

CyberSource HOP Settings

Items to Note:

- CVV2 Verification and Display are required
- Paypal is not allowed
- US Currency only
- American Express and Discover must be set up by Treasurer's Office
- Shipping contact should be left blank

Declines

If the transaction is declined it is recommended that you include some verbiage in the 'Decline' message for the user to contact their credit card company. This may help eliminate calls to your department that should be directed to their credit card company.

Soft Declines

Some banks do not provide CVV2 verification, in these cases they will return what CyberSource refers to as a soft decline, usually with a return code of 211 or 230. If you do not intercept it, it will tell the customer that the transaction was processed when it was not. It is put in a pending status and we will not approve them. It must be treated as a decline both to your system and to the email that it sends to the customer. Because of this you will want to opt out of having CyberSource automatically generate your return emails for you but rather generate them yourself.

Set Up

Technical documentation for setting up the CyberSource Hosted Order Page, HOP, can be found at:

http://apps.cybersource.com/library/documentation/dev_guides/HOP_UG/html/

The URL to logon to CyberSource is:

<https://ebc.cybersource.com/ebc/login/Login.do;jsessionid=521CE0EFEC8D6C9266D0B81E799070E7.elpw002-ebc> Be sure to click on test if you are in development.

The following information will be set up in CyberSource by the Treasurer's Office:

CyberSource Emergency Contact (please complete)

Name:

This email address is used for service notifications; we suggest that you use a group alias for all interested parties.

Email Address:

Phone Number:

Fax Number:

Report Subscriptions

- Payment Batch Detail Report – CSV
- Payment Events Report – CSV
- Transaction Exception Detail Report – CSV

Security (please complete)

Security is set up by the Treasurer’s Office

Please list the name and email address of those requiring security to CyberSource. A limit of 7 logons per merchant are allowed at the campus level. Users are set up with both Transaction View and Download or as a Technical User with access to the HOP settings. It is the responsibility of the merchant to notify the Treasurer’s Office of any change of personnel with this access.

NAME	EMAIL ADDRESS	View & Download	Technical

Going Live

Prior to going live the Treasurer’s Office and your ecommerce representative must be notified. The Treasurer’s Office will review all setting and give approval to move to production. Once in production several small test transactions (including an invalid credit card number) should be made and the Treasurer’s Office notified. Within two days the Treasurer’s Office will verify the receipt of funds were received by the bank and “go live” permission will be granted. During this time the emails generated from the system should be reviewed for accuracy by the merchant.

CyberSource Fee

A \$225 CyberSource set up fee will be charged to the merchant.

Ecommerce Credits

Ecommerce Credits will be processed by the Treasurer’s Office. The Ecommerce Credit Request Form can be found at;

<http://media.umassp.edu/massedu/treasurer/eCommerce%20Credit%20Request.pdf>.

You will be notified by email when the credit has been processed.

Documentation

Documentation for reviewing transactions and reports, downloading from CyberSource into Excel and templates can be found on the Treasurer’s web site at:

<http://www.massachusetts.edu/treasurer/ecommerce.html>.