

TSYS Integration with CiviCRM Documentation

Throughout this example we'll use a WordPress site. The installation process may differ slightly for each CMS, but should be relatively similar.

You can use the companion [video walkthrough](#) to see many of these steps narrated in action.

This document illustrates the installation procedures at the time of development. These methods may change, so the best source for information on the installation of extensions in CiviCRM are the official documentation pages found here: <https://docs.civicrm.org>

Preparations

Make sure you have identified the specific website to use, and complete these steps:

- Login to the CMS (WordPress, Drupal, or Joomla) as an administrator
- Navigate to the CiviCRM dashboard Click on the CiviCRM icon and link from the CMS menu. In WordPress, find the left menu bar and select CiviCRM. In Drupal, find the Modules menu and select CiviCRM. In Joomla, find the Extensions menu and select CiviCRM.
- Check for system errors Navigate to the System Status page using the top Civi menu Administer > Administration Console > System Status If there are any Errors, the installation process may not complete as expected. Contact a CiviCRM specialist before proceeding.

FileEditViewHistoryBookmarksToolsHelp

CiviCRM System Status (1) X +

←→↻🏠

🔒 cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civi

🌐 Getting Started📁 AGH📁 NUL🔴 Exploration #16314: ...📄 Paste Board | AGH Str...✉️ mail

🌐 CiviCRM TSYS Demo🔄 4💬 0+ NewCiviCRM

🏠 Dashboard🔍 CiviCRM

CiviCRM

📌 Posts

🖼️ Media

📄 Pages

💬 Comments

🔧 Appearance

🔧 Plugins 2

👤 Users

🔧 Tools

⚙️ Settings

🔍 Collapse menu

CiviCRM

CiviCRM System Status

🔔 Active 1

🔒 Hidden 3

📋 Resource URLs: Make them portable

Resource URLs may use absolute paths, relative paths, or variables. Absolute path URL (eg "[cms.root]" or "[civicrm.files]").

📋 PHP Up-to-Date

This system uses PHP version 7.2.19-0ubuntu0.18.04.1 which meets or exceeds the

🔧 Extensions

All extensions are up-to-date:

TSYS (com.aghstrategies.tsys) version 1.1.0

Powered by CiviCRM 5.17.beta1. System Status: W

cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civicrm/a/#/statusDownload CiviCRM. View issu

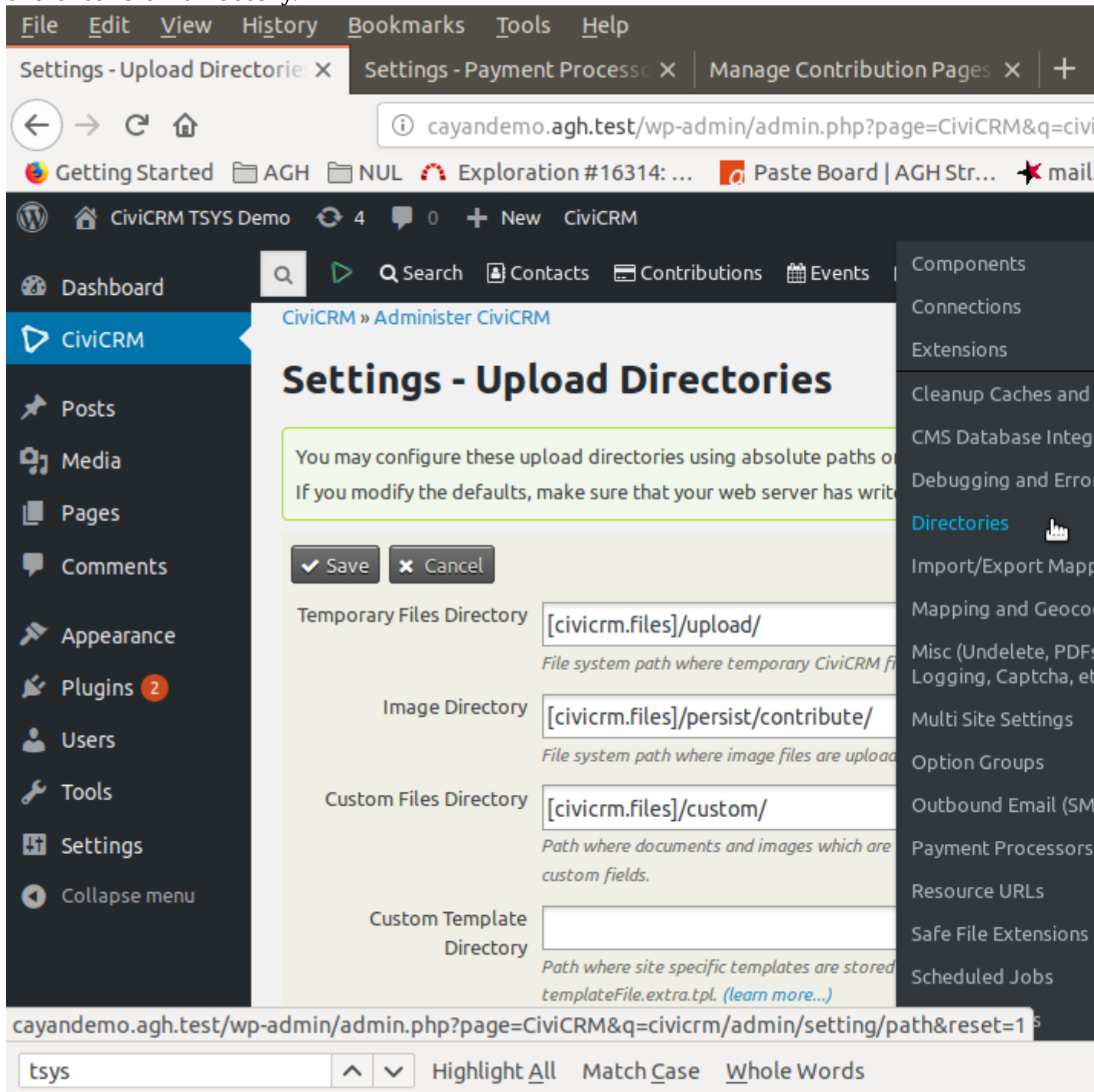
tsys^v

Highlight AllMatch CaseWhole Words

Install TSYS extension

Identify the Extensions directory

Use the Civi menu Administer > System Settings > Directories to identify the extension directory.



The screenshot shows a web browser window with the URL `cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civicrm/admin/setting/path&reset=1`. The browser's address bar and tabs are visible at the top. The CiviCRM interface is shown, with the left sidebar menu expanded to 'Settings'. The main content area is titled 'Settings - Upload Directories' and contains a green warning box: 'You may configure these upload directories using absolute paths or relative paths. If you modify the defaults, make sure that your web server has write permissions for the directories you specify.' Below this, there are four input fields for directory paths, each with a 'Save' button and a 'Cancel' button. The fields are: 'Temporary Files Directory' with value '[civicrm.files]/upload/' and description 'File system path where temporary CiviCRM files are stored.'; 'Image Directory' with value '[civicrm.files]/persist/contribute/' and description 'File system path where image files are uploaded.'; 'Custom Files Directory' with value '[civicrm.files]/custom/' and description 'Path where documents and images which are stored in custom fields.'; and 'Custom Template Directory' which is empty and has description 'Path where site specific templates are stored (e.g. templateFile.extra.tpl. (learn more...))'. The bottom of the page shows a search bar with the text 'tsys' and a dropdown menu with options 'Highlight All', 'Match Case', and 'Whole Words'.

The last field on this page is labeled "Extensions Directory". To get the full file path, click the ? symbol in the green text to find what path [civicrm.files] has. Add that together with any text afterwards to get the full file path.

The screenshot shows a web browser window with the URL `cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civi`. The browser's address bar and tabs are visible at the top. Below the browser window, the CiviCRM interface is shown. The left sidebar contains a menu with items like Dashboard, CiviCRM, Posts, Media, Pages, Comments, Appearance, Plugins (2), Users, Tools, Settings, and Collapse menu. The main content area is titled "Settings - Upload Directories" and includes a warning box about configuring upload directories. Below the warning box, there are four settings: Temporary Files Directory, Image Directory, Custom Files Directory, and Custom Template Directory. Each setting has a text input field and a description. The Temporary Files Directory is set to `[civicrm.files]/upload/`. The Image Directory is set to `[civicrm.files]/persist/contribute/`. The Custom Files Directory is set to `[civicrm.files]/custom/`. The Custom Template Directory is empty. At the bottom of the page, there is a search bar with the text "tsys" and a dropdown menu with options "Highlight All", "Match Case", and "Whole Words".

File Edit View History Bookmarks Tools Help

Settings - Upload Directories X Settings - Payment Process X Manage Contribution Pages X +

Getting Started AGH NUL Exploration #16314: ... Paste Board | AGH Str... mail

CiviCRM TSYS Demo 4 0 + New CiviCRM

Dashboard CiviCRM Administer CiviCRM

Settings - Upload Directories

You may configure these upload directories using absolute paths or path variables. ?
If you modify the defaults, make sure that your web server has write access to the directory.

Save Cancel

Temporary Files Directory
File system path where temporary CiviCRM files - such as import data files - are stored.

Image Directory
File system path where image files are uploaded. Currently, this path is used for all image uploads.

Custom Files Directory
Path where documents and images which are attachments to contact records are stored. This directory is used for all custom fields.

Custom Template Directory
*Path where site specific templates are stored if any. This directory is used for all templates. (learn more...)
CiviCase configuration files can also be stored in this custom path. (learn more...)*

tsys ^ v Highlight All Match Case Whole Words

Example: Extensions Directory `[civicrm.files]/ext/`

We know from the Path Variable box that `[civicrm.files] = /srv/www/cayandemo/public_html/wp-content/uploads/civicrm`

So we'll take that and add the `'/ext/'` to the end to get: `/srv/www/cayandemo/public_html/wp-content/uploads/civicrm/ext/`

This is the file path to use when installing the extension in the next step.

Switch to the Command Line

- Connect by SSH to your web server Connect to the web server and navigate to the extension directory found previously.

Ex: `~ ssh webmaster@website.com cd /srv/www/cayandemo/public_html/wp-content/uploads/civCRM/ext/ ~`

- Download the extension file

Use the latest version found on (<https://github.com/aghstrategies/com.aghstrategies.tsys/archive/v1.1.0.zip>).

*The specific file path may change as the software is updated. Please check this link for the latest archive: <https://github.com/aghstrategies/com.aghstrategies.tsys/archive> and replace "v1.1.0.zip" with the latest stable version.

```
sudo wget https://github.com/aghstrategies/com.aghstrategies.tsys/ar
```

This will download the file "master.zip" to this directory which will need to be unzipped.

- Unzip the extension file `~ sudo unzip master.zip ~`

You are finished with the command line, so you can leave by typing 'exit'

Switch to the web interface

Switch back to the web browser to install the TSYS extension through CiviCRM's extension interface by using the Civi menu Administer > System Settings > Extensions

File Edit View History Bookmarks Tools Help

CiviCRM Extensions < CiviCRM X Settings - Payment Processors X Manage Contribution Pages X +

← → ↻ 🏠 cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civi

Getting Started AGH NUL Exploration #16314: ... Paste Board | AGH Str... mail

WordPress CiviCRM TSYS Demo 4 0 + New CiviCRM

Dashboard Search Search Contacts Contributions Events Components Connections Extensions Cleanup Caches and CMS Database Integ Debugging and Error Directories Import/Export Mapping Mapping and Geocoding Misc (Undelete, PDFs Logging, Captcha, etc Multi Site Settings Option Groups Outbound Email (SMTP Payment Processors Resource URLs Safe File Extensions Scheduled Jobs

CiviCRM

Posts Media Pages Comments Appearance Plugins 2 Users Tools Settings Collapse menu

CiviCRM » Administer CiviCRM

CiviCRM Extensions

Refresh

CiviCRM extensions allow you to install additional features for your system that are compatible with this version of CiviCRM. If you install Custom Screens, you may also want to check the directory for [native WordPress modules](#).

Extensions Add New

Extension name (key)
▶ API v4 (org.civicrm.api4)

cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civicrm/admin/extensions&reset=1

tsys ^ v Highlight All Match Case Whole Words

- Click the Refresh button to display the TSYS extension

CiviCRM » Administer CiviCRM

CiviCRM Extensions

Refresh

▶ API v4
(org.civicrm.api4)

Click the Install link on the right of the TSYS listing and click Install again on the following page.

File Edit View History Bookmarks Tools Help

CiviCRM Extensions < CiviCRM X Settings - Payment Processors X Manage Contribution Pages X +

← → ↻ 🏠 cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civi

🌐 Getting Started 📁 AGH 📁 NUL 🚫 Exploration #16314: ... 📄 Paste Board | AGH Str... ✉️ mail

🌐 🏠 CiviCRM TSYS Demo ↻ 4 💬 0 + New CiviCRM

📊 Dashboard 🔍 Search 📇 Contacts 📄 Contributions 📅 Events ✉️ Mailings 📇 Memb

📄 CiviCRM CiviCRM » Administer CiviCRM

CiviCRM Extensions

🔄 Refresh

CiviCRM extensions allow you to install additional features for your site. This page will au are compatible with this version of CiviCRM. If you install Custom Searches, Reports or Pa screens.

You may also want to check the directory for [native WordPress modules](#) that may be usef

Extensions Add New

Extension name (key)	Status
▶ TSYS (com.aghstrategies.tsys)	
▶ API v4 (org.civicrm.api4)	

cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civicrm/admin/extensions&action=add&id=

tsys ^ v Highlight All Match Case Whole Words

You'll be returned to the Extensions page, with TSYS Enabled

The screenshot displays the CiviCRM Extensions administration page. The browser's address bar shows the URL: `cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civi`. The CiviCRM sidebar on the left includes links to Dashboard, CiviCRM, Posts, Media, Pages, Comments, Appearance, Plugins (2), Users, Tools, Settings, and a Collapse menu button. The main content area is titled 'CiviCRM Extensions' and features a 'Refresh' button. A green informational box states: 'CiviCRM extensions allow you to install additional features for your site. This page will only show extensions that are compatible with this version of CiviCRM. If you install Custom Searches, Reports or Payment Processors, you will see them here. You may also want to check the directory for [native WordPress modules](#) that may be useful for your site.'

Extension name (key)	Status
▶ TSYS (com.aghstrategies.tsys)	Enabled
▶ API v4 (org.civicrm.api4)	

At the bottom, there is a search bar containing the text 'tsys' and a filter section with options: 'Highlight All', 'Match Case', and 'Whole Words'.

Configure a TSYS Payment Processor

Now that Civi has the capability of talking to TSYS, we need to configure a Civi payment processor to use TSYS.

- Use the Civi menu to navigate to Administer > System Settings > Payment Processors

- Click the Add Payment Processor button

The screenshot displays the CiviCRM administration interface. The main content area is titled "Settings - Payment Processor" and includes a table of existing payment processors. A button labeled "Add Payment Processor" is visible below the table. The left sidebar contains a navigation menu for various CiviCRM features. The top of the page shows the WordPress admin header and the CiviCRM logo. The bottom of the page features a search bar and search filters.

ID	Test ID	Name	Processor Type	Description
1	2	Test Processor	Dummy Payment Processor	

Powered by CiviCRM 5.17.0-beta1
[Download CiviCRM.](#)

Search:

Payment Processor Fields

Field	Value	Notes
Payment Processor Type	TSYS	

Field	Value	Notes
Name	Displayed by default on public pages when the payment processor is chosen	Consider using something generic like "Credit Card"
Description	Open text field	Used for your own organization, not required
Financial Account	Payment Processor Account	Default is typical, use this unless you have a reason to change it
Payment Method	Credit Card	This information shows up on any contribution record created using this processor as the payment method. Options may be added by the user on the fly using the wrench icon
Is this Payment Process active?	check	If checked, this processor will be available to use on your site to take payments and donations

Field	Value	Notes
Is this Payment Processor the default?	check	If checked, any new contribution page or event created will assume credit card payments will be taken using this TSYS processor
Accepted Credit Card Types	Check all: Visa, MasterCard, Amex, Discover	

Settings - Payment Processor

You can configure one or more Payment Processors for your CiviCRM installation. You must then assign an active Payment Processor as the default.

New Payment Processor

Payment Processor Type * ?

Name *

Description

Financial Account *

Payment Method ⚙

☒ Is this Payment Processor active?

☒ Is this Payment Processor the default?

Accepted Credit Card Type(s) ☒ Visa ☒ MasterCard ☒ Amex ☒ Discover

Select Credit Card Types that this payment processor can accept

Processor Details for Live Payments

Merchant Name: This is provided by your Cayan representative
 Web API Key: This is provided by your Cayan representative
 Merchant Site Key: This is provided by your Cayan representative
 Merchant Site ID: This is provided by your Cayan representative
 Site URL: https://

cayan.accessaccountdetails.com/ Recurring Payments URL: https://
cayan.accessaccountdetails.com/

Processor Details for Live Payments

Merchant Name	<input type="text" value="Cayan"/>	?
Web API Key	<input type="text" value="....."/>	?
Merchant Site Key	<input type="text" value="KHBFO-H4W9E-IG8Z3-PF8YT-K4FB8"/>	?
Merchant Site ID	<input type="text" value="BCSRE53M"/>	
Site URL	<input type="text" value="https://cayan.accessaccountdetails.com/"/>	?
Recurring Payments URL	<input type="text" value="https://cayan.accessaccountdetails.com/"/>	?

Processor Details for Test Payments

Repeat all the information above

Merchant Name: This is provided by your Cayan representative (same as above) Web API Key: This is provided by your Cayan representative (same as above) Merchant Site Key: This is provided by your Cayan representative (same as above) Merchant Site ID: This is provided by your Cayan representative (same as above) Site URL: https://
cayan.accessaccountdetails.com/ Recurring Payments URL: https://
cayan.accessaccountdetails.com/

Processor Details for Test Payments

Merchant Name	<input type="text" value="Cayan"/>	?
Web API Key	<input type="text" value="....."/>	?
Merchant Site Key	<input type="text" value="KHBFO-H4W9E-IG8Z3-PF8YT-K4FB8"/>	?
Merchant Site ID	<input type="text" value="BCSRE53M"/>	
Site URL	<input type="text" value="https://cayan.accessaccountdetails.com/"/>	?
Recurring Payments URL	<input type="text" value="https://cayan.accessaccountdetails.com/"/>	?

Click Save

Using a Processor on a web page

Now that CiviCRM can talk to TSYS with a Payment Processor, we need to add that processor to a page to be able to take credit cards.

Adding to a contribution page

First, find the contribution page you want to edit from the Civi menu
Contributions > Manage Contribution Pages

File Edit View History Bookmarks Tools Help

Manage Contribution Pages X Settings - Payment Processo X Manage Contribution Pages X +

← → ↻ 🏠

🌐 Getting Started 📁 AGH 📁 NUL 🔴 Exploration #16314: ... 📄 Paste Board | AGH Str... ✉ mail

🌐 🏠 CiviCRM TSYS Demo ↻ 4 💬 0 + New CiviCRM

📊 Dashboard 🔍 Search 👤 Contacts 📄 Contributions 📅 Events ✉ Mailings 👤 Memb

📄 CiviCRM

📌 Posts 📁 Media 📄 Pages 💬 Comments 📌 Appearance 📌 Plugins 2 👤 Users 🛠 Tools ⚙ Settings ⌵ Collapse menu

CiviCRM » Administer CiviCRM

Manage Contribution

CiviContribute allows you to create amounts, types of information coll

Find Contribution Pages

Complete OR partial Contribution Page

🔍 Search

➕ Add Contribution Page

Dashboard
New Contribution
Find Contributions
Contribution Reports
Import Contributions
Pledges
Batch Data Entry
Accounting Batches
New Contribution Page
Manage Contribution Pages
Personal Campaign Pages
Premiums (Thank-you Gifts)
New Price Set
Manage Price Sets

Contribution Pages

Financial Type

☐ Campaign C
☐ Donation
☐ Event Fee
☐ Member Du

A B C D E F G H I J K L M N O P Q R S T U

Title

Help Support CiviCRM!

cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civicrm/admin/contribute&reset=1

tsys ^ v Highlight All Match Case Whole Words

On the right side of the listing, click the Configure Link and select Contribution Amounts

File Edit View History Bookmarks Tools Help

Manage Contribution Pages X Settings - Payment Processors X Manage Contribution Pages X +

← → ↻ 🏠 cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civi

🌐 Getting Started 📁 AGH 📁 NUL 🚫 Exploration #16314: ... 📄 Paste Board | AGH Str... ✉ mail

🌐 🏠 CiviCRM TSYS Demo ↻ 4 💬 0 + New CiviCRM

📊 Dashboard 🔍 Search 📇 Contacts 📄 Contributions 📅 Events ✉ Mailings 📇 Memb

📄 CiviCRM

📌 Posts 📁 Media 📄 Pages 💬 Comments 🛠 Appearance 📌 Plugins 2 👤 Users 🛠 Tools ⚙ Settings ⌂ Collapse menu

🔍 Search

+ Add Contribution Page Manage Personal Campaign Pages ?

A B C D E F G H I J K L M N O P Q R S T U

Title	ID
Help Support CiviCRM!	1
Member Signup and Renewal	2
Pledge for CiviCRM!	3

cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civicrm/admin/contribute/amount&reset=1

tsys ^ v Highlight All Match Case Whole Words

Next to the Payment Processor field, you should see your new payment processor available. Check the box next to it and uncheck any others that may be selected already.

File Edit View History Bookmarks Tools Help

Configure Page - Help Support X Settings - Payment Processors X Manage Contribution Pages X +

← → ↻ 🏠

🌐 Getting Started 📁 AGH 📁 NUL 🔍 Exploration #16314: ... 📄 Paste Board | AGH Str... ✉ mail

🌐 🏠 CiviCRM TSYS Demo 🔄 4 💬 0 + New CiviCRM

📊 Dashboard 🔍 Search 📇 Contacts 📄 Contributions 📅 Events ✉ Mailings 📇 Members

📄 CiviCRM

📌 Posts 📁 Media 📄 Pages 💬 Comments 📌 Appearance 📌 Plugins 2 👤 Users 🛠 Tools ⚙ Settings ⌂ Collapse menu

Title Amounts Memberships Receipt Tell a Friend Profiles Premiums Widgets

Use this form to configure Contribution Amount options. You can give contributors the ability to enter contribution amounts, you can enter a label for each 'level' of contribution (e.g. Friend, Sustainer, etc.). Depending on your choice of Payment Processor, you may be able to offer a recurring contribution.

✓ Save ✓ Save and Done ✓ Save and Next ✕ Cancel

Execute real-time monetary transactions ☒ Uncheck this box if you are using this contribution page for equipment.. etc.

Currency * USD (\$) Select the currency to be used for contributions submitted.

Payment Processor ☒ Credit Card ☐ Test Processor Select the payment processor to be used for contributions (credit card only). ([learn more...](#))

Pay later option ☐ Check this box if you want to give users the option to submit a payment later.

Contribution Amounts section enabled ☒ Uncheck this box if you are using this contribution page for equipment.. etc.

Price Set No Contribution Price Sets have been configured. "Contribute \$25 more to receive our monthly magazine subscription."

tsys ^ v Highlight All Match Case Whole Words

Click the Save and Done button. This page will now be able to take credit card payments through TSYS.

Adding to an event registration page

First, find the event you want to edit from the Civi menu Events > Manage Events

On the right side of the listing, click the Configure Link and select Fees

File Edit View History Bookmarks Tools Help

Manage Events « CiviCRM TSYS X Settings - Payment Processors X Manage Contribution Pages X +

← → ↺ 🏠 cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civ

🌐 Getting Started 📁 AGH 📁 NUL 🚫 Exploration #16314: ... 📄 Paste Board | AGH Str... ✉ mail

🌐 🏠 CiviCRM TSYS Demo ↺ 4 💬 0 + New CiviCRM

📊 Dashboard 🔍 Search 📇 Contacts 📄 Contributions 📅 Events ✉ Mailings 📇 Memb

📄 CiviCRM

📌 Posts 📁 Media 📄 Pages 💬 Comments 🛠 Appearance 📌 Plugins 2 👤 Users 🛠 Tools ⚙ Settings ⌂ Collapse menu

CiviCRM » CiviEvent Dashboard

Manage Events

Find Events

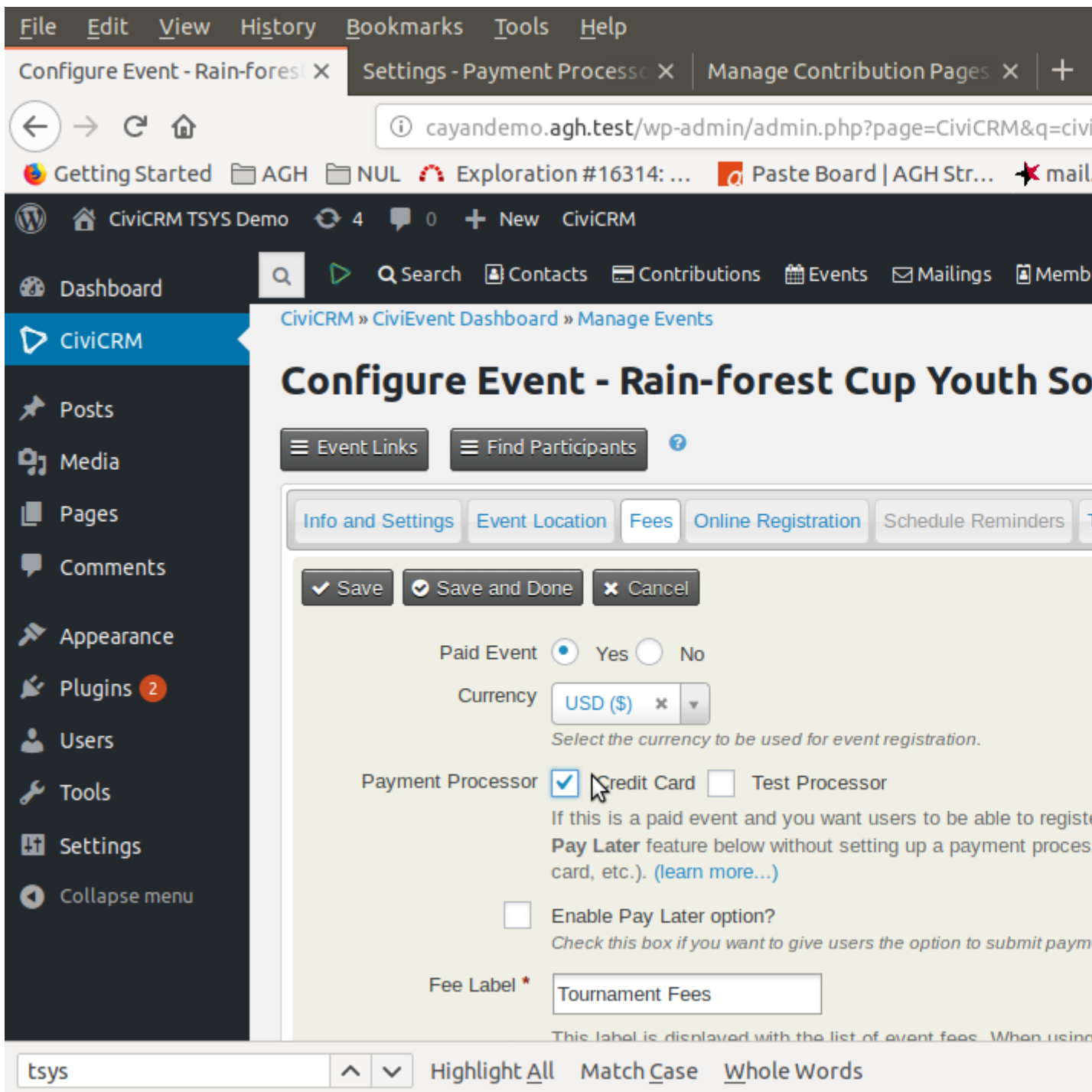
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Event											City	State/Province	T							
Rain-forest Cup Youth Soccer Tournament (ID: 3)											Santa Fe	New Mexico	F							
Fall Fundraiser Dinner (ID: 1)											Collinsville	Connecticut	F							

Powered by CiviCRM 5.17.beta1. CiviCRM
[Download CiviCRM.](#) [View issues.](#)

cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civicrm/event/manage/fee&reset=1&action=

tsys ^ v Highlight All Match Case Whole Words

Next to the Payment Processor field, you should see your new payment processor available. Check the box next to it and uncheck any others that may be selected already.



Click the Save and Done button. This page will now be able to take credit card payments through TSYS.

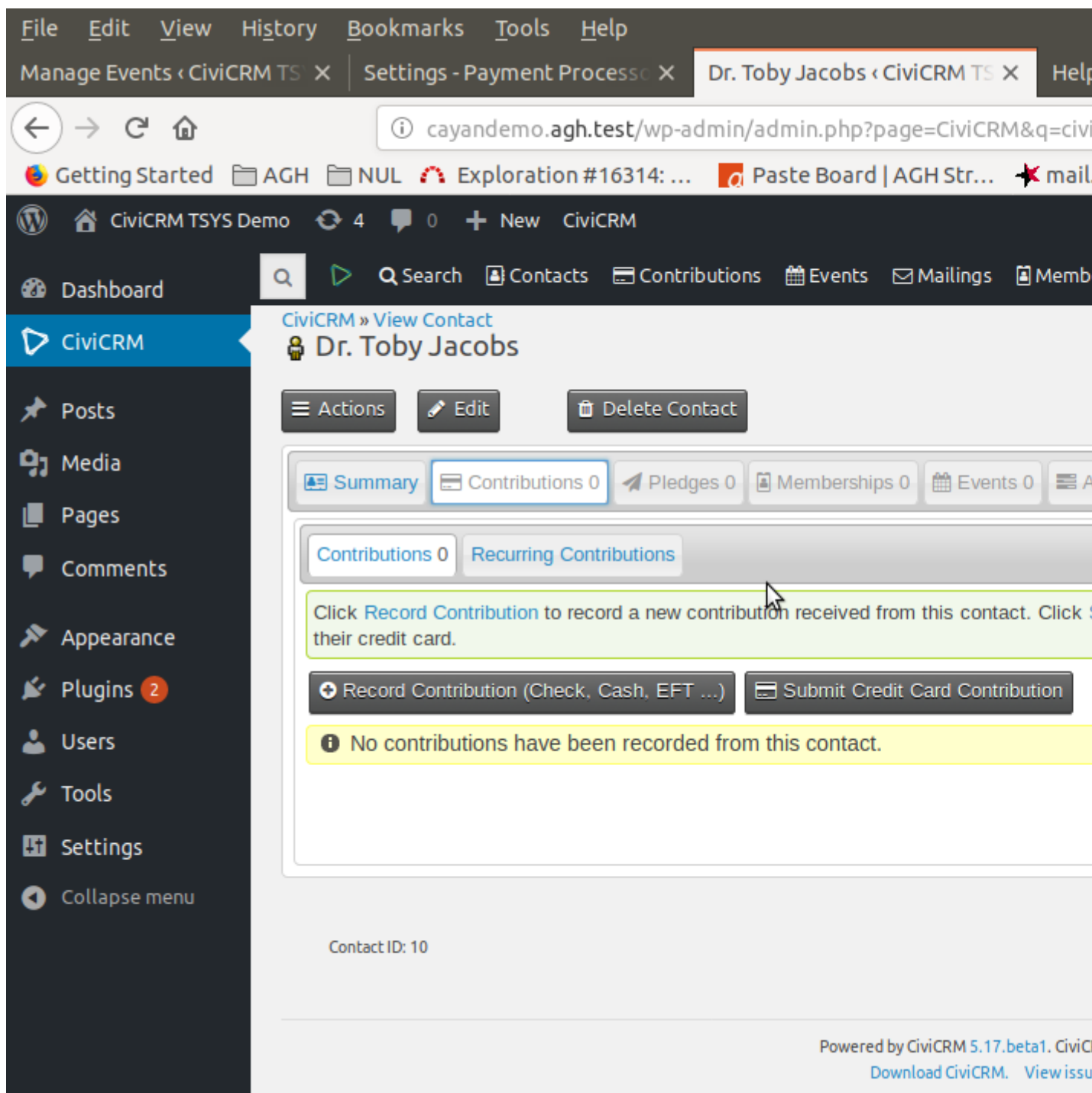
Completing a transaction from the backend

Sometimes you will need to process transactions without the need for completing a web page form like a donation or event registration page. To administratively process payments from the back end you will begin by finding the contact record of the individual or organization making the

transaction. Donations and Event Registrations are handled separately, so make sure you do not record an event registration fee as a donation.

Identify and navigate to the target contact record.

Backend Contribution



On the contact record select the Contributions tab, then click the "Submit Credit Card Contribution" button.

Make sure that the name you used to set up the process (Credit Card in our example) is selected in the dropdown for Payment Processor. Enter the

remaining required fields and click "Save" or "Save and New" to execute the transaction.

Backend Event Registration

The screenshot displays the CiviCRM backend interface. The top navigation bar includes links for File, Edit, View, History, Bookmarks, Tools, and Help. The browser address bar shows the URL: `cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civi`. The sidebar on the left contains a search bar and a list of navigation items: Dashboard, CiviCRM, Posts, Media, Pages, Comments, Appearance, Plugins (2), Users, Tools, Settings, and Collapse menu. The main content area is titled "CiviCRM » View Contact" and shows the contact details for "Dr. Magan Cruz". Below the contact name are buttons for "Actions", "Edit", and "Delete Contact". A tabbed interface shows "Summary", "Contributions 1", "Pledges 0", "Memberships 0", and "Events 0". A message box states: "This page lists all event registrations for Dr. Magan Cruz since inception. Click [Add Event Registration](#) to process a new New Registration on behalf of the participant using their credit card." Below this message are two buttons: "Add Event Registration" and "Submit Credit Card Event Registration". A yellow banner at the bottom of the main content area says: "No event registrations have been recorded for this contact." The footer shows "Contact ID: 3" and "Powered by CiviCRM 5.17.beta1. CiviCRM".

On the contact record select the Contributions tab, then click the "Submit Credit Card Contribution" button.

Event - Select the name of the event from the first dropdown. Participant Role - Set this to "Attendee" unless there's a reason to change it. Ensure that the name you used to set up the process (Credit Card in our example) is selected in the dropdown for Payment Processor. Enter the remaining

required fields and click "Save" or "Save and New" to execute the transaction.

Cancelling a recurring contribution

Recurring contributions are held on the contact record under the Contributions tab, in a sub-tab called Recurring Contributions.

The screenshot shows the CiviCRM interface for a contact named Dr. Magan Cruz. The 'Contributions' tab is active, and the 'Recurring Contributions' sub-tab is selected. It displays one active recurring contribution: \$1.01 every 1 month, starting on August 28th, 2019 at 12:16 AM. The interface includes a sidebar with navigation options like Dashboard, CiviCRM, Posts, Media, Pages, Comments, Appearance, Plugins (2), Users, Tools, Settings, and Collapse menu. The top navigation bar shows various CiviCRM modules like Search, Contacts, Contributions, Events, Mailings, and Members. The bottom of the screen shows a search bar with 'tsys' and search options like Highlight All, Match Case, and Whole Words.

Amount	Frequency	Start Date
\$ 1.01	Every 1 month	August 28th, 2019 12:16 AM

Click the Cancel link on the right side of the recurring contribution to cancel future transactions.

Refunding a contribution

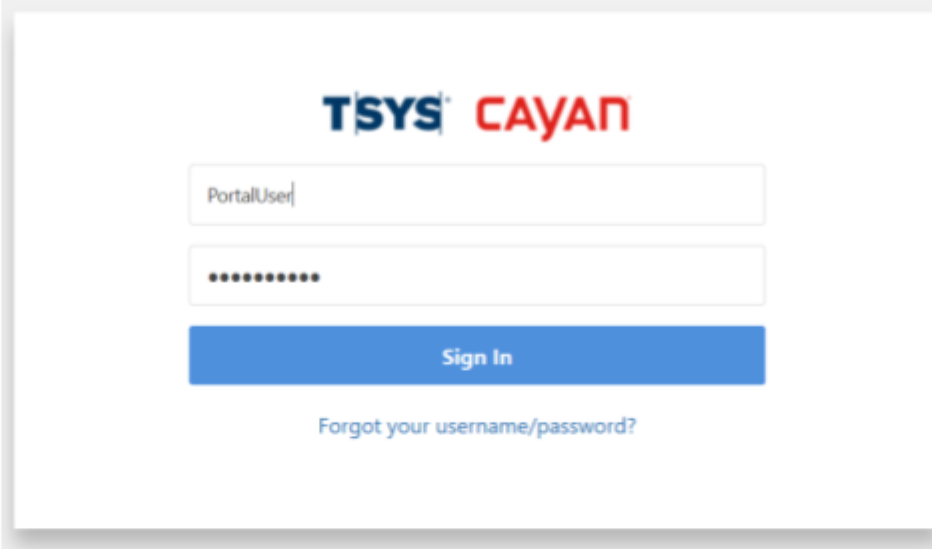
Refunds to credit cards must be initiated through your TSYS interface. At this time refunds can not be initiated from CiviCRM.

Refund the contribution through the Merchant Portal

Log in to your TSYS Merchant Portal

Merchant Portal – Login Page

<https://tsys.accessaccountdetails.com/sign-in/>

A screenshot of the TSYS Cayan Merchant Portal login page. The page features the TSYS Cayan logo at the top. Below the logo are two input fields: the first is labeled 'PortalUser' and contains the text 'PortalUser'; the second is a password field with masked characters. Below these fields is a blue 'Sign In' button. At the bottom of the login area, there is a link that says 'Forgot your username/password?'.

TSYS CAYAN

PortalUser

.....

Sign In

[Forgot your username/password?](#)

Demo Username: cayandemo

Demo Password: Demologin2019

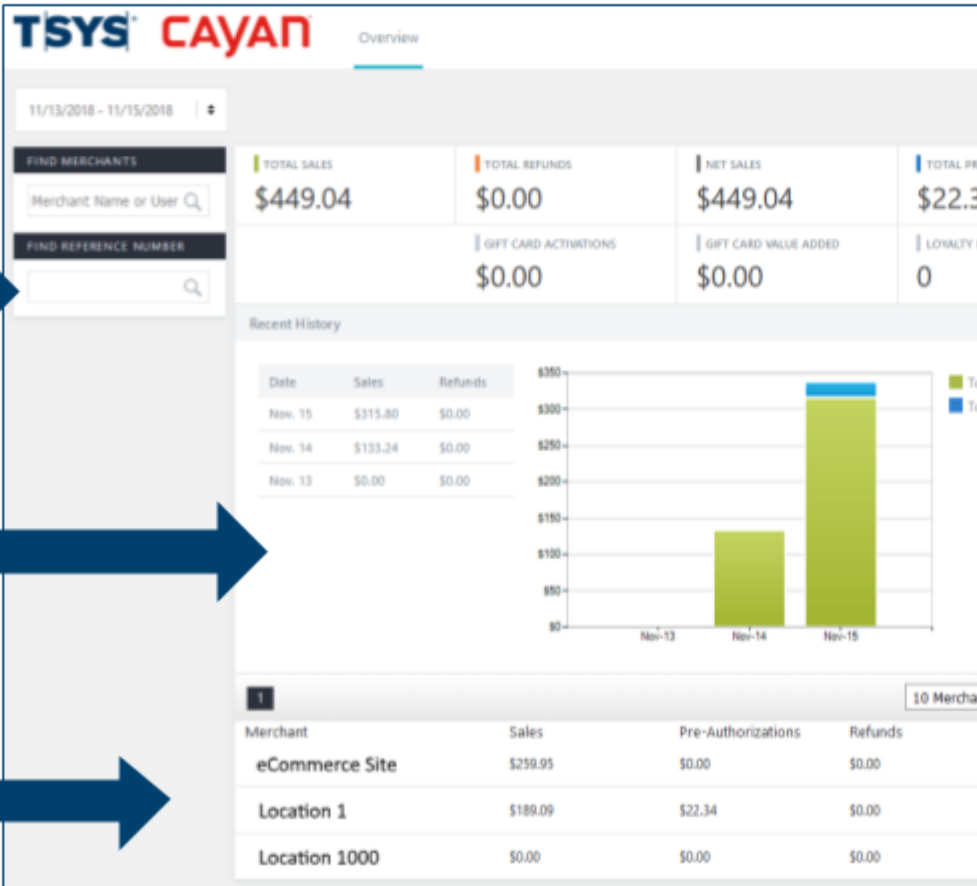
From the Dashboard, you can use the Quick Transaction Search to locate the transaction you need to refund.

Merchant Portal – Leading Dashboard Page

Quick Transaction Search

Daily Sales Summary for all Grouped Accounts

Grouped Accounts



Use the Virtual Terminal to find the Manual Refund link. Enter the transaction information and click "Submit Refund"

Merchant Portal – Refund

The screenshot shows the 'Manual Refund' page in the TSYS Merchant Portal. The page has a top navigation bar with links: Overview, Virtual Terminal (active), History, Batches, Recurring Billing, Account, Help, and Mark Ponsuczek. On the left, there's a sidebar with 'FIND REFERENCE NUMBERS' (a search box) and 'CREDIT CARD OPTIONS' (Credit Card Sale, Pre-Authorization, Forced Sale, Manual Refund (selected), Batch Upload, Close Current Batch). Below these are 'Required' and 'Suggested' field instructions. The main form area is divided into 'Card Information' and 'Refund Information'. 'Card Information' includes Card Number (Required), Expiration Date (Month and Year dropdowns, Required), and Name on Card. 'Refund Information' includes Customer ID, Invoice Number (Suggested), Customer's Email, Subtotal Amount (Required), Tax Amount, Total (\$0.00), and a Notes field (1000 characters remaining). A 'Submit Refund' button is at the bottom.

Manual Refund	
FIND REFERENCE NUMBERS <input type="text"/>	Card Information
CREDIT CARD OPTIONS Credit Card Sale Pre-Authorization Forced Sale Manual Refund Batch Upload Close Current Batch	Card Number <input type="text"/> * Required
* Required Required fields must be filled in to perform transactions.	Expiration Date <input type="text"/> Month <input type="text"/> Year <input type="text"/> * Required
* Suggested Complete as many "suggested" fields as possible. Providing this additional information may lower the fee for the transaction. For more information on avoiding downgrades, visit How do I avoid downgrades in our help center.	Name on Card <input type="text"/>
	Refund Information
	Customer ID <input type="text"/>
	Invoice Number <input type="text"/> ** Suggested
	Customer's Email <input type="text"/>
	Subtotal Amount <input type="text"/> * Required
	Tax Amount <input type="text"/>
	Total \$0.00
	Notes <input type="text"/>
	You have 1000 characters remaining.
	<input type="button" value="Submit Refund"/>

Record the refund in CiviCRM

After you refund a transaction, you will need to record that refund in CiviCRM. Use the Civi menu Search > Find Contributions to enter contribution details that will allow you to click View on the contribution record. It should look something like this:

File Edit View History Bookmarks Tools Help

Find Contributions CiviCRM X Help Support CiviCRM! - Civi X +

← → ↻ 🏠 cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civi

🌐 Getting Started 📁 AGH 📁 NUL 🔴 Exploration #16314: ... 📄 Paste Board | AGH Str... ✉ mail

🌐 🏠 CiviCRM TSYS Demo ↻ 4 💬 0 + New CiviCRM

📊 Dashboard 🔍 Search 📇 Contacts 📄 Contributions 📅 Events ✉ Mailings 📇 Memb

📄 CiviCRM

📌 Posts 📁 Media 📄 Pages 💬 Comments 📌 Appearance 📌 Plugins 2 👤 Users 🛠 Tools ⚙ Settings ⌵ Collapse menu

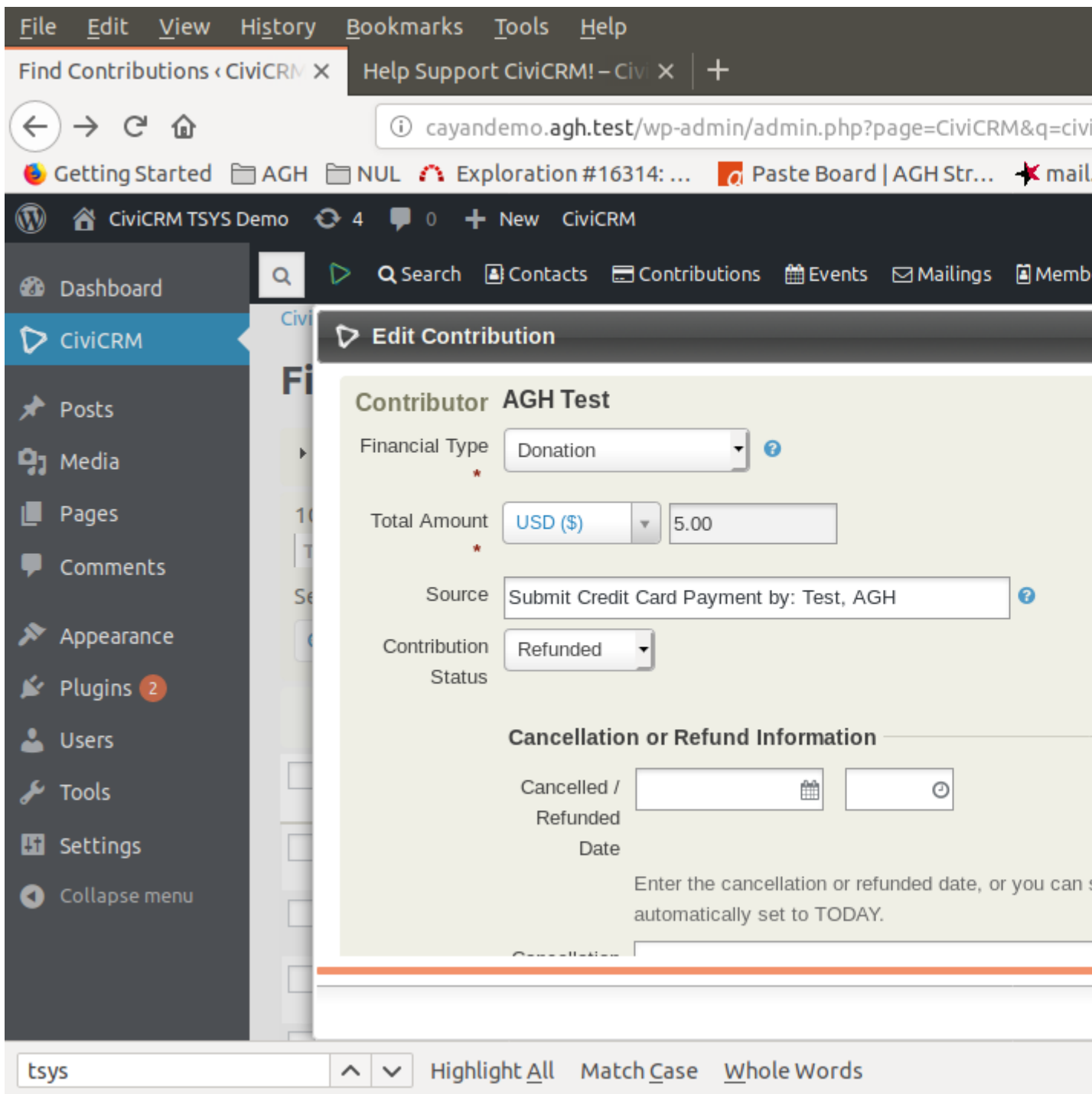
View Contribution from AGH Test

From	AGH Test				
Financial Type	Donation				
Total Amount	\$ 5.00				
Non-deductible Amount	\$ 0.00				
Fee Amount	\$ 0.00				
Net Amount	\$ 5.00				
Received	August 20th, 2019 4:26 PM				
Received Into	Payment Processor Account				
Contribution Status	Completed				
Payment Method	Credit Card				
Source	Submit Credit Card Payment by: Test, AGH				
Transaction ID	1726936646				
Invoice Reference	ddc60eb5cef68509f18fc4e7a88ad5				
Payment Details	<table> <tr> <th>Amount</th> <th>Type</th> <th>Payment Method</th> <th>Rece</th> </tr> </table>	Amount	Type	Payment Method	Rece
Amount	Type	Payment Method	Rece		

tsys ^ v Highlight All Match Case Whole Words

Click the Edit button on the bottom of the record

Change Contribution Status to Refunded, and make any other necessary edits and click Save



Troubleshooting

"My recurring contributions are not going through, but regular contributions are working fine"

This is likely due to a problem with the scheduled job for TSYS in CiviCRM. Try running the job manually and then re-enabling it from the Scheduled

Job's page. Get here from the Civi menu Administer > System Settings > Scheduled Jobs

The screenshot shows a web browser window with the URL `cayandemo.agh.test/wp-admin/admin.php?page=CiviCRM&q=civicrm/admin/job&reset=1`. The page title is "Settings - Scheduled Jobs". A yellow box highlights the introductory text: "You can configure scheduled jobs (cron tasks) for your CiviCRM instance. You can also [run all scheduled jobs manually](#), or run specific jobs from the command line." Below this text are two buttons: "Add New Scheduled Job" and "View Log (all jobs)". A table lists the scheduled jobs:

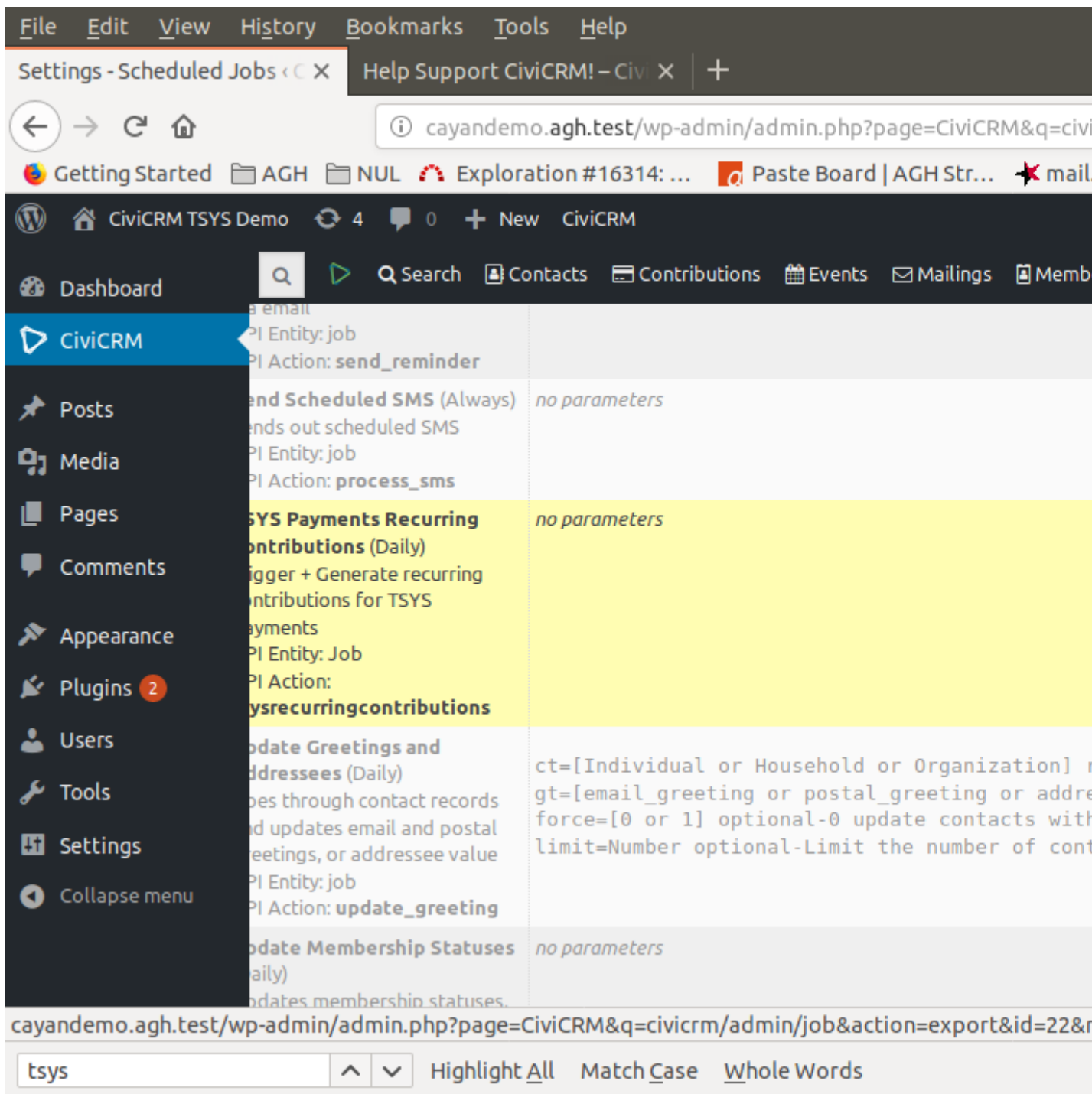
Name (Frequency)/Description	Command/Parameters
CiviCRM Update Check (Daily) Checks for CiviCRM version updates. Important for keeping the database secure. Also sends anonymous usage statistics to civicrm.org to assist in prioritizing ongoing development efforts. API Entity: job API Action: version_check	<i>no parameters</i>
Clean-up Temporary Data and Files (Hourly) Removes temporary data and files and cleans old data from the database.	<i>no parameters</i>

At the bottom of the page, there is a search bar with the text "tsys" and a dropdown menu with options "Highlight All", "Match Case", and "Whole Words".

Find the job labeled "TSYS Payments Recurring Contributions (Daily)" and check the information there about the last time it was run and whether or not it is enabled.

Mannually run the TSYS job

Use the "more" link to select "Execute Now" This should run any scheduled payments, including any that have been queued up since the last run.



Enable the TSYS job

If the job runs successfully when executed manually, click the "edit" link. Check the "Is this Scheduled Job active?" box if it is not checked.

Name *

Description

Run frequency

API call:

Put in the API method name. You need to enter pieces of full API function name as described in the

Command parameters
([learn more...](#))

Scheduled Run Date

Do not run this job before this date / time. The run frequency selected above will apply then.
Leave blank to run at next run frequency.

☒ Is this Scheduled Job active?

Official Documentation Links

The full suite of official documentation sets for CiviCRM can be found <https://docs.civicrm.org>

These specific links are the most relevant places you may need to reference related to the TSYS integration.

- System Administrator's Guide to [Payment Processors](#)
- User's Guide to [Payment Processors](#)
- System Administrator's Guide to [Extensions](#)
- User's Guide to [Extensions](#)