VeriSign Payment Services

VeriSign Manager User's Guide

USER GUIDE
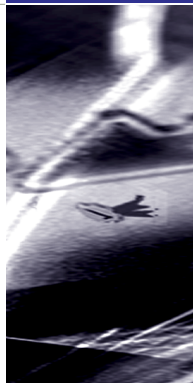
VeriSign Payment Services VeriSign Manager User's Guide

VeriSign, Inc. 00000098/Rev. 4

Publication date: March 2003

Trademark Notices

Note   This document may describe features and/or functionality that are not present in your software or your service agreement. Contact your account representative to learn more about what is available with this VeriSign product.

Contents

Summary of Revisions

VeriSign, Inc. 00000098/Rev. 4

The following changes were made to this document since the last revision:

ACH Transactions	Information on Automated Clearing House (ACH) transactions has been removed from this document. For information on performing ACH transactions, contact your VeriSign Sales Representative at **paymentsales@verisign.com** or visit **http://www.verisign.com/products/payflow/ach/findoutmore.html**.
Global Payments-Central settlement time	The settlement time for the Global Payments-Central processor has changed to 3:00 PM - 3:00 PM Pacific Time. See Appendix C, "Processor Settlement Times."
Transaction Results page	The Transaction Results page now includes additional data. See "Transaction Results Page" on page 46.
CSC for American Express	The CSC for American Express is now described in this document. See "CSC Result Codes" on page 53.

00000098/Rev. 3

The following changes were made to this document since the previous revision:

Settlement report	The Settlement report now displays transaction summary data. See "Example Transaction Summary Report" on page 51.
Custom report	The Custom report now supports a greater choice of column headings. See "Generating a Custom Report" on page 52.
Batch ID Reports	The Batch Summary and Batch Summary by Card Type reports now enable you to search for a date range of seven days. See page 58 and page 60.
Batch ID Search	The Batch ID search page now allows you to specify a date range of up to three months. See "Searching by Batch ID" on page 41.

VeriSign, Inc. 00000098/Rev. 2

The following changes were made to this document since the last revision:

Security Enhancement: Reference Transactions	You can now specify whether to allow the use of an existing transaction (the *reference transaction*) as a starting point from which to generate a new transaction.
	By default, reference transactions are not allowed. Instructions for configuring access to reference transactions appear in "Configuring Transaction Settings" on page 24.
	For merchants who have already submitted the Transaction Preferences page: VeriSign has made the Transaction Preferences page accessible to enable you to configure this option to suit your requirements.
	Instructions for performing reference transactions appear in "Performing Reference Transactions" on page 32.
Password Settings	You can configure separate passwords for Payflow Pro and for VeriSign Manager. See "Managing your Passwords" on page 27.

Introduction

VeriSign Manager is VeriSign Payment Services' secure, user-authenticated, Web-based transaction management tool. You can use VeriSign Manager to track and run reports on transactions you have created with your Payflow Pro or Payflow Link account. You can also use VeriSign Manager to manually enter individual or multiple transactions, including authorizations, sales, credits, voids, and delayed captures. VeriSign Manager also lets you update your VeriSign account, including information about your company's location, password, contacts, and acquiring bank account.

Note   This document describes credit card, debit card, and electronic checking transactions. Information on using VeriSign Manager to manage scheduled payments appears in *Recurring Billing Guide*.

Automated Clearing House (ACH). For information on performing ACH transactions, contact your VeriSign Sales Representative at **paymentsales@verisign.com** or visit **http://www.verisign.com/products/payflow/ach/findoutmore.html**

About this Document

This document is organized as follows:

- Chapter 2, "VeriSign Manager — A Guided Tour" explains how to log in to VeriSign Manager and how to use the task pages. Be sure to read this chapter before continuing.

- Chapter 3, "Managing Account Information" describes the process of viewing and modifying account information.

- Chapter 4, "Configuring Account Security" describes the use of the *Security Settings* page to secure your VeriSign account.

- Chapter 5, "Performing Transactions" describes the processes of submitting manual and automated transactions.

- Chapter 6, "Searching for Transactions" describes the process of searching for selected transactions.

- Chapter 7, "Preparing Reports" describes the process of defining and generating reports.

- Appendix A, "Transaction Responses" shows the *Transaction Results* and *Transaction Detail* pages and lists the transaction type, transaction result, AVS, and CSC result codes.

- Appendix B, "Performing Purchase Card Transactions" describes purchase card transactions.

- Appendix C, "Processor Settlement Times" shows settlement time frames for processors.

- Appendix D, "Frequently Asked Questions" presents answers to the most commonly asked questions about VeriSign Manager.

- Appendix E, "Configuring ASCII Reports to be Saved as Text Files" provides instructions for ensuring that your computer asks whether you would like to open or save ASCII format reports.

Customer Support

VeriSign provides free e-mail support 24 hours per day, 7 days per week. Phone support varies by product and registration.

VeriSign is committed to providing you with the most advanced technical support expertise to ensure availability and reliability of your e-commerce applications.

Through online documentation, direct e-mail support, and phone support for integration and connectivity issues, VeriSign ensures that your questions will be answered as quickly as possible.

Online Information:	www.verisign.com/payment
Technical Support Options	
E-mail:	vps-support@verisign.com
Phone:	1.888.883.9770

Related Documents

For descriptions of all VeriSign Payment Services products and definitions of terms used in the transaction processing field, see *VeriSign Payment Services Introduction*.

If you have purchased VeriSign's Recurring Billing Service, refer to *Recurring Billing Guide* for instructions on using VeriSign Manager to manage scheduled payments.

If you have purchased VeriSign's Fraud Protection Services, please refer to *User's Guide for Payflow Pro with Fraud Protection Services* and *User's Guide for Payflow Link with Fraud Protection Services*.

![VeriSign logo] CHAPTER 2

VeriSign Manager — A Guided Tour

This chapter explains how to log in to VeriSign Manager and describes the basic steps that you take to perform any management task.

Logging In

1   Open the (SSL-secured) VeriSign Manager *Login* page at
https://manager.verisign.com

The name of your **Partner** was provided to you by your VeriSign Reseller. If you registered with VeriSign directly, enter **VeriSign**.

Enter the **Login** that you chose during registration.

Enter the **Password** that you chose during registration.

Click **Login**.

2   The *Welcome* page opens, providing access to all VeriSign Manager task pages.
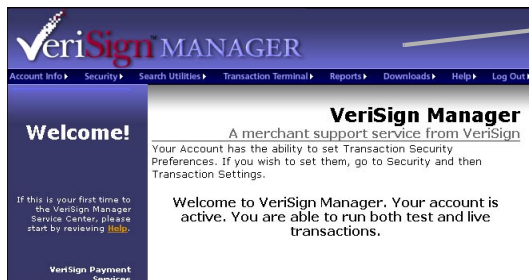
You can return to the Welcome page at any time by clicking the title bar.

Performing a Task

1 Having logged in, select a task from the menu bar. For example, click **Search Utilities**.
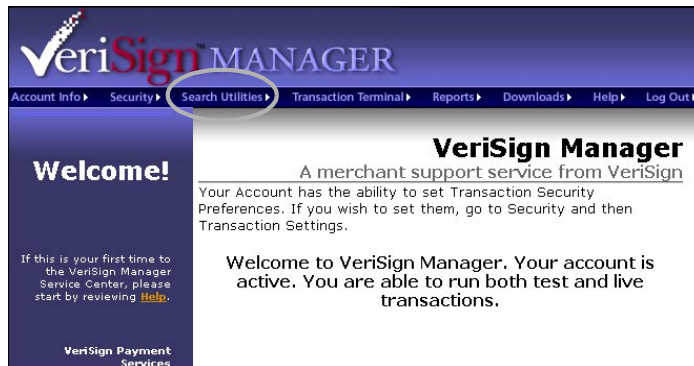
The appropriate task menu opens (the *Search Utilities* task menu in this example).

2 To perform a task, click the task link. (In this document, **Search Utilities** → **Account Number** means: "On the *Search Utilities* page, click the **Account Number** task link.")

Note   To save you time, task menus open with the most commonly used task page already selected. In this example, the *Search Utilities* task menu automatically displays the *Search by Transaction ID* task page.

For example, click **Account Number** to open the **Search by Account Number** task page.

3 The *Search by Account Number* task page opens. To perform the task, type data into the fields and click **Submit**. In this example, submitting the data searches for transactions performed using the specified account number during the specified time period.

On all VeriSign Manager pages, the **Submit** button securely sends the data on the page to VeriSign, and the **Reset** button clears data from all fields.

Note To enhance security, you are automatically logged out of VeriSign Manager after any extended period of inactivity.

Specifying Date Ranges for Tasks and Reports

Several tasks require that you specify a time period or *date range* (for example, a report might cover "last month" or "this week"). You can generate reports as far back as one year and for a time range (span) of three months.

Many search pages present the fields shown here.

You can specify any period of three months or less during the last year. All times are Pacific Standard Time (PST). To specify the date range for the task:

- To use a **Preset Time** (commonly used time periods like this week, this month, and days in the previous week), click **Preset Time** and select a time period from the list.

- To specify a time period that is not in the **Preset** list, specify the date and time in the **From** (the beginning of the time period) and the **To** (the end of the time period) fields.

  The default **Custom Time** setting is 00:00:00 (midnight) for the **From** value and 23:59:59 (one second before midnight of the next day, local time) for the **To** value.

Specifying Test or Live Transactions

When you first begin using VeriSign Manager, all transactions are **Test** transactions—they do not affect account balances. Task pages that affect or report on transactions indicate this by displaying the text: **You are processing TEST transactions**, as shown in this example:

Once you complete your testing, you can configure your account to work on **Live** customer accounts and to transact actual currency. Because the your VeriSign account will now have a history of both live and test transactions, VeriSign Manager allows you to specify which type of transaction to manage. For live accounts, the **Mode** field appears on task pages to enable you to specify either **Live** or **Test** transactions.

Viewing the Details of a Transaction

The *Transaction Detail* page displays detailed information about a transaction, including the customer information and the response from the credit card processor. You can access the *Transaction Detail* page from any of the following VeriSign Manager pages:

– Search results

– Reports

– Auto Delayed Capture page

– Auto Credits page

– Auto Voids page

◆ **To view the Transaction Detail page**

1 Identify a transaction on any of the pages listed above.

2 Click the **Transaction ID** for the transaction. The *Transaction Detail* page displays the details of the specified transaction.

3 The **New Reference Transaction** link appears only if you have enabled reference transactions as described in "Configuring Transaction Settings" on page 24.

A reference transaction is a convenient way to create a new transaction using an existing sale or authorization transaction as a starting point (for example, recurring billing, split shipments, and multiple credits). Click the **New Reference Transaction** link at the bottom of any *Transaction Detail* page to open a *Reference Transactions* page for that account and submit the transaction in the normal way. See "Performing Reference Transactions" on page 32.

4 If you use VeriSign's Recurring Billing Service, the **Create a Recurring Profile** link enables you to place all applicable transaction data into a new recurring profile for this customer. The *Add New Profile* page opens, with many fields filled in with data from the original transaction. You fill in the

remaining data and submit the new profile. Details appear in *Recurring Billing Guide*.

Note If you subscribe to the Fraud Service, fraud information appears on the *Transaction Detail* page.

Table 2-1 *Transaction Detail* page fields

Request Data: Information submitted to the processor for the transaction.	
Trans ID	Transaction ID (also known as PNREF). Unique transaction identifier.
Timestamp	Date and time transaction was submitted
Duration	Length of transaction in seconds
Client IP	IP address of the Web server from which the transaction was submitted.
Client Version	Version of VeriSign software used to submit transaction
AVS Street	The street address submitted with this transaction. See "AVS Result Codes" on page 52.
AVS ZIP	The zip code submitted with this transaction. See "AVS Result Codes" on page 52.
Comment1 and 2	Text entered in Comment fields
Login Name	Your user name
Trans Type	Transaction type (Authorization, Sale, Credit, Delayed Capture, Void, or Voice Authorization)
Tender Type	Type of credit card: determined by credit card number entered (Visa, MasterCard, Discover, American Express, and so on)
Account Number	Credit or purchase card number entered
Expiration	Expiration date of the credit or purchase card entered
Amount	Amount of the transaction (in US dollars)
Purchase Order	Purchase order number entered
Email	Email address of the purchaser. (optional)
Results: Information received for the transaction.	

Table 2-1 *Transaction Detail* page fields (Continued)

Result Code	Transaction result. Described in "VeriSign Transaction Result Codes" on page 49.
Auth. Code	If transaction is approved, this is the authorization code returned by the credit card processor
AVS Street Match	Result of the AVS check for street number and name (Y, N, or X – AVS not supported). See "AVS Result Codes" on page 52.
AVS Zip Match	Result of the AVS check for zip code (Y, N, or X – AVS not supported). See "AVS Result Codes" on page 52.
Intl AVS	Result of the International AVS check. (Y, N, or X). See "AVS Result Codes" on page 52.
CSC Match	Result of the CSC check (Y, N, or X – CSC not supported). See "CSC Result Codes" on page 53.
Delayed Capture	Y if this is a Delayed Capture transaction, N if not.
Response Message	VeriSign response message. See Appendix A, "Transaction Responses."
Orig. Trans ID	Original transaction ID that this transaction references (For example, if this transaction is a delayed capture, the Orig Trans ID is the transaction ID of the authorization.)
Orig. Amount	Amount of original transaction (For example, if the transaction were a delayed capture, this field would show the amount submitted with the original authorization.)
Batch ID	Settlement batch number. For most processors, 0 means the transaction has not been settled. Any number above 0 means the transaction has been settled. (Note: For Vital, 6 means the transaction is not settled, 8 means settled.) Deposits take 2 – 5 days.

Exporting Data

Several VeriSign Manager pages enable you to specify the format of the results (ASCII text or HTML). You typically view reports in the browser in HTML format.

Alternatively, you can download reports as ASCII format tab-separated text files. This enables you to import the data into a spreadsheet or into an accounting or reconciliation application. Follow these steps:

1   In the **Display as** box, specify **ASCII**.
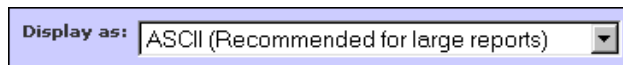
2   When you submit the report request, the computer prompts you to save the data to a text file or to open it on the browser page. Save the file.

> **Note**   Some operating systems do not automatically display the dialog box that asks whether you would like to open or save the report. Appendix E provides instructions for configuring your system to do so.

3   Place the data into the application:

- Some applications allow you to import the file directly (consult the application documentation for instructions on importing data).

- Alternatively, you can open the file, select the text, copy it (Ctrl-C), then paste it (Ctrl-V) into the target application.

Downloading Documentation and Software Tools

Click the **Downloads** link to access the latest Payflow Pro, Payflow Link, TeleCheck, and VeriSign documentation.

Merchants can download instructions for setting up a processor with VeriSign.

If you are a Payflow Pro customer, you can also download the latest software development kits (SDKs) from this page.

VeriSign

The Value of Trust℠

CHAPTER 3

Managing Account Information

The *Account Information* page lets you securely view and modify most of your VPS account information and the business information for your merchant account. All account information is securely stored by VeriSign.

- The **Contact Information** page (described on page 16) enables you to view and modify the contact information that VeriSign uses to contact your organization. In addition, you can view contact information for the acquirer that maintains your Internet merchant account.

   IMPORTANT!   Be sure to update the contact information regularly—VeriSign relies upon this information to contact you with important service information and updates.

- **Viewing Processor Information** is described on page 18. You can view the Internet merchant account setup information provided by your acquirer.
- **Updating your Billing Information** is described on page 19. Specify the credit card to use to pay for your Payflow services.
- You **configure Payflow Link** using a link on the *Account Information* page. The process is described in *Payflow Link User's Guide*. This information applies to Payflow Link customers only.

Managing Your Contact Information

The **Contact Information** page enables you to view and modify the contact information that VeriSign uses to contact your enterprise. In addition, you can view contact information for the acquirer that maintains your Internet merchant account.

- **Viewing your login name and partner ID** on the *General Information* page is described on page 16. In addition, you can view and modify your organization's mailing address and URL.

- **Modifying Primary Contact Information** is described on page 17. View and update the name, telephone, fax, and e-mail information for the person in your enterprise who is designated as the primary contact.

- **Modifying Secondary Contact Information** is described on page 18. View and update the name, telephone, fax, and e-mail information for the person in your enterprise who is designated as the secondary contact.

- **Modifying Acquirer Information** is described on page 18. View and modify the name, telephone, and account number information for the acquirer that maintains your Internet merchant account.

Modifying Your General Business Information

The *General Information* page shows the name, address, and login information that VeriSign has for your enterprise. Follow these steps to modify the information:

1   Click **Account Info → Contact Info → General Info.**

2 Edit the values as required and click **Submit**.

Modifying Primary Contact Information

Use the *Primary Information* page to view and modify the contact information for the person in your enterprise who is designated as the primary contact to VeriSign.

IMPORTANT! Be sure to update the contact information regularly—VeriSign relies upon this information to contact you with important service information and updates.

Click **Account Info → Contact Info → Primary Info**.
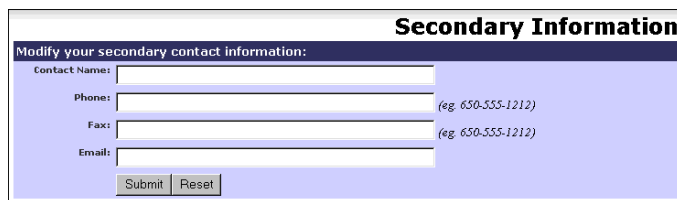
Modifying Secondary Contact Information

Use the *Secondary Information* page to view and modify the contact information for the person in your enterprise who is designated as the secondary contact to VeriSign. Click **Account Info → Contact Info → Secondary Info**.
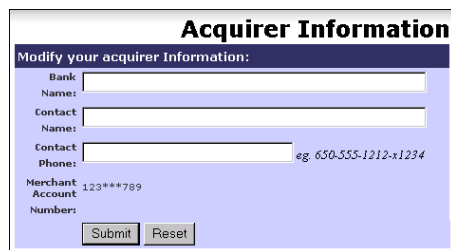
Modifying Acquirer Information

Use the *Acquirer Information* page to view and modify the contact information for the acquirer that maintains your Internet merchant account. Your *acquirer* is the financial institution that issued you the Internet merchant account that enables you to accept online transactions.

Click **Account Info → Contact Info → Acquirer Info**.

Viewing Processor Information

Tip See the **Downloads** page for instructions on setting up a processor with VeriSign.

Use the *Processor Information* page to ensure that your processor information is listed correctly. If your processor information changes, you must communicate the changes to VeriSign at **vps-support@verisign.com**.

Click **Account Info → Processor Info**.

This example shows processor configuration information for FDMS Nashville. Processor configuration information is different for each processor. For security reasons, this page does not show full Merchant ID (MID) and Terminal ID (TID) information.

Processor Information

This is your processor configuration:

Acme, Inc.

Nashville

Merchant ID: 453XXX45

Terminal ID: 435XX53

Updating your Billing Information

Note   This option is available to VeriSign and Cybercash-direct merchants only (that is, your **Partner** is **VeriSign** or **cybercash**).

Use the *Billing Information* page to specify the credit card that you wish to use to pay for your Payflow services or to update VeriSign's record of your billing or credit card information. Be sure to fill in all fields.

Update Billing Information

Your billing information is as follows:

Card Number: 5105XXXXXXXXX5100

Expiration Date: 0602

Modify your billing information:

Credit Card Number: 12344321234321
Numbers only with no space or dash.
For example: 5105105105105100

Card Exp. (MM/YYYY): 06 / 2008

Billing Street Address: 123 Mayberry Lane
For example: 1234 Mayberry Lane
Use the same street address appearing on the credit card billing statement.

Card ZIP Code: 12345
Use the same zip code appearing on the credit card billing statement.

Submit   Reset

VeriSign CHAPTER 4
The Value of Trust™

Configuring Account Security

IMPORTANT! VeriSign strongly recommends that you make use of the security features described in this chapter. The procedures described here require just a few minutes of your time.

The *Security Settings* page enables you to secure your VeriSign account as follows:

- The **Allowed IP Addresses** page (described on page 22) enables you to require that all VeriSign Manager users log in from computers that you specify. This security measure ensures that no one can log in from an unauthorized computer. In addition, Payflow Pro users can require that all transaction activity can originate only from authorized computers by specifying those IP addresses.

- The **Transaction Settings** page (described on page 24) enables you to specify rules governing all transactions. For example, you can set the maximum allowable amount for transactions to $2000 and require that credits can be issued only for existing transactions.

- The **Password Management** page (described on page 27) enables you to specify a password for VeriSign Manager access and separate password for Payflow Pro transactions.

In This Chapter

- **Configuring Allowed IP Addresses** on page 22
- **Configuring Transaction Settings** on page 24
- **Managing your Passwords** on page 27

Configuring Allowed IP Addresses

You can require that users access Payflow services only from computers that you have authorized—access from any other computer is denied. You designate the computers by specifying their IP addresses on the *Allowed IP Addresses* page.

Click **Security Settings → Allowed IP Addresses**. The the *Allowed IP Addresses* page opens.

Online help is available to guide you in determining the appropriate IP addresses and in formatting the addresses properly.

This portion of the page appears only for merchants with Payflow Pro accounts. See "Allowed IP Addresses for Payflow Pro Transactions" on page 23.

This portion of the page appears for all VeriSign Manager users. See "Allowed IP Addresses for VeriSign Manager Access" on page 23.

Allowed IP Addresses for Payflow Pro Transactions

Payflow Pro accounts only: The upper half of the *Allowed IP Addresses* page enables you to ensure that Payflow Pro transactions can originate only from computers whose IP addresses you specify.

Enter the authorized IP addresses and continue to the bottom of the page to enter authorized IP addresses for VeriSign Manger access, if desired.

Allowed IP Addresses for VeriSign Manager Access

Specify up to 16 IP addresses from which persons can log in to your VeriSign Manager account. Click **Submit**.

Configuring Transaction Settings

Use the *Transaction Settings* page to specify restrictions on transactions from any VeriSign service: Payflow Link, Payflow Pro, and VeriSign Manager.

To enhance security for your account, the *Transaction Settings* page is handled in a special way:

- The *Transaction Settings* page is freely available for accounts in Test mode. Use the instructions in this section to determine your preferred transaction settings.

- When you move your account to Live mode, the transaction settings that you set in Test mode are applied to your account, and VeriSign removes the *Transaction Settings* page from the VeriSign Manager interface.

  To make changes to the settings, your authorized contact person must contact VeriSign Payment Services Customer Support at 888-883-9770 or vps-support@verisign.com. The Customer Support group then reactivates the *Transaction Settings* page in VeriSign Manager so that you can alter the settings.

  Once you submit the settings, you will again no longer be able to view or edit them using VeriSign Manager. To alter the settings after you submit them, you must again contact Customer Support.

♦ **To specify restrictions on transactions**

Click **Security Settings** → **Transaction Settings** to open the *Transaction Settings* page.

You can restrict transactions as follows:

■ **Maximum amount per transaction:** Any **Authorization**, **Sale**, **Credit**, **Delayed Capture**, or **Voice Authorization** transaction greater than the amount that you specify is declined.

Leave the field blank to allow any transaction amount up to the limit established by the processor or acquirer.

■ **Maximum amount for credits:** Any **Credit** transaction greater than the amount that you specify is declined.

A setting of **0** (zero) disables credit transactions for this account.

■ **Allow non-referenced credits:** Specify **No** to permit credits only against previous transactions. Specify **Yes** to allow any credit transaction to be processed.

Note If you specify **Yes** for this option, then you cannot specify **No** for the **Credits may exceed original transaction amount** option.

■ **Credits may exceed original transaction amount:** Specify **No** to require that the accumulated credit amount against this transaction may not exceed the original transaction amount—the credit can be for any amount up to the original transaction amount. Specify **Yes** to allow any credit amount up to the limit established by the processor or acquirer.

> **Note** If you specify **No** for this option, then you cannot specify **Yes** for the **Allow Non-referenced Credits** option.

■ **Allow Reference Transactions:** Specify whether to allow the use of an existing transaction (the *reference transaction*) as a starting point from which to generate a new transaction. By default, reference transactions are not allowed.

For example, if you select **Yes**, then VeriSign Manager users can generate a new Sale or Authorization transaction for a customer from a specified original reference transaction. The user can modify any aspect of the transaction, including the amount, before submitting the new transaction. Reference transactions are described in more detail in "Performing Reference Transactions" on page 32.

Select **No** to disallow the use of reference transactions.

Managing your Passwords

VeriSign strongly recommends that you regularly change your passwords. The passwords should not follow a pattern.

Follow these guidelines when creating a password:

– The passwords should not follow a pattern.

– The password must be 6 to 32 characters long.

– The password is case-sensitive.

– The password cannot be the same as your Login name.

– The password must contain a mix of letters, numbers, and/or special characters. Passwords containing only letters or only numbers are not accepted.

– Single quotes, double quotes, ampersands (' " &), and spaces are not allowed.

– Do not send your password to others by e-mail

– Do not post or share your password

– The password should not contain any part of your company name or user name

◆ **To manage passwords**

1 Click **Security Settings → Password Management**. The *Password Management* page displays your login and partner information and links to VeriSign Manager password and Payflow Pro password management pages.

2 Click the link for the VeriSign Manager password or for the Payflow Pro password as required.

Changing your VeriSign Manager Password

1 The *Password Change* page opens for VeriSign Manager.

Password Change

Change your VeriSign Manager password here. Your Password can be 6 - 32 characters in length and is case-sensitive. Your Password cannot be all alphabetic, all numeric nor can it be the same as your Login name, contain single quotes, double quotes, ampersands or spaces.

Note: This password change for VeriSign Manager will immediately take effect. Please remember that when you next access VeriSign Manager that you will now need to use the same login name with the new password that you have created.

Account Password

Old Password: [   ]

New Password: [   ]

Confirm Password: [   ]

[Submit] [Reset]

In the **Old Password** field, type your current password.

In the **New Password** field, type the new password.

In the **Confirm Password** field, retype the new password.

Click **Submit**.

2 Immediately log out of VeriSign Manager.

3 Log in to VeriSign Manager using the new password.

Changing your Payflow Pro Password

CAUTION If you change your Payflow Pro password, then you must also change your Payflow Pro shopping cart or transaction script to use the new password. If you do not modify the shopping cart or transaction script, then Payflow Pro transactions will begin to fail within the next hour.

The *Password Change* page opens for Payflow Pro.

Password Change

Change your Payflow Pro password here. Your Password can be 6 - 32 characters in length and is case-sensitive. Your Password cannot be all alphabetic, all numeric nor can it be the same as your Login name, contain single quotes, double quotes, ampersands or spaces.

Note: This password change is effective immediately for your Payflow Pro transactions. If you do not change your software to use the new password, your Payflow Pro transactions will begin to fail within the next hour.

Account Password

Old Password: [   ]

New Password: [   ]

Confirm Password: [   ]

[Submit] [Reset]

In the **Old Password** field, type your current password.

In the **New Password** field, type the new password.

In the **Confirm Password** field, retype the new password.

Click **Submit**.

CHAPTER 5

Performing Transactions

Note Before proceeding with the tasks described in this chapter, learn how to get around in VeriSign Manager by reading through Chapter 2, "VeriSign Manager — A Guided Tour."

Use the *Transaction Terminal* page to perform manual or automated (multiple) transactions.

Note: Depending on your processor, you may see additional links in the menu. See Appendix B, "Performing Purchase Card Transactions."

Click this link to open the *Manual Transactions* page (described on page 30) where you can manually process a single credit card transaction for an authorization, delayed capture, sale, credit, void, or voice authorization. This is especially useful for the merchant who issues Delayed Capture transactions, for the merchant who wishes to issue a customer credit, and for the merchant who takes phone/mail orders.

These links enable you to take automatic action on a group of credit card transactions that you specify.

Auto Delayed Captures are described on page 35.

Auto Credits are described on page 36.

Auto Voids are described on page 37.

> **Note** You cannot submit electronic check transactions from the *Transaction Terminal* page.

Performing Manual Transactions

Use the *Manual Transactions* page to manually process a single transaction of any of the following types: authorization, delayed capture, sale, credit, void, or voice authorization.

1 Click **Transaction Terminal** → **Manual Transactions**. The *Manual Transactions* page opens.

2   Specify a **Transaction Type** and provide the transaction information required for that type, as follows:

- An *Authorization* transaction authorizes funds and places a "hold to buy" on a customer's credit card account. This holds the funds for you to capture at a later time (using Delayed Capture). Specify the **Credit Card Number** and **Expiration Date**.

- A *Delayed Capture* transaction uses the information from an authorization transaction to settle the transaction and bill a customer's credit card. Specify the **Transaction ID** provided when the authorization transaction was originally processed.

- A *Sale* transaction bills the purchaser's credit card immediately. Upon getting an authorization, the transaction is scheduled immediately for settlement. Specify the **Credit Card Number** and **Expiration Date**.

- A *Credit* transaction transfers funds from the merchant's account back to a customer's credit card. Specify the **Transaction ID** of a successfully captured transaction (Sale, Delayed Capture or Voice Authorization) or specify the **Credit Card Number** and **Expiration Date**.

- A *Void* transaction voids a sale or delayed capture transaction so that it will not settle. If you void a delayed capture, you also void the corresponding authorization. Specify the **Transaction ID** provided when the transaction was originally processed.

- A *Voice Authorization* is a transaction that is approved off-line by telephoning the cardholder's bank. Some transactions cannot be authorized over the Internet (for example, high dollar amounts). If the transaction is approved, the bank provides you with a **Voice Authorization number** (Authorization Code or AUTHCODE). Once a *Voice Authorization* transaction has been approved, it is treated like a sale or a delayed capture transaction. Specify the **Voice Authorization number**.

3   If you are performing a Sale, Credit, or Voice Authorization transaction, specify the **Transaction Amount**.

4   (Optional) Type comments in the **Comment** fields. You can use the **Comment** fields to record any reference values that you issue, for example an order ID or a confirmation number.

5 Fill in the **Shipping** and **Billing** information.

6 Click **Submit** to perform the transaction.

Performing Reference Transactions

CAUTION As a security measure, reference transactions are disallowed by default. Only your account administrator can enable reference transactions for your account. If you attempt to perform a reference transaction in an account for which reference transactions are disallowed, error 117 is returned. See *VeriSign Manager Guide* for instructions on setting this and other VeriSign Manager security features.

Sale and Authorization transactions can make use of a *reference* transaction as a source of transaction data. VeriSign looks up the reference transaction to obtain the transaction data that will be used by the new Sale or Authorization.

You can also initiate reference transactions from Payflow Pro. See *Payflow Pro Developer's Guide* for details.

IMPORTANT! When VeriSign looks up the reference transaction to obtain the transaction data to be used by the new Sale or Authorization, neither the reference transaction nor any other transaction in the database is changed in any way. That is, a reference transaction is a read-only operation—only the new transaction is acted upon.

Fields Copied From Reference Transactions

The following fields are copied from the referenced transaction (if they exist in the the referenced transaction). If you provide a value for any of these parameters when submitting the new transaction, then the new value is used.

Account number
Expiration date
First name
Middle name
Last name
Street
City
State
Zip
Country
CVV2
Swipe data

Transaction Types that can be Used as Reference Transactions

You can reference the following transaction types to supply data for new sale or authorization transactions:

Authorization
Sale
Delayed Capture
Credit
Void

Example Reference Transaction

In this example, you authorize an amount of $100 for a shipment and charge $66 for the first partial shipment using a normal delayed capture transaction. You charge the $34 for the final part of the shipment using a reference transaction to draw credit card and shipping address information from the initial authorization transaction.

Step 1   Initial transaction (authorization)

You use an authorization transaction for the full amount of the purchase of $100.

Step 2   Capture the authorized funds for a partial shipment of $66

When you deliver the first $66 worth of product, you use a normal delayed capture transaction to collect the $66.

Step 3   Submit a new sales transaction of $34 for the rest of the shipment

Option 1: Once you have shipped the remainder of the product, you can collect the remaining $34 in a sale transaction that uses the initial authorization as a reference transaction. (This is a sale transaction because only one delayed capture transaction is allowed per authorization.)

Option 2: In the case that your business model uses the authorization/delayed capture cycle for all transactions, you can use an authorization/delayed capture to collect the $34. You generate the authorization for the $34 using the initial authorization as a reference transaction.

◆ **To perform a reference transaction**

> **Note** By default, reference transactions are not allowed. You account administrator must specifically allow reference transactions as described in "Configuring Transaction Settings" on page 24.

1 Open the *Transaction Detail* page for the reference transaction. Click the **New Reference Transaction** link at the bottom of the page. The *Reference Transactions* page opens.

The *Reference Transactions* page is identical to the *Manual Transactions* page, with several fields filled in from the data provided by the reference transaction.

2 Specify a **Transaction Type.**

3 Update the transaction information as required. The following fields are copied from the reference transaction for credit card processors. If you provide a value for any of these parameters when submitting the new transaction, then the new value is used.

Account number
Expiration date
First name
Middle name
Last name
Street

City
State
Zip
Country
CVV2
Swipe data

Performing Automated Credit Card Transactions

Performing Multiple Delay Capture Transactions

Use the *Auto Delayed Capture* page to delay capture multiple transactions.

1   Click **Transaction Terminal → Auto Delayed Capture**.

2   Specify a range of dates for the search and specify either **Live** or **Test Transactions**.

3   Click **Submit**. All authorizations within the specified date range appear in the search results.

4   Click the **Capture** box for each transaction that you want to capture. If required, change the **Amount** or **Comment** for any selected authorization. You can select up to 100 transactions.

5   Click **Submit**. Transaction results appear in chronological order. Click a transaction ID to view the *Transaction Detail* page for the transaction.

Auto Delayed Capture Results				
Below are the results of your transaction requests:				
Original Trans ID	**New Trans ID**	**Amount**	**Result Code**	**Response Msg**
V54N08846529	V63A06926505	$18.47	0	Approved

Processing Multiple Credits

Use the Auto Credits page to quickly process multiple credits.

Note   Transactions that were previously credited will continue to be displayed and are eligible for additional credits

1   Click **Transaction Terminal** → **Auto Credits**.

Auto Credits

Specify the date range of transactions you wish to credit .

Select a date range:
- Preset Time: Today (Thu Oct 1, 2002)
- Custom Time: From: August 19 2002   Time: 00 , 00 , 00
- To: October 1 2002   Time: 23 , 59 , 59
- Time Zone: Pacific Time (US, Canada); Tijuana
- Mode: Process Live Transactions

Submit   Reset

2   Specify the date range and specify either **Live** or **Test** transactions.

3   Click **Submit**. All completed sale or delayed capture transactions within the specified date range appear in the search results.

4   Click the **Credit** box for each transaction to be credited. You can select up to 100 transactions. If required, change the **Amount** for any selected transaction.

Note   If credit limitations are in effect for your VeriSign Manager account, then the cumulative credit amount, (the amount that you specify here plus any amount previously credited) cannot exceed the amount of the original transaction. See "Configuring Transaction Settings" on page 24 for details on specifying transaction limitations.

---

5   Click **Submit**. Transaction results appear in chronological order. Click a transaction ID to view the *Transaction Detail* page for the transaction.

Processing Multiple Voids

Use the *Auto Voids* page to quickly void multiple sale or delayed capture transactions that have not yet been processed for settlement.

Note   If you void a delayed capture transaction, the original authorization for that transaction is voided also, and is not available to be re-captured later.

---

1 Click **Transaction Terminal** → **Auto Voids**.

2 Specify the date range of transactions to be voided and specify either **Live** or **Test** transactions.

3 Click **Submit**. All unsettled sale or delayed capture transactions within the specified date range appear in the search results.

4 Click the **Void** box for each transaction to be voided. You can select up to 100 transactions.

5 Click **Submit**. Transaction results appear in chronological order. Click a transaction ID to view the *Transaction Detail* page for the transaction.

VeriSign The Value of Trust™ CHAPTER 6

Searching for Transactions

Note Before proceeding with the tasks described in this chapter, learn how to get around in VeriSign Manager by reading through Chapter 2, "VeriSign Manager — A Guided Tour."

Use the **Search Utilities** page to search for particular transactions. The transactions that match your search criteria are displayed in table format.

- **Searching by Transaction ID** is described on page 40. The resulting page displays detailed information about the specified transaction.

- **Searching by Batch ID** is described on page 41. Manual settle merchants can search for batch information by entering the Batch ID (returned for a batch commit). Auto Settle merchants should use the Batch Report (as described in "Generating a Batch Summary Report" on page 58) to obtain the same information by date.

- **Searching by Account Number** is described on page 42. You can search for all transactions that have been processed with a specific account number (Credit Card or Purchase Card number). The resulting page displays all transactions for the specified account number.

- **Searching by Comment** is described on page 43. The resulting page displays all transactions that include the specified comment.

- **Search Account Number by Reference** is described on page 44. This search provides the same information as did the Blinded Card search. To search, enter a date range and the Transaction ID of the original order. All transactions in the date range that used the credit card number associated with the Transaction ID

appear in the report. Check processing merchants can search by transaction ID, but not by account number or by comment

■ Payflow Link customers can use the *Payflow Link Orders Report t*o search on Sale orders processed through Payflow Link. See "Generating a Payflow Link Orders Report" on page 62.

Tip   On most search results pages, the **Transaction ID** value is presented as a link. To view detailed information about a transaction on the *Transaction Detail* page, click its **Transaction ID** link. The *Transaction Detail* page is described in "Viewing the Details of a Transaction" on page 10.

Searching by Transaction ID

Search using a Transaction ID to view the details of a particular transaction.

If you subscribe to the Buyer Authentication Service   This is a search by the **Transaction ID** associated with the payment transaction, not by the **Authentication ID** associated with the transactions that authenticate the buyer.

---

1   Click **Search Utilities** → **Transaction ID**. The *Search by Transaction ID* page opens.

2   Enter the **Transaction ID** number.

3   In the **Mode** field, specify either **Live** or **Test** transactions.

4   Click **Submit**. I If your search is successful, the *Transaction Detail* page opens. The *Transaction Detail* page is described in "Viewing the Details of a Transaction" on page 10.

Searching by Batch ID

You can search using a Batch ID to produce a list of all transactions for the specified batch.

1   Click **Search Utilities → Batch ID**. The *Batch ID Detail* page opens.

2   Specify the date range of transactions (maximum range is three months) and specify either **Live** or **Test** transactions.

3   Click **Submit**. If your search is successful, the *Batch Detail Report* page opens, displaying the list of transactions for the specified batch.

Example Batch Detail Report

Because Batch IDs are not unique between processors, you might see unrelated transactions that have the same batch ID. In this case, you can click the Transaction ID to see the transaction data to ensure that you are working with the correct transaction.

	Transaction ID	Time	Type	Tender Type	Account Number	Expires	Amount	Resp Msg	Comment1	Comment2
1.	VTHA55656351	Sep 16, 2002 04:50 AM	Sale	M/C	5105XXXXXXXX5100	00/00	$1.00	Approved		Recurring Profile: 172 Payment: 3 Name: a
2.	VTIA55656505	Sep 16, 2002 11:55 AM	D/C	M/C	5105XXXXXXXX5100	09/02	$4.00	Approved		
3.	VTHA55656506	Sep 16, 2002 11:55 AM	D/C	M/C	5105XXXXXXXX5100	09/02	$4.50	Approved		
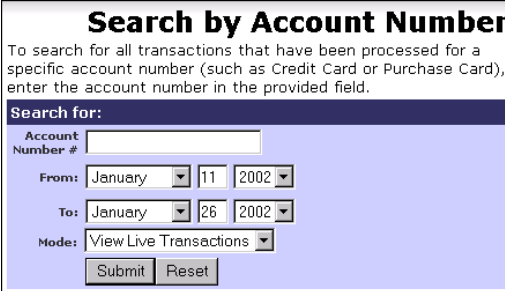
Batch Detail Report for Batch Id B45681884367

Page 1 of 1

Searching by Account Number

To view all transactions for a particular account, search by account number.

Note   To search by Account Number, you must know the customer's credit card number. You must collect and secure the numbers on your Web site.

---

1   Click **Search Utilities** → **Account Number**. The *Search by Account Number* page opens.

2   Enter the card **Account Number** (digits only, no spaces).

3   Specify a range of dates for the search.

4   In the **Mode** field, specify either **Live** or **Test** transactions.

5   Click **Submit**. The appearance of the report depends on the number of transactions for to the card number.

- If a single transaction is found, the ***Transaction Detail*** page opens.

- If multiple matching transactions are found, the ***Transaction Report: Daily Activity Full-Detail*** page opens. Click a **Transaction ID** to view the *Transaction Detail* page for the associated transaction.

"Viewing the Details of a Transaction" on page 10 describes the *Transaction Detail* page. See page 63 for an example of the *Full-Detail* report.

Searching by Comment

Search using comment text to view all transactions that include the specified comment.

1   Click **Search Utilities → Comment**. The *Search by Comment* page opens.

2   Specify the text of a comment entered at the time of transaction in the **Comment1** and/or **Comment2** fields. For example, you might have used the fields to record an order ID or a confirmation number. This text must match exactly—the search is case-sensitive.

3   Specify the date range of transactions and specify either **Live** or **Test** transactions.

4   Click **Submit**. Depending on the number of transactions attached to the credit card number, either the **Transaction Detail** page or the **Transaction Report: Daily Activity Full-Detail** page opens.

"Viewing the Details of a Transaction" on page 10 provides an example *Transaction Detail* page. Transaction result codes are described in "VeriSign Transaction Result Codes" on page 49. See page 49 for an example of the Full-Detail report.

Search Account Number by Reference

The **Account Number by Reference** search enables you to use Transaction ID information to search for transactions using the same credit card account number as the submitted transaction.

1 Click **Search Utilities → Account Number by Reference**. The *Account Number by Reference* page opens.

2 Specify the **Transaction ID**.

3 Specify the date range of transactions and specify either **Live** or **Test** transactions.

4 Click **Submit**. If your search is successful, the *Account Number by Reference Results* page opens, displaying all transactions in the date range that used the credit card number associated with the Transaction ID.

Preparing Reports

IMPORTANT!   You can generate reports as far back as one year and for a time range (span) of three months.

Use the *Reports* page to generate the following types of reports:

- Use the *Daily Activity Report* (page 47) to search on all transactions for your account processed through Payflow Link, Payflow Pro, or VeriSign Manager (independent of whether the transaction succeeded or failed), for a single day. If you require a detail report for multiple processing days, use the *Custom Report* (page 52).

- Use the *Transaction Summary Report* to view transaction totals by tender type, transaction type, and result code for a specified time period. Transaction reports give daily account activity for any period that you specify. See page 50.

- Use the *Custom Report* to report on all transactions processed through either Payflow Link or VeriSign Manager (independent of whether the transaction succeeded or failed) for multiple processing days. See page 52.

- Use the *Settlement Report* to view a transaction by Transaction ID, time, transaction type, tender type, and other values. This report is useful for reconciling transactions with bank statements and reports. See page 55.

- Use the *Shipping and Billing Report* instead of the *Payflow Link Orders Report* when you have manually run transactions using VeriSign Manager or Payflow Pro and you recorded the shipping and billing information. See page 57.

- Use the *Batch Summary* report to view batches settled on a particular day, with the total dollar amount of Sales/Delayed Captures and Credit s with transaction counts for each type. *Batch Summary* report to view batches settled on a

particular day, with the total dollar amount of Sales/Delayed Captures and Credits with transaction counts for each type. See page 58.

■ Use the *Batch Summary by Card Type* report to view a breakdown by card type per batch of total dollar amount for Sales/Delayed Captures and Credits with transaction counts for each type. See page 60.

■ Payflow Link customers can use the *Payflow Link Orders Report t*o search on Sale orders processed through Payflow Link. See page 62.

■ If you have arranged for ACH processing, you can generate a variety of reports covering ACH transactions. See *ACH Transaction Guide*.

Tip   To view the details of a transaction, click the **Transaction ID** link in any transaction report, as described in "Viewing the Details of a Transaction" on page 10.

Report Formats

You can generate reports in the following formats (transactions are listed in rows and data in columns):

■ **HTML**. HTML format, good for online viewing. Includes links that provide transaction details.

■ **ASCII Text**. Tab-delimited ASCII text format. Use this format to export the data to a spreadsheet or to an accounting or reconciliation application. See "Exporting Data" on page 14.

The *Daily Activity* report offers the following formats:

■ **Summary (HTML)**. HTML format, good for online viewing. Includes links that provide transaction details.

■ **Full-Detail (HTML)**. HTML format, good for online viewing. Includes links that provide transaction details.

■ **Full-Detail (ASCII Text)**. Tab-delimited ASCII text format with the same fields as the *Full-Detail (HTML)* format. Use this format to export the data to a spreadsheet or to an accounting or reconciliation application. See "Exporting Data" on page 14.

Generating a Daily Activity Report

Use the *Daily Activity Report* to search on all transactions for your account processed through either Payflow Link or VeriSign Manager (independent of whether the transaction succeeded or failed), for a single day. If you require a detail report for multiple processing days, use the *Custom Report* (page 52).

Follow these steps to generate a *Daily Activity* report:

1 Click **Reports** → **Daily Activity Report**. The *Daily Activity Report* page opens.

2 Specify a **Report Type**: **Summary**, **Full-Detail**, or **Full-Detail ASCII text**.

3 Specify the date that the report should cover.

4 Specify the field on which to sort the results: **Transaction ID**, **Transaction Time**, **Transaction Type**, **Tender Type**, **Amount**, or **Result**. Specify **Ascending** or **Descending** sort.

5 Specify either **Live** or **Test** transactions and click **Submit**. Example reports are shown below.

Example Daily Activity Report: Summary Activity Report

The *Summary Activity* report provides the minimum summary transaction detail, including transaction ID, date and time, transaction type, card type, amount of transaction, and result code.

Table 7-1 *Transaction Report: Daily Activity Summary* page fields

Field	Description
#	Temporary number assigned to the transaction. This number is used for reference purposes only while viewing the report, and is not associated with the transaction.
Transaction ID	Transaction Identification number (Click on a transaction ID number to display the *Transaction Detail* page.)
Time	Date and time of transaction
Type	Transaction type: Authorization, Sale, Credit, and so on.
Tender Type	Credit card type: Visa, MasterCard, and so on.
Amount	Amount of transaction
Result	Numeric code describing transaction results. See "VeriSign Transaction Result Codes" on page 69.

Example Daily Activity Report: Full-Detail Report

The *Full-Detail* report contains more in-depth information than the *Summary Activity* report, including account number, expiration date, authorization number, and comments.

Table 7-2 *Transaction Report: Daily Activity Full-Detail* page fields

Field	Description
#	Temporary number assigned to the transaction. This number is used for reference purposes only while viewing the report, and is not associated with the transaction.
Transaction ID	Transaction Identification number (Click a transaction ID number to display the *Transaction Detail* page.)
Time	Date and time of transaction
Type	Transaction type.
Tender Type	Card type: Visa, MasterCard, JCB, and so on.
Account Number	Credit or purchase card number
Expires	Credit purchase card expiration date
Amount	Dollar amount of transaction
Result	Numeric code describing transaction results. See "VeriSign Transaction Result Codes" on page 69.
Resp Msg	Response Message.
Comment 1 and Comment 2	Optional text
Fraud Score	Fraud score. This value appears only if you have the Fraud service

Table 7-2 *Transaction Report: Daily Activity Full-Detail* page fields (Continued)

Fraud Error Code	Fraud error code. This value appears only if you have the Fraud service

Generating a Transaction Summary Report

Use the *Transaction Summary* report to view transaction totals by tender type, transaction type and result code for a specified time period.

1 Click **Reports → Transaction Summary Report**. The *Transaction Summary Report* page opens.

2 Specify the date range of transactions.

3 Specify a **Settlement Status** of **Settled**, **Unsettled**, or **All Transactions**.

4 Specify the output format (HTML or ASCII).

5 Specify either **Live** or **Test** transactions and click **Submit**.

Example Transaction Summary Report

This report provides summary information for transactions that share tender type, transaction type, and result code. For example, all **Visa Sale** transactions with a **Result Code** of **0** are summarized in the first line of this example report.

Field	Description
#	Temporary number assigned to the transaction. This number is used for reference purposes only while viewing the report, and is not associated with the transaction.
Transaction Type	Transaction type (Authorization, Sale, Credit, Delayed Capture, Void, or Voice Authorization)
Trans Count	Total number of transactions with that transaction type, tender type, and result code.
Result Code	Numeric code describing transaction results. See "VeriSign Transaction Result Codes" on page 69.
Tender Type	Type of credit card: determined by credit card number entered (Visa, MasterCard, Discover, American Express, and so on)
Min. Amount	Minimum transaction amount
Max. Amount	Maximum transaction amount
Average	Average (mean) transaction amount
Total Amount	Total for all transactions with that transaction type and result code.

Generating a Custom Report

The *Custom* report is a specialized report of your customer transactions for a time period that you specify. For example, you can design a report that lists all transactions over a 3-day period for particular credit cards (for example, Visa and MasterCard), or a report that lists only particular types of transactions (for example, declined sales and authorizations) for all credit cards over a 5-day period.

1 Click **Reports → Custom Report**. The *Custom Report* page opens.

Figure 7-1 Custom Report page

2 Specify the date and time range.

3 Specify the **Report Filters** (the criteria used to select which transactions to include in the report). In the example shown in Figure 7-1 on page 52, only **nonrecurring approved Delayed Capture and Authorization** transactions on **Visa** and **MasterCard** between **$0** and **$7** will appear in the report.

4 Specify the output format (HTML or ASCII).

5 In the **Select Display Type** section, specify which **Fields** should appear as headings of columns in the report and which field should be used to sort the data.

6 Click **Submit** to run the report.

Example Custom Report

This example report reflects the criteria specified in the example. The report shows all **approved authorization** and **delayed capture** transactions on **Visa** and **MasterCard** between **$0** and **$7** for the specified time period. The transactions are sorted by transaction time, and only the specified fields appear as column headings. The table shows all available fields, only some of which appear in this example.

<div align="center">

Custom Report

for

Fri Nov 22, 2002 to **Thu Dec 12, 2002**

Sorted By: Transaction Time

Page 1 of 1

</div>

#	Transaction ID	Time	Type	Account Number	Amount	Result	Orig Trans ID	Inv Num	Auth Code
1.	VTHA55649224	Sep 03, 2002 01:57:56 PM	Auth	5105XXXXXXXX5100	$2.00	0		8455649224	902PNI
2.	VTHA55651738	Sep 06, 2002 06:38:36 PM	Auth	5105XXXXXXXX5100	$1.00	0		8455651738	139PNI
3.	VTHA55651739	Sep 06, 2002 06:38:43 PM	D/C	5105XXXXXXXX5100	$1.00	0	VTHA55651738	8455651738	139PNI

Value	Description
#	Temporary number assigned to the transaction. This number is used for reference purposes only while viewing the report, and is not associated with the transaction.
Account Number	Credit card number
Amount	Amount of transaction
Auth Code	If transaction is approved, this is the authorization code returned by the Processor.

Value	Description
AVS Street Match	**Y**, **N**, or **X** AVS response. See "AVS Result Codes" on page 72.
AVS Zip Match	**Y**, **N**, or **X** AVS response. See "AVS Result Codes" on page 72.
Batch ID	Settlement batch number. For most processors, 0 means the transaction has not been settled. Any number above 0 means the transaction has been settled. (Note: For Vital, 6 means the transaction is not settled, 8 means settled.) Deposits take 2 – 5 days.
Comment 1 and 2	Optional text. Useful for searching on values generated by your business systems.
Expiration Date	Expiration Date on the credit card
Invoice Number	Invoice number submitted with the transaction.
Original Transaction ID	For Delayed Capture transactions: Unique Transaction ID that VeriSign assigned to the associated Authorization transaction.
Purchase Order Number	Purchase order number submitted with the transaction.
Result Code	Numeric code describing transaction results. See "VeriSign Transaction Result Codes" on page 69.
Result Message	Text associated with the **Result Code**
Tax Amount	Tax associated with the transaction.
Tender Type	Type of credit card: determined by credit card number entered (Visa, MasterCard, Discover, American Express, and so on)
Transaction ID	Transaction Identification number assigned by VeriSign. (Click a transaction ID number to display the *Transaction Detail* page.)
Transaction Time	Date and time of transaction
Transaction Type	Transaction type (Authorization, Sale, Credit, Delayed Capture, Void, or Voice Authorization)

Generating a Settlement Report

Use the *Settlement* report to view your transaction by transaction ID, time, transaction type, tender type, and other fields. This report is useful for reconciling transactions with bank statements and reports.

Note If you specify a **Preset Time**, VeriSign Manager adjusts the 24-hour time period to the processor's settlement times.

---

1 Click **Reports → Settlement Report**. The *Settlement Report* page opens.

2 Specify a **Date Range** for the report.

3 Specify the **Processor**.

4 Specify a **Settlement Status** of **Settled**, **Unsettled**, or **All Transactions**.

5 Specify the **Transaction Type**. (All choices except **All Settleable** display the total amount settled or unsettled.)

6 Specify the output format (HTML or ASCII).

7 Specify either **Live** or **Test** transactions.

8 Click **Submit**.

Example Settlement Report

The *Settlement* report displays the values listed in the table and provides summary data at the end of the report.

Settlement Report: All Sales and Delayed Captures

for

Mon Feb 3, 2003 to **Mon Feb 17, 2003**

Page 1 of 17

#	Transaction ID	Time	Type	Tender Type	Account Number	Expires	Amount	Result	Response Msg	Comment1	Comment2	Batch ID
1.	VTHA55651739	Sep 06, 2002 06:38:43 PM	D/C	M/C	5105XXXXXXXX5100	09/04	$27.49	0	Approved			0
2.	V64A09482823	Sep 21, 2002 06:38:43 PM	Sale	Visa	4111XXXXXXXX1111	09/04	$52.49	0	Approved			0

Total Amount for Sales & Delayed Captures: $ 91,333.79
Total Count of Sales & Delayed Capture transactions: 2803

Total Amount for Voice Authorizations: $1809.00
Total Count of Voice Authorization transactions: 1

Total Amount for Credits: $104.00
Total Count of Credit transactions: 3

Net Total Amount: $ 93,038.79
Total Transaction Count: 2804

Field	Description
#	Temporary number assigned to the transaction. This number is used for reference purposes only while viewing the report, and is not associated with the transaction.
Transaction ID	Unique identifier for this transaction. Click this link to view the Transaction Detail page.
Time	Transaction timestamp.
Type	Type code, as described in "Transaction Type Codes" on page 67. This report shows only Sales (S) and Delayed Capture (D/C) transaction.
Tender Type	Type of credit card: determined by credit card number entered (Visa, MasterCard, Discover, American Express, and so on)
Account Number	Credit card number
Expires	Expiration Date on the credit card
Amount	Transaction amount

Field	Description
Result	Numeric code describing transaction results. Described in "VeriSign Transaction Result Codes" on page 69.
Response Msg	Response Message. Text associated with **Result** code.
Comments	Optional text
Batch ID	Settlement batch number. For most processors, 0 means the transaction has not been settled. Any number above 0 means the transaction has been settled. (Note: For Vital, 6 means the transaction is not settled, 8 means settled.) Deposits take 2 – 5 days.

Generating a Shipping and Billing Report

Use the *Shipping and Billing Report* instead of the *Payflow Link Orders Report* when you have manually run transactions using VeriSign Manager and you recorded the shipping and billing information.

1 Click **Reports → Shipping and Billing Report**. The *Shipping / Billing Report* page opens.


Specify the date for the report.

Specify how to sort the results: By **Transaction ID**, **Transaction Time**, **Transaction Type**, **Card Type**, **Amount**, or **Result**.

Specify an **Ascending** or **Descending** sort.

2 Specify **Live** or **Test** transactions and click **Submit**. The *Shipping and Billing* report opens (this screenshot shows only a part of the full report).

SHIPPING AND BILLING REPORT
for
Thu Feb 08, 2001
Sorted By: Transaction ID Ascending

	Transaction ID	Result	First Name	Last Name	Company Name	Street	City	State	Zip	Country
				Billing Information						
1.	VTHE00099847	0	Al Franken			60 Wherever Road	Carson		80809	USA
2.	VTHE00099872	0	Al Franken			60 Wherever Road	Carson	NV	80809	
3.	VTHE00099873	0	Al Franken			60 Wherever Road	Carson	NV	80809	

To view the details of a particular order, click the **Transaction ID** link.

The resulting *Transaction Detail* page is described in Appendix A, "Transaction Responses."

Generating a Batch Summary Report

Use the *Batch Summary* report to view batches settled during a specified date range (up to seven days). The total dollar amounts and transaction counts of Sale/Delayed Capture and Credit transactions appear in the report.

1 Click **Reports → Batch ID Report**. The *BatchID Report* page opens.

BatchID Report

Use this form to create a report of your Batches.

Settlement Report

Report Type:	Batch Summary Report
Settled Date: from	November 2 2002
to	November 8 2002
Host Processor:	FDMS Nashville Click here for settlement times for each processor.
Display as:	HTML (Not recommended for large reports)
Mode:	View Live Transactions

Submit   Reset

2 Select **Batch Summary Report**.

3 Specify the date range (maximum range is seven days) for the report.

4 Specify the **Processor**.

5 Specify the display mode and **Live** or **Test** transactions.

6   Click **Submit**. The batch summary *Settlement* report displays all batches submitted during the specified date range.

Example Batch Summary Report

Click a **Batch ID** to view the *Batch Detail* report, listing all transactions in the batch.
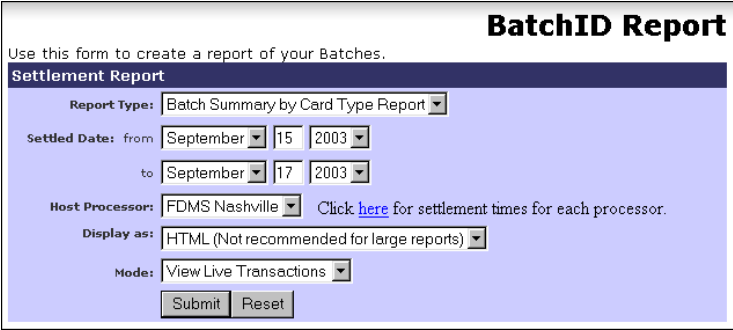
Settlement Report
for
Sun Sep 15, 2002 to Tue Sep 17, 2002

BatchID	Date	Total Sales/Delayed Captures(Amount)	Total Sales/Delayed Captures (Count)	Total Credit (Amount)	Total Credit (Count)	Total Amount	Total Count
1. 1 HTML Report of Transactions ASCII Report of Transactions	2002-09-16 17:21:46	$2444.00	5	$0.00	0	$2444.00	5

Batch Detail Report for Batch Id 1

Page 1 of 1

	Transaction ID	Time	Type	Tender Type	Account Number	Expires	Amount	Resp Msg	Comment1	Comment2
1.	VTHA55656351	Sep 16, 2002 04:50 AM	Sale	M/C	5105XXXXXXXX5100	00/00	$1.00	Approved		Recurring Profile: 172 Payment: 3 Name: a
2.	VTIA55656505	Sep 16, 2002 11:55 AM	D/C	M/C	5105XXXXXXXX5100	09/02	$4.00	Approved		
3.	VTHA55656506	Sep 16, 2002 11:55 AM	D/C	M/C	5105XXXXXXXX5100	09/02	$4.50	Approved		

Generating a Batch Summary by Card Type Report

Use the *Batch Summary by Card Type* report to view a breakdown by card type per batch of total dollar amount and transaction counts for Sale/Delayed Capture and Credit transactions.

1 Click **Reports → Batch ID Report**. The *BatchID Report* page opens.

2 Select **Batch Summary by Card Type Report**.

3 Specify the date range (maximum range is seven days) for the report.

4 Specify the **Processor**.

5 Specify the display mode of HTML or ASCII.

6 Specify **Live** or **Test** transactions.

7 Click **Submit**. The batch summary by card type *Settlement* report displays all batches submitted during the specified date range, grouped by card type.

Example Batch Summary by Card Type Report

Click a **Batch ID** to view the *Batch Detail* report, listing all transactions in the batch, grouped by card type.

Settlement Report
for
Sun Sep 15, 2002 to Tue Sep 17, 2002

	BatchID	Date	Total Sales/Delayed Captures(Amount)	Total Sales/Delayed Captures (Count)	Total Credit (Amount)	Total Credit (Count)	Total Amount	Total Count
1.	1 HTML Report of Transactions ASCII Report of Transactions	2002-09-16 17:21:46	$2444.00	5	$0.00	0	$2444.00	5
2.	2 HTML Report of Transactions ASCII Report of Transactions	2002-09-17 16:41:44	$964.00	16	$0.00	0	$964.00	16
3.	3 HTML Report of Transactions ASCII Report of Transactions	2002-09-17 19:26:42	$9294.00	24	$0.00	0	$9294.00	24

Batch Detail Report for Batch Id 1

Page 1 of 1

	Transaction ID	Time	Type	Tender Type	Account Number	Expires	Amount	Resp Msg	Comment1	Comment2
1.	VTHA55656351	Sep 16, 2002 04:50 AM	Sale	M/C	5105XXXXXXXX5100	00/00	$1.00	Approved		Recurring Profile: 172 Payment: 3 Name: a
2.	VTIA55656505	Sep 16, 2002 11:55 AM	D/C	M/C	5105XXXXXXXX5100	09/02	$4.00	Approved		
3.	VTHA55656506	Sep 16, 2002 11:55 AM	D/C	M/C	5105XXXXXXXX5100	09/02	$4.50	Approved		

Generating a Payflow Link Orders Report

If you are a registered Payflow Link user, you can generate sales reports for your Payflow Link customer orders using the *Payflow Link Orders* report. The Payflow Link *Orders* report shows Authorizations and Sales that are performed using the Payflow Link order pages and Delayed Captures.

◆ **To generate the Payflow Link Orders report**

1 Click **Reports → Payflow Link Orders**. The *Payflow Link Report* page opens.

2 Specify the **Report Type**: **Summary Report**, **Full-Detail Report**, or **ASCII**.

3 Specify the date range of transactions and specify either **Live** or **Test** transactions.

4 Click **Submit**. The report type that you specified appears.

Example Summary Report

Example Full Detail Report

To view the details of a particular order, click the **Transaction ID** link.

The resulting *Transaction Detail* page is described in Appendix A, "Transaction Responses."

The following information appears in the *Payflow Link Order* report:

Table 7-3 Payflow Link Order report

Field	Description
#	Reference number of the transaction
Date	Transaction timestamp.

Table 7-3 Payflow Link Order report (Continued)

Field	Description
Transaction ID	Unique identifier for this transaction. Click this link to view the Transaction Detail page.
Name	Customer name.
Trans Type	Type code, as described in "Transaction Type Codes" on page 67. This report shows only types S or A.
Amount	Transaction amount.
Result	Numeric code describing transaction results. Described in "VeriSign Transaction Result Codes" on page 69.

VeriSign APPENDIX A
The Value of Trust™

Transaction Responses

When a transaction is completed, VeriSign returns transaction response information. VeriSign Manager displays transaction responses on the following pages:

- *Transaction Results* page, returned whenever you complete a transaction using the *Transaction Terminal* page

- Report pages

- *Transaction Detail* page, which you can access using the search utilities or by clicking the **Transaction ID** on most report pages

This appendix describes and shows examples of the following:

- *Transaction Results* page (page 46)

- Transaction responses:

    - Transaction Type Codes (page 47)

    - Transaction Result Codes (page 49)

    - AVS Codes (page 52)

    - CSC Result Codes (page 53)

Transaction Results Page

The *Transaction Results* page opens after a transaction is submitted in VeriSign Manager. The following example page shows a successful transaction.

Transaction Results

Result Code: **0**
Response Message: **Approved**
Transaction ID: **VGHA62010669**
Auth. Code: **221PNI**
AVS Street Match: **Y**
AVS Zip Match: **Y**
International AVS Indicator: **X**
CSC Match: **N**

Transaction Values

Vendor: **beachbums3**
Transaction Type: **S**
Card Number: **5105105105105100**
Expiration: **04/04**
Amount: **$29.99**
Comment1: **Special**
Comment2: **Free Delivery**

Table A-1 *Transaction Results* and *Transaction Values* page fields

Field	Displays
Transaction Results	
Result Code	Transaction result code. Described in "VeriSign Transaction Result Codes" on page 49.
Response Message	Transaction response message
Transaction ID	Transaction ID VeriSign assigned to this transaction
Auth Code	Processor authorization code
AVS Street Match	Y, N, or X returned by AVS for the street number. See "AVS Result Codes" on page 52.
AVS ZIP Match	Y, N, or X returned by AVS for the ZIP code. See "AVS Result Codes" on page 52.
International AVS Indicator	Indicates whether AVS response is international (Y), USA (N), or cannot be determined (X). Payflow Pro client version 3.06 or later is required.
CSC Match	Y, N, or X returned by CSC check. See "CSC Result Codes" on page 53.

Table A-1 *Transaction Results* and *Transaction Values* page fields (Continued)

Field	Displays
Transaction Values	
Vendor	The Vendor (Merchant) name that you use to log in to VeriSign Manager.
Transaction Type	S, C, A, D, V, or F, as described in "Transaction Type Codes" on page 47.
Card Number	Credit card number
Expiration	Credit card expiration date
Amount	Transaction amount
Comment 1 and 2	Text that the submitter entered in **Comment** fields when submitting the transaction.

Transaction Type Codes

Code	Name	Description
S	Payment / Sale	Charges the specified amount against the account, and marks the transaction for immediate funds transfer (capture) during the next settlement period. The processors perform settlement daily.
C	Credit / Refund	Returns the specified amount (posts a credit) to the cardholder' account. It is not necessary to have the credit card number available if you have the original VeriSign Transaction ID that was issued with the transaction.
A	Authorization	A request to charge a cardholder. It reduces the cardholder's open-to-buy (credit card limit), but does not actually capture the funds. A delayed capture (D) transaction must be issued before the card can be billed. The authorization must be settled in order to charge the account. If it is not settled within a certain period (determined by the issuing bank), it will drop off. The cardholder's open-to-buy is typically cleared in 5 to 7 days.
D	Delayed Capture	Uses information from an authorization (A) transaction to capture funds. It marks a previously authorized transaction for funds capture during the next settlement period. Merchants who do not ship goods immediately should use this transaction type.

Code	Name	Description
V	Void	The reversal of a charge prior to the settlement process. It prevents a transaction from being settled, and it can only be used on a transaction that has not yet settled.
F	Voice Authorization	This offline process establishes the transaction as a settleable item. A voice authorization transaction may be performed after obtaining an approval code from the cardholder's issuing bank. It is appropriate in situations where the card cannot be authorized electronically (for example, high-ticket value).

VeriSign Transaction Result Codes

Table A-2 VeriSign Transaction RESULTs/RESPMSGs

RESULT	RESPMSG/Explanation
0	**Approved**
1	User authentication failed
2	**Invalid tender type.** Your merchant bank account does not support the following credit card type that was submitted.
3	**Invalid transaction type.** Transaction type is not appropriate for this transaction. For example, you cannot credit an authorization-only transaction.
4	**Invalid amount format**
5	**Invalid merchant information.** Processor does not recognize your merchant account information. Contact your bank account acquirer to resolve this problem.
7	**Field format error**. Invalid information entered. See RESPMSG.
8	**Not a transaction server**
9	**Too many parameters or invalid stream**
10	**Too many line items**
11	Client time-out waiting for response
12	**Declined.** Check the credit card number and transaction information to make sure they were entered correctly. If this does not resolve the problem, have the customer call the credit card issuer to resolve.
13	**Referral.** Transaction was declined but could be approved with a verbal authorization from the bank that issued the card. Submit a manual Voice Authorization transaction and enter the verbal auth code.
19	**Original transaction ID not found.** The transaction ID you entered for this transaction is not valid. See RESPMSG.
20	**Cannot find the customer reference number**
22	**Invalid ABA number**
23	**Invalid account number.** Check credit card number and re-submit.
24	**Invalid expiration date.** Check and re-submit.
25	**Invalid Host Mapping.** Transaction type not mapped to this host

Table A-2 VeriSign Transaction RESULTs/RESPMSGs (Continued)

RESULT	RESPMSG/Explanation
26	**Invalid vendor account**
27	**Insufficient partner permissions**
28	**Insufficient user permissions**
29	**Invalid XML document**. This could be caused by an unrecognized XML tag or a bad XML format that cannot be parsed by the system.
30	**Duplicate transaction**
31	**Error in adding the recurring profile**
32	**Error in modifying the recurring profile**
33	**Error in canceling the recurring profile**
34	**Error in forcing the recurring profile**
35	**Error in reactivating the recurring profile**
36	**OLTP Transaction failed**
50	**Insufficient funds available in account**
99	**General error.** See RESPMSG.
100	**Transaction type not supported by host**
101	**Time-out value too small**
102	**Processor not available**
103	**Error reading response from host**
104	**Timeout waiting for processor response.** Try your transaction again.
105	**Credit error.** Make sure you have not already credited this transaction, or that this transaction ID is for a creditable transaction. (For example, you cannot credit an authorization.)
106	**Host not available**
107	**Duplicate suppression time-out**

Table A-2 VeriSign Transaction RESULTs/RESPMSGs (Continued)

RESULT	RESPMSG/Explanation
108	**Void error.** See RESPMSG. Make sure the transaction ID entered has not already been voided. If not, then look at the Transaction Detail screen for this transaction to see if it has settled. (The Batch field is set to a number greater than zero if the transaction has been settled). If the transaction has already settled, your only recourse is a reversal (credit a payment or submit a payment for a credit).
109	**Time-out waiting for host response**
111	**Capture error.** Only authorization transactions can be captured.
112	**Failed AVS check.** Address and ZIP code do not match. An authorization may still exist on the cardholder's account.
113	**Cannot exceed sales cap.** For ACH transactions only.
113	**Merchant sale total will exceed the cap with current transaction**
114	**Card Security Code (CSC) Mismatch**. An authorization may still exist on the cardholder's account.
115	**System busy, try again later**
116	**VPS Internal error - Failed to lock terminal number**
117	**Failed merchant rule check**. An attempt was made to submit a transaction that failed to meet the security settings specified on the VeriSign Manager *Security Settings* page. See Chapter 4, "Configuring Account Security."
118	**Invalid keywords found in string fields**
1000	**Generic host error.** See RESPMSG. This is a generic message returned by your credit card processor. The message itself will contain more information describing the error.

AVS Result Codes

> **CAUTION** The AVS result is for advice only. Banks do not decline transactions based on the AVS result—you make the decision to approve or decline each transaction. You must manually check the results of each manual transaction to view its AVS result and to act on it appropriately.
>
> AVS does not operate for manual transactions.

For US cardholders, the Address Verification Service (AVS) compares the submitted street address and zip code with the values on file at the cardholder's bank. (AVS is supported by most US banks and by some International banks.)

The International AVS response (**IAVS**) indicates whether AVS response is international (**Y**), USA (**N**), or cannot be determined (**X**). Payflow Pro client version 3.06 or later is required.

Any one of the following results can appear in the AVS Street Match and AVS Zip Match fields on the *Transaction Detail* page:

Table A-3 AVS Result Codes

Result	Meaning
Y	Information submitted matches information on file with cardholder's bank.
N	Information submitted does not match information on file with the cardholder's bank.
X	Cardholder's bank does not support AVS checking for this information.

> **Note** Results can vary on the same *Transaction Detail* page. In other words, AVS Street Match = Y and AVS Zip Match = N (and vice versa) could appear on the same *Transaction Detail* page. Also note that sometimes when service is unavailable, no code at all will be returned.

CSC Result Codes

The card security code (CSC) is a 3- or 4-digit number (not part of the credit card number) that appears on credit card. Because the CSC appears only on the card and not on receipts or statements, the CSC provides some assurance that the physical card is in the possession of the buyer.

Tip This fraud prevention tool has various names, depending on the processor. Visa calls it CVV2, MasterCard calls it CVC2, and American Express calls it CID. To ensure that your customers see a consistent name, VeriSign recommends use of the term Card Security Code (**CSC**) on all end-user materials.

On most cards, the CSC appears on the back of the card (usually in the signature field). All or part of the card number appears before the CSC (**567** in the example). For American Express, the 4-digit number (**1122** in the example) is printed on the front of the card, above and to the right of the embossed account number. Be sure to explain this to your customers.
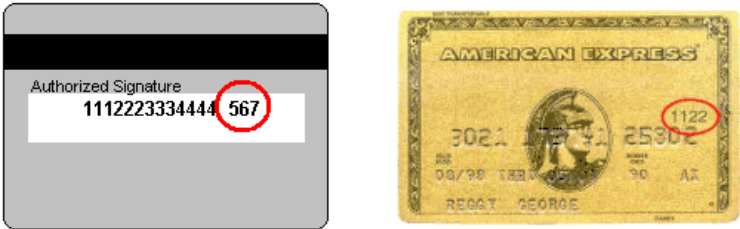
CSC Results

CSC results vary depending on your processor, as described in Table A-4.

Table A-4   CSC results by processor

Processor	Results
American Express	CSC mismatches cause a non-approved result (RESULT = 114). No CVV2MATCH value is returned.

Table A-4   CSC results by processor (Continued)

Vital Nova Global Payments – East Global Payments – Central	CSC mismatches cause a non-approved result (RESULT = 114). The match or mismatch information is indicated in the CVV2MATCH value.
First Data Nashville First Data South Paymentech EDS Aurora	Transactions that have CSC mismatches can come back as an approved transaction (RESULT = 0). The match or mismatch information is indicated in the CVV2MATCH value. Similar to AVS, you must make a decision based on this information on whether you want to proceed with the order (the authorization was successful).

CVV2MATCH values

If the buyer submits a CSC, a participating cardholder's bank returns a Yes/No response in the CVV2MATCH parameter as follows:

CVV2MATCH Value	Description
Y	The submitted value matches the data on file for the card.
N	The submitted value does not match the data on file for the card.
X	The cardholder's bank does not support this service.

General Notes on CSC

The CSC validation service is not available for all processors. For more information, see: **http://www.verisign.com/support/payflow/cardSecurityCode.html**

Even though your processor may be certified for CSC, they may not be certified for all card types (for example, American Express (CID), or Discover). See **http://www.verisign.com/support/payflow/cardSecurityCode.html** to determine which card types your processor handles.

Before turning on CSC for American Express cards, make sure that your processor for American Express supports CSC and that you email **es.fraud.prevention@aexp.com** for more information. American Express typically requires $1 million in annual American Express charge volume to qualify for using CID.

On some cards, all or part of the card number appears before the CSC, for example, **1234 567**. In this example, **1234** are the last four digits of the credit card number and **567** is the CSC. Be sure to explain this to your customers.
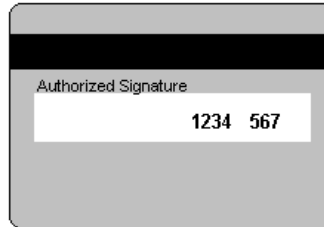
Performing Purchase Card Transactions

Manually Processing Purchase Card Transactions

If you use Payflow Pro and your processor accepts Purchase Card Level-2/Level-3, you can use the **Purchase Card Manual Transactions** page to manually process a single purchase card transaction for an authorization, sale, or credit.

1   On the **Transaction Terminal** page, click **Manual Transactions** in the **Purchase Card** menu. The *Manual Transactions* page opens.

2   Enter transaction information as described in Table B-1 and Table B-2 and click **Submit**.

Table B-1 *Purchase Card Manual Transactions* page. *Transaction Information* fields

Field	Description
Transaction Type	**Authorization**, **Sale**, or **Credit**.
Total Amount	Total amount of transaction, including taxes
Credit Card Number	Credit card number
Expiration Date	Card expiration date
Order Date	Month, day, and year of transaction

Table B-2 *Purchase Card Manual Transactions* page. Level-2 and Level-3 fields

Field	Description
Purchase Card Level-2 Information	
Purchase Order/ Merchant Reference #	Purchase order number or other reference number
Customer code	Cardholder's code
Tax Amount	State tax amount
Shipping/Freight Amount	Shipping costs amount
Duty Amount	Country import/export tax amount
Shipping Zip	Ship-to/destination Zip code
Shipping From Zip	Ship from/origination Zip code
Shipping Country	Use MasterCard or Visa country code. (Click the MasterCard or Visa link for a list of codes.)
Purchase Card Level-3 Information	
QTY	Quantity of items
UPC	Universal Pricing Code
Description	Description of item
UOM	Unit Of Measure. (Click **UOM** for a list of codes.)
Cost Per Unit	Cost of item
Disc Amount	Discount amount
Total	Multiply the value in Quantity field by the value in the Cost Per Unit field

Performing Delayed Capture Transactions for Purchase Cards

A *Delayed Capture* transaction uses the information from an authorization transaction to bill a customer's purchase card. Specify the **Transaction ID** or **Authorization number** provided when the transaction was originally processed.

Performing Credit Transactions for Purchase Cards

A *Credit* transaction transfers funds from the merchant's account back to a customer's purchase card. Specify the **Transaction ID** or the **Purchase Card Number** and **Expiration Date**.

Processor Settlement Times

Each processor settles transactions for the 24-hour time frames listed below.

Your bank statements reflect days in terms of your processor's cut-off points. For instance, if your processor is FDMS Nashville, all transactions from 9 PM Monday night through 9 PM Tuesday night occur during that "day."

Table C-1 Processor settlement time frames

Processor	Settlement Time Frame
American Express	7 PM - 7 PM Pacific Time
EDS Aurora	1 PM - 1 PM Pacific Time
FDMS Nashville	9 PM - 9 PM Pacific Time
FDMS South	4 PM - 4 PM Pacific Time
Global Payments-Central	3:00 PM - 3:00 PM Pacific Time
Nova	7 PM - 7 PM Pacific Time
Paymentech	4 PM - 4 PM Pacific Time
TeleCheck	6 PM - 6 PM Pacific Time
Vital	8 PM - 8 PM Pacific Time

Frequently Asked Questions

General

♦ **Where can I learn about transaction processing terminology?**

A VeriSign Payment Services Glossary appears in VeriSign Manager Help and as part of the VeriSign Payment Services *Introduction*, available from the VeriSign Manager *Downloads* page. This glossary is an excellent tool to help you communicate with VeriSign Support, your merchant account provider, and your Web developer.

♦ **How can I manually process transactions?**

Use the Transaction Terminal to process transactions manually. See the Transaction Terminal itself for directions on how to process credits, voids, and delayed captures. You can process either individual items (manually) or multiple items (automatically) via Transaction Terminal.

♦ **How can I determine whether a transaction has been settled?**

Go to the *Transaction Detail* page and search for the transaction, then examine the **Batch ID** number for the transaction.

If the Batch ID is blank, then the transaction has not been settled. (Remember, authorization and void transactions are not settleable—their Batch ID number will always be blank.)

If the Batch ID is any number, then the transaction has been settled.

Once a transaction has been settled and batched, it takes two to five days before the funds appear in your account.

◆　　**How do I change my Password?**

Click the **Password Management** link on the *Security Settings* page to change your password.

Using Manager

◆　　**What if I am unable to access or log in to VeriSign Manager?**

Start by making sure you are using the correct Partner, Login and Password text (you may recently have changed your password.) Also, remember—passwords are case-sensitive.

The other possibility is that you may have an outstanding payment due to Verisign, Inc. Even if you have outstanding dues, you should be able to log in to Manager most of the time.

If you are unable to login at all, you have probably tried to log in an excessive number of times. For security reasons, VeriSign Manager automatically disallows access for a short time period in such cases. Try again later.

◆　　**When I log in to VeriSign Manager, I get a message that indicates I have not paid my bill.**

This message will appear when you first access Verisign Manager if we have a "Past Due" status file for outstanding payment. In most cases you will be able to login to Verisign Manager if there are past dues on your account. Upon login, Verisign Manager automatically takes you to a payment page, and upon successful payment, re-enable your access. Your access to Verisign Manager and your transaction information is temporarily suspended until a successful payment is received.

You can perform ACH and Credit Card Payments using this outstanding payments process. However, if you are billed by a monthly invoice and want to continue using a monthly invoice, please call the VeriSign Payment Services Customer Support (1-888-883-9770) to resolve any outstanding dues on your account.

If you are unable to login at all, you have probably tried to log in an excessive number of times. For security reasons, VeriSign Manager automatically disallows access for a short time period in such cases. Try again later.

Account Info

- ◆ **What is Account Info used for?**

    Your account information allows VeriSign Support to keep you informed via e-mail, phone, or US mail.

    – VeriSign sends regular customer notifications regarding maintenance, updates, and certain transaction error messages to the contact e-mail address listed in Account Info.

    – VeriSign does not send sales information to the contact.

    – VeriSign does not sell or share this information.

    Additionally, VeriSign provides sensitive information (for example, password, credit card number, and so on) to *only* the contacts and respective fax numbers listed in Account Info.

- ◆ **What information can I update in Account Info?**

    You can update all information including names, phone numbers, and e-mail addresses for your primary, secondary, and banking contacts. You can also update your general company information and change your password.

- ◆ **How do I update my processor information?**

    When you receive new processor information (for example, MID, TID, IP code, Division number, and so on), send it to **vps-support@verisign.com** and VeriSign will update your account within 24 hours.

- ◆ **How do I change my Vendor ID (also called Merchant ID)?**

    If you are a direct merchant (your Partner is VeriSign), then contact VeriSign Customer Service.

    If your Partner is anyone other than VeriSign, then contact your partner. The partner will request the change from VeriSign.

Search Utilities

- ◆ **What can I search for?**

    You can search for a specific transaction, transactions that have been processed for a specific account number, transactions that have been processed for a specific

comment, or transactions that have been processed using the same account number as a transaction that you provide.

To search for a specific transaction:

Type the entire VeriSign transaction ID (for example, VXYZ01234567) in the field.

To search for transactions for a specific account number:

Type the credit or purchase card number and select a date range for all transactions that have been processed for a specific card number during the specified period.

To search for all transactions that have been processed for a specific comment:

Type the comment you are searching for in either the Comment1 or Comment2 field (or in both fields) and select a date range.

To search for all transactions that have been processed using the same account number as a transaction that you provide:

See "Search Account Number by Reference" on page 44.

- ◆ **How far back can I search?**

You can search for items as far back as one year.

- ◆ **Can I sort and arrange my search results?**

No. Results of searches appear only in chronological order.

Transaction Terminal

- ◆ **What is Transaction Terminal?**

Transaction Terminal is a feature of VeriSign Manager that lets you manually submit transactions. It is the solution of choice for merchants who take orders primarily by phone, e-mail, fax, or through direct customer interaction. It also assists merchants to process secondary transactions (delayed captures, credits, voids, and voice authorizations).

- ◆ **How can I access Transaction Terminal?**

In VeriSign Manager, click Transaction Terminal on the menu bar.

- ◆ **How do I issue a credits, voids, and delayed captures?**

  See Transaction Terminal itself for directions on how to process credits, voids, and delayed captures. You can process either individual items (manually) or multiple items (automatically) via Transaction Terminal.

Reports

- ◆ **What kind of reports can I generate?**

  You can generate the following kinds of reports (see Chapter 7, "Preparing Reports," for details):

  - Daily Activity (Summary, Full Detail, Full-Detail ASCII text)
  - Transaction Summary
  - Custom
  - Settlement
  - Shipping and Billing
  - BatchID
  - Payflow Link Orders

- ◆ **How far back can I access data for reporting?**

  You can generate reports as far back as one year and for a time range of three months.

- ◆ **Can I store reports in VeriSign Manager?**

  No. But you can use the full-detail ASCII text report to save reports to your hard drive. You can then export saved reports to spreadsheets or other accounting programs. See "Exporting Data" on page 14.

- ◆ **How can I import my transaction reports into Excel?**

  See "Exporting Data" on page 14.

Downloads

◆ **What can I download from VeriSign Manager?**

All applicable documentation is accessible for download, based on the products or services for which you are signed up. For example, if you are using Payflow Link and are signed-up for ACH processing, you will have access to the *Payflow Link User's Guide*, the *ACH Payments Guide,* and the *VeriSign Manager User's Guide*.

Premium Payflow Pro and Payflow Link customers can download all applicable documentation and VeriSign's SDKs (including VeriSign Cart integrations).

◆ **Who may download?**

Registered VeriSign users with live or test accounts.

◆ **How do I download?**

In VeriSign Manager, click **Downloads** and follow the directions.

◆ **Do I need any special software?**

Yes, you need a zip file extractor.

Configuring ASCII Reports to be Saved as Text Files

When you submit a request for an ASCII format report, your computer should ask whether you would like to open or save the report. Some operating systems do not automatically display this dialog box because the operating system has not been configured to associate the file's `.cfm` filename extension with a text editor. This appendix provides instructions for associating the `.cfm` files with the Notepad text editor for several operating systems.

Windows 98

1 Double-click the **My Computer** icon.

2 In the **View** menu, select **Options**.

3 Select the **File Types** tab and click the **New Type** button.

4 Enter the following values:

   Description of Type field**: `Cold Fusion`**

   Associate Extension field**: `.cfm`**

   Content Type field**:** (leave blank)

5 Click the **New** button. The **New Action** dialog box opens.

6 Enter the following values:

   Action field**: `open`**

   Open With (or Application used) field: Browse for
   `C:/windows/notepad.exe`

7 Click **OK**.

Windows NT

1   Double-click the **My Computer** icon.

2   In the **View** menu, select **Options**.

3   Select the **File Types** tab and click the **New Type** button.

4   Enter the following values:

Description of Type field**: `Cold Fusion`**

Associate Extension field**: `.cfm`**

Content Type field**:** (leave blank)

5   Click the **New** button. The **New Action** dialog box opens.

6   Enter the following values:

Action field**: `open`**

Open With (or Application used) field: Browse for `C:/winnt/notepad.exe`

7   Click **OK**.

Windows 2000 and Windows XP

1   Double-click the **My Computer** icon.

2   In the **Tools** menu, select **Folder Options**.

3   Select the **File Types** tab and click the **New** button.

In the **File Extension** field, type **`.cfm`**

4   Click the **Advanced** button

5   In the **Associated File Type** field, select **Text Document**.

6   Click **OK**.

7   Click **OK** to close the **Folder Options** dialog box.

Windows Millennium Edition

1   Double-click the **My Computer** icon.

2   In the **Tools** menu, select **Folder Options**.

3   Select the **File Types** tab and click the **New** button.

   In the **File Extension** field, type **.cfm**

4   Click the **Advanced** button

5   In the Associated File Type field, select **<new>**.

6   From **Registered file types** select the **CFM** extension.

7   Click **Changed**.

8   Select **Notepad**.

9   Click **OK**.

10   Click **Close**.

Index