Reply:** Success

**Search Range**

- **Data Range:** Today

**View Options**

- **Results per page:** 50
- **Sort order:** Latest results first

---

**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.

<table>
<thead>
<tr>
<th>C</th>
<th>Search for a reply</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>Date Range</td>
<td>Specify the date period to search. If you select Custom range, specify start and end dates.</td>
</tr>
<tr>
<td>E</td>
<td>Results per page</td>
<td>Specify the number of items to display per page in the search results (50 or 100).</td>
</tr>
<tr>
<td>F</td>
<td>Sort order</td>
<td>Select a sort option from the dropdown menu.</td>
</tr>
</tbody>
</table>

3. Click **Search**.

The Transaction Search Results page displays.

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

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.

Transaction Details

<table>
<thead>
<tr>
<th>Request ID</th>
<th>03596535535555555555</th>
</tr>
</thead>
<tbody>
<tr>
<td>CyberSource Merchant ID</td>
<td>88504096</td>
</tr>
<tr>
<td>Authorization Amount</td>
<td>5.00 USD</td>
</tr>
<tr>
<td>Authorization Date</td>
<td>10/19/2013</td>
</tr>
<tr>
<td>Settlement Amount</td>
<td>5.00</td>
</tr>
<tr>
<td>Comments</td>
<td></td>
</tr>
<tr>
<td>Customer ID</td>
<td>123456789</td>
</tr>
</tbody>
</table>

Level III and Additional Level II fields

- Add Level III and Additional Level II Fields

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

Transaction Search Details

<table>
<thead>
<tr>
<th>Request Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>CyberSource Merchant ID</td>
</tr>
<tr>
<td>Request ID</td>
</tr>
<tr>
<td>Merchant Reference Number</td>
</tr>
<tr>
<td>Date</td>
</tr>
<tr>
<td>Applications</td>
</tr>
<tr>
<td>Reason Code</td>
</tr>
<tr>
<td>Reply Message</td>
</tr>
<tr>
<td>Client Library</td>
</tr>
<tr>
<td>Client Application</td>
</tr>
<tr>
<td>Client Application Version</td>
</tr>
<tr>
<td>Client User</td>
</tr>
<tr>
<td>Security Key ID</td>
</tr>
<tr>
<td>Security Key Expiration Date</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Status</th>
<th>Amount</th>
<th>Action</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Card Authorization</td>
<td>5.00 USD</td>
<td></td>
<td>May 25 20XX 09:57:38 AM</td>
</tr>
<tr>
<td>Credit Card Settlement</td>
<td>5.00 USD</td>
<td>ENDING APPLIES</td>
<td>May 25 20XX 10:04:47 AM</td>
</tr>
</tbody>
</table>

Available Actions

- Credit
- Create Subscription
- Void
- Re-Authorize
- Re-Authorize and Settle

Similar Searches

- By Name
- By Acquirer ID
- By Email Address
- By Transaction ID
- Related Transitions

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.

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

<table>
<thead>
<tr>
<th>Transaction Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request ID</td>
</tr>
<tr>
<td>Cybersource Merchant ID</td>
</tr>
<tr>
<td>Settlement Amount</td>
</tr>
<tr>
<td>Prior Credits</td>
</tr>
<tr>
<td>Credit Amount</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Request Information</th>
<th>Transaction Status Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request ID</td>
<td>Status</td>
</tr>
<tr>
<td>55555555555555555555</td>
<td>Credit Card Authorization</td>
</tr>
<tr>
<td>Cybersource Merchant ID</td>
<td>Credit Card Authorization</td>
</tr>
<tr>
<td>Date</td>
<td>Applications</td>
</tr>
<tr>
<td>May 24 20xx 11:28:07 AM</td>
<td>Credit Card Credit</td>
</tr>
</tbody>
</table>

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

The following table shows the status, amount, and date of the transactions:

<table>
<thead>
<tr>
<th>Status</th>
<th>Amount</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Card Authorization</td>
<td>50.00 USD</td>
<td>Jun 15 20xx 02:00:00 PM</td>
</tr>
<tr>
<td>Credit Card Settlement</td>
<td>50.00 USD</td>
<td>PENDING (Void)</td>
</tr>
<tr>
<td>Credit Card Credit</td>
<td>25.00 USD</td>
<td>PENDING (Void)</td>
</tr>
</tbody>
</table>

The available actions include:
- **Credit**
- **Create Subscription**
- **Pack Order**
- **Re-Authorize**
- **Re-Habitualize and Settle**
- **View Roger**

###相似搜索:
- By Name
- By Email Address
- By Merchant Number
- Related Transactions

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**.
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.

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.
### 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

<table>
<thead>
<tr>
<th>Order Information</th>
<th>123456</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorization</td>
<td>50.00 USD</td>
</tr>
<tr>
<td>Capture</td>
<td>50.00 USD</td>
</tr>
</tbody>
</table>

#### Authorization Status
- **Source:** BOMB API
- **User:**
- **Authorization Code:** 101300
- **AVS:** Y - Match: address and 5-digit postal code match

#### Customer Information
- **Name:** SUSAN SMITH
- **Company:**
- **Address:** 123 Brown Street
  ANYTOWN, CA 94123
- **Phone Number:**
- **Email Address:** smth@xyzcompany.com
- **Customer ID:**

#### Billing Information
- **Authorization Amount:** 50.00 USD
- **Credit Card Type:** Visa
- **Credit Card Number:** ************1111
- **Expiration Date:** 12/20XX
Transaction Search, cont.

Transaction Search Details – available actions for electronic check transactions

Credit a transaction

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

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

<table>
<thead>
<tr>
<th>Transaction Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request ID</td>
</tr>
<tr>
<td>CyberSource Merchant ID</td>
</tr>
<tr>
<td>Settled Amount</td>
</tr>
<tr>
<td>Prior Credits</td>
</tr>
<tr>
<td>Maximum Credit</td>
</tr>
<tr>
<td>Credit Amount</td>
</tr>
</tbody>
</table>

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

Transaction Search Details

Transaction Succeeded

Transaction Status Summary

<table>
<thead>
<tr>
<th>Status</th>
<th>Amount</th>
<th>Action</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Check Debit</td>
<td>$60.00 USD</td>
<td>PENDING Credit</td>
<td>Mar 11 20XX 04:14:25 PM</td>
</tr>
<tr>
<td>Electronic Check Credit</td>
<td>$50.00 USD</td>
<td>PENDING Credit</td>
<td>Mar 11 20XX 04:14:25 PM</td>
</tr>
<tr>
<td>Electronic Check Credit</td>
<td>$10.00 USD</td>
<td>PENDING Credit</td>
<td>Mar 11 20XX 04:14:25 PM</td>
</tr>
</tbody>
</table>

Available Actions

Similar Searches

By Amount
By Account Number
Related Transactions
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.

   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.

   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 Search Results**

**Search Parameters**
- **Date Range**: Month To Date
- **Search Type**: Application Type: All Transactions
- **Matching Transactions**: 2

**Export Results**

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

**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

Order Information 123456

Order History | Amount | State | Date
--- | --- | --- | ---
Authorization | 50.00 USD | TRANSMITTED | Jun 18 20Xx 05:00:46 AM
Capture | 50.00 USD |

Available Actions
- Create Subscription
- New Order
- Re-Authorize
- Pandhandle and Capture
- Void

Other Searches/Related Transactions

Authorization Status: Success

Source: S0000 APJ
User: John Doe
Authorization Code: 123456
AVS: Y - Match address and 5-digit postal code match
Expiration Date: 12/20XX

Customer Information

Name: John Doe
Company: ABC Corporation
Address: 123 Main Street
Phone Number: 555-555-5555
Email Address: john.doe@abc.com
Customer ID: 1234567890

Billing Information

Name: Susan Smith
Company:
Address: 123 North Street
Phone Number:
Email Address: susan.smith@defincorp.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

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).

Export CSV | Export XML

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

3. Click **Search**.

The Authorizations Ready To Settle page displays.

**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.

Transaction Search Details

<table>
<thead>
<tr>
<th>Request Information</th>
<th>Transaction Status Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>CyberSource Merchant ID</td>
<td>Status</td>
</tr>
<tr>
<td>1234567890</td>
<td>Credit Card Authorization</td>
</tr>
<tr>
<td>Request ID</td>
<td>Available Actions</td>
</tr>
<tr>
<td>00000000000000000000</td>
<td>Full Authorization Reversal</td>
</tr>
<tr>
<td>Merchant Reference Number</td>
<td>Create Subscription</td>
</tr>
<tr>
<td>12345678</td>
<td>New Order</td>
</tr>
<tr>
<td>Date</td>
<td>Re-Authorize</td>
</tr>
<tr>
<td>May 29 20XX 09:49:06 AM</td>
<td>Re-Authorize and Settle</td>
</tr>
<tr>
<td>Applications</td>
<td>Similar Searches</td>
</tr>
<tr>
<td>Credit Card Authorization</td>
<td>As Customer ID</td>
</tr>
<tr>
<td>Reason Code</td>
<td>As Email Address</td>
</tr>
<tr>
<td>100</td>
<td>As Account Number</td>
</tr>
<tr>
<td>Reply Message</td>
<td>Related Transactions</td>
</tr>
<tr>
<td>Request was processed successfully.</td>
<td></td>
</tr>
<tr>
<td>Client Library</td>
<td></td>
</tr>
<tr>
<td>6.4</td>
<td></td>
</tr>
<tr>
<td>Client Application</td>
<td></td>
</tr>
<tr>
<td>UBC Virtual Terminal</td>
<td></td>
</tr>
<tr>
<td>Client Application Version</td>
<td></td>
</tr>
<tr>
<td>1.0</td>
<td></td>
</tr>
<tr>
<td>Client User</td>
<td></td>
</tr>
<tr>
<td>Footer</td>
<td></td>
</tr>
<tr>
<td>Security Key ID</td>
<td></td>
</tr>
<tr>
<td>Security Key Expiration Date</td>
<td></td>
</tr>
<tr>
<td>Customer Information</td>
<td>Billing Information</td>
</tr>
<tr>
<td>Name</td>
<td>MARY SMITH</td>
</tr>
<tr>
<td>Company</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>456 Somewhere Blvd</td>
</tr>
<tr>
<td>Somewhere, CA 94120</td>
<td></td>
</tr>
<tr>
<td>Phone Number</td>
<td></td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:hsmith@abcompany.com">hsmith@abcompany.com</a></td>
</tr>
<tr>
<td>Customer ID</td>
<td>9876</td>
</tr>
<tr>
<td>IP Address</td>
<td></td>
</tr>
<tr>
<td>Device Fingerprint</td>
<td>Not Submitted</td>
</tr>
</tbody>
</table>

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.

a. Click on the Request ID link for the transaction to get to the Transaction Search Details screen.

b. Under Available Actions, click Settlement.
Transaction Search, cont.

Search for authorizations ready to settle, cont.

The Credit Card Settlement page displays.

**Credit Card Settlement**

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

<table>
<thead>
<tr>
<th>Transaction Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request ID</td>
</tr>
<tr>
<td>CyberSource Merchant ID</td>
</tr>
<tr>
<td>Authorization Amount</td>
</tr>
<tr>
<td>Authorization Code</td>
</tr>
<tr>
<td>Settlement Amount</td>
</tr>
</tbody>
</table>

**Comments**

(You can enter a maximum of 250 characters without line breaks.)

**Customer ID**

99716

**Level III and Additional Level II Fields**

- **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 fields**

- **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**

**Add Line Item**

- **Settle**

**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.

#### Captures Pending Settlement

Search for transactions that have been captured and are ready for settlement. You will be able to void transactions, export the results, and access transaction details from the search results.

<table>
<thead>
<tr>
<th>View Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Results Per Page</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

3. Click **Search**.

The Captures Pending Settlement – Search Results page displays.

#### Captures Pending Settlement - Search Results

These transactions have not been settled. On this page, you can perform the following actions:

- View the transactions details by clicking the Order/Merchant Ref Number.
- Void transactions by checking the void check box and clicking the Process Void button if you have the appropriate permissions.

**Note:** You cannot undo a voided transaction. To process a voided transaction, you must re-authorize and re-capture it. After a transaction is captured, you can only issue a credit to your customer. You can also void a transaction on the Transaction Search Details page.

<table>
<thead>
<tr>
<th>Void</th>
<th>Order/Merchant Ref No</th>
<th>Date</th>
<th>Name</th>
<th>Amount</th>
<th>Request ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑</td>
<td>999932553233323</td>
<td>May 29 20XX 11:01 AM</td>
<td>SALLY SMITH</td>
<td>4.00 USD</td>
<td>500000000000000000</td>
</tr>
<tr>
<td>☑</td>
<td>999932553233323</td>
<td>May 29 20XX 10:41 AM</td>
<td>SALLY SMITH</td>
<td>3.00 USD</td>
<td>4646446446464646464</td>
</tr>
<tr>
<td>☑</td>
<td>999999999999999999</td>
<td>May 29 20XX 10:32 AM</td>
<td>SALLY SMITH</td>
<td>3.00 USD</td>
<td>3908999999999999999</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Process Voids</th>
<th>Export Results</th>
</tr>
</thead>
</table>

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

**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.

<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
<th>Navigation menu selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice Summary</td>
<td>Monthly report with transaction volumes. Use to match with gateway volumes on your Account Analysis statement.</td>
<td>Reports, then Report Search</td>
</tr>
<tr>
<td>Payment Batch Summary</td>
<td>Daily report with a summary of transactions batched for the day by payment type.</td>
<td>Reports, then Report Search</td>
</tr>
<tr>
<td>Payment Batch Detail</td>
<td>Daily report with details for processed transactions from the previous day. Includes credit card and electronic check transactions.</td>
<td>Reports, then Report Search</td>
</tr>
<tr>
<td>Payment Submission Detail</td>
<td>Daily report similar to the Payment Batch Detail report.</td>
<td>Reports, then Report Search</td>
</tr>
<tr>
<td>Payment Events</td>
<td>Daily report with transaction details for electronic check transactions.</td>
<td>Reports, then Report Search</td>
</tr>
<tr>
<td>Transaction Exception Detail</td>
<td>Daily report with detailed information for transactions flagged due to errors in sales or refund transactions or rejected authorization reversals.</td>
<td>Reports, then Report Search</td>
</tr>
<tr>
<td>Transaction Detail</td>
<td>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.</td>
<td>Reports, then Report Search</td>
</tr>
<tr>
<td>Notification of Change (NOC)</td>
<td>Electronic check account information changes for a customized date range.</td>
<td>Reports, then NOC Report</td>
</tr>
<tr>
<td>Chargeback</td>
<td>Chargeback information for the date range specified (last seven days, month to date, last month, or a customized date range).</td>
<td>Reports, then Financial Reports – Chargeback Report</td>
</tr>
<tr>
<td>Retrieval Request</td>
<td>Retrieval requests for the date range specified (last seven days, month to date, last month, or a customized date range).</td>
<td>Reports, then Financial Reports – Retrieval Request Report</td>
</tr>
<tr>
<td>Interchange Clearing Level Detail</td>
<td>Daily report with information on how credit card transactions cleared.</td>
<td>Reports, then Financial Reports – Interchange Clearing LvlS</td>
</tr>
<tr>
<td>Batch Upload Detail</td>
<td>For each transaction in a manual batch upload file, identifies whether the transaction was approved, declined, or has errors.</td>
<td>Tools &amp; Settings, then Batch Transactions – Detail Report</td>
</tr>
</tbody>
</table>
The Report Search function

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

The Report Search page displays.

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

![NOC Report Page](image)

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.

![Chargeback Report Page](image)

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.

Retrieval Request Report

**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 Lvls under Financial Reports.

The Retrieval Request Report page displays.

Interchange Clearing Levels Report

**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.
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.

<table>
<thead>
<tr>
<th>A Batch ID</th>
<th>Enter the ID of the batch to include in the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Report Format</td>
<td>Select the format for the report.</td>
</tr>
</tbody>
</table>

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