Sony Media Software & Services

Navigator Customer Service Tool 3.9.0

User Manual

Last Modified: 1/04/2010

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Preface

This manual provides you with instructions and information on how to use the 3.9.0 release of the **Navigator Customer Service Tool** (**NCST**).

Target Audience

This manual is intended to be used by a variety of audiences.

- **Primary Audience:** CSRs (Customer Service Reps), which include Operators, Supervisors, and Administrators. Most NCST users are CSRs.
- **Secondary Audience:** Staff with a Finance role, Voucher Operators, and VINE Administrators.
- **Other Audience:** Production Support staff, system troubleshooting staff, and fraud investigation staff.

Related Documents

Application	Document Title
Network Platform Management Tool (NPMT) Also known as **Product Management Tool** (**PMT**)	Network Platform Management Tool 3.9.0 User Manual

Revision History

Document Revision Date	Description of Changes	Updated By
11/14/2009	Initial draft of NCST 3.9.0 User Manual	C. Seraidaris
1/04/2010	Final draft of NCST 3.9.0 User Manual	C. Seraidaris

Copyright Information

Document Conventions

Typeface or Symbol	Description / Meaning	Example
AaBbCc123 (Palatino Bold)	The names of on-screen fields, buttons, menus, windows, etc.	Type your password in the **Password** field, and then click **Sign-In**. The NCST home page displays.
`AaBbCc123` (Courier New)	The names of commands, files and directories, and on-screen computer output.	You can use the `sftp` command to transfer files.
`AaBbCc123` (Courier New Bold)	What you type, contrasted with on-screen computer output.	At the prompt type: **`sftp`**
AaBbCc123 (Calibri - Blue)	New words or terms. Replace command line variables with real names or values.	For NCST, a **CSR** (Customer Service Reprehensive) is a Customer Service Operator, Supervisor, or Administrator.
AaBbCc123 (Calibri - Blue)	Cross references to sections in a chapter, tables, figures, etc.	See **Creating Titles on page 23**.
	Indicates a step-by-step procedure.	To Create a Title

Your Suggestions Are Welcome

We are always looking for ways to improve the NCST software and this manual to better meet your needs.

To send us an email with your suggestions, requests, or comments, send an email to **NCST_User_Feedback@smss.sony.com** or click **NCST_User_Feedback**.

NOTE: If you are reading this manual in Microsoft Word format, hold down the **CTRL** key before clicking the link.

Chapter 1 - Introduction

About the Navigator Customer Service Tool

Welcome to the 3.9.0 release of the Navigator Customer Service Tool. The Navigator Customer Service Tool (NCST) is an Ajax-based application designed for ease of use when assisting PlayStation® customers. NCST enables you to locate, investigate and modify account information, including information pertaining to billing, transaction history, parental controls, user events, credit cards, consoles, and vouchers.

New Features for NCST Version 3.9.0

Below is a list of the highlights for new features and UI improvements in this release.

- On the **ACCOUNTS** tab, in the **Account Status** section, a customer's BIVL PIN can now be reset.
- On the **ACCOUNTS** tab, BIVL support was added to the **Downloadable Content** section, and on the **CONSOLES** tab, BIVL support was added.
- On the **ACCOUNTS** tab, the **Account Status** section, BIVL is now under the **Type** column of the **Authorized Consoles** table.
- On the **ACCOUNTS** tab, the **Account Details** section supports basic account information and service-specific information, such as Qriocity on Demand (BIVL).
- On the **ACCOUNTS** tab, the sort order of **Matching Accounts** (such as from a wildcard search) is no longer case-sensitive.
- On the **CARD** tab, after a search has been initiated, for security purposes the middle digits of the credit card number are masked.
- When each tab is accessed, (**ACCOUNTS** tab, **CONSOLES** tab, etc.), now the cursor is automatically positioned at the first field.
- When illegal characters are entered, improved error messages are displayed.
- When a search link is clicked, the search operation automatically starts. (NOTE: This does <u>not</u> apply to the "Search Events for this account" button, as you may wish to enter additional search terms prior to starting the search.)
- When an illegal password is entered, the error message that displays is more complete and lists all the password rules.
- When a date field is clicked, a new popup calendar displays.
- For customers who register in countries that do not have a PlayStation store ("registration-only" countries), **ACCOUNTS** tab sections related to the PlayStation store are disabled (appear grayed-out).

Browser Compatibility and Language Settings

NCST has been developed for use with Microsoft® Internet Explorer versions 6 and 7. While other browsers such as Firefox® are not specifically supported, they generally work well. NCST has not been tested with IE 8.

Note:

If you wish to change the displayed language, check with your system administrator for instructions. There are three language options, each of which has a different date format.

- US English – **mm/dd/yyyy**
- UK English - **dd/mm/yyyy**
- Japanese - **yyyy/mm/dd**

[**m**=month; **d**=day; **y**=year]

Understanding the NPMT Environments

It is important to be familiar with the review and approval process that all new content undergoes in preparation for being added to the PlayStation® Store as shown in the diagram below.

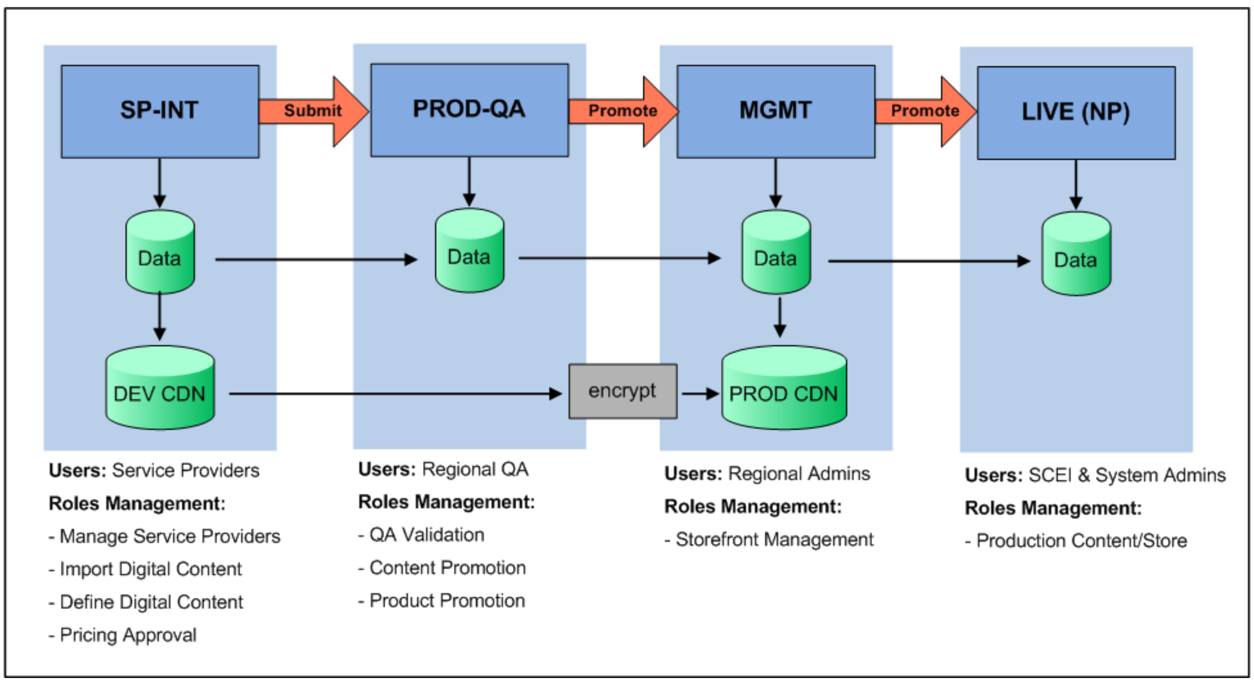


Figure 1: Four NPMT Environments

Content is uploaded, approved and delivered to the store through four separate software environments, each of which is accessed by users who have different roles. Each environment comprises different actions that a NPMT user must take to **submit** or **promote** content.

Note:

- NCST has four environments that correspond to the four NPMT environments.
- Management typically provides a sign-in link to LIVE (NP) to most NCST users, but may provide separate links to other NCST environments as well.

As the diagram above shows, content progresses through four NPMT environments: first it is submitted from SP-INT to PROD-QA, then promoted to MGMT, and finally promoted to LIVE (NP), which is the PlayStation® store that customers see. (For every NPMT environment, there is a corresponding NCST environment.)

- **SP-INT:** This environment is used by Service Providers (Licensees) to customize their content which, if approved, will be available for sale on the PS Store. Licensees perform the following activities:
  - Manage roles
  - Add titles
  - Import and define digital content
  - Create Service Entitlements
  - Create digital content and a Stock Keeping Unit (SKU) for the content or service.
- **PROD-QA:** This environment is used by Quality Assurance (QA) to verify content. Once a Licensee uploads their content and assigns a SKU, they publish the content to the PROD-QA environment for review and approval. If content issues are identified, content can be rejected and sent back to the Licensee for correction. When the content on the PROD-QA is approved, it is promoted to the next environment.
- **MGMT:** This environment is used by Store Front Management and Advertising Management for a specific country to organize and determine their content and what they want users to see on the Stores. Content coming from the PROD-QA environment can be promoted to the PlayStation 3 (PS3) online store (Storefront) if there are no regional discrepancies with the content. If there are discrepancies, the content can be rejected from this environment and returned to PROD-QA for further review.
- **LIVE (NP):** This is the live Storefront used by customers to purchase content for their PS3, PSP, or PC.

About Digital Content

Digital content and access to such content in the NPMT is used by customer accounts. Examples of content include games, subscriptions, demos, trailers, movies, and music.

Two types of content exist in the NPMT:

- **Service Content -** This digital content is subscription-based and must have authorized entitlement before it can be used. Service content is typically provided by service software, such as an online game service.
- **Downloadable Content -** This digital content consists of actual game, music, and video files available for purchase through the Digital Rights Management (DRM) system.

Chapter 2 - NCST Basics

User Interface

The NCST User Interface (UI) contains a main search panel for each tab. After a search has been performed, various **sections** are displayed, which can be expanded to **panels** as desired.

Note:

- Most users can see the 5 tabs shown below.
- The **CARD** tab is only visible to users with a Finance role (see **Figure 9**).
- For VINE Admins, only the **ACCOUNTS** and **EVENTS** tabs are visible.
- The **DEVADMIN** tab is only visible for users who have been provided a link to a non-NP environment (see **Appendix C**).

Header

A **tooltip** displays when the mouse cursor is moved over any screen item, including header information (see **Figure 2** below), all fields, section names, etc.

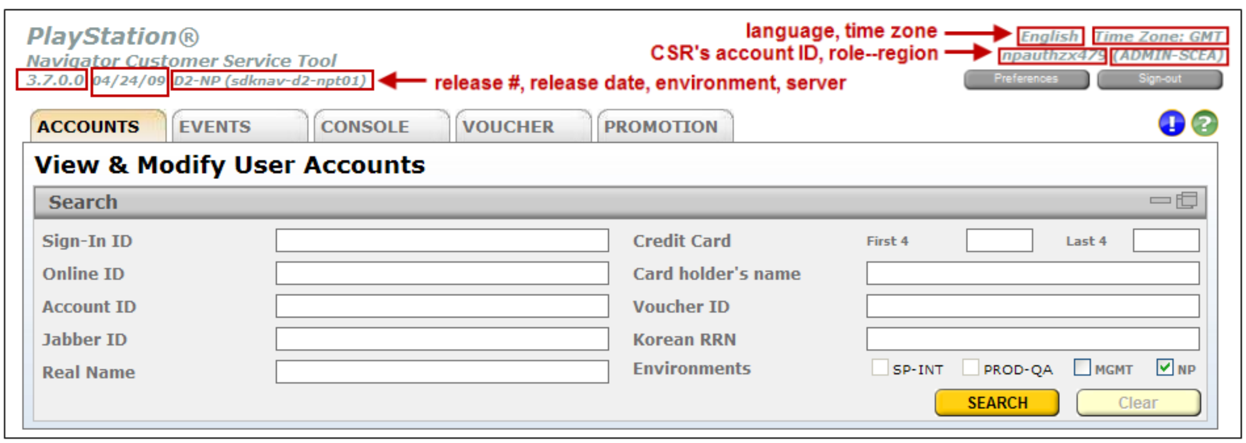


Figure 2: Tooltips Explaining NCST Header Information

Sortable Columns

Regarding tables throughout the NCST UI, clicking an underlined column label will sort by that column. Clicking it again will reverse the sort order. For an example, refer to **Sign-In ID** in the table shown in **Figure 13** on page 23.

Note: (New for NCST 3.9.0)

For account searches in Matching Accounts, the sort order for sortable columns is not case-sensitive.

Time Zone and Window Size Preferences

To Set the Time Zone and Window Size

1. Click the **Preferences** button. The **Preferences** Window displays.

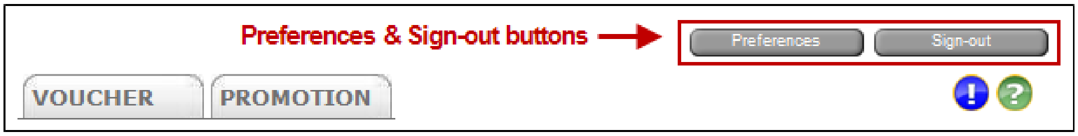


Figure 3: Preferences and Sign-out Buttons

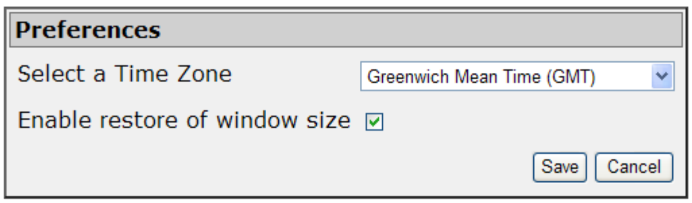


Figure 4: Preferences Dialog

2. To set your time zone preference, select an option from the **Select a Time Zone** drop-down list. The time zone change will only appear when you repeat the action (for example, redoing a search) you did before changing the time zone.

3. To save the current NCST UI window size, verify that the **Enable restore of window size** check-box is selected, click **Save**, and then click the **Sign-out** button (next to **Preferences**).

> **Note:**
>
> If you de-select the **Enable restore of window size checkbox**, the current size of the NCST window will remain (unless the window size is smaller than the minimum size requirement for NCST—which means the size that all fields remain visible).

Searching

Note: (New for NCST 3.9.0)

Searches are initiated automatically whenever a link within one of the tabs sends the user to the ACCOUNTS, EVENTS, CONSOLE, VOUCHER, or PROMOTION tab, and then populates the appropriate search fields. This includes (but is not limited to):

- Clicking on a Voucher ID from the Transaction History details table
- Clicking on a Promotion ID from the Transaction History details table
- Clicking on a Console ID from the Downloadable Content area
- Clicking on a Console ID from the EVENTS tab
- Clicking on an Account ID the EVENTS tab

However: In the Account Details section, a search is not automatically started when the **Search Events for this Account** button is clicked.

To Search by Date Range

1. Populate the **Date Range** fields by entering (or selecting from the pop-up calendar) the beginning and ending dates. To display the pop-up calendar, click on a date field.

2. Click **SEARCH**.

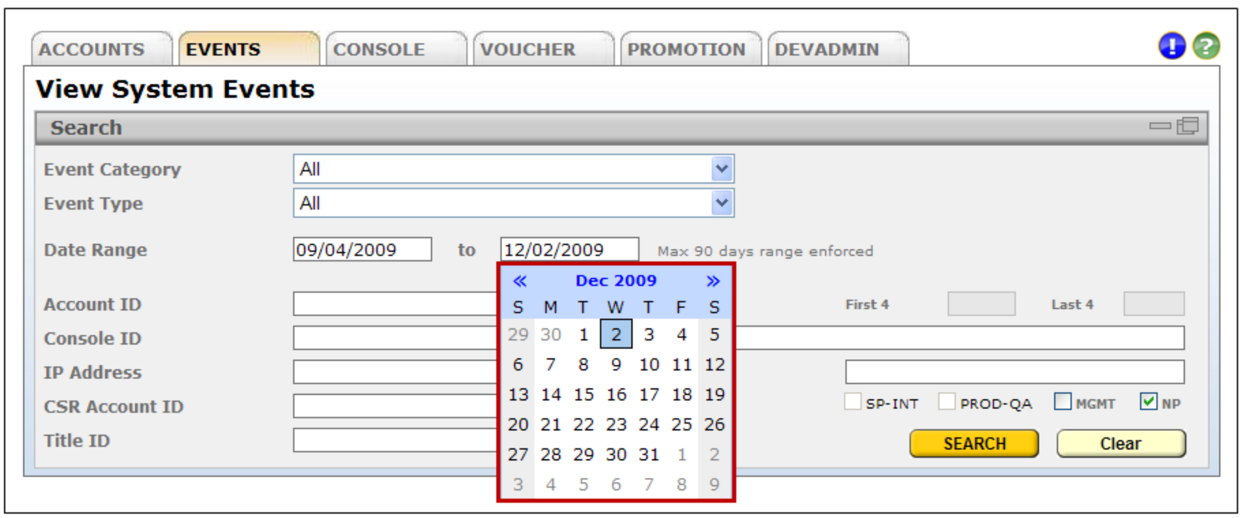


Figure 5: Pop-up Calendar for Date Fields

Section vs. Panel

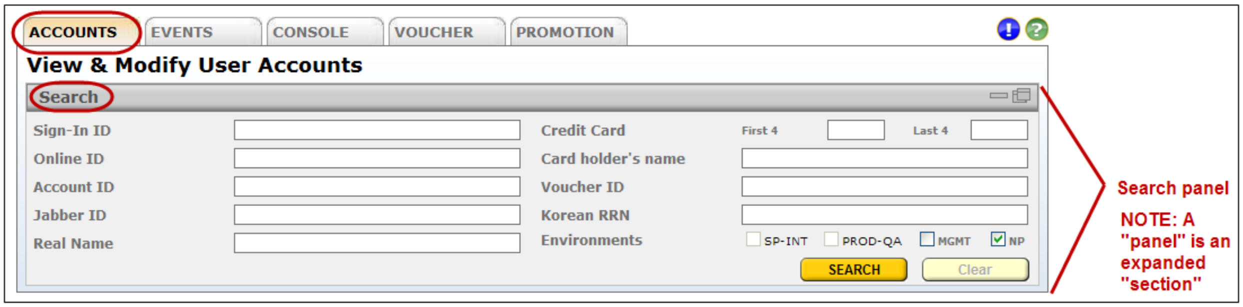


Figure 6: Example of a Panel (expanded Section)

Help Page

The **Help** page provides information about the current NCST release, including changes since the last release, as well as links to the NCST user manual, which are provided in MS Word and PDF formats. The **Help** page is now password protected.

To access the **Help** page, click the button on the upper right corner of the NCST UI.

Figure 7: News and Help Buttons

News Page

A **News** page has been added to NCST, providing useful information including:

- Software updates and work-arounds.
- Any changes to the user manual.
- Additional support information, such as FAQs.
- Acknowledgment of user feedback about suggested NCST improvements.

The **News** button appears **blue** if the current **News** page has not been viewed, and changes to **green** the next time the user signs-in.

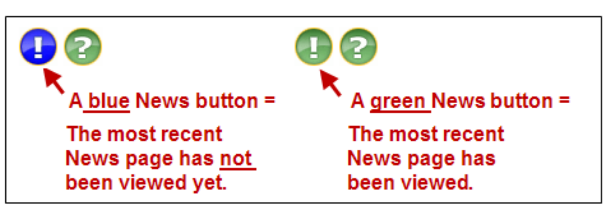


Figure 8: News button - 2 States

To access the **News** page, click the button on the upper right corner of the NCST UI.

Tabs

Depending on your roles and permissions, you will see up to 7 NCST tabs, the first 5 of which can be seen by most users (see **Figure 9**). A Finance role is required in order to see the CARD Tab, and to see the DEVADMIN tab you must be logged into a non-NP environment (see **Appendix C**).

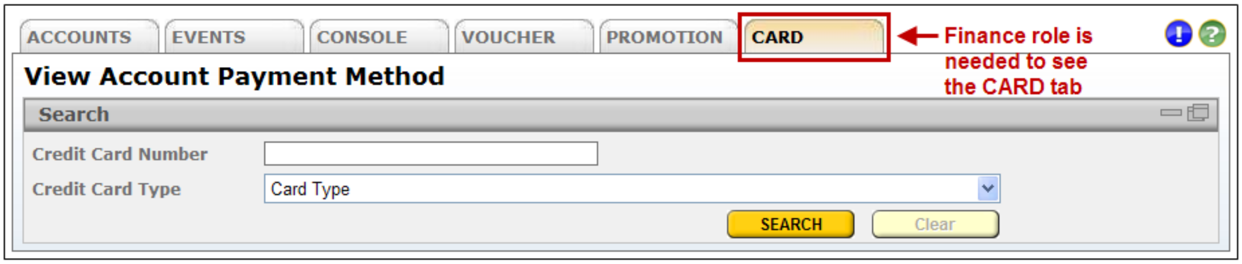


Figure 9: Six NCST UI Tabs

- **ACCOUNTS tab** — Searching for, investigating, and modifying customer account information.
- **EVENTS Tab** — Searching for and auditing events by categories and types, such as password changes.
- **CONSOLE Tab** — Viewing and modifying console information, including setting console status to Suspended, Banned, or Active.
- **VOUCHER Tab** — Searching for individual Voucher IDs and voucher control codes displaying voucher information details, consumption, and cancel functionality. Voucher Operators can see the VOUCHER tab as well as the PROMOTION tab.
- **PROMOTION Tab** — Searching for promotions available to each account (customer).
- **CARD Tab** — Banning or re-activating credit cards without the need for customer account information. A Finance role is required to see and use this tab.
- **DEVADMIN Tab** – This tab can only be seen by users with a link to a non-NP or test environment within NCST. See **Appendix C** for more information.

Window Icons

The icons located at upper right corner of each NCST window (see **Figure 3** above) function much like the icons in Windows® applications.

Table 1: Function of NCST Window Icons

Icon	Name	Function
	Expand/Collapse Button	Minimizes or expands the panel. Clicking on the Expand/Collapse button again will return the panel to its default size.
	Open a Separate Window Button	Opens a new browser **window** containing the information displayed within the current panel.
	Close Window Button	Closes the active panel. **NOTE:** If you changed account information, be sure to click SAVE before clicking the Close Window button. Otherwise your changes will not be saved..
	Pin	Locks the currently selected **panel** (expanded NCST **section**) in its current expanded position, preventing it from closing or auto-collapsing. For example, when selecting Sub Accounts, the current account panel will collapse. Clicking the Pin will keep it expanded.

Signing In

The password/PIN you enter depends on your assigned NCST role.

- Customer Service Operators and Voucher Operators only enter their Navigator account password in the **Password** field. These roles allow access through a Secure Subnet, which does not require a SecurID number.
- All other NCST users must enter their SecurID PIN immediately followed by the SecurID number currently displayed on their **keyfob** device.

Figure 10: Examples of SecurID Number Generators (Keyfob Devices)

To Sign In to NCST

1. Access the NCST system. (A link will be provided to you by management.)

   You will be redirected to the Sign-in dialog.

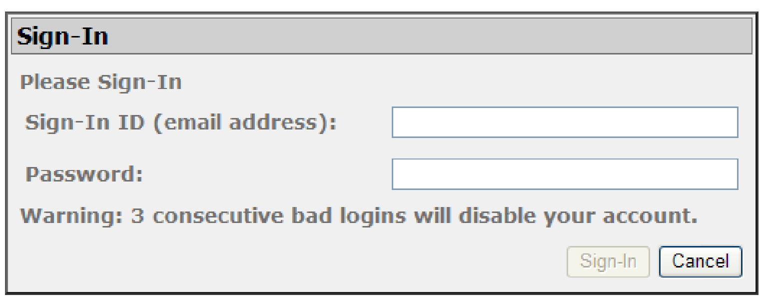


Figure 11: Sign-in Dialog

2. Enter your email address in the **Sign-In ID** field.

   > **Note:**
   > After the first time you successfully sign-in, your Sign-In ID will be entered automatically when you use the same computer.

3. If you are a Customer Service Operator or Voucher Operator: enter your (Navigator account) password in the **Password** field, and click **Sign-In**.
4. If you are a Customer Service Supervisor or Administrator, or if you have a Finance or VINE Admin role: Enter your SecurID PIN, immediately followed by the number currently displayed on your keyfob device. Then click **Sign-In**.

NCST User Roles

There are six NCST user roles that provide varying levels of permissions and functionality. In addition, there are also regional versions of the Operator, Supervisor, and Administrator roles, Such as an SCEA Operator (North America).

- The System Administrator assigns one or more predefined roles to each **User ID**.
- A person with a **User ID** can have more than one role, for example, Administrator and Finance.

Table 2: NCST User Roles, Permissions, and NCST Access

Role	Description of Permissions	Security Access
Operator (CSR - Customer Service Representative)	• Can locate, investigate, and modify account information, events and vouchers. • *Video re-downloads*: An Operator is not permitted to grant a video re-download.	Secure Subnet
Supervisor (CSR - Customer Service Representative)	• Has all Operator privileges, and can suspend, ban (deactivate) and reinstate (re-activate) customer accounts and consoles. • *Video re-downloads*: A Supervisor is not permitted to grant a video re-download.	SecurID
Administrator (CSR - Customer Service Representative)	• Has all Supervisor privileges, and can assign roles, view the CSR's usage history, and search for Korean RRNs. • *Video re-downloads*: An Administrator is permitted to grant one video re-download (maximum). To authorize more than one, a Finance role is required.	SecurID
Finance	• A Finance role is required to make any changes to customer accounts that involve commerce, including all Wallet and credit card transactions, as well as refunds for purchases. • *Video re-downloads*: A Finance role is required to authorize more than one video re-download. • A Finance role is required to collect funds for charge backs, and to search for Korean RRNs. • A Finance role is required to access the **CARDS** tab, which is used for banning or suspending credit cards, or re-activating banned credit cards.	SecurID
Voucher Operator	Can access the **VOUCHER** and **PROMOTION** tabs and update or cancel vouchers.	Secure Subnet
VINE Admin	Manages VINE Events. Only a VINE Admin can see and use information shown on the **ACCOUNTS** and **EVENTS** tabs.	SecurID
Service Center	Third-party service center representatives can access the **CONSOLE** tab to activate banned consoles.	Secure Subnet

Chapter 3 - ACCOUNTS Tab

The **ACCOUNTS** tab contains the fields you will use to locate and manage customer account information.

Searching for Customer Account Information

Before you can investigate or resolve an issue based on a customer request, you have to locate and open the account.

To Search for Customer Account Information

1. Enter the appropriate customer information for any one of the search fields shown in **Figure 12** below.

> **Note:**
> You can perform wildcard searches on the **Sign-In ID** or **Online ID** fields. You must enter at least the first 3 letters, followed by an asterisk (*****). For example, you can enter **smi*** -- for **Smith**. <u>Searches are not case sensitive</u>.

2. Click **SEARCH**.

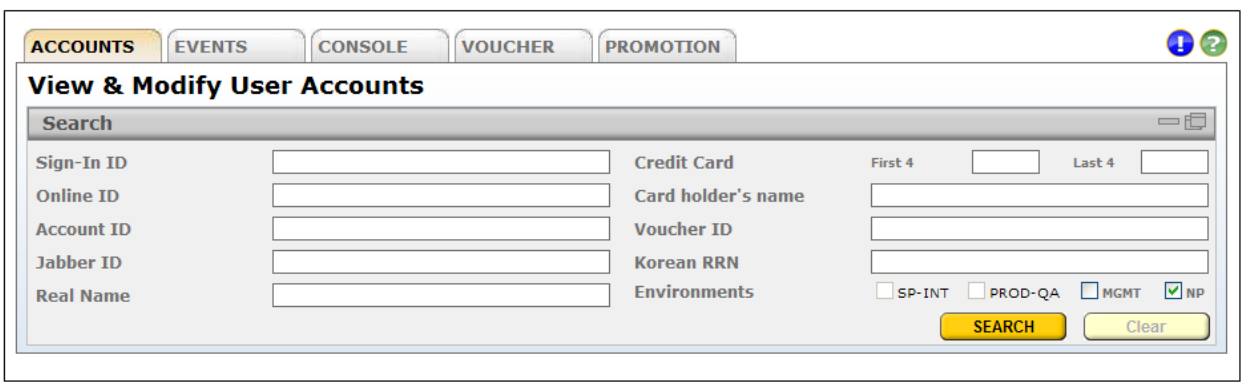


Figure 12: ACCOUNTS Tab with Search Panel

Note:

When performing a Search, the most recent data usually displays within a few seconds. In some cases, however, recent changes may not be viewable for up to 10 minutes.
This delay, which has been present for all NCST versions, is due the time lag in updating the NCST data warehouse, where some of the NCST data is stored. A delay can occur when performing:

- A wildcard search on the **Sign-In ID** or **Online ID** fields.
- A search on the Jabber ID, Real Name, Credit Card, Cardholder's Name,
- Voucher ID, or Korean RRN fields.

The following fields can be used to search for customer account information:

Table 3: Customer Accounts Search Fields

Search Parameter	Description
Sign-In ID	Unique email address that the customer used upon registering the account. Most of the time, the customer will provide you with a Sign-In ID for quick and easy location of the account.
Online ID	Name chosen by the PlayStation user that may be displayed in chat, friend lists and public community areas. Also known as a *PlayStation® Handle*.
Account ID	Identification number assigned to the customer account upon creation.
Jabber ID	Online **handle** used for the Roadster service.
Real Name	The customer's actual first and last name. Spaces between first and last names (for example: "Jo Ann Smith") are permitted.
Credit Card	The credit card **span** (first four and last four digits) associated with the customer account. **Note:** Only one credit card can be associated with an account, however, the same credit card can be associated with multiple accounts.
Cardholder's Name	First and last name as it appears on the credit card associated with the account.
Voucher ID	Search for vouchers that a user may have assigned to their account.
Korean RRN	Finance and Admins can search for RRNs. This feature is for SCEK (Korean) users.
Environments	These check-boxes display the environment(s) that are associated with a customer account (SP-INT, PROD-QA, MGMT, LIVE NP).
Wildcard Searches	When searching for a Sign-In ID, or Online ID, you may conduct a wildcard search. NCST allows for you to conduct wildcard searches using an asterisk (*) and is only allowed as a suffix. You must put a minimum of three characters before the asterick. Example: *pvenut** will display all customer account information beginning with *pvenut*.

Wild Card Searches

The results of a “wild card” search, and all accounts associated with it, display in the **Matching Accounts** panel beneath the main search screen. Once the search results display, you can click the desired account to display all information pertaining to that account.

You can sort the search results by clicking on the ***Sign-In ID***, ***Online ID***, or ***Last Name*** column headers. Searches return 50 results at a time. If there are more than 50 entries in the search results, the list dynamically refreshes and displays the next group of items when you scroll to the bottom of the list.

Matching Accounts

When more than one account meets your search parameters (such as a wild card search) a **Matching Accounts** section displays, as shown below.

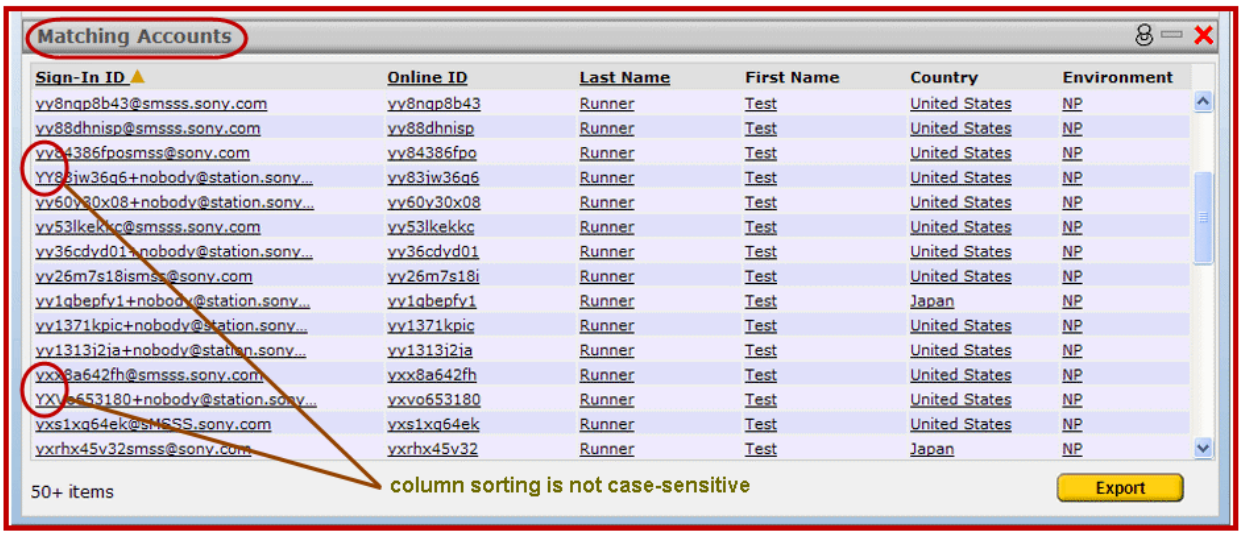


Figure 13: Matching Accounts

> **Note: (New for NCST 3.9.0)**
>
> Sorting columns in the Matching Accounts section is no longer case-sensitive.

Master and Sub-Accounts

There are two types of accounts within the PlayStation® Network, **master accounts** and **sub-accounts**. Master accounts are the main accounts to which sub-accounts are associated. For that reason, a Master account can be described as the "parent," and sub-accounts as the "children." For an example of a master and sub-account, see **Figure 14** below.

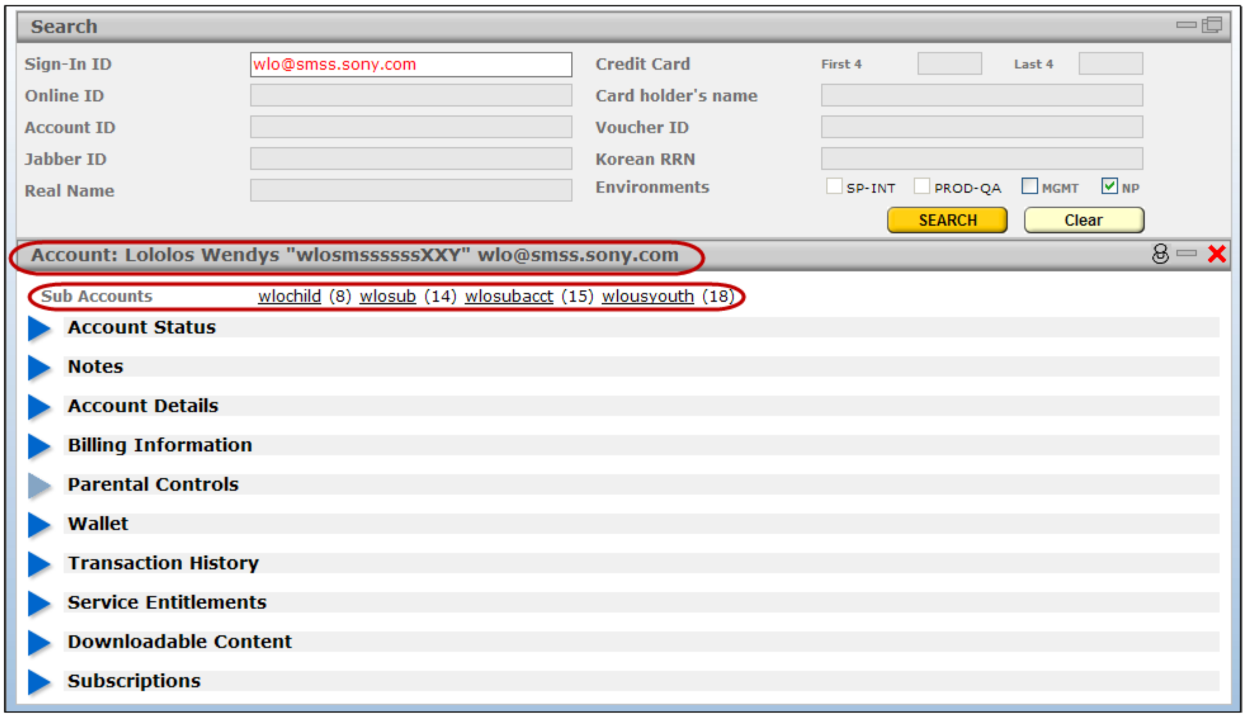


Figure 14: Accounts Search Window – Master Account and Sub Accounts

- A Master (parent) account can have multiple sub-accounts (child accounts).
- Master accounts have access to and control over all financial aspects of the associated sub-accounts.
- Master accounts are legally and financially responsible for all actions of the associated sub-accounts.
- There may be up to 6 sub-accounts associated with one master account.

> **Note:**
> You can suspend or ban all sub-accounts associated with a master account.

To find master and sub-accounts in NCST, perform a search using the steps provided in **Searching for Customer Account Information** on page 21.

When a master account displays, a number of links to its sub-accounts are displayed as well. Similarly, when a sub-account is displayed, all links to the master account display. Clicking any of these links opens the account below the account currently displayed.

Account Status Section

When appropriate, you have the option of banning, suspending, or activating a customer's account.

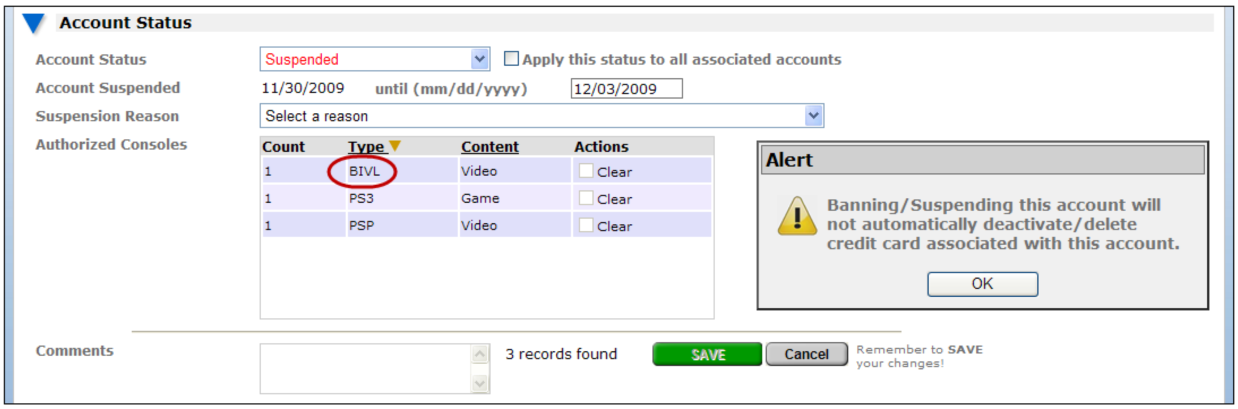


Figure 15: Example of Suspending an Account

A list of conditions for banning or suspending an account is provided in the **Suspension Reason** drop-down menu.

Authorized Consoles is a table with the following columns:

- **Count** – For a certain (console/device) **Type**, the number of consoles/devices associated with the selected customer's account
- **Type** – Type of console (device) such as PSP, PS3, and **DUID** devices such as BIVL **(added for NCST 3.9.0)**.
- **Content** – Game, Video etc. **NOTE:** For Comic content, "Video" will appear in the **Content** column.
- **Actions** – Currently, the option to select **Clear**, which clears the binding between the customer's accounts and all consoles of the selected type

Banning an account halts all account privileges for a customer until a CSR activates the account. A banned account prevents the customer from engaging in any account activities, which includes using consoles and purchasing any SKUs or services.

Suspending an account halts all account privileges for a specified time period. A suspended account automatically re-activates when the suspension period ends (pre-set date).

To Clear Authorized Consoles

1. Select the **Clear** check-box in the **Actions** column next to the console type(s) that you wish to clear.

> **Note:**
> When **Clear** is selected for a given (Console) **Type** and **Content** (type), that console/ content type will be cleared for the customer's account. See **Figure 15**.

2. Enter a brief explanation in the **Comments** field about why you are clearing the console type(s). This is required.
3. Click **SAVE**.

To Suspend or Ban a Customer Account

> **Note:**
> When you suspend or ban an account, the credit card associated with the account will not be automatically deactivated or deleted (as noted in the **Alert** pop-up window shown in **Figure 15** on the previous page).

1. Expand the **Account Status** section and select **Suspended** or **Banned**.

   An Alert message displays
2. Click **OK**.

> **Note:**
> - To re-activate a banned account, select **Active** from the **Account Status** drop-down menu.
> - You do not need to re-activate a suspended account. Suspended accounts automatically become active when the suspension period ends.

3. If applicable, select **Apply this status to all associated accounts**.
4. If you are suspending the account, the **Account Suspended** starting date is set automatically to the current date. Enter the ending date in the appropriate format for your selected language.
   - For US English the date format is (**mm/dd/yyyy**).
   - For UK English and European languages the date format is (**dd/mm/yyyy**).
   - For Japanese the date format is (**yyyy/mm/dd**).
   - You can also use the pop-up calendar to select the ending date.

   The **SAVE** button displays.
5. From the **Suspension Reason** drop-down menu, select a reason for banning or suspending the account.

6. Enter a reason why you are suspending or banning the account in the **Comments** field. This is required.

7. Click **SAVE**.

Notes Section

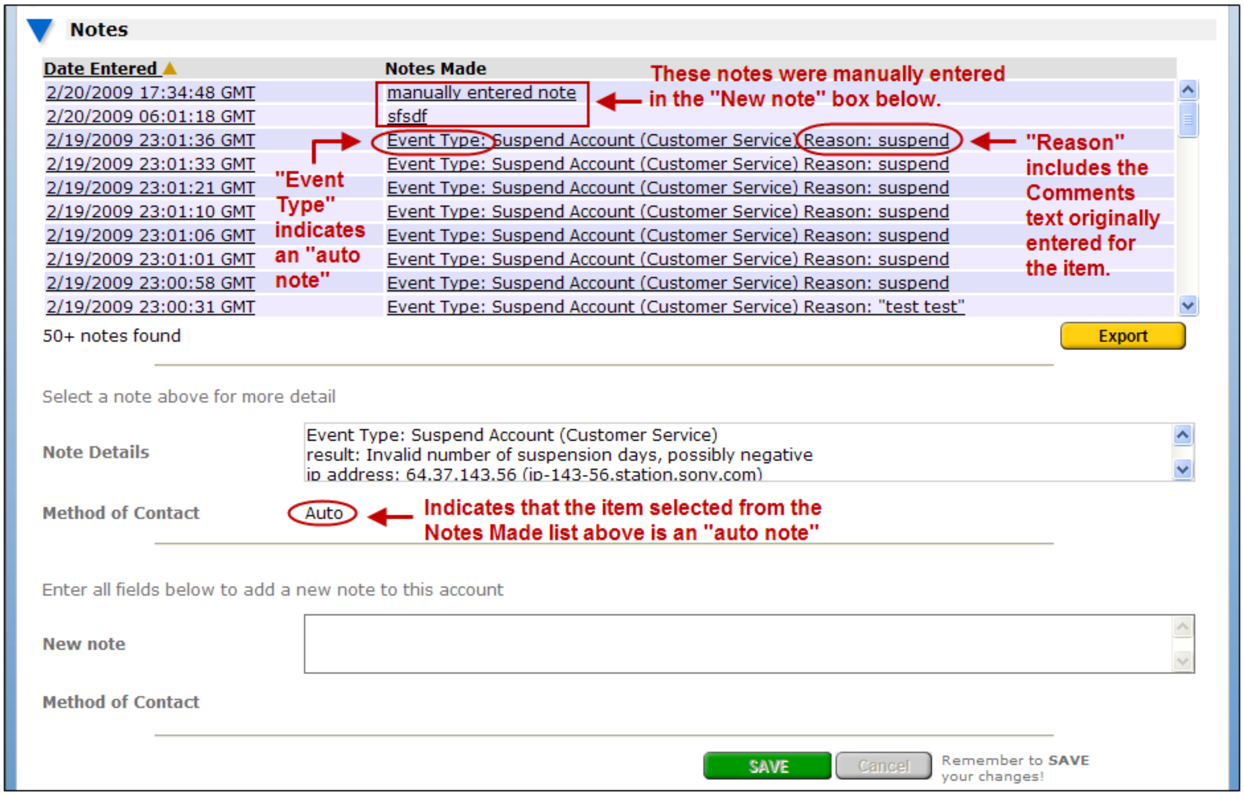


Figure 16: Notes Panel

All notes are listed in the **Notes Made** list, and details about each selected note appear in the scrollable **Note Details** box. Two types of notes are listed under **Notes Made**:

- **Auto-note** – A note is added automatically to the **Notes** section for each account operation that requires **Comments** text to be entered.
    - In the **Notes Made** list, auto-notes can be identified by including an event **Event Type** label, while manual notes do not include an **Event Type**.
    - The **Method of Contact** shown for each auto-note is "Auto."

NOTE:

For each auto-note, much of same text that is listed in the **Note Details** section under the **ACCOUNTS tab** also appears as account-related **Event Details** under the **EVENTS** tab.

- **Manually-entered note** – Each of these notes is entered manually in the **New note** box, and the **Method of Contact** needs to be selected from the drop-down box on the bottom of the **Notes** panel. For details, see the procedure below.

To Manually Add a Note to a Customer Account

1. Expand the **Notes** section, and then enter your desired note information in the **New note** box.
2. Select a **Method of Contact** (customer's communication preference) from the drop-down menu:
   - Email
   - Phone
   - Chat
   - Regular mail
   - FAX
   - Face to face
   - Other
3. Click **SAVE**. The new note will be added to the **Notes Made** list.

Account Details Section

The **Account Details** section is where you view customer account information. The ability to modify account information is based on permissions assigned to each user role.

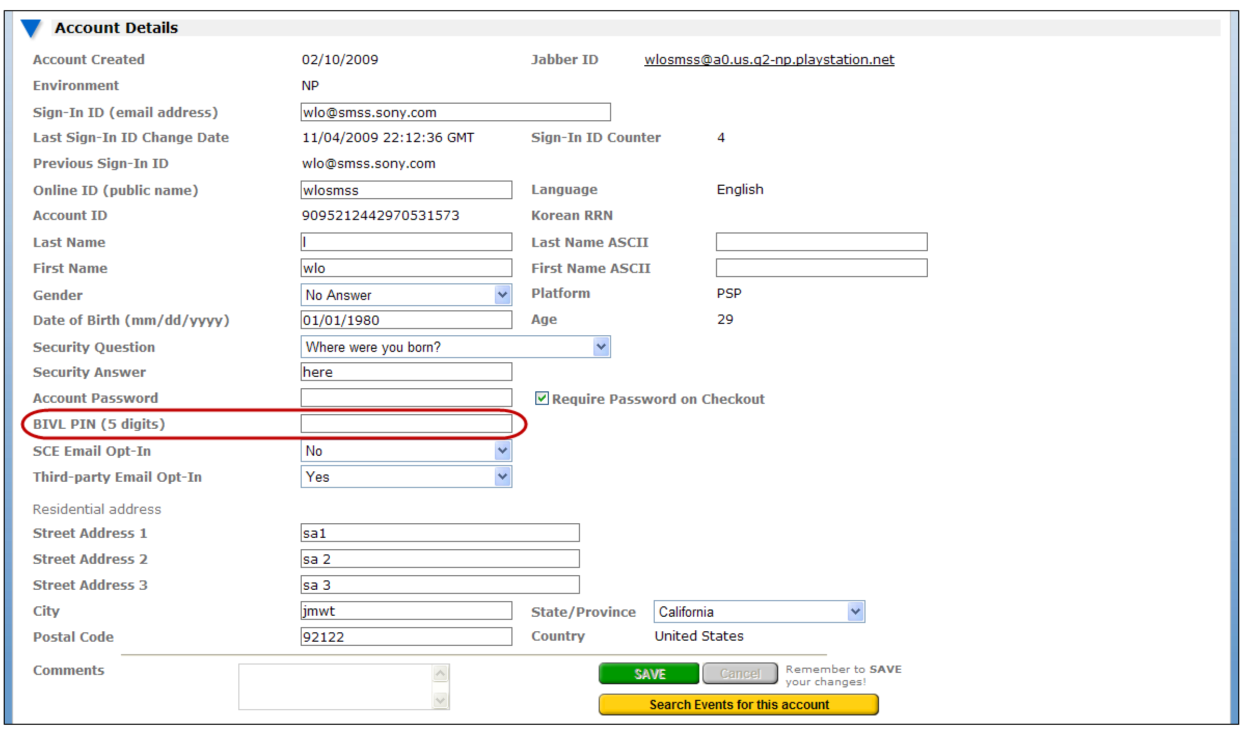


Figure 17: Account Details Panel

The following information is located in the **Account Details** section.

Table 4: Fields for the Account Details Section

Field	Description
Account Created Date	Date the account was created. This field cannot be modified.
Jabber ID	Opens the Roadster Service. The sign-in ID includes the environment of the user's account.
Environment	The NCST environments: SP-INT, PROD-QA, MGMT, or LIVE (NP). **Note**: Management typically provides most NCST users a sign-in link to LIVE (NP), but may provide access to other NCST environments as well.
Sign-In ID	The Sign-in ID assigned to the account. This is the email address provided by the customer.
Last Sign-In Change Date	The last date the Sign-In ID was changed.
Sign-In ID Counter	This number indicates how many times a user has changed the Sign-In ID.
Previous Sign-In ID	The previous Sign-In ID that was used before the current Sign-In ID.
Online ID (public name)	The online ID assigned to the account.
Note: When updating either the **Sign-In ID** or **Online ID** fields, you cannot make changes to other fields within the section until you save the modification.	
Account ID	Account identification number. This field cannot be modified.
Language	The language that was used to create the account.
Korean RRN	Used exclusively by SCEK displaying the Resident Registration Number (RRN). Only users with SCEK permissions can modify this field. The RNN is the Korean ID number that is similar to the US Social Security number.
Last Name	Customer's surname.
Last Name ASCII	Used by SCEJ, SCEK, and SCEH. This optional field is used to enter a customer name in American standard characters for easy phonetic representation.
First Name	Customer's first name.
First Name ASCII	Used by SCEJ, SCEK, and SCEH only. This optional field is used to enter a customer name in American standard characters for easy phonetic representation.
Gender	Customer's gender. Options include: Male, Female, or No Answer.
Platform	PS3, PSP, or PC. This is the console that was used to create the account. It cannot be changed for an existing account.
Date of Birth	Customer's birth date.
Age	Age of the account holder. This field cannot be modified.
Security Question	Question to be asked of customer to verify identification.
Security Answer	Answer that must be provided by customer to verify identification.

Field	Description
Account Password	As shown in **Figure 16**, the password is not visible. If a customer asks you to change their password, the **Account Password** field will appear blank after you complete the password change. **Note:** There are new rules for passwords. The customer's password must: • Contain at least six characters • Contain at least one letter and one number • Not contain any character used more than two times in a row • Not match the Sign-In ID • Not match the Online ID
BIVL PIN	**(New for NCST 3.9.0)** The 5-digit numerical PIN for each customer who has a BIVL device. If a customer asks you to change their PIN, the **BIVL PIN** field will appear blank after you complete the PIN change.
SCE Email Opt-In	Used to manually provide customers with the option to receive, or not receive, email from SCE.
Require Password on Checkout	Check-box used to indicate if the customer needs to enter their password before checking out of the store. (Checked = active).
Third Party Email Opt-In	Used to provide customers with the option to receive or not receive emails from third parties.
Residential Address Information	Physical address for customer account which includes the country. The country cannot be changed.

Note:

- When modifying customer information, you can click the **Cancel** button to undo the change.
- You must enter an explanation in the **Comments** field whenever you modify a customer account. The Comments field appears only after you make one or more changes to the account.
- While some fields must be changed individually (e.g. **Sign-In ID**), others may be changed as a group (e.g **Last Name** and **First Name**).
- Certain fields will be enabled or disabled (grayed-out) as needed, based on user roles and other factors.
- Make sure to save your changes.

New Ways to Group Account Information

We are continually adding new devices and services to provide our customers new types of entertainment content. As new products become available, account information becomes more complex. In order to manage the information more effectively, dividing it into two main groups is helpful: Basic and Service-Specific, as shown in **Table 5** below.

Keep in mind that the customer will never see their account information divided like this. These two groups of account attributes are used strictly to help manage account information.

Table 5: Basic vs. Service-Specific Account Information

Type of Account information	Item of Account Information (field)	PSN Service (PlayStation)	Qriocity On Demand Service (BIVL)
BASIC ACCOUNT INFORMATION	Email	X	X
	Date of Birth	X	X
	Country	X	X
	State	X	X
	Language	X	X
	Password	X	X
	Gender	X	X
SERVICE–SPECIFIC ACCOUNT INFORMATION	PIN (5 digits)		X
	Residential Address	X	
	Name (First and Last)	X	
	Online ID	X	
	Security Question/Answer	X	
	Billing Information (several fields)	$ *	$ *

* Billing information is only required to make purchases.

Link to Roadster

The link to Roadster is located in the **Account Details section**, and appears as the **Jabber ID**. Roadster opens when you click **Jabber ID**.

> **Note:**
> **Jabber ID** is not displayed for some environments (SP-INT and MGMT) because these are not configured for Roadster.

See **Appendix A - Roles and Privileges** for a detailed list of NCST roles and privileges.

Billing Information Section

The Billing Information section is where you view credit card information and billing address for a customer account.

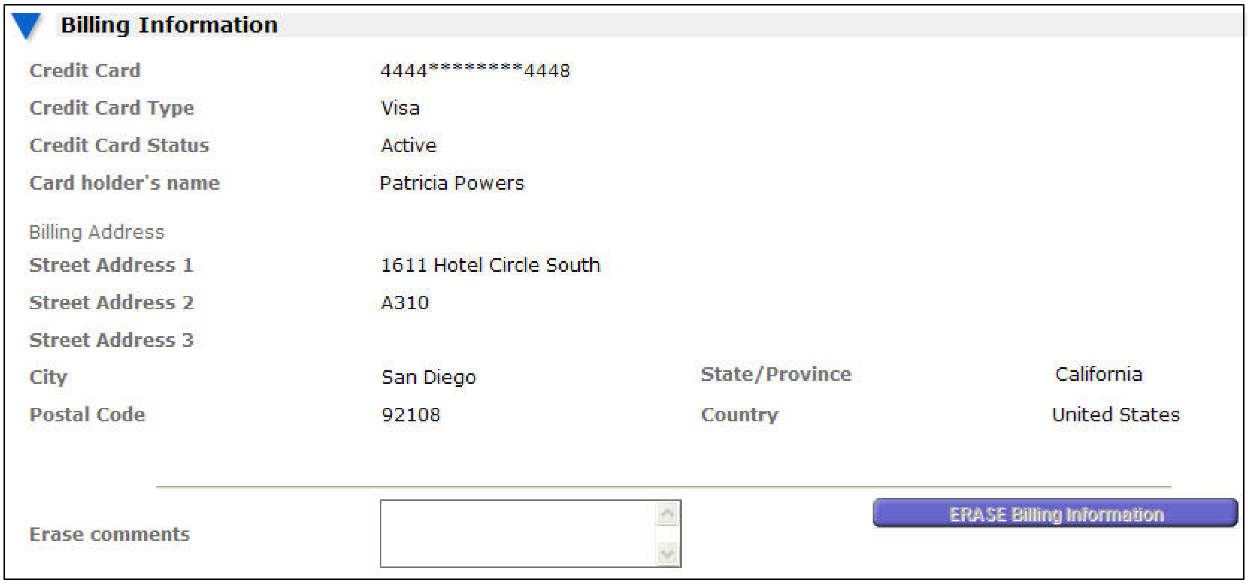


Figure 18: Billing Information Panel

> **Note:**
> The Billing Information fields will be empty if the customer has not entered billing information when they set up their account, or if billing information has been erased by a CSR.

The information in the **Billing Information** section is typically used for account verification purposes, and includes the following information:

Table 6: Billing Information Fields

Column Heading	Sortable?	Description
Credit Card	Yes	Account number as it appears on the customer's credit card. *This field cannot be modified.* **Note**: The first four and the last four digits display, not the entire credit card number.
Credit Card Type	Yes	Credit card type. This field cannot be modified.
Credit Card Status	Yes	The current status of the selected credit card. Only one of two possible values display: *active* or *banned*. This field cannot be modified.
Cardholder's Name	Yes	Name of the cardholder as it appears on the credit card. This field cannot be modified.
Billing Address	Yes	Mailing address for the account. Only the **Country** field cannot be modified.
Erase Comments	Yes	Text field for describing why the customer's billing information is being erased. This is a required field.

Erasing Billing Information

The **ERASE Billing Information** button erases all current billing information for the selected account. However, it does not erase the associated transaction history. To erase billing information, you must enter an explanation in the **Erase Comments** field to activate the **ERASE Billing Information** button.

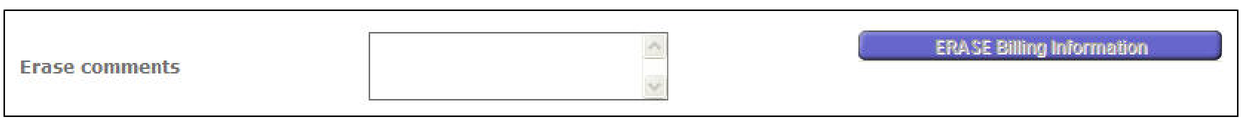


Figure 19: Erase Billing Information

Note:

The customer's credit card and billing information is deleted immediately when you click **ERASE Billing Information**.

To Erase a Customer's Billing information

1. Enter an explanation in the **Erase comments** field about why the customer's billing information is being erased (required).
2. Click ERASE Billing Information.

Parental Controls Section

The Parental Controls section is where you view and modify limits or restrictions set upon a sub-account from the master account owner. The Parental Controls section is not expandable unless you are viewing the sub-account.

Note:

- A master account may have up to six associated sub- accounts, and each can have different Parental Control settings.
- The **Monthly Spending Amount** dropdown in the **Parental Controls** section is disabled for **registration-only-country accounts** (for customers who registered in countries that do not have a PSN store).

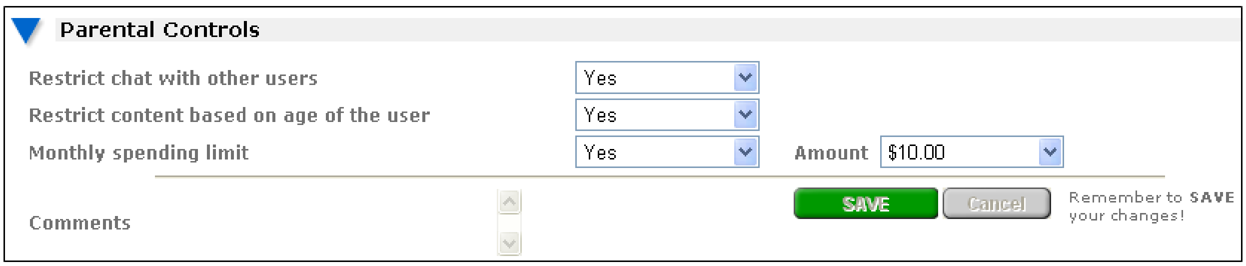


Figure 20: Parental Controls Panel

The **Parental Controls** section includes the following information:

Table 7: Parental Controls Fields

Field	Description
Chat with other users	Enables the ability for the Sub Account to chat with other users. The options are **Yes** and **No**.
Restrict content based on age of user	Restricts content based on the age of the Sub Account User. The options are **Yes** and **No**.
Monthly spending limit	Flag that allows Master Account owners to identify and set a monthly monetary amount that a Sub Account is allowed to consume. The amount must be entered into the field in the currency of the accounts country. The **Monthly spending limit** option must be set to **Yes** to enable the Monthly spending limit amount field.
Comments	Text field for describing the reason provided by the customer for their parental control preferences. This is a required field.

To Set Parental Controls

1. Modify **Parental Controls** settings as required.
2. Enter an explanation in the **Comments** field (required). This field displays only after you make one or more changes to the Parental Controls.
3. Click SAVE to retain your changes.

Wallet Section

The Wallet section provides information about funds in a customer account available for purchasing subscriptions, SKUs, downloads, or other Sony services. The Wallet allows you to add funds, remove funds, and enable **Automatic Wallet Refill** (through an associated credit card), or consume a PlayStation® game card (voucher) and apply it towards the customer's wallet.

> **Note:**
> Having a Finance role is required in order to change **Wallet** settings.

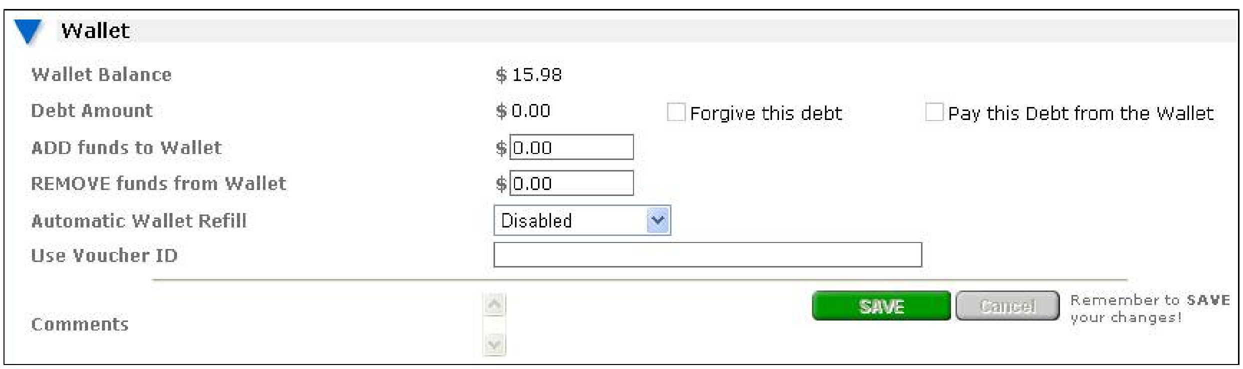


Figure 21: Wallet Section

Table 8: Fields for the Wallet Section

Field	Description
Wallet Balance	Amount of currency remaining within the customer's wallet.
Debt Amount	Amount of debt (negative balance) in a customer's wallet. For example, a debt can occur after a customer purchases an online game, and the credit card company refuses to pay for some reason.
Forgive this debt	Forgive the specified debt amount without charging the customer's wallet.
Pay this Debt from the Wallet	Charges the specified debit amount to the customer's wallet.
ADD funds to Wallet	Adds funds to the customer's wallet by manually entering the requested amount via the ADD field.

Field	Description
REMOVE funds from Wallet	Removes funds from a customer's wallet by manually entering the requested amount into the REMOVE field.
Automatic Wallet Refill	Enables or disables the ability for funds to automatically be added to a customer's wallet using the credit card associated with the customer's account. You must choose Enabled or Disabled from the drop-down menu.
Use Voucher ID	Consumes a game card for the customer upon request.
Comments	Text field for describing actions pertaining to the customer's Wallet. This is a required field.

To Change Wallet Information

1. As appropriate, select the **Forgive this debt** or the **Pay this debt from the Wallet** check-box.
2. As required, enter the appropriate amount into the **ADD funds to the wallet** or the **REMOVE funds from the Wallet** field.
3. The **Automatic Wallet Refill** field shows whether the customer opted to have their Wallet automatically replenished with funds from their credit card when their Wallet reaches a zero balance. If the **Automatic Wallet Refill** option is activated, the next time the customer makes a purchase with a Wallet balance of zero, the purchase amount will be automatically charged to the credit card associated with the customer account.
4. If applicable, you can enter a Voucher ID in the **Use Voucher ID** field. This adds the monetary value of the voucher to the Wallet.
5. Enter an explanation about the changes made to the customer's Wallet information in the **Comments** field (required).
6. Click **SAVE**.

Transaction History Section

The **Transaction History** section is where you view all financial events pertaining to a customer account. When you expand the section, the transaction history automatically populates.

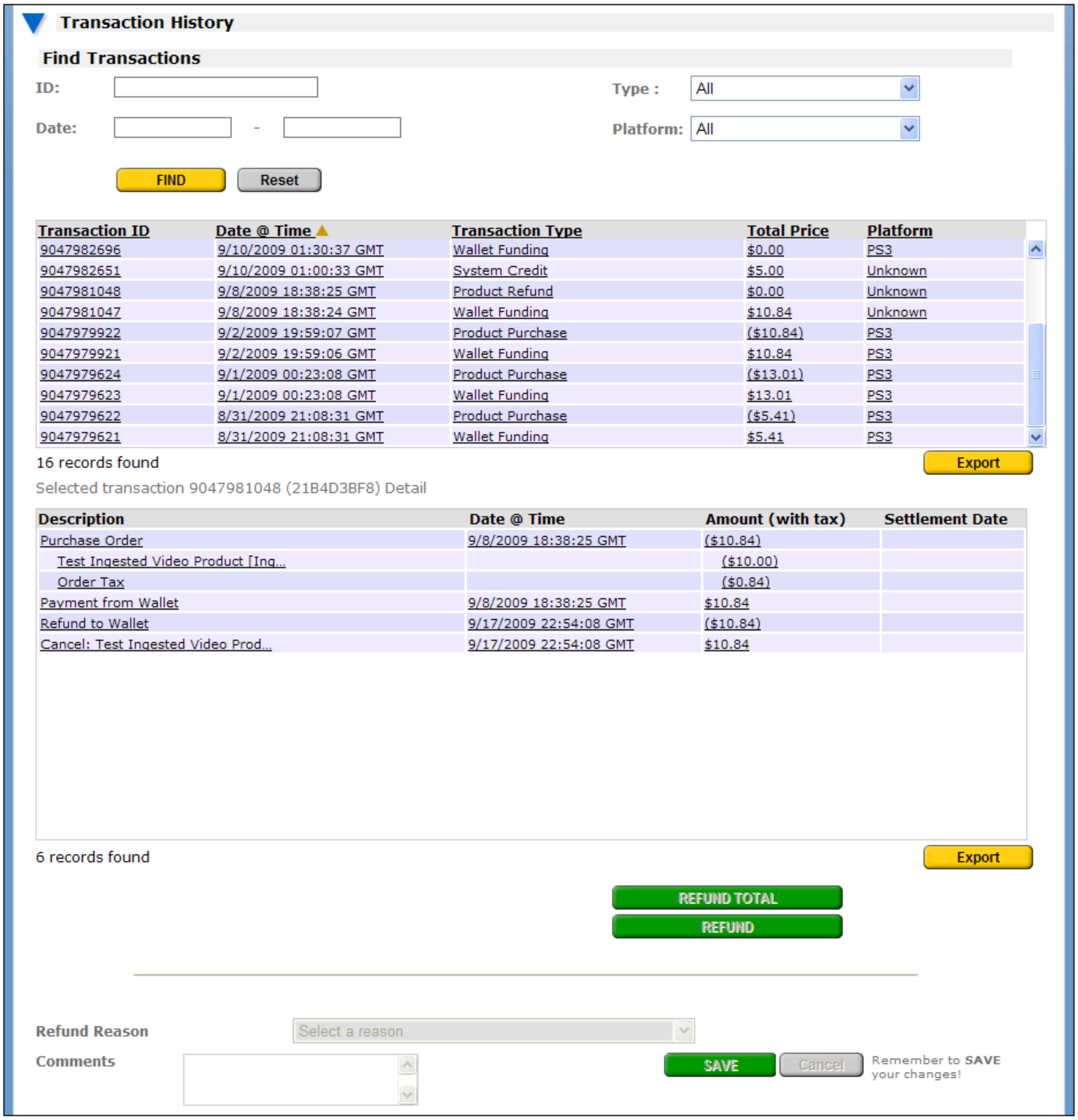
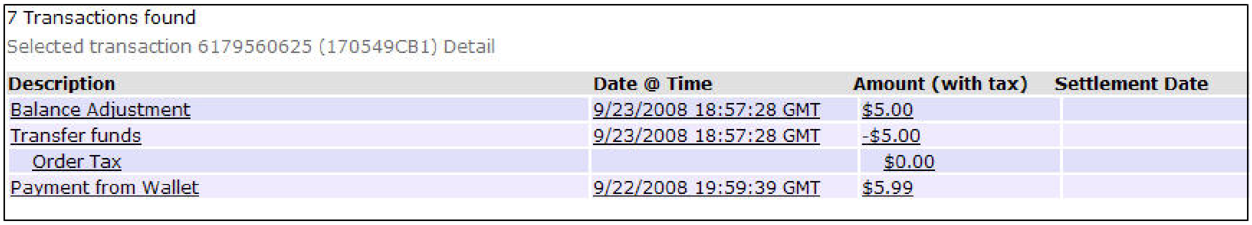


Figure 22: Transaction History Section

You can sort search results by clicking on the **Transaction**, **Date @ Time**, **Transaction Description**, **Total Price**, and **Platform** fields. See *Transaction Filtering* on the next page for more information.

To view specific information regarding a transaction, clicking on that transaction will display the **Transaction Details** for that transaction, including all line item purchases, deposits and refunds.


7 Transactions found

Selected transaction 6179560625 (170549CB1) Detail

Description	Date @ Time	Amount (with tax)	Settlement Date
Balance Adjustment	9/23/2008 18:57:28 GMT	$5.00	
Transfer funds	9/23/2008 18:57:28 GMT	-$5.00	
Order Tax		$0.00	
Payment from Wallet	9/22/2008 19:59:39 GMT	$5.99	

Figure 23: Transaction Detail Section

The **Transaction Detail** section contains the following information:

Table 9: Transaction Detail Columns

Column Heading	Sortable?	Description
Description	No	Breakdown of all line items within that transaction.
Date @ Time	No	Actual date and time that the selected transaction occurred.
Amount (with tax)	No	Total amount of the transaction including any applicable tax charges.
Settlement Date	No	The date the account is settled.

Note:

Where applicable, the **Product Title** is shown in brackets **[ ]** next to the **Product Name**. See **Figure 25** below.

Transaction Filtering

You can filter a customer's transaction history by **Type** of transaction and by **Platform**, as well as by **Date** and **Transaction ID**.

- **Filtering by Type:** You can filter by several different transaction types as shown in **Figure 23** below.

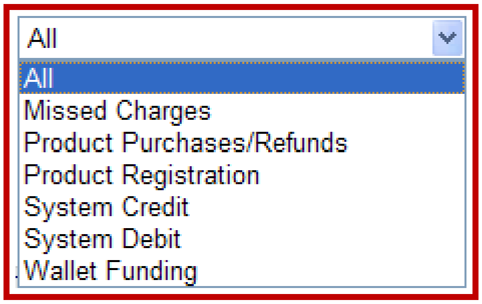


Figure 24: Transaction History Section - Type Filter Drop-down

- **Filtering by Platform:** You can filter by the platform that was used to make do the transaction, such as PSP, PS3, PC, etc.

The **Transaction History** section contains the following Transaction Filtering fields:

Table 10: Transaction Filtering Fields

Field	Description
Transaction ID	Transaction number associated with a specific transaction.
Date @ Time	Date and time the transaction occurred.
(Transaction) Type	This field allows you to filter the customer's transactions by a certain transaction type. See **Figure 22**.
Platform	This field allows you to filter the customer's transactions to find those that were conducted using a selected Platform.

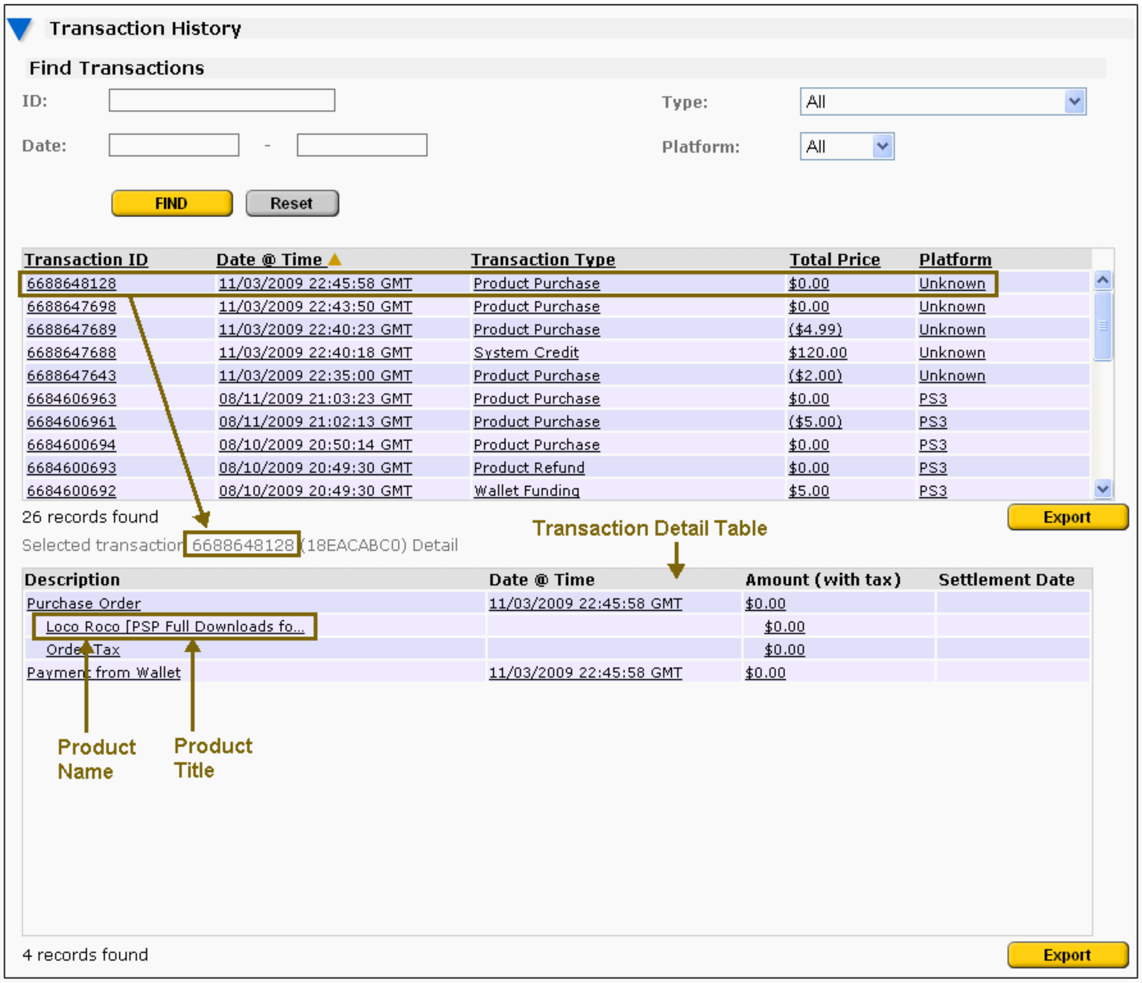


Figure 25: Product Title Shown in Transaction Detail Table

To determine the transaction type, click on each item shown in **Transaction History**. For an example of a Promotion, see **Figure 26** below.

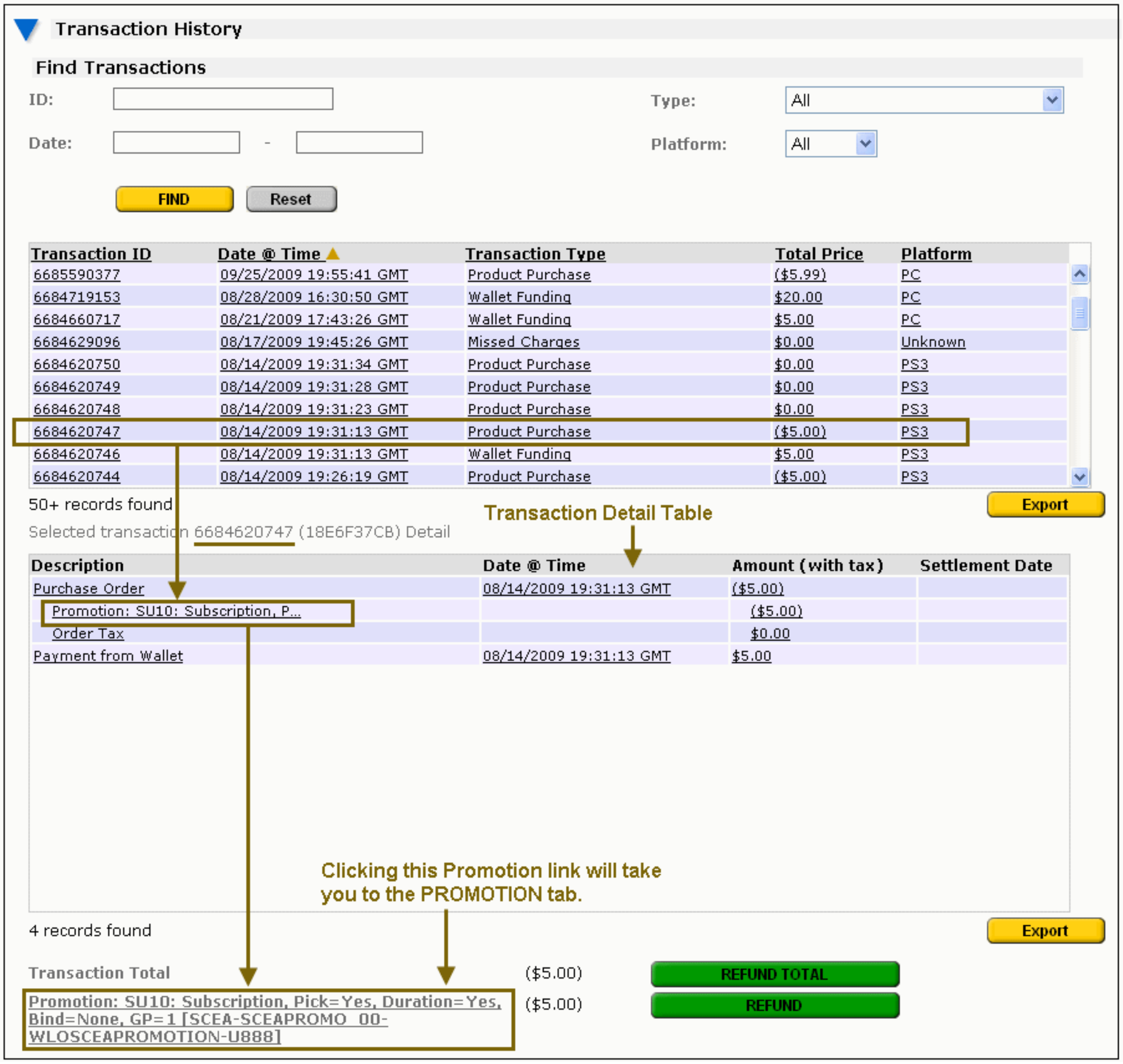


Figure 26: Clicking on a Transaction to See the Purchase Type

For an example of a Reward and a Voucher, see **Figure 27** and **Figure 28** on the next page.

In NCST, a promotion is a type of product.

- In order to determine if a **Product Purchase Transaction** item listed in the Transaction Description column is a Promotion, Reward, or Voucher, click on the item and then look at the Transaction Detail table (see **Figure 26** above).
- For a promotion, to view any associated rewards, click on the promotion link (displayed under **Transaction Total** in the illustration above). This will take you to the **PROMOTION** tab.

> **Note:**
>
> A purchased Promotion can be refunded, but not an individual Reward. When a promotion with reward(s) is selected from Transaction Detail table, and a reward is selected, the **REFUND** button is disabled.

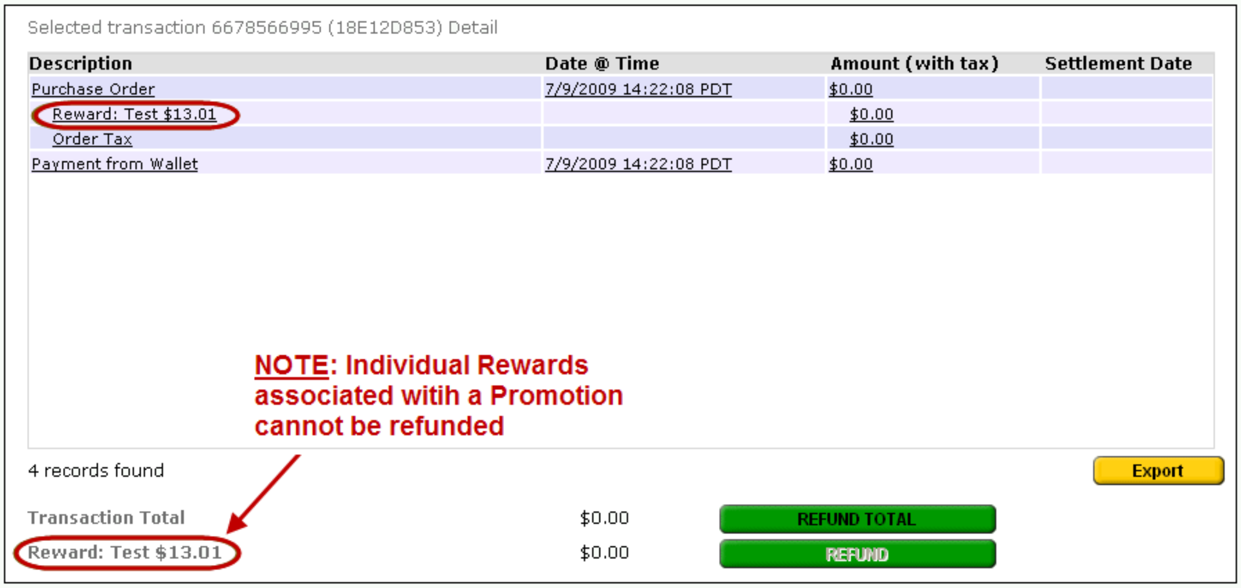


Figure 27: Transaction History - Reward Example

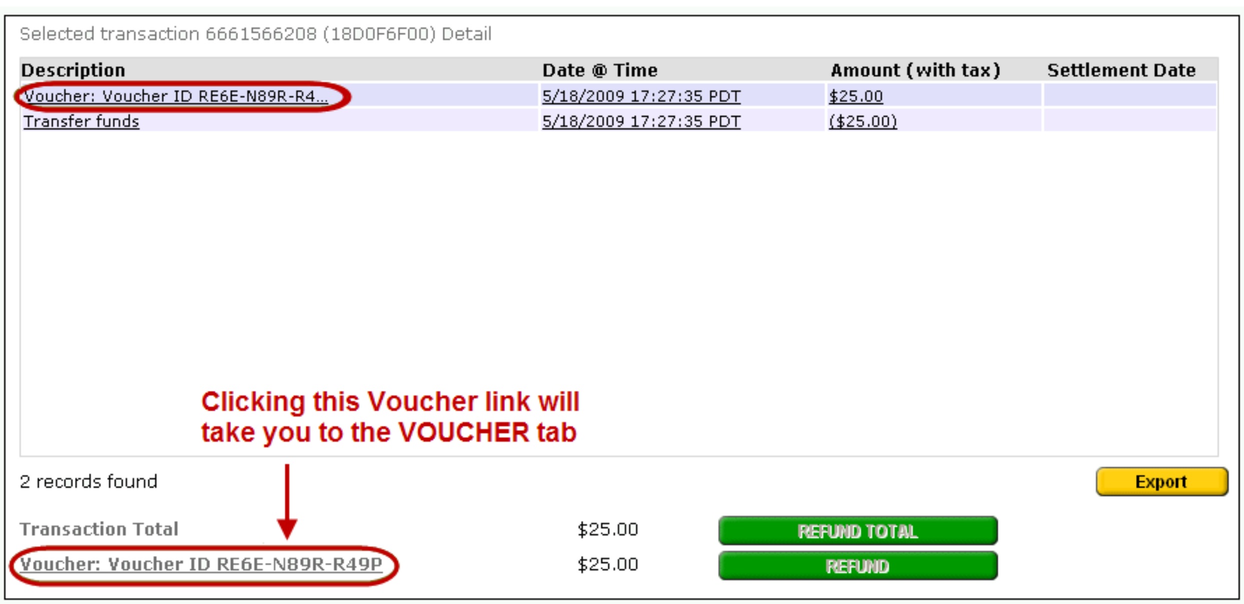


Figure 28: Transaction History - Voucher Example

Processing Refunds

The **Refund Total** button allows you to refund the total amount of the invoice viewed within the **Invoice Details** box.

To Process a Refund

1. From the **Transaction History** section, select the desired transaction from the list of transactions.

2. Click the desired order to populate the **Transaction Total** field. A description of the order displays in the **Invoice Details** panel.

   Completing the **Transaction Total** and **Product SKU** fields ensures that the correct transaction is selected for the refund.

3. As required, Click **REFUND** or **REFUND TOTAL**.

   - To do a "partial refund" for a single item, you click on that item and then click **REFUND**.
   - To refund a transaction containing multiple products, or to refund a Promotion, select the transaction and then click **REFUND TOTAL**.

   Note:

   - An Individual reward associated with a promotion cannot be refunded.
   - When a transaction with a reward is selected, **REFUND TOTAL** remains enabled, and **REFUND** is disabled.

4. Select a **Refund Reason** from the drop-down menu and add a brief explanation in the **Comments** field (required).

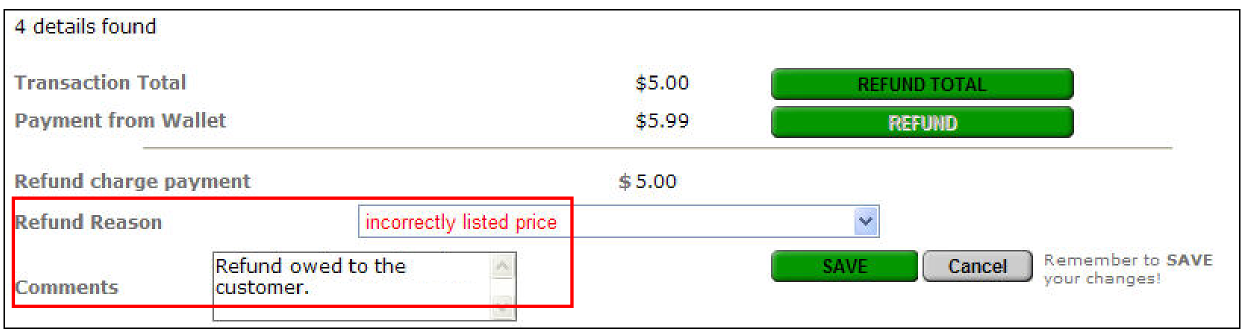


Figure 29: Refund Reason and Comments Fields

5. Click **SAVE**.

   Note:

   - A refunded item will show a renewal date (when the product was refunded). This is an indicator for CSRs that a product has expired/been refunded.
   - After an item has been refunded, it is displayed as "**Refunded**" in the Transaction Detail list, and as "**Canceled**" in the Invoice section.
   - After an item is refunded, it is dropped from the customer's download list, or in some cases, the sub-account is canceled.

Service Entitlements Section

An **entitlement** is an attribute of a customer account that indicates whether the customer is authorized to use specific game content.

This section allows you to view service entitlement information by selecting a service from the drop-down menu. For example, *Pixies* will be a selection in the **Service** drop-down menu because Service Entitlements have been purchased for the game. Selecting the game from the drop-down menu will populate the panel with all Service Entitlements purchased for *Pixies*.

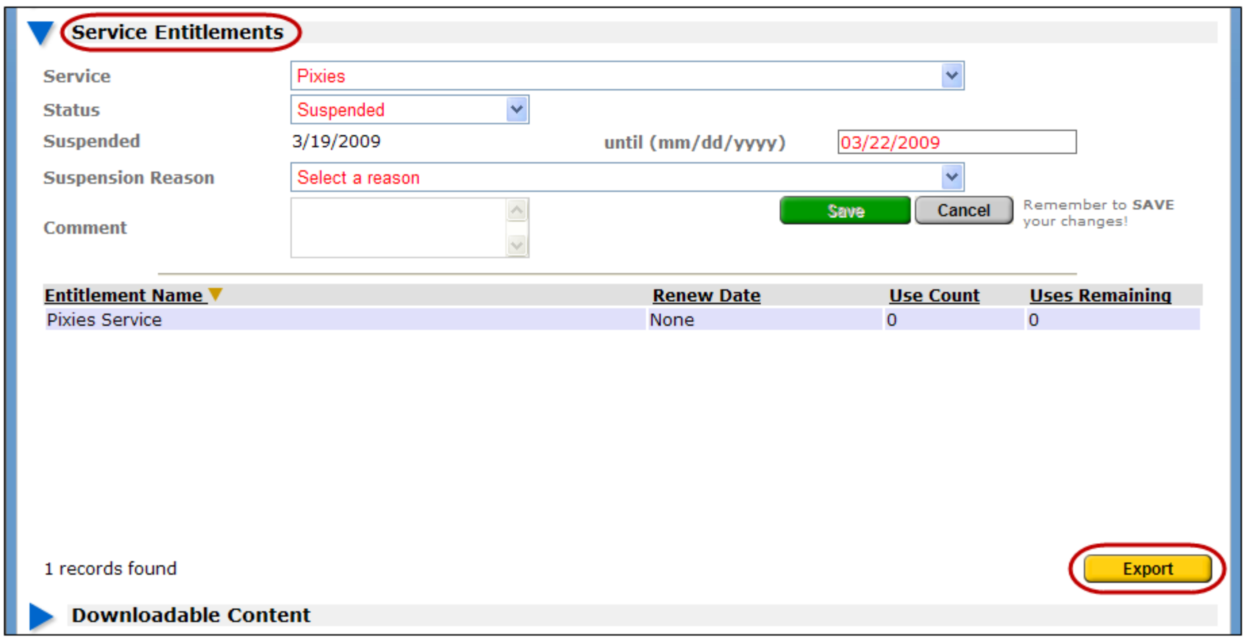


Figure 30: Service Entitlements Panel

The **Service Entitlements** section includes the following information:

Table 11: Service Entitlement Fields

Field	Description
Service	Name of the service. For example, *Field Commander Map Pack 1*. **Note**: Promotions can be listed under **Service**.
Status	Using the Status drop-down menu, it is now possible to ban or suspend a **Service**, except for a Promotion, which cannot be banned or suspended.
Suspended (From the current date **until** ending date (**mm/dd/yyyy**)	The start and end dates of the suspension period. (Does not apply to a banned service entitlement.)
Suspension Reason	Drop-down menu of reasons for the suspension or ban.
Comment	Notes about why the service entitlement was suspended or banned. This is a required field.

The Service Entitlements details table has the following column headings:

Table 12: Column Headings for Service Entitlements Details Table

Field	Description
Entitlement Name	Name of the entitlement associated with a given service. For example, Field Commander Map Pack 1.
Renew Date	Date by which the entitlement must be repurchased or it will no longer be available for use.
Use Count	Number of times the entitlement is available for use. Some entitlements may contain a finite number of uses. For Promotions, **Use Count** refers to the number of SKUs that were chosen from a Reward pool.
Uses Remaining	Balance of the number of times the entitlement may be used before expiration. For Promotions, **Uses Remaining** refers to the number of SKUs in a Reward pool that are still available to the selected customer.

You can sort **Service Entitlements** results by clicking the **Entitlement Name**, **Renew Date**, **Use Count**, or **Uses Remaining** column headers. If the amount in the list is more than 50 items, the list dynamically refreshes to display the next set in the table when you scroll to the bottom of the list.

Downloadable Content Section

The **Downloadable Content** section allows you to view what **DRM** (Digital Rights Management) content that the customer has purchased and downloaded. This section includes Game, Video, and Comic downloadable content.

- **Downloadable content –** This content is also referred to as DRM content. After purchasing the rights, the customer can generally use the content on up to a maximum of five consoles. DRM content consists of encrypted files that can be copied across media, but can only be used on a console that the customer has registered in the NAV to play DRM content.
- **Service content –** This is the content that is provided by service software. An example of service content is online game services that require customer subscription. In the simplest model, the service itself is considered the content, but game services might provide many types of different content within the same software package. The customer does not receive the service content like they do with downloadable content. Instead, they log in to get service content through a subscription to a game, for example.

The **Downloadable Content** section includes the following columns:

Table 13: DRM Table collumns

Field	Description
DRM License Name	Name of the entitlement to which the customer owns digital rights (for video, game, or comic content). For Video License content**:** **Title Name | Season # / Product Name / Episode # (License ID)** For example: Star Trek | Season 27 / The Chase / 8 (11101591). For Game and Comic License content**:** **Title Name**
Content Type	The type of downloadable DRM content, including Game, Video, or Comic content.
Last Downloaded To	The last console(s) used to download DRM content. **(New for NCST 3.9.0)** BIVL support is now included.

You can sort search results by clicking the **DRM License Name**, **Content Type**, or **Last Downloaded To** column headers. Searches return 50 results per page. If the amount in the list is more than 50 items, the list dynamically refreshes to the next set in the table when you scroll to the bottom of the list.

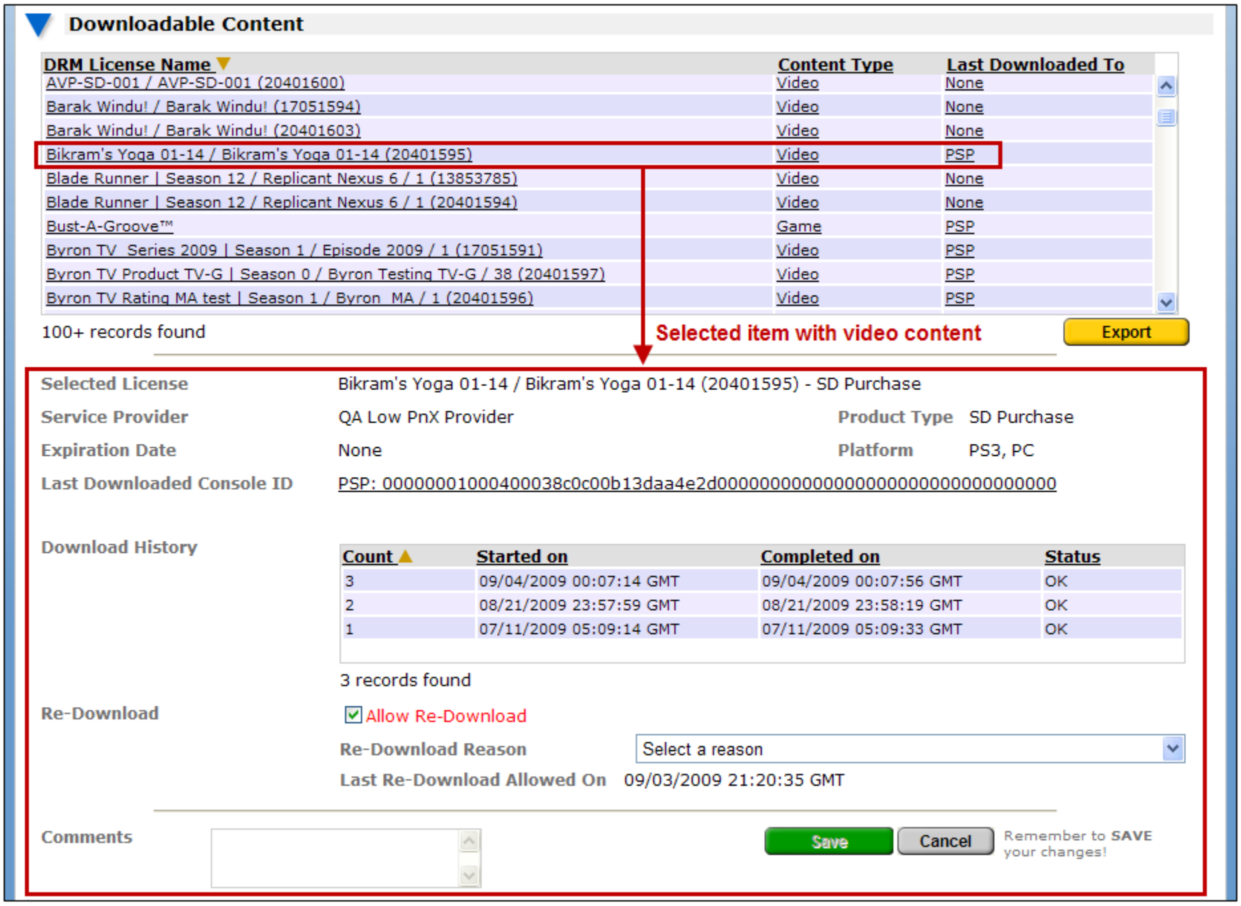


Figure 31: Downloadable Content – Video Content Example

When you click on a video item, a table with the following fields will display.

Table 14: Downloadable Video License Fields

Field	Description
Selected License	This is the DRM license that is selected.
Service Provider	This is the name of the company that provided the DRM content.
Expiration Date	The date that the download of selected DRM content expires.
Product Type	This displays what type of video content that the user selected for download: Purchase = SD or HD and Rental = SD or HD. (**SD** = Standard Definition; **HD** = High Definition)

Field	Description
Platform	PS3, PSP, PC , etc.
Last Downloaded Console ID	The ID of the console which content was last downloaded to. Click this link to go directly to the CONSOLE tab.
Download History	The table showing the video content download history, including these columns: **Count, Started On** (date), **Completed On** (date), and **Status** (license status – OK or Expired).
Allow Re-Download	Check this box to allow the customer to re-download the selected video content.
Re-Download Reason	If the **Allow-Re-Download** box is selected, the **Re-Download Reason** drop-down menu displays. You must select one of these reasons.
Last Re-Download Allowed On	The date that the last re-download of the video content is permitted.
Comments	Notes about the reason why the re-download was needed. This is a required field.

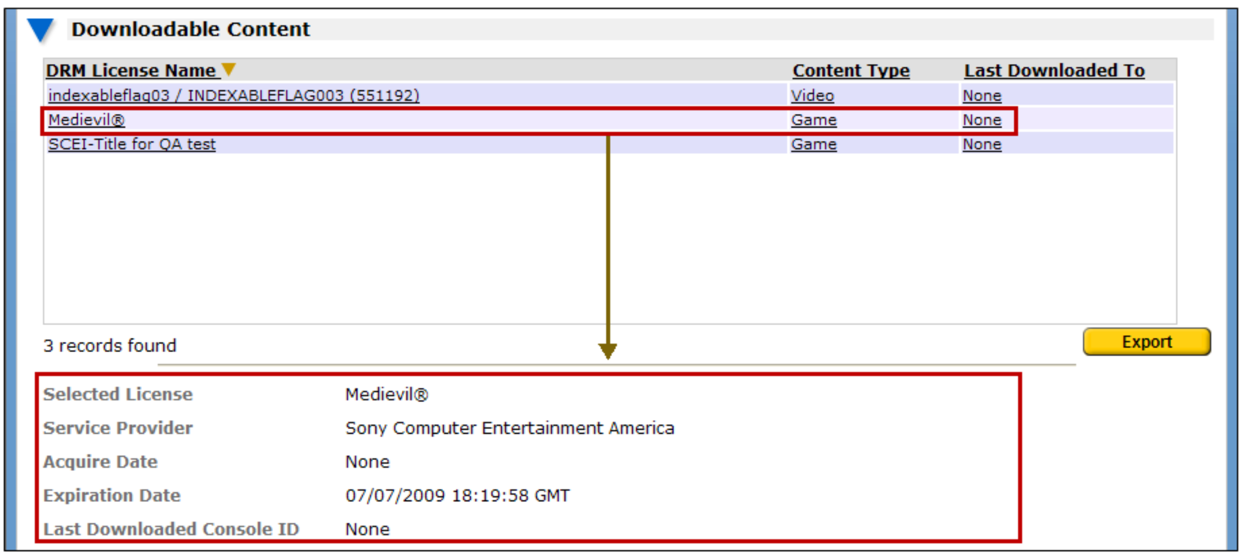


Figure 32: Downloadable Content – Game Content Example

When you click on a game item, a table with the following fields will display.

Table 15: Downloadable Game License Fields

Field	Description
Selected License	This is the DRM license that is selected.
Service Provider	The game developer.
Acquire Date	The date that the DRM license for the game was acquired. NOTE: Depending on the product type, the item may be downloaded on a different date.

Field	Description
Expiration Date	The date the game license expires.
Last Downloaded Console ID	The ID of the console which content was downloaded to. Click the link provided to directly access the CONSOLE tab in the NCST UI.

When you click on a comic item, a table with the following fields will display.

Table 16: Downloadable Comic License Fields

Field	Description
Selected License	This is the DRM license that is selected.
Service Provider	Displays the content provider.
Expiration Date	The date the game license expires.
License Type	The type of license for the selected comic item.
Platform	PS3, PSP, PC , etc.
Last Downloaded Console ID	The ID of the console which content was downloaded to. Click the link provided to directly access the CONSOLE tab in the NCST UI.
Last Download On	The last date that the last game content was downloaded.

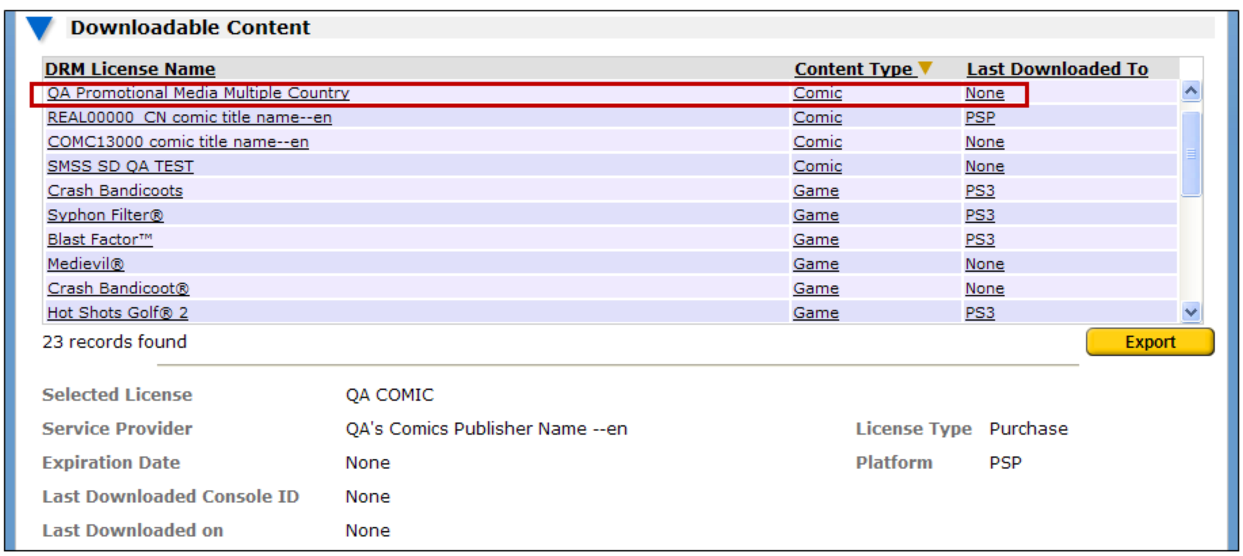


Figure 33: Downloadable Content – Comic Content Example

Allowing Re-Downloads of Video Content

Re-download authorization depends on what is authorized in the studio contract for each video SKU. Usually most studio contracts authorize one **technical credit**, which means that neither the customer nor Sony will be charged for one re-download.

- One re-download per video title is authorized in most studio contracts.

> **Note:**
> Before authorizing a re-download, be sure to check **Download History** to verify that the video title has not been re-downloaded previously.

- If another re-download of a video title is requested by a customer, this must be authorized by staff with a finance role.
- If no re-downloads have been authorized in the studio contract for a particular video title, the **Allow Re-Download** check-box will not be enabled.
- Any authorization of a video re-download is recorded as a technical credit.

To Allow a Customer to Re-download Video Content

1. Select the **Allow Re-Download** check-box to allow the re-download.
2. Select a reason for the re-download from the **Redownload Reason** drop-down menu.
3. Enter an explanation in the **Comments** box about why the re-download is being authorized.
4. Click **SAVE**.

Subscriptions Section

The Subscriptions section allows you to view the active subscriptions pertaining to a customer account.

Subscription - A subscription is an attribute of a customer account indicating that a specific product should be automatically purchased in a recurring fashion in order to renew entitlement(s) before they close.

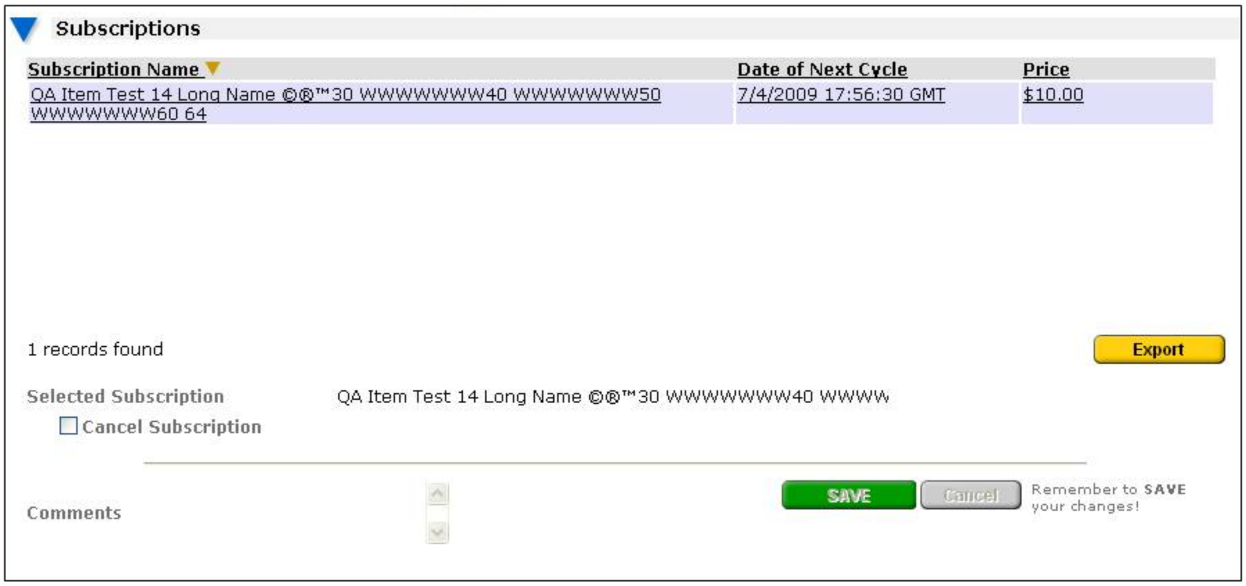


Figure 34: Subscriptions Panel

> **Note:**
> If you refund a subscription from a **Transaction History** list, that subscription will no longer be listed in the **Subscription** section.

The **Subscriptions** section includes the following information:

Table 17: Subscription Fields (Collumn Headers)

Fields	Description
Subscription Name	Name of the subscription or product SKU.
Date of Next Cycle	Date in which the Subscription will be automatically purchased.
Price	Total cost that will be charged to the customer for the Subscription.

You can sort search results by clicking on the **Subscription Name**, **Date of Next Cycle**, or **Price** column headers.

Canceling Subscriptions

The Cancel Subscriptions function is used for removing a **Subscription** from a customer's account, therefore ending the automatic recurrence of billing.

To Cancel the Subscription

1. Select the subscription you wish to cancel.
2. Select the **Cancel Subscription** check-box below the subscription.

   The **Comments** fields displays.

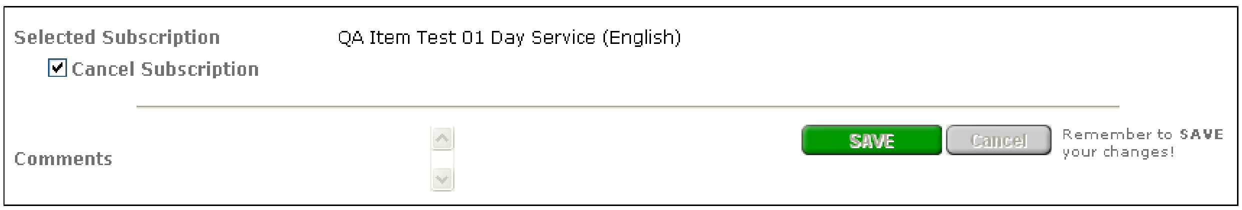


Figure 35: Canceling a Subscription

3. Enter the reason why the subscription is being canceled in the **Comments** field.
4. Click **SAVE**.

Chapter 4 - EVENTS Tab

The **EVENTS** tab allows you to generate detailed reports about events pertaining to customer transactions, including Authentication, Management, Commerce, Customer Service, etc.

Access to event-based reports depends on the role of the NCST user. Not all reports are available to all users.

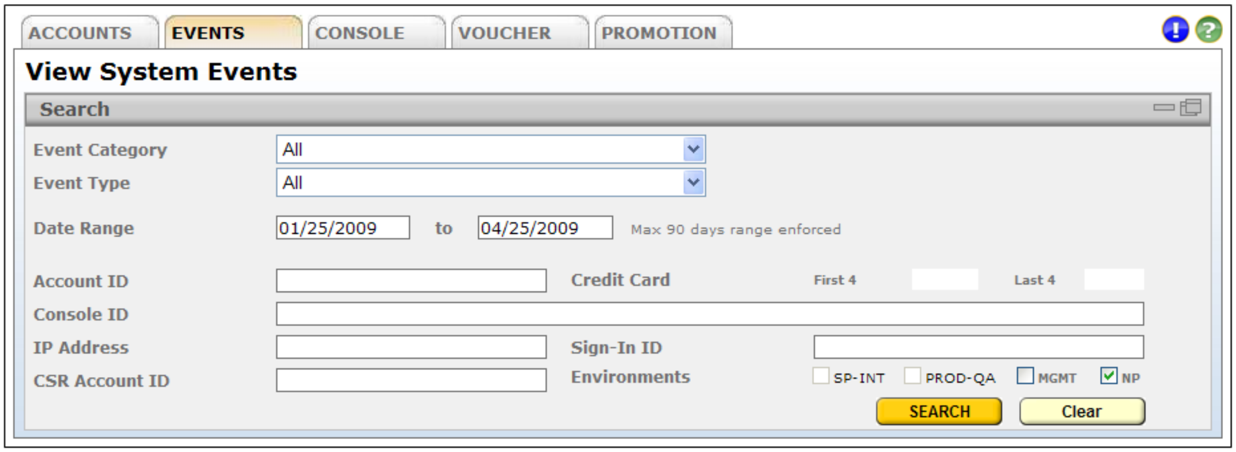


Figure 36: EVENTS Tab

Note:

When performing an **EVENTS** tab search, the most recent data usually displays within a few seconds. In some cases, however, recent changes may not be viewable for up to 10 minutes.

This delay, which has been present for all NCST versions, is due to the time lag in updating the data warehouse, where some of the NCST data is stored.

Searching for Events

To Search for Events

1. Enter or select one or more search parameters, such as **Event Category**, **Event Type**, **Date Range**, **Console ID**, **Credit Card**, etc.

> **Note:**
> The **Date Range** is limited to a maximum of 90 days if:
> - "All" is selected for Event Category or Event Type. (See **Figure 33**)
> - "Authentication" is selected as the Event Category. (See **Figure 34**)
>
> The Date Range is not limited for any Event Category except "All" or "Authentication." (See **Figure 35**.)

2. Click **SEARCH**.

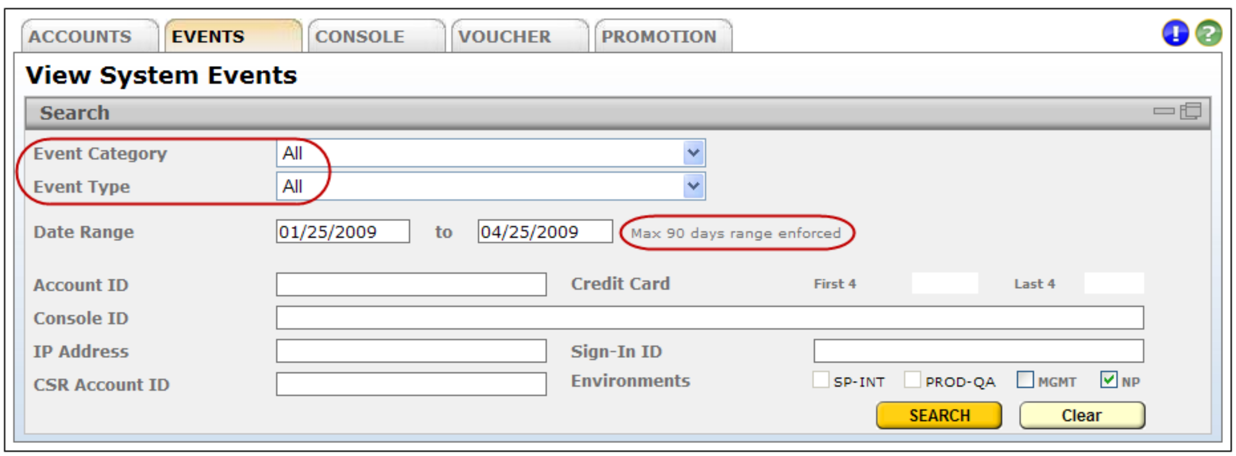


Figure 37: Maximum 90 Days enforced – "All" selected for Event Category and Event Type

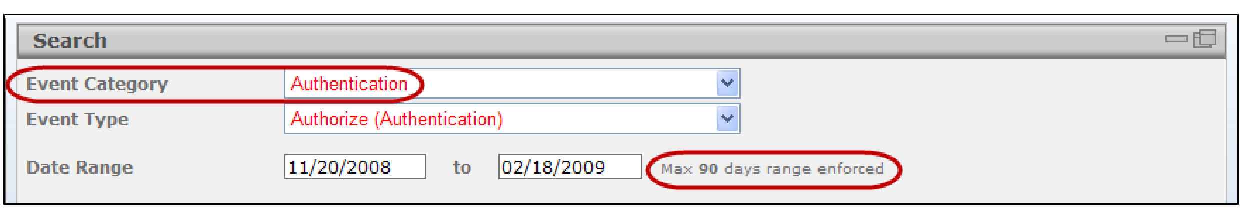


Figure 38: Maximum 90 Days enforced – "Authentication" selected for Event Category

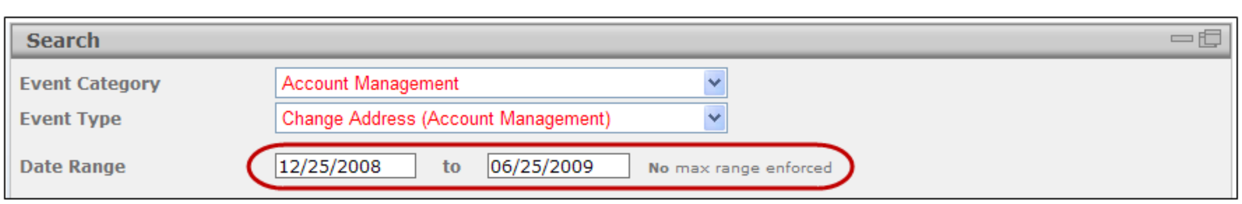


Figure 39: No Maximum Date Range enforced – any Event Category except "Authentication"

You can search system events using the following search parameter fields:

Table 18: Search Parameters for Events

Search Parameter	Description
Event Category	Main category of the search. **Note:** For a complete list of Event Categories, and definitions, see **Appendix B – Events and Event Categories**.
Event Type	Secondary parameter of the search; identifies specific event type.
Date Range	Defines the parameters of the search. When you click the Date Range fields, a calendar displays so you can select the months and dates from which to begin and end the search. **NOTE**: The date format can be set on your browser: US English – **mm/dd/yyyy** Europe & UK English - **dd/mm/yyyy** Japanese - **yyyy/mm/dd**
Account ID	Customer's Account ID.
Credit Card	A customer's credit card **span** (first four and last four digits).
Console ID	Customer's Console ID. **Note:** The Console ID is not available to the customer. You can locate the Console ID within the EVENTS tab reporting functions such as Authentication and Account Management.
IP Address	Internet Protocol address related to a specific event.
Sign-In ID	Customer's Sign-In ID.
Environments	You can see the environment of the customer's account.
CSR Account ID	Account ID of a CSR or other NCST user.
Title ID	You can search for an event based on a Title ID.

Matching Events

After a search is complete all events matching the parameters that you provided, display in the **Matching Events** section. Up to 50 events can be displayed at one time.

> **Note:**
>
> If more than 50 events are available, a “+” is displayed in the lower left part of the Matching Events panel. To display the next 50 events, scroll down.

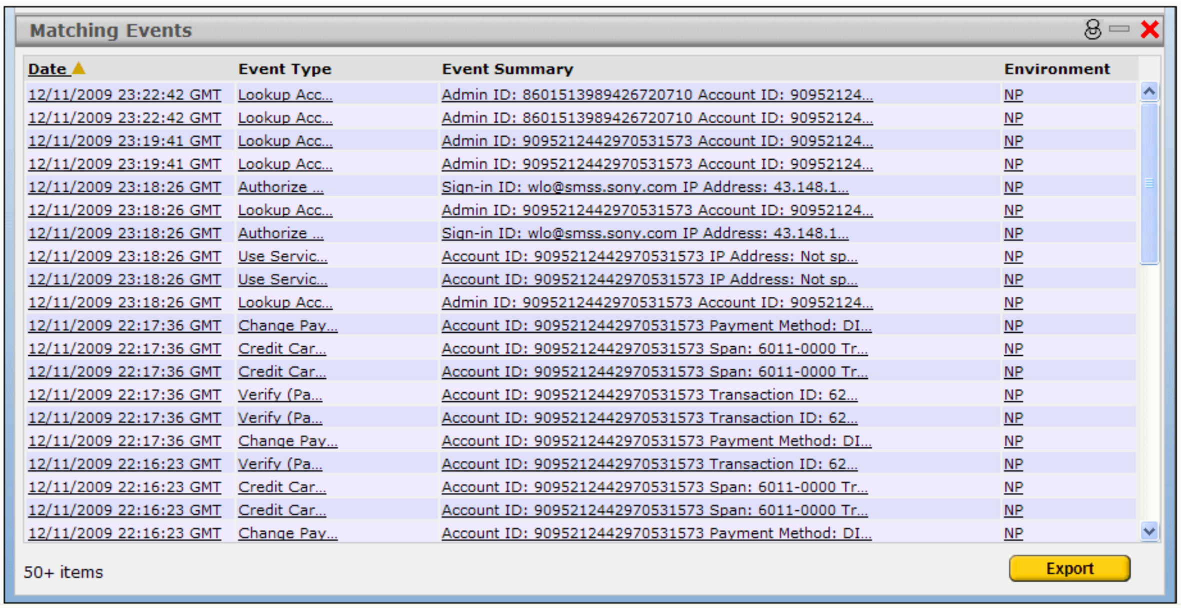


Figure 40: Matching Events Table

You can sort search results by clicking on the **Date** column headers and you can search in ascending or descending order based on the Date which is underlined.

Event Details

The Event Details section provides the details as defined by your selections within the **Event Category** and **Type** drop-down menus, and the parameters used to narrow the scope of the search. To view or work with a specific event:

- To display the **Event Details** panel for a selected event in the **Matching Events** panel, click on one of these parameters (columns) for the selected event: **Date**, **Event Type**, **Event Summary**, or **Environmen**t.
- To display a tooltip with a summary of Event Details about a given event, position the mouse cursor over the selected event.

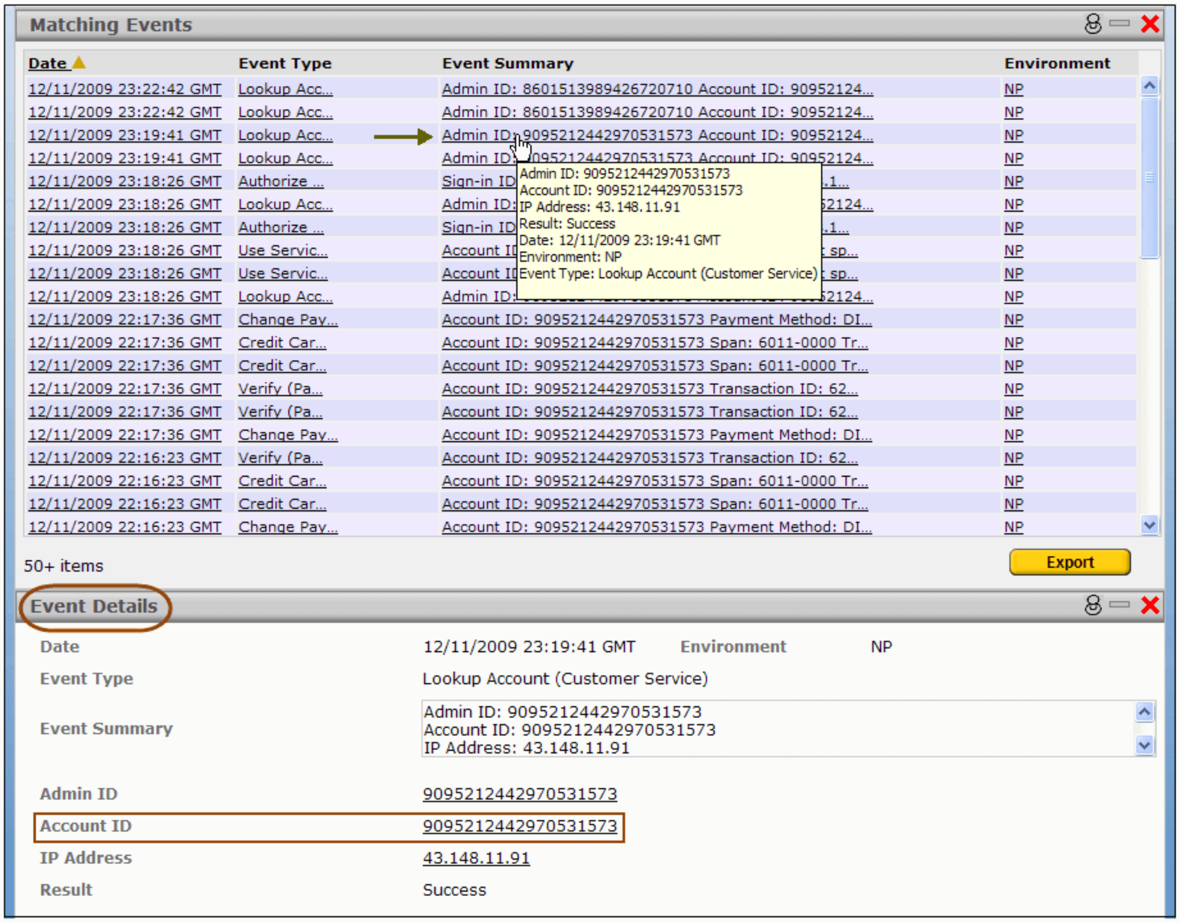


Figure 41: Event Details Panel

You can click any of the <u>underlined</u> parameters listed in the **Event Details** panel (**Admin ID**, **Account ID**, or **IP Address** in the example above) to display related information. In the example above, the two Account IDs will take you to the **ACCOUNTS tab** and set up a search for the ID. If you click on the **IP Address**, a web page displays showing information about that address. For Console IDs, the **CONSOLE** tab displays, and for a **Voucher ID** or **Voucher Code**, the **VOUCHER** tab displays.

Chapter 5 - CONSOLE Tab

The **CONSOLE** tab allows you to search for customer console information, as well as suspend, ban, or activate (un-ban) a console for a given account. You can also clear all consoles associated with an account.

Figure 42: CONSOLE Tab

The ability to search for, change status and clear accounts associated with the **CONSOLE** tab is based on roles and access levels assigned to the NCST user.

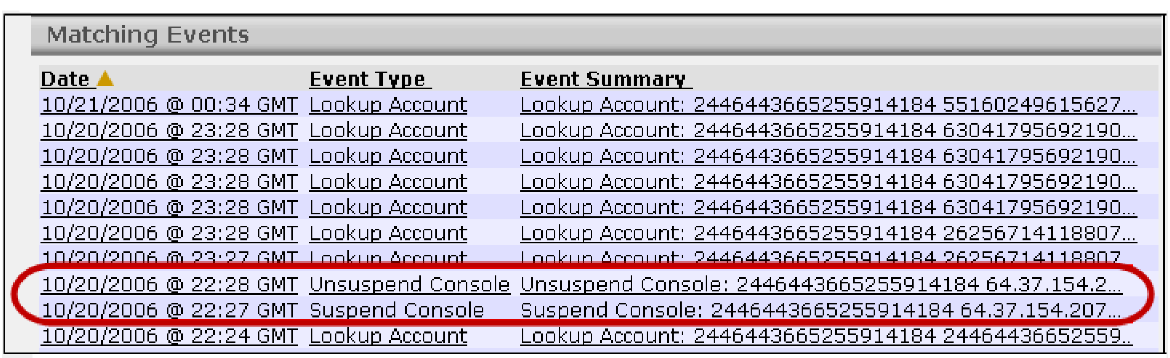
The **Console ID** is used for:

- Limiting the number of accounts that can be registered from one console (to 64 accounts maximum).
- Suspending or banning all account access from a specific console.
- Identifying consoles that are activated for DRM by an account.

You can locate the **Console ID** by searching for a particular event using the EVENTS tab search function.

To locate a Console ID

1. Once you have identified the events that match a particular customer, you can visually search for event types that involve the customer's console, or you can specify the event type as **Suspend Console** or **Unsuspended Console** in the initial **Events** search parameters.


Matching Events

Date	Event Type	Event Summary
10/21/2006 @ 00:34 GMT	Lookup Account	Lookup Account: 2446443665255914184 55160249615627...
10/20/2006 @ 23:28 GMT	Lookup Account	Lookup Account: 2446443665255914184 63041795692190...
10/20/2006 @ 23:28 GMT	Lookup Account	Lookup Account: 2446443665255914184 63041795692190...
10/20/2006 @ 23:28 GMT	Lookup Account	Lookup Account: 2446443665255914184 63041795692190...
10/20/2006 @ 23:28 GMT	Lookup Account	Lookup Account: 2446443665255914184 63041795692190...
10/20/2006 @ 23:28 GMT	Lookup Account	Lookup Account: 2446443665255914184 26256714118807...
10/20/2006 @ 23:27 GMT	Lookup Account	Lookup Account: 2446443665255914184 26256714118807
10/20/2006 @ 22:28 GMT	Unsuspend Console	Unsuspend Console: 2446443665255914184 64.37.154.2...
10/20/2006 @ 22:27 GMT	Suspend Console	Suspend Console: 2446443665255914184 64.37.154.207...
10/20/2006 @ 22:24 GMT	Lookup Account	Lookup Account: 2446443665255914184 24464436652559...

Figure 43: Matching Events Panel

2. Then click the console-related event to display corresponding **Event Details**, which contain the **Console ID** number.

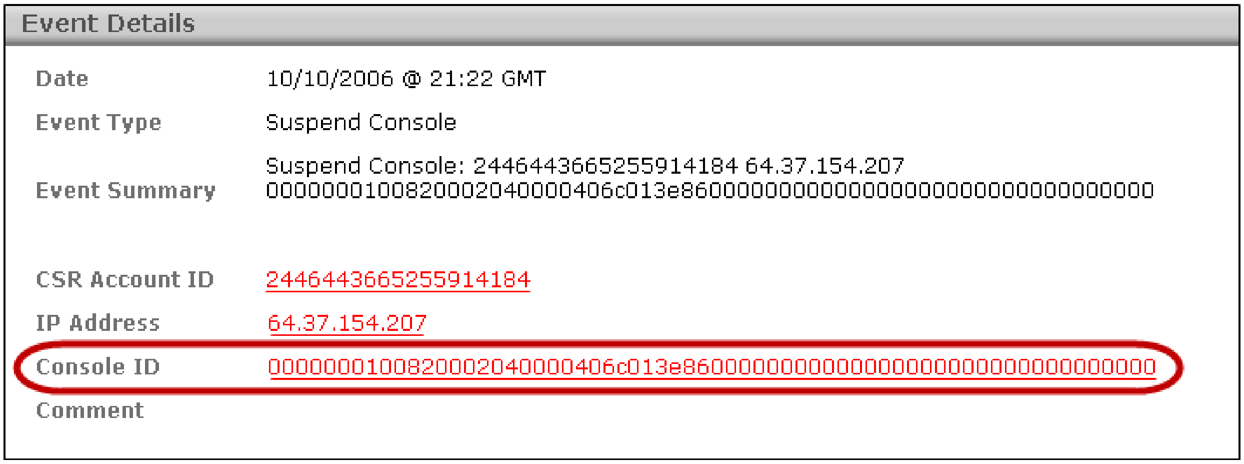


Figure 44: Console ID

The Console ID field contains the number you will need to further search and manage customer accounts by Console IDs.

3. Click the **Console ID** link to enter the **CONSOLE** main screen.

Searching for Consoles

When you have located the **Console ID**, you can search for the specific console by clicking on the **Console ID**. You then will be directed to the **CONSOLE** tab where the ID displays.

Due to the unique nature of **Console IDs**, a search results in only one console, whether or not multiple accounts are attached to the console.

> **Note:**
> When entering a **Console ID**, you do not need to enter all the leading and trailing zeros. NCST includes the ID with the right number of zeros.

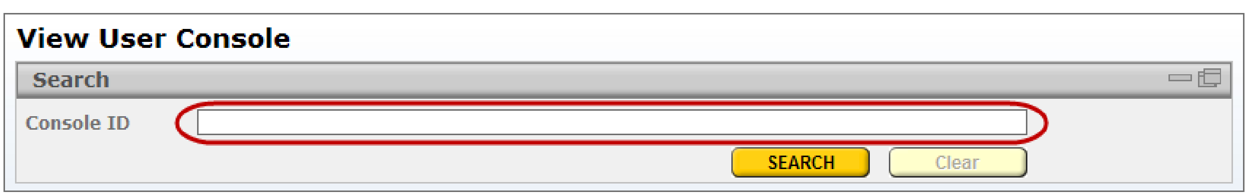


Figure 45: Searching for a Console ID

> **Note:**
> All consoles that a customer has used to open an account have a **Console ID,** including a PSP, PS3, or PC (with Media Manager software).

Console Information

When executing the search for a console using the **Console ID**, the **Console Information** section contains pertinent information for that device.

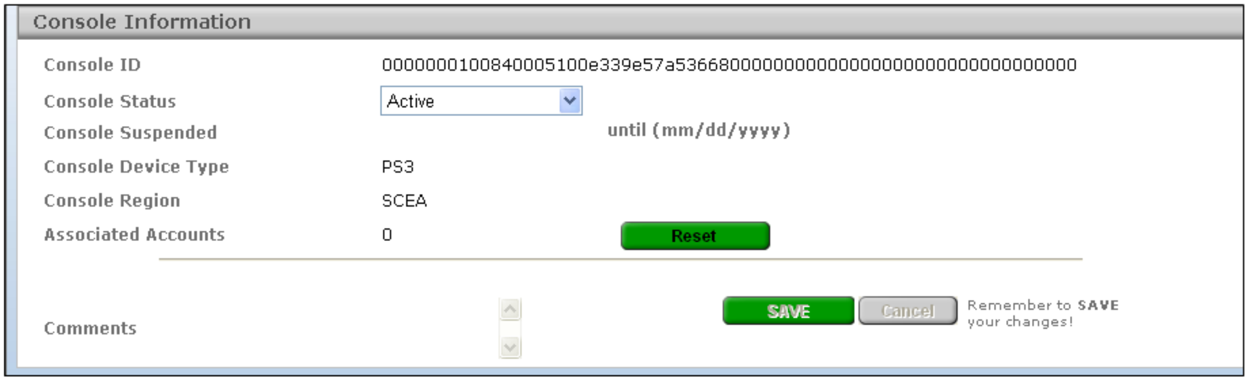


Figure 46: Console Information Panel

The **Console Information** section includes the following information:

Table 19: Console Information Fields

Field	Description
Console ID	ID of the console or other device that the search was executed upon. You cannot modify this field. This field supports **DUID** format.
Console Status	Status of the device. You can modify this field to Suspended, Banned, or Active (to re-activate a banned account).
Console Suspended	For a Suspended account, the date the suspension ends. On this date the device automatically becomes active again.
Console Type	The type of device (PS3 or PSP).
Console Region	The region in which the device was issued.
Associated Accounts	Accounts associated with the console. You can modify this field to reset the number of accounts that are associated with a given console.

Note:

Up to **64** accounts may be associated with one device.

Changing the Console Status

To Change the Console Status

1. From the **Console Status** drop-down menu, select **Suspended**, **Banned**, or **Active** (used to re-activate a banned console).

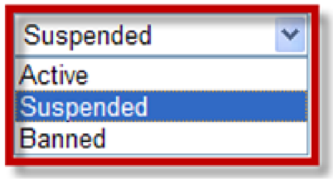


Figure 47: Console Status Drop-Down Menu

2. Enter the reason why you are banning, suspending, or re-activating a banned console in the **Comments** field (required).

3. Click **SAVE**.

Resetting Associated Accounts

To Reset the Number of Associated Accounts

1. To reset the number of accounts are associated with the selected console to zero (0), click **Reset**.

2. In the **Comments** field, enter the reason why you are resetting the associated accounts (required).

3. Click **SAVE**.

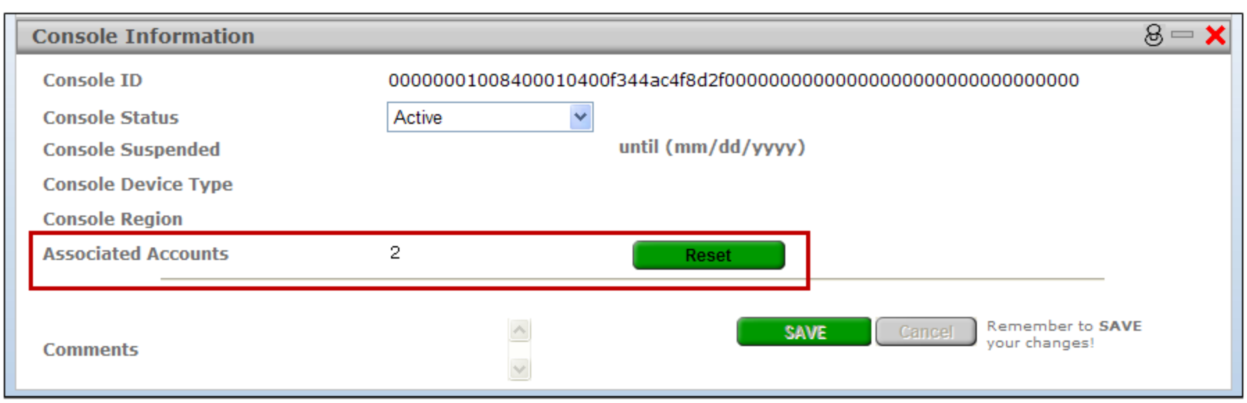


Figure 48: Resetting Associated Accounts to Zero

Chapter 6 - VOUCHER Tab

The **VOUCHER** tab allows you to search for a voucher by entering the **Voucher ID** or **Control Code**. As a result, you information is provided about voucher consumption and whether the voucher is active or inactive. And, if required, you can cancel a voucher.

Figure 49: VOUCHER Tab

Table 20: Voucher Search Fields

Field	Description
Voucher ID	The unique identification number for the selected voucher. This field cannot be modified.
Control Code	An alternate way to identify a voucher. A Control Code is generated when a voucher is set up in the NPMT system.

Searching for Voucher ID and Control Code

You can perform a search by entering the **Voucher ID** or **Control Code** into the respective field. Each search will generate information about the activity for the selected voucher that is associated to a specific account.

Voucher Information

After performing a Voucher search using the **Voucher ID** or **Control Code** field, the **Voucher Information** and **Batch Information** display pertaining to the selected voucher.

Note:

Only Voucher Operators and NCST users with a Finance role can cancel a voucher.
In addition, users with either of those two roles can:

- Search for vouchers by Voucher ID or Voucher Control Code
- View voucher and voucher batch details
- View consumption history of vouchers (See **Voucher Information** in **Table 20** on page 64).

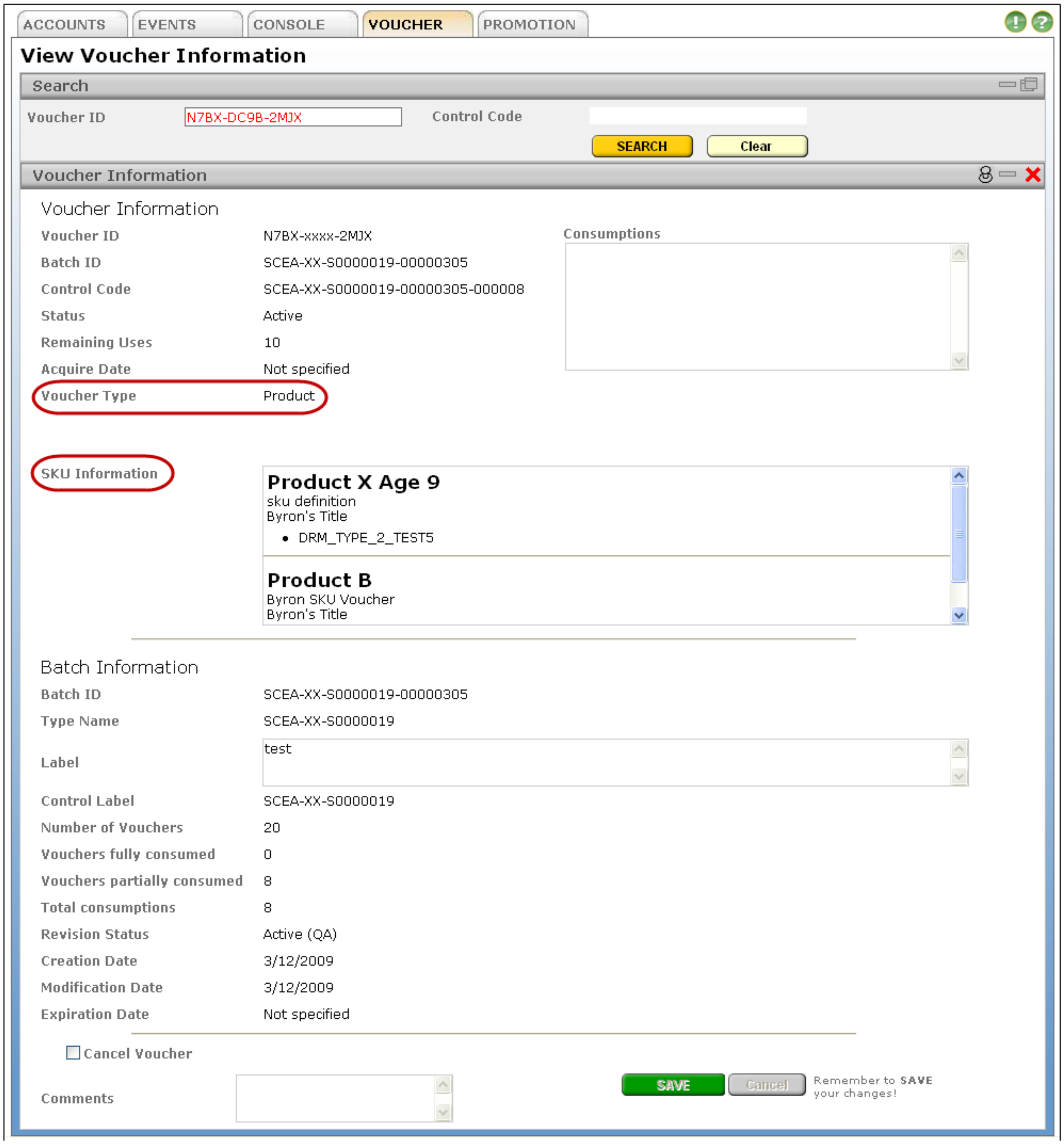


Figure 50: Voucher Information Panel – Product Voucher

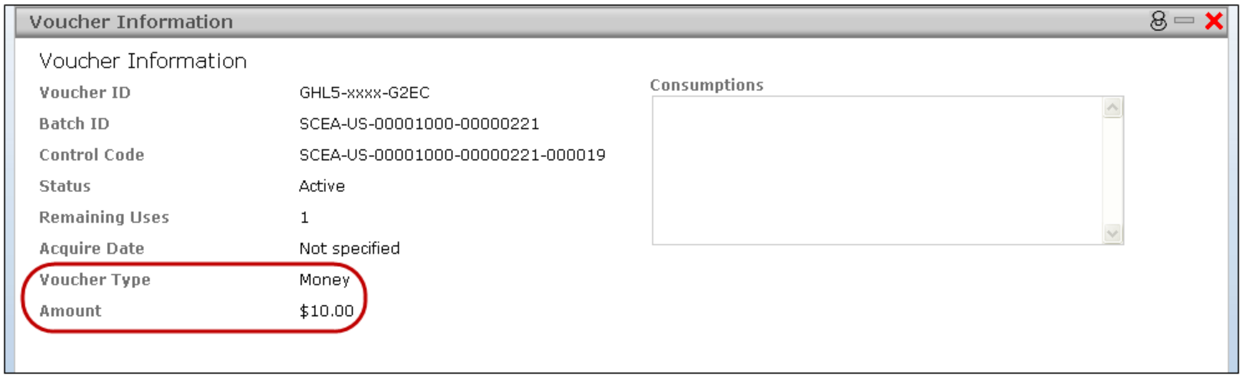


Figure 51: Voucher Information Panel – Money Voucher

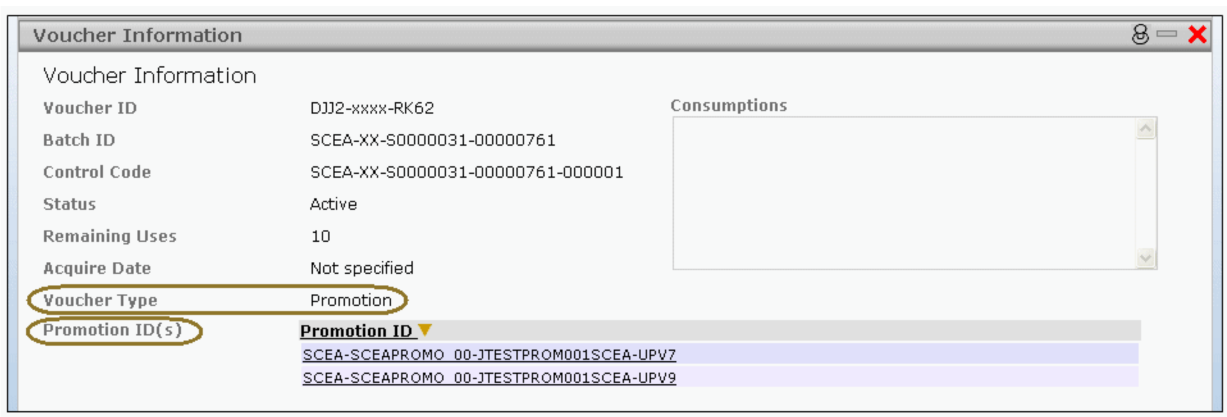


Figure 52: Voucher Information Panel – Promotion Voucher

The **Voucher Information** and **Batch Information** sections include the following fields:

Table 21: Voucher and Batch Fields

Section	Description
Voucher Information	The **Voucher ID** that, if unconsumed, has the middle four digits masked for all regions except SCEK, which displays all digits whether it has been consumed or not. For all regions, if the voucher has been consumed, the **Voucher ID** displays all of its digits. It also displays the **Batch ID**, a **Control Code** unique to the voucher, and the current status. • There are three Voucher Type options: Product, Money, or Promotion. • You can see the date the voucher was acquired, the uses remaining for the voucher, and whether or not the voucher has been consumed. • The **Consumptions** list displays the **Account ID** of the consumer, as well as the date and time of when the voucher was consumed.
Batch Information	The **Batch ID**, **Type Name**, **Label**, etc. identifies which batch the voucher originates from.
Cancel Voucher	Used in case of theft, or if the voucher batch has been discontinued.

Chapter 7 – PROMOTION Tab

The **PROMOTION** tab allows NCST users to search for information about specific promotions, which are created by Sony regional store managers. Details of each promotion are displayed, such as the availability of the promotion, eligible rewards, and eligible SKUs within those rewards.

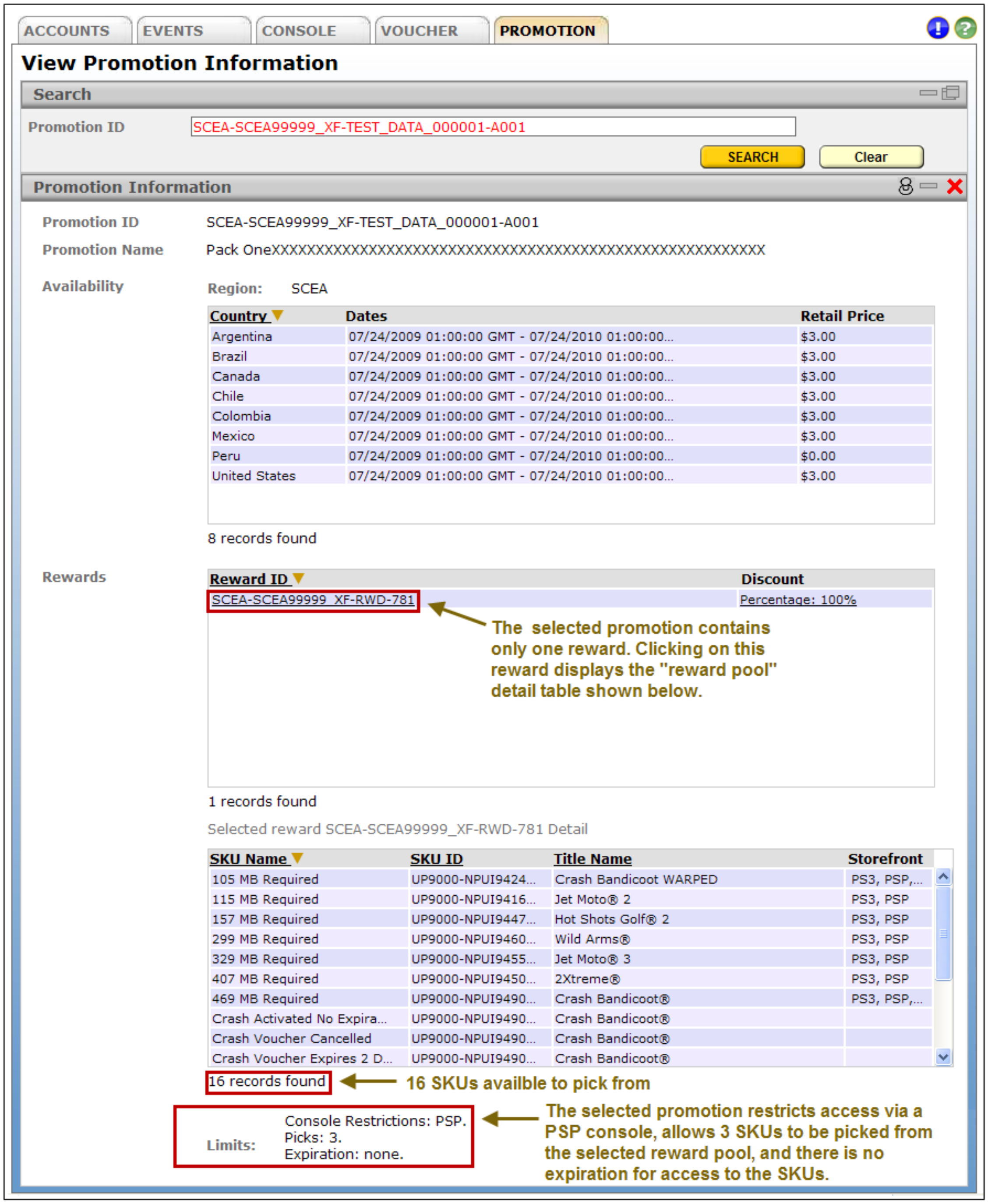


Figure 53: PROMOTION Tab

Currently, only “Pick-N” promotions are available on NCST, which allow a customer to pick a pre-set “N” number of rewards for a given promotion. In the future, other types of promotions will be available as well.

Note:

- The **PROMOTION** tab contains information about currently available promotions.
- No promotion information shown pertains to any specific account.
- All NCST users except VINE Admins and users with a Service Center role can access the **PROMOTION** Tab.

Table 22: Promotion Fields

Section	Description
Promotion ID	The unique ID (numbers and letters) identifying a specific promotion.
Promotion Name	Name of the promotion created by a regional manager.
Availability	The **Availability** table includes **Country**, **Dates**, and **Retail Price** columns.
Rewards	The **Rewards** table contains the reward(s) that the account holder can pick from. The table includes **Reward ID** and **Discount Type** columns. Each listed reward is also referred to as a “reward pool.” When a **Reward ID** is selected, a details table appears below the Rewards table, which includes a list of SKUs available for the account holder to pick from. The table includes **SKU Name**, **SKU ID**, **Title Name**, and **Storefront** columns.
Limits	This indicates what devices the selected SKUs can be played on, how many SKUs the customer can pick from the reward pool of the selected promotion, and if applicable, when access to those SKUs expires. (See **Figure 51** for an example).

Chapter 8 – CARD Tab

The **CARD** tab allows NCST users with a Finance roe to change the status of a credit card from “active” to “banned,” or from “banned” to “active.” This can be done without having any other customer account information.

Figure 54: CARD Tab

Searching for a Credit Card

To Search for a Credit Card

1. Enter the **Credit Card Number** and select the **Card Type** (Visa, M/C, etc.).

> **Note:**
> The complete credit card number must be entered (no spaces or dashes).

2. Select the **Card Type** from the drop-down menu.
3. Click **SEARCH**.

> **Note: (New for NCST 3.9.0)**
> After the search is completed, only the credit card “**span**” is shown (the beginning and ending groups of numbers).

Banning or Reactivating a Credit Card

In order to ban or re-activate a customer's credit card, you need to have a Finance role.

(New for NCST 3.9.0) As shown **in Figure 55**, for security purposes the middle digits of the credit card number are masked.

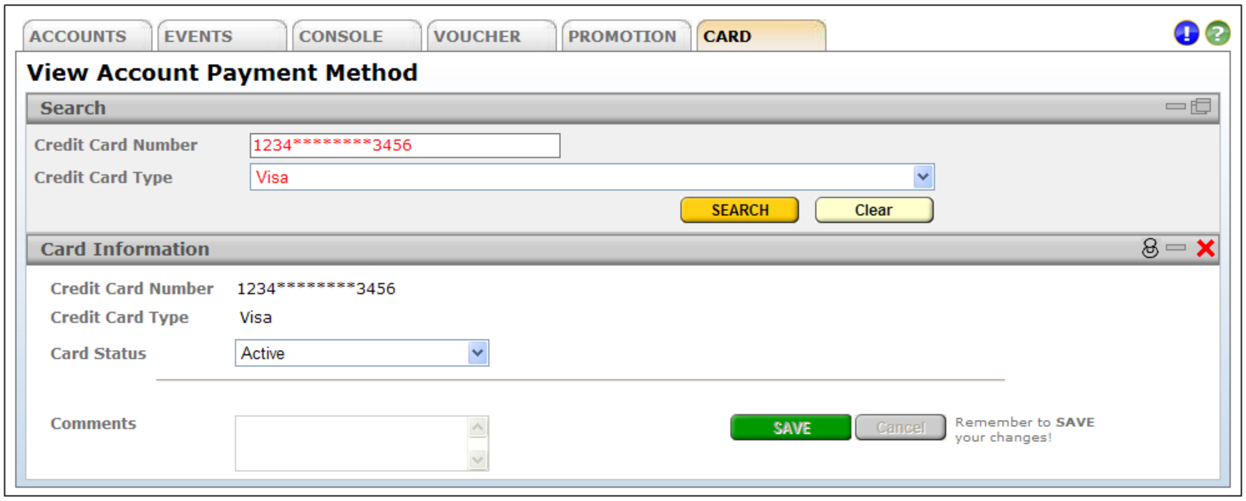


Figure 55: Banning/Re-Activating a Credit Card

To Ban or Reactivate a Credit Card

1. Search for a credit card (as shown in **Figure 55** above).
2. From the **Card Status** drop-down menu, select **Banned** (to ban a credit card) or **Active** (to re-activate a banned credit card). No other customer account information is needed.

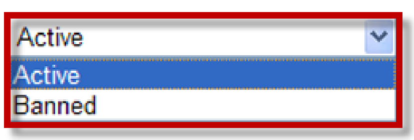


Figure 56: Card Status Drop-Down Menu

3. Enter the reason why you are banning or re-activating a banned credit card in the **Comments** field (required).
4. Click **SAVE**.

Appendix A – Roles and Privileges

Table 23: Roles and Privileges

Legend:

✓	This role has this corresponding privilege
	This role does not have this corresponding privilege

Role					Regarding	Privilege
Operator	Supervisor	Admin	Finance	Service Center		
✓	✓	✓			User Account of own region	Update
✓	✓	✓	✓			Lookup
	✓	✓				Suspend
	✓	✓				Reinstate
	✓	✓				Deactivate
✓	✓	✓	✓		Min. user attributes of other region's customer (Online ID, country only)	Lookup
	✓	✓				Suspend
					User Account details of other region's customer (Real name, email address, street address, DoB, Friend/block list)	Update
						Lookup
						Suspend
						Reinstate
						Deactivate
✓	✓	✓			Login ID (E-mail Address)	Update
✓	✓	✓	✓			Lookup
	✓	✓			Online ID	Update
✓	✓	✓	✓			Lookup
	✓	✓			Password	Update
	✓	✓			Security Question/Answer	Update
✓	✓	✓	✓			Lookup
✓	✓	✓	✓		Personal Info (Name, Tel, Birthday, etc)	Update
✓	✓	✓	✓			Lookup
✓	✓	✓			Opt-in	Update

Role					Regarding	Privilege
Operator	Supervisor	Admin	Finance	Service Center		
✓	✓	✓	✓			Lookup
✓	✓	✓	✓		Payment Method	Update
✓	✓	✓	✓			Lookup
			✓		PS Point Card	Deposit
						Refund
✓	✓	✓	✓			Lookup
			✓		Credit Card	Refund
✓	✓	✓	✓			Lookup
			✓			Charge a credit card due to charge back
			✓			Ban/Activate
			✓		Chargeback	Lookup
			✓		Wallet	Increase
			✓			Decrease
✓	✓	✓	✓			Lookup
✓			✓		Allow Re-Download Credit	
✓	✓	✓	✓		Purchase History Information	Lookup
					Subscription Information	Register
	✓	✓	✓			Renew (purchase new subscription)
✓	✓	✓	✓			Lookup
✓	✓	✓	✓			Cancel the next recurring payment
✓	✓	✓	✓		Service	Ban/Suspend
✓	✓	✓	✓	✓	Console	Activate (unban)

Appendix B – Events and Event Categories

This section provides CSRs with information on the types of events that NCST generates. Events are grouped into these event categories:

- Authentication Events
- Account Management Events
- Commerce Events
- Downloadable Content Events
- Customer Service Events
- Administration Events (generated by the NPMT system)
- VINE Events (generated by the VINE system).

Table 24: Events Generated by NCST and Other Systems

Event	Description
– Authentication Events –	
Authenticate	Authenticates customer credentials, login name and password.
Authorize	Provides a customer access to the PlayStation network.
Authorize DRM	Verifies that the customer has a valid ACS DRM license and acquire license. License is consumed if already downloaded and device-bound.
Authorize Session	Authenticates customer's credentials and returns Session ID.
Authorize with Session ID	Verifies that Session ID is valid.
– Account Management Events –	
Create Account	Creates the customer account on the PS network
Change Password	Generates when a customer changes their password
Change Email	Generates when a customer changes their email address
Change Address	Generates when a customer changes their address
Change Payment Info	Generates when a customer updates their payment information with a new credit or debit card number.
Answer Survey Question	Generates when a customer completes a survey question.
Enter Registration Flow	Generates when a user starts the registration process.
Send Email Verification	Generates when the user answers the survey question. This event verifies the customer's account.
Change Opt-in	Account opt-in changed.

Event	Description
Change Password Internal	Changing an account password without knowing the current password. Should only be used by CSR.
Upgrade Account	**(added in NCST 3.9.0)** Generates when a customer adds Service-Specific account information (after previously entering Basic account information).
Change PIN	**(added in NCST 3.9.0)** Generates when a customer creates or changes their Q Qriocity On Demand PIN.
Change PIN Internal	**(added in NCST 3.9.0)** Generates when a CSR changes a customer's Qriocity On Demand PIN.
Use Service	**(added in NCST 3.9.0)** Generates when a customer accesses a service (PSN service or Qriocity On Demand service).
– Commerce Events –	
Ban Account	Ban a customer's account. To reverse this action, the account must be Activated.
Credit Card Auth	Billing information verified via 3rd party payment service.
Credit Card Charge	Credit card charge authorized via 3rd party payment service.
Credit Card Settle	Credit card charge notification of settlement received from 3rd party payment service.
Purchase	Generates when a customer purchased item(s).
Cycle	Customer subscriptions are renewed and/or expired entitlements are marked inactive.
Deposit – Charge	Customer has deposited money into account wallet balance using credit card.
Deposit – Voucher	Customer has deposited money into account wallet balance using a voucher.
Lookup Voucher	Voucher information was retrieved.
Activate Entitlement	An account entitlement with delayed activation is activated. Entitlement active date is set.
Use Entitlement	An account entitlement that is consumable is partially or fully consumed.
Subscribe	Existing inactive subscription is activated or new subscription is created on account.
Unsubscribe	Existing active subscription is cancelled.
Verify (Payment Gateway)	Used to verify a credit card when adding or updating an account payment instrument.
Global CC Limit Exceeded	**(added in NCST 3.9.0)** Generates when a customer attempts to add more than 5 accounts to a given credit card.
– Downloadable Content Events –	
Activate Console	Generates when a customer attempts to activate a device for GAME content.
Deactivate Console	Generates when a customer attempts to de-activate a console for GAME content.

Event	Description
MDS License Acquisition	Generates when a customer attempts to retrieve a license for video playback. Contains the customer's Account ID, the Content ID of the video purchased, License Type, Result Code, and IP address.
BIVL Start Download	**(added in NCST 3.9.0)** Generates when a customer's BIVL device (TV) starts downloading video content.
BIVL Finish Download	**(added in NCST 3.9.0)** Generates when a customer's BIVL device (TV) completes downloading video content.
BIVL Stop (Download)	**(added in NCST 3.9.0)** Generates when a customer's BIVL device (TV) stops downloading video content.
BIVL Re-buffering	**(added in NCST 3.9.0)** Generates when a customer's BIVL device (TV) starts re-buffering video content – typically after the download process is interrupted due to a transmission problem, etc.
Start Download DRM	DRM content downloads are initiates; this event allows acquisition of a DRM license.
Finish Download DRM	DRM content download completed, license is consumed if already acquired and console-bound.
MDS Console Personalization	This event generates when a customer first downloads or activates a console for video playback. Contains the customer's Account ID, the associated Console ID, the result code, and ID address.
MDS Registration	Generated the same as personalization, when a customer attempts to download a video, or manually activates for video for the first time. Contains the customer's Account ID, the associated Console ID, registration step (link acquisition or node acquisition), the result code, and IP address.
– Customer Service Events –	
Ban Card	Ban a credit card from the CARD tab. A Finance role is required to do this.
Change Payment Info	Generates when a CSR erases the Billing Information under the ACCOUNTS tab. Contains the CSR Account ID, the Account ID of the referenced account, CSR IP address, the Comments text and the result code.
Suspend Account	Generates when a CSR suspends an account in the Account Status section under the ACCOUNTS tab. Contains the CSR Account ID, the Account ID of the suspended account, CSR IP address, the Comments text, the select suspend reason (from the dropdown menu) , the duration in days, and the result code.
Suspend Account Service	Generates when a CSR suspends an Account Service.
Un-suspend Account	Generates when a CSR un-suspends an account in the Account Status section under the ACCOUNTS tab. Contains the CSR Account ID, the Account ID of the suspended account, CSR IP address, the Comments text and the result code.
Un-suspend Account Service	Generates when a CSR un-suspends Account Service.
Edit Account Details	Edit Account Details -- Generated when a CSR changes any account details in the "Account Details" section under the ACCOUNTS tab. Contains the CSR

Event	Description
	Account ID, the Account ID of the changed account, CSR IP address, the Comments text and the result code.
Unsubscribe	The CSR cancels a subscription in the "Subscriptions" section under the ACCOUNTS tab. Contains the CSR Account ID, Account ID of the referenced account, the CSR IP address, the Comments text, and the result code.
Refund Charge	A CSR refunds a payment charge or item charge transaction in the Transaction History section under the ACCOUNTS tab. Contains the CSR Account ID, Account ID of the referenced account, the CSR IP address, the Comments text, the Refund Reason selected from the drop-down menu, the Transaction ID, the currency (e.g. US$), the refund amount and the result code.
Refund Wallet	Generates when a CSR refunds a wallet payment transaction in the Transaction History section under the ACCOUNTS tab. Contains the CSR Account ID, Account ID of the referenced account, the CSR IP address, the Comments text, the Refund Reason selected from the drop-down menu, the Transaction ID and the result code.
Change Auto Wallet	A CSR changes the Auto Refill Status of a customer’s account to Enabled or Disabled.
Deposit Voucher	A CSR deposits a money voucher in a customer’s wallet..
Change Parental Controls	A CSR changes one or more of the Parental Controls for a customer’s account.
Credit Account	A CSR adds money to an account Wallet transaction in the Wallet section under the USER tab. Contains the CSR Account ID, Account ID of the referenced account, the CSR IP address, the Comments text, the currency (e.g. US$), the refund amount and the result code.
Debit Account	A CSR removes money from an account Wallet in the Wallet section under the ACCOUNTS tab. Contains the CSR Account ID, Account ID of the referenced account, the CSR IP address, the Comments text, the currency (e.g. US$), the refund amount and the result code.
Ban Console	A CSR changes the status of a console to Banned under the CONSOLE tab. Contains the CSR Account ID, the CSR IP address, the ID of the referenced console, the Comments text, and the result code.
Unban Console	Generates when a CSR changes the status of a console to Unbanned under the CONSOLE tab. Contains the CSR Account ID, the CSR IP address, the ID of the referenced console, the Comments text, and the result code.
Reset Console Registration	A CSR clicks the Reset button under the CONSOLE tab. Contains the CSR Account ID, CSR IP address, the Account ID of the referenced account, the Comments text and the result code.
Lookup Account	The CSR searches for a specific account under the ACCOUNTS tab. Contains the CSR Account ID, the Account ID of the referenced account, the CSR IP address and the result code.

Event	Description
Lookup Card	The user with Finance role searches for a specific credit card under the CARD tab. Contains the Credit Card **span** (first four and last four numbers) of the referenced account, the finance-role user's IP address and the result code.
Lookup Promotion	The CSR searches for a specific promotion under the PROMOTION tab. Contains the CSR Account ID, the Promotion ID of the referenced promotion, the CSR IP address and the result code.
Lookup Voucher	CSR looks up a voucher using a voucher ID or control code under the VOUCHER tab. Contains the CSR Account ID, the CSR IP address, the Voucher ID or the control code, and the result code.
Change Handle	CSR changes the Online ID (aka the "handle") for an account in the Account Details" section under the ACCOUNTS tab. Contains the CSR Account ID, the Account ID of the referenced account, CSR IP address, the Comments text, new Online ID, and the result code.
Change Login ID	CSR changes the Login ID (i.e. the email address) for an account in the Account Details section under the ACCOUNTS tab. Contains the CSR Account ID, the Account ID of the referenced account, CSR IP address, the Comments text, new Login ID, and the result code.
Ban Account	CSR bans an account in the Account Status section under the ACCOUNTS tab. Contains the CSR Account ID, CSR IP address, the Account ID of the banned account, the Comments text, the select ban reason (from the drop-down menu) and the result code.
Unban Account	The CSR unbans an account in the Account Status section under the ACCOUNTS tab. Contains the CSR's Account ID, CSR's IP address, the Account ID of the unbanned account, the Comments text and the result code.
Cancel Voucher	CSR cancels a voucher under the VOUCHERS tab. Contains the CSR Account ID, the Voucher ID or the control code, the CSR's IP address, and the Comments text and the result code.
Debt Forgiven	The CSR selects the “Forgive this debt" check-box in the Wallet section under the ACCOUNTS tab. Contains the CSR Account ID, the Account ID of the referenced account, the CSR IP address, the Comments text, the currency (e.g. US$), the debt amount, the ledger ID and the result code.
Debt Paid from Wallet	The CSR selects the "Forgive this debt" check-box in the Wallet section under the ACCOUNTS tab. Contains the CSR Account ID, the Account ID of the referenced account, the CSR IP address, the Comments text, the currency (e.g. US$), the debt amount, the ledger ID and the result code.
Clear Console Binding	The CSR clears the binding of a console to an account.
Clear Console (s) for Video and/or Game	The CSR clears authorized consoles of particular type (e.g. Game/PS3) for an account in the Account Status section under the ACCOUNTS tab. Contains the CSR Account ID, the Account ID of the referenced account, the CSR IP address, the console type (e.g. "PS3" or "PSP"), the activation type (e.g. "PSN" or "Marlin"), the Comments text and the result code.
Allow Re-Download	The CSR selects the Allow Re-download check-box in the Downloadable Video

Event	Description
	Licenses section under the ACCOUNTS tab. Contains the CSR Account ID, the referenced Account ID, the CSR IP address, the License ID, the Re-Download reason from the Re-Download Reason drop-down menu, the Comments text and the result code.
Age Account	The CSR or other user accesses the DevAdmin Tool and ages his/her own account for testing purposes. See Appendix C for more information.
Clear All Entitlements	The CSR or other user accesses the DevAdmin Tool and clears all entitlements for his/her own account for testing purposes. See Appendix C.
– Administration Events – NPMT generated events that are included in NCST	
Activate Voucher Batch	Activate batch (group) of vouchers created in the NPMT so customers can access and use them.
Add Admin Role	Adds a role for additional application access.
Remove Admin Role	Removes a role from the application user.
Modify Provider	Modifies data under a service provider.
Modify Title	Modifies the Title under the service provider.
Modify Entitlement Def	Modifies Entitle Def under a title.
Modify DRM Content	Modifies the DRM content under a Title.
Modify Service	Modifies the Service under a Title.
Modify Category	Modifies a Category (a folder) on the Store.
Modify Product	Modifies the Product under a Title.
Modify SKU	Modifies a SKU (a sellable unit) under the product.
Promote Title	Promotes a title from one environment to the next (Database Data).
Promote Title CDN	Promotes content under a title from Dev CDN to Prod CDN.
Set Admin Subnet	Sets the Secure Subnet for a PMT user to open access.
Set Secure Name	Sets the RSA Secure Name for PMT user for open access.
Modify SKU Price	Modifies the SKU price under the product.
Create Product Voucher Type	Creates a product voucher type.
Modify Product Voucher Type	Modifies a product voucher type.
Modify Voucher Batch	Modifies a group (batch) of voucher tasks.
Create Money Voucher Type	Creates Money Voucher Type.
Create Voucher Batch	Creates a Voucher Batch.
Cancel All Voucher Batch	Cancels the Voucher Batch.
Cancel Voucher Batch Range	Cancels the range of a Voucher Batch.
Update Product Search Index	Updates SOLR search index for a given product.
Modify Offer	Modifies the contractual obligations for a SKU.

Event	Description
– VINE Events – VINE system-generated events that are included in NCST	
VINE Authenticate	Generated when a user loges into the VINE system.
VINE Export Status	Generated when the status of an export of video content from the VINE system.
VINE Export Title	Generated when video content (a Title) is exported from the VINE system.
VINE Modify Product	Generated when a video title descriptor (e.g. Promotional Date) is changed.
VINE Modify Wholesale Price	Generated when the wholesale price of a video product is modified.

Appendix C – The DEVADMIN Tab

In NCST 3.7.0 the new **DEVADMIN** tab was added, which allows users to clear all entitlements and age all subscriptions, etc. only for their own account. This feature will be enabled on all NCST environments except NP (Live). The primary users for the DevAdmin features are licensees and developers who need to age their own NPMT account and/or clear all entitlements for testing purposes.

Aging, which effectively moves the **Inactive Date** back in time, reduces the number of remaining days for entitlements. This is used to test what happens on the storefront when an entitlement becomes inactive and to simulate the arrival of the "inactive date." The customer is no longer entitled to access a certain piece of content. Aging applies to all entitlements for an account.

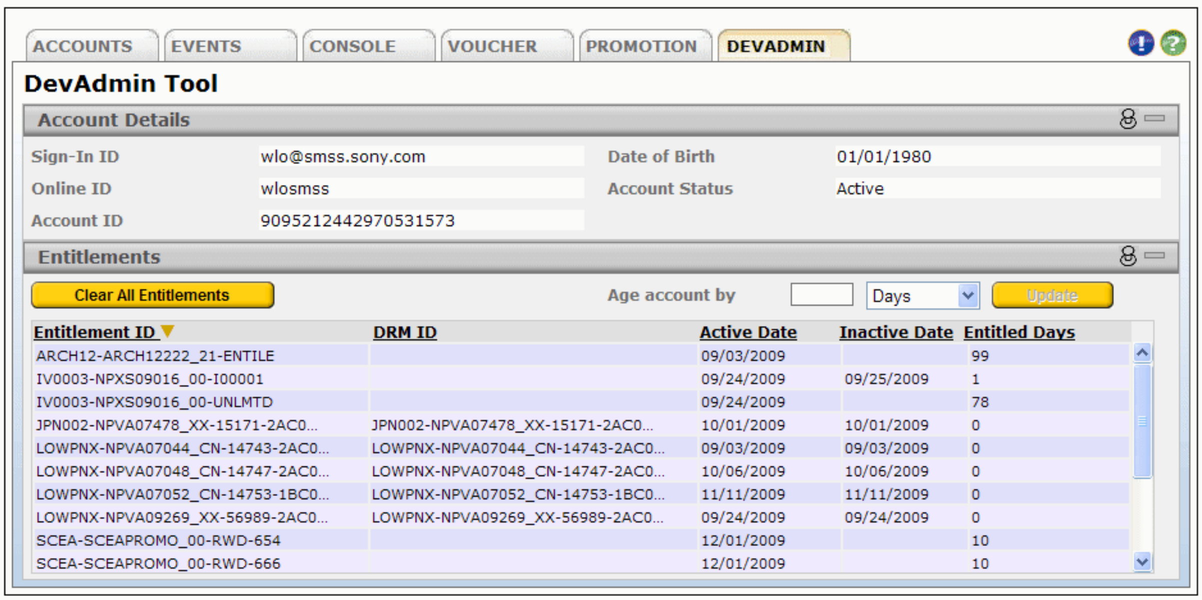


Figure 57: DEVADMIN Tab

To Access the DEVADMIN Tab

Click the link that your management provided you to access a non-NP environment. Depending on your permitted access, you may have a link to one or more non-NP environment (SP-INT, PROD-QA, or MGMT).

> **Note:**
> The DEVADMIN tab cannot be accessed from the NP (Live) environment of NCST.

You will be redirected to the **Sign-in** dialog. Follow the standard NCST sign-in procedure. (See Page 19 for details.)

To Clear all Entitlements

Click **Clear all Entitlements** for a selected account.

To Age an Account

1. Enter the number (of days or months) in the field following **Age account by**.
2. Select either **days** or **months** from the drop-down.
3. Click **Update**.

Table 25: DevAdmin Fields

DevAdmin Tool Fields	Description
Sign-In ID	Your email address you used to register your account
Online ID	The “handle” you selected (name used for online chats, etc.)
Account ID	Identification number assigned to you when your account was created
Date of Birth	Your date of birth
Account Status	Your account status is one of the following: active, suspended, or banned.

An **entitlement** is an attribute of a customer account that indicates that the customer is authorized to use specific DRM content.

Table 26: Entitlements Table Columns

Column Heading	Description
Entitlement ID	The ID associated with a specific entitlement (access permission) for DRM content (games, etc).
DRM ID (renamed for NCST 3.9.0)	The ID for the DRM content that the account holder is permitted to access.
Active Date	The date the selected account was granted permission to access the game content.
Inactive Date	The date that the permission to access the game content ends.
Entitled Days	The remaining days that the selected account has permission to access the game content (before the account holder is prompted to purchase more service entitlements).

Appendix D – NCST Search Links

As an alternative to manually copy/pasting the same number or text (value) into a NCST Search field, you can create a link (URL) that does this automatically. And you only need to sign-in to NCST once after you click on a NCST search link, as long as your browser stays open.

> **Note:**
> After you click on a link NCST Search link that you created, and the Search field is populated with the pre-selected value, you then need to:
> - If required, manually select search parameters from drop-down menus or enter a date range (for example, on the **EVENTS** Tab, selecting an **Event Type**).
> - Manually click **SEARCH**.

Creating a NCST Search Link

To create a NCST search link (URL), substitute each **[red item in brackets]** below with your search criteria.

https://nNCST.np.tools.playstatioPn.net/NCSTool.vm?panel=[panel-code]&[field-name-code]=[value]

Example: Search for “12345” (value) in the Log-In ID (field name), in the ACCOUNTS tab (panel name).
https://nNCST.np.tools.playstation.net/NCSTool.vm?panel=search.ACCOUNTS&LOGIN_ID=12345

To Create a NCST Search Link

1. Substitute the NCST Tab (USERS, EVENTS, etc.) for **[panel-code]**.
2. Substitute the search field for **[field-name-code]**.
3. Substitute the number or text (value) you want to search for **[value]**.

Panel Code (NCST UI Tab)	Field Name Codes	Field Names
search.ACCOUNTS (ACCOUNTS tab) NOTE: The Credit Card value must be 8 numbers without spaces or dashes (nnnnnnnn).	LOGIN_ID CC_SPAN ONLINE_ID CC_NAME ACCOUNT_ID PS_CARD_NUMBER JABBER_ID KOREAN_RRN REAL_NAME	Sign-In ID Credit Card (**Span**: First 4 & Last 4) Online ID Card Holder’s Name Account ID Voucher ID Jabber ID Korean RRN Real Name

Panel Code (NCST UI Tab)	Field Name Codes	Field Names
search.EVENTS (**EVENTS** tab) <u>NOTE</u>: The Credit Card, value must be 8 numbers without spaces or dashes (nnnnnnnn).	ACCOUNT_ID CC_SPAN CONSOLE_ID IP_ADDRESS LOGIN_ID CSR_ACCOUNT_ID TITLE_ID	Account ID Credit Card (**Span**: First 4 & Last 4) Console ID IP Address Sign-In ID CSR Account ID Title ID
search.CONSOLES (CONSOLES tab)	CONSOLE_ID	Console ID
search.VOUCHERS (VOUCHERS tab)	VOUCHER_ID VOUCHER_CONTROL_CODE	Voucher ID Control Code
search.CARD (**CARD** tab) <u>NOTE</u>: A Finance role is needed to see/use this panel.	CC_NUMBER <u>NOTE</u>: The Credit Card Type must be manually selected from the drop-down list.	Credit Card Number (numbers with no dashes or spaces) Credit Card Type
search.ACCOUNTS (ACCOUNTS tab) <u>NOTE</u>: The Credit Card value must be 8 numbers without spaces or dashes (nnnnnnnn).	LOGIN_ID CC_SPAN ONLINE_ID CC_NAME ACCOUNT_ID PS_CARD_NUMBER JABBER_ID KOREAN_RRN REAL_NAME	Sign-In ID Credit Card (**Span**: First 4 & Last 4) Online ID Card Holder's Name Account ID Voucher ID Jabber ID Korean RRN Real Name

Using a NCST Search Link

Each NCST Search Link embedded in your report, application, etc. will automatically place the designated search value into the pre-defined NCST search field.

To Use a NCST Search Link

1. Click the NCST search link embedded in the report, document, application, etc.
2. If you are currently signed-in to NCST, proceed to Step #4 below.
3. If you are not signed-in to NCST, the **Sign-in** screen will display. Sign in to NCST. If your browser stays open, you will only need to sign-in once.

   The pre-set value displays in the pre-selected search field.
4. For some searches, such as **EVENTS** or **CARD** tab searches, you will need to manually enter a date-range or select other parameters from one or more drop-down menus (for example, on the **EVENTS** Tab, selecting an **Event Type**).
5. Click **SEARCH**. The search results window displays.

Glossary

BI – Business Intelligence

Bound consoles – Consoles that are associated with a specific customer account.

CAM – Customer Account Management

CS – Customer Service

CSR – Customer Service Reprehensive; for NCST, a CSR is a Customer Service Operator, Supervisor, or Administrator.

DUID – **(Device Unique ID)** a device format used for all non-PlayStation devices.

Entitlement – An attribute of a customer account that indicates that the customer is authorized to use specific DRM content.

NCST – Navigator Customer Service Tool

DRM – Digital Rights Management

European Date Format – (**dd/mm/yyyy**) This format will display on all date fields if your browser is set to UK English as the language preference.

Finance – For NCST, the role that grants access to customers' sensitive financial information.

FR – Financial Reporting

Handle – Online ID

Japanese Date Format - (**yyyy/mm/dd)** – This format will display on all date fields if your browser is set to Japanese as the language preference.

LIVE (NP) – Live PlayStation® Storefront Environment

NPMT – Network Platform Management Tool

MGMT – PlayStation® Storefront Management Environment

NAV – Another name used to refer to the NPMT.

PMT – Product Management Tool; another name referring to Network Platform Management Tool (NPMT).

PROD-QA – Production Quality Assurance Environment

Promoted Content – Content that is transmitted to a system environment after being approved by management in the PlayStation MGMT environment. See also: *Submitted* Content*.*

Registration-only country accounts – For customers who registered in counties that do not have a PSN store.

RHQ – Regional Headquarters

RNN – Korean ID number that is similar to the US Social Security number.

Roadster –Social networking components of Navigator.

SCE – Sony Computer Entertainment

SCEJ – Sony Computer Entertainment Japan

SCEK – Sony Computer Entertainment Korea

SCEA – Sony Computer Entertainment America

SCEE – Sony Computer Entertainment Europe

SKU – Stock Keeping Unit

SP-INT – Sony PlayStation® Initial Environment

Span – First four and last four digits of a customer's credit card number.

SMSS – Sony Media Software & Services

Submitted Content – Content that is transmitted to a system environment before being approved by management. See also: *Promoted*.

Subscription – An attribute of a customer account indicating that a specific product should be automatically purchased in a recurring fashion in order to renew entitlement(s) before they close

Technical Credit – Credit that studios extend contractually to Sony, typically for <u>one</u> re-download of video content per customer.

Tooltip – A small popup window that appears when the mouse cursor is positioned over a UI object (such as a toolbar button), containing a short description of the object's purpose.

UI – User Interface (also known as a Graphical User Interface or GUI).

UK English – See European Date format.

VINE – Video Import Normalization and Export

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the NCST application to:

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