



UNIVERSITY OF MASSACHUSETTS

*Amherst * Boston * Dartmouth * Lowell * President's Office * Worcester*

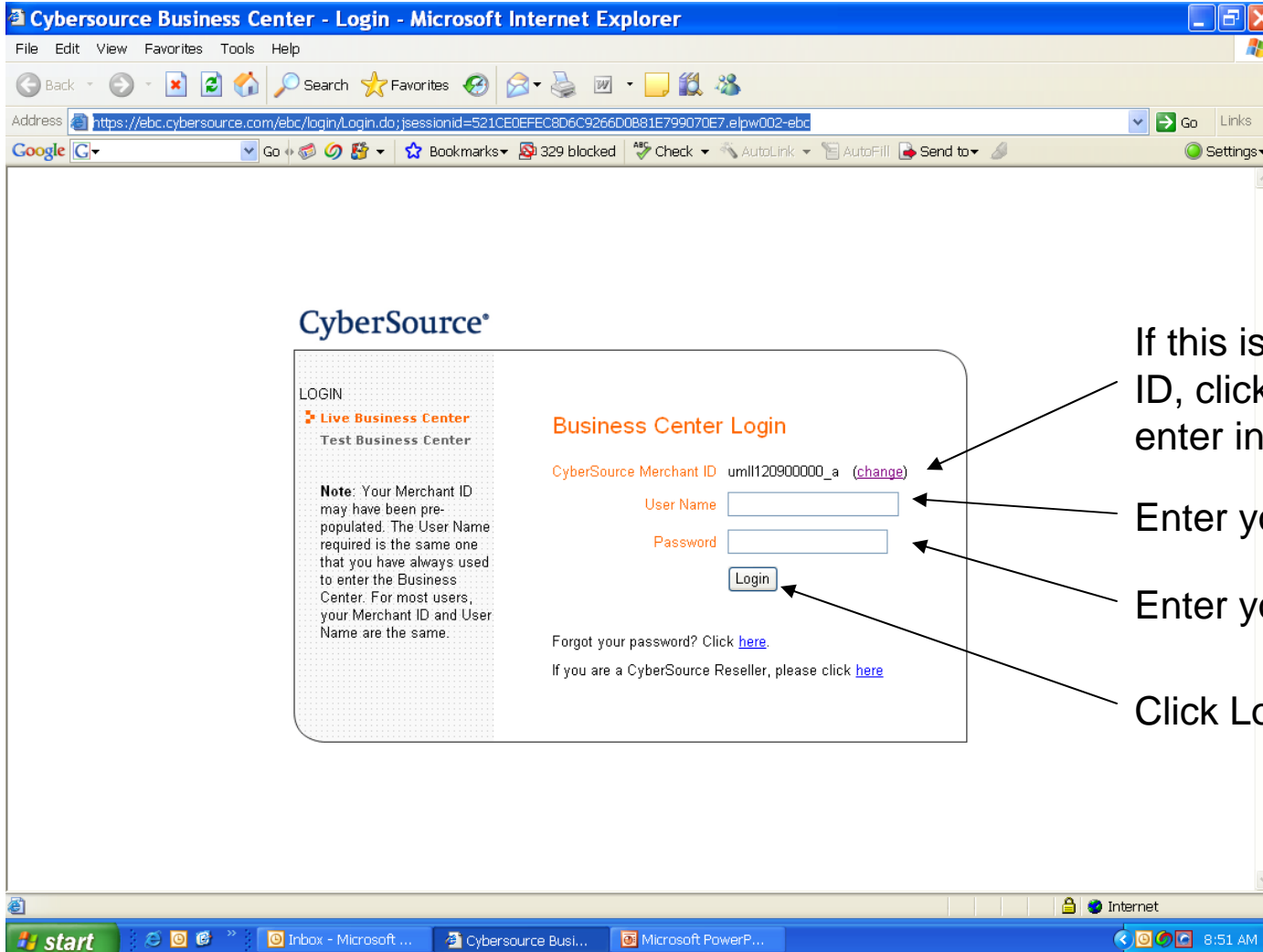
*Central Administrative Services
Treasurer's Office*

CyberSource® Hosted Order Page

Transactions Reporting
Report Downloads
Credit Requests

To logon to CyberSource:

<https://ebc.cybersource.com/ebc/login/Login.do;jsessionid=521CE0EFEC8D6C9266D0B81E799070E7.elpw002-ebc>



If this is not your Merchant ID, click change and enter in your Merchant ID.

Enter your user name

Enter your password

Click Login

The first time that you login you will be prompted to update your password.

Daily Processing

Printing off the Transaction Search Results or downloading it into Excel and printing it from there best replicates the reports and downloads you were getting from the UITS Gateway.

The transaction search result should be run daily and a copy maintained by your department and a copy of the printout or the downloaded spreadsheet forwarded to the person responsible for creating your daily payment card journal entries.

Daily Transaction Processing

For your daily processing select Search for an application. Leave ALL as the Application.

For the Search Range select Custom.

The screenshot shows a 'General Search' form with the following sections:

- Options:** Three radio buttons are present: 'Search for a field and a value' (unselected), 'Search for an application' (selected), and 'Search for a reply' (unselected).
 - Under 'Search for a field and a value': 'Field' dropdown is 'Request ID', 'Value' is an empty text box.
 - Under 'Search for an application': 'Application' dropdown is 'All'.
 - Under 'Search for a reply': 'Reply' dropdown is 'Success'.
- Search Range:** 'Date Range' dropdown is open, showing options: Today, Last hour, Today, Yesterday, Week to date, Last week, Month to date, Last month, Last Six Months, and Custom range (highlighted).
- View Options:** 'Results per page' and 'Sort order' are visible but not fully expanded.
- Search:** A 'Search' button is located at the bottom right.

Annotations: Two arrows point from the text on the left to the 'Search for an application' radio button and the 'Custom range' option in the 'Date Range' dropdown.

Daily Transaction Processing

Select the date and time interval you want to download transactions for.

This example will show all transactions processed on May 15, 2008.

The screenshot shows a 'General Search' interface with the following sections:

- Options:** Three radio buttons for search criteria: 'Search for a field and a value' (unselected), 'Search for an application' (selected), and 'Search for a reply' (unselected).
 - Field: Request ID (dropdown)
 - Value: (text input)
 - Application: All (dropdown)
 - Reply: Success (dropdown)
- Search Range:** A 'Date Range' dropdown set to 'Custom range'. Below it are 'Start' and 'End' date pickers.
 - Start: May 15, 2008, 12:00 AM
 - End: May 15, 2008, 11:59 PM
- View Options:** 'Results per page' set to 50 and 'Sort order' set to 'Latest results first'.

A 'Search' button is located at the bottom right of the form.

Click Search

Daily Transaction Processing

Transaction search results for the selected dates will appear.

To download results
click Export Results

Transaction Search Results

[I need help with this page.](#)

Search Parameters

Start Custom range
End Mar 23 2008 12:00 AM
Application All
Matching Transactions Apr 25 2008 11:59 PM
11

CyberSource Merchant ID Date and Time	Request ID Merchant Reference Number	Name Email Address	Amount Account Suffix	Applications
umc990209200_a Apr 25 2008 01:15:00 PM	2091545007400008405006 C990209200-MALSID08-56399	MICHAEL STEIGMAN msteigman@donahue.umassp.edu	1111	Credit Card Settlement Credit Card Authorization
umc990209200_a Apr 25 2008 01:12:27 PM	2091543470300008404995 C990209200-MALSID08-56399	MICHAEL STEIGMAN msteigman@donahue.umassp.edu	1.00 USD 1111	Credit Card Settlement Credit Card Authorization
umc990209200_a Apr 25 2008 12:19:42 PM	2091511829620008405011 C990209200-MALSID08-56397	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Authorization Credit Card Settlement
umc990209200_a Apr 25 2008 10:59:45 AM	2091463855810008405011 C990209200-MALSID08-9999026		1.00 USD 8980	Credit Card Credit
umc990209200_a Apr 25 2008 10:59:11 AM	2091463510170008405011 C990209200-MALSID08-9999025		1.00 USD 8980	Credit Card Credit
umc990209200_a Apr 23 2008 12:43:42 PM	2089798225730008405011 C990209200-MALSID08-56396	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Authorization Credit Card Settlement
umc990209200_a Apr 23 2008 12:43:06 PM	2089797861680008404995 C990209200-MALSID08-56396	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Settlement Credit Card Authorization
umc990209200_a Apr 22 2008 11:28:49 AM	2088889299560008405003 C990209200-MALSID08-56395	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Authorization Credit Card Settlement
umc990209200_a Mar 26 2008 11:51:08 AM	2065574682650008404994 C990209200-ESLS08-9999019		80.00 USD 2014	Credit Card Credit
umc990209200_a Mar 24 2008 04:57:33 AM	2063598531600008405003 C990209200-ESLS08-56192	JASON BROWN jbrown@yahoo.com	120.00 USD 5663	Credit Card Authorization Credit Card Settlement
umc990209200_a Mar 23 2008 09:14:23 AM	2062888637070008404995 C990209200-ESLS08-56189	JOHN SMITH johnsmith@yahoo.com	120.00 USD 0921	Credit Card Authorization Credit Card Settlement

To print results, change print output to landscape before printing.

If you clicked on Export Results from the Transaction Search Results Page this is how the report will be downloaded

CyberSource Merchant ID	Client Use	Date and Time	Request ID	Merchant Reference Number	Last Name	First Name	Email Address	Amount	Currency	Account S	Applications
umc990209200_a		Apr 25 2008 01:15:00 PM	2.09155E+21	C990209200-MALSID08-56399	ADAMS	MICHAEL	madams@charter.net			1111	Credit Card Settlement(Ignore),Credit Card Authorization(Reject)
umc990209200_a		Apr 25 2008 01:12:27 PM	2.09154E+21	C990209200-MALSID08-56399	ADAMS	MICHAEL	madams@charter.net	1.00	USD	1111	Credit Card Settlement(Ignore),Credit Card Authorization(Reject)
umc990209200_a		Apr 25 2008 12:19:42 PM	2.09151E+21	C990209200-MALSID08-56397	SMITH	JOHN	jsmith@umassp.edu	1.00	USD	8980	Credit Card Authorization(Accept),Credit Card Settlement(Accept)
umc990209200_a		Apr 25 2008 10:59:45 AM	2.09146E+21	C990209200-MALSID08-9999026				1.00	USD	8980	Credit Card Credit(Accept)
umc990209200_a		Apr 25 2008 10:59:11 AM	2.09146E+21	C990209200-MALSID08-9999025				1.00	USD	8980	Credit Card Credit(Accept)
umc990209200_a		Apr 23 2008 12:43:42 PM	2.0898E+21	C990209200-MALSID08-56396	SMITH	JOHN	jsmith@umassp.edu	1.00	USD	8980	Credit Card Authorization(Accept),Credit Card Settlement(Accept)
umc990209200_a		Apr 23 2008 12:43:06 PM	2.0898E+21	C990209200-MALSID08-56396	SMITH	JOHN	jsmith@umassp.edu	1.00	USD	8980	Credit Card Settlement(Ignore),Credit Card Authorization(Reject)
umc990209200_a		Apr 22 2008 11:28:49 AM	2.08889E+21	C990209200-MALSID08-56395	SMITH	JOHN	jsmith@umassp.edu	1.00	USD	8980	Credit Card Authorization(Accept),Credit Card Settlement(Accept)
umc990209200_a		Mar 26 2008 11:51:08 AM	2.06557E+21	C990209200-ESLS08-9999019				80.00	USD	2014	Credit Card Credit(Accept)
umc990209200_a		Mar 24 2008 04:57:33 AM	2.0636E+21	C990209200-ESLS08-56192	JONES	JOHN	jjones@umassp.edu	120.00	USD	5663	Credit Card Authorization(Accept),Credit Card Settlement(Accept)
umc990209200_a		Mar 23 2008 09:14:23 AM	2.06289E+21	C990209200-ESLS08-56189	BROWN	MARK	mbrown@yahoo.com	120.00	USD	921	Credit Card Authorization(Accept),Credit Card Settlement(Accept)

You will need to make the following changes to the amount columns.

Change the format of the amount column to Number with 2 decimal places.

Whenever you see the word REJECT in the Applications column remove the amount.

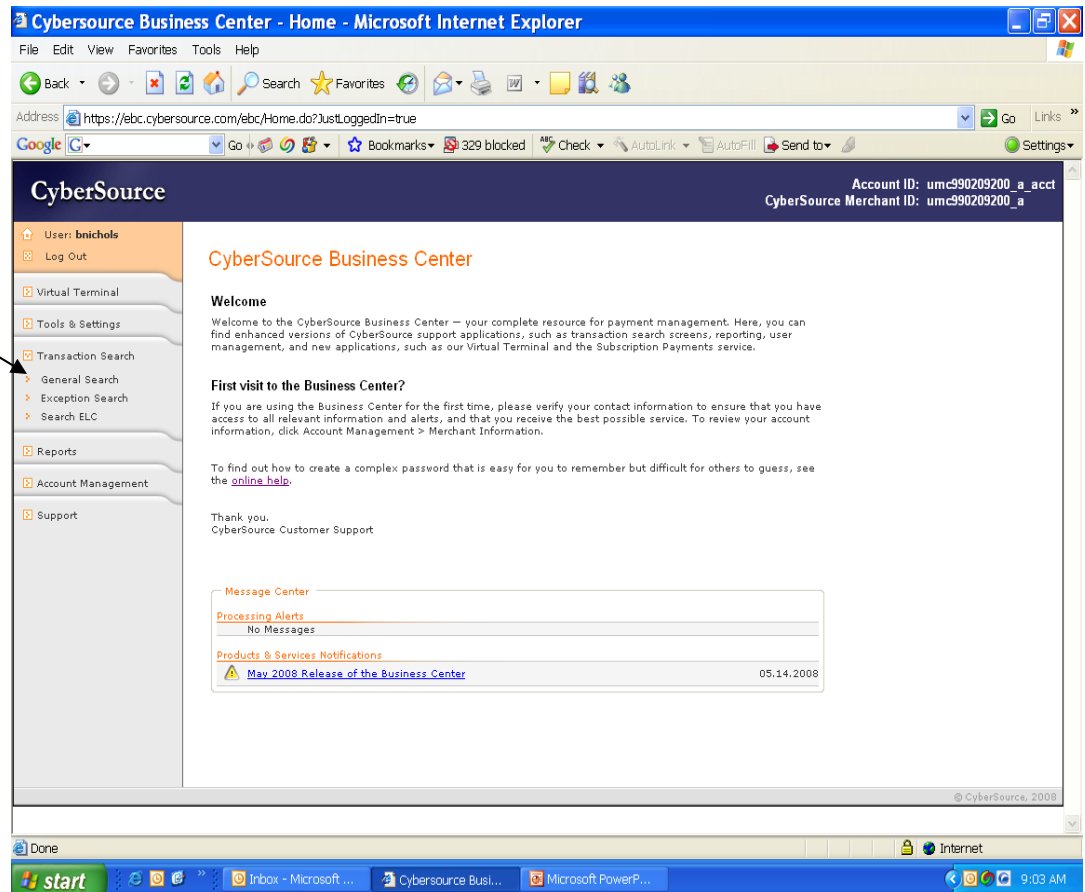
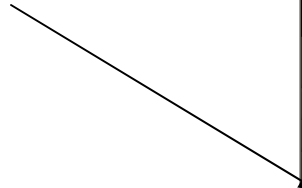
Whenever you see Credit Card Credit make the amount negative.

Total the columns to get the amount of the JE. Save as an Excel spreadsheet.

CyberSource Merchant ID	Client Use	Date and Time	Request ID	Merchant Reference Number	Last Name	First Name	Email Address	Amount	Currency	Account S	Applications
umc990209200_a		Apr 25 2008 01:15:00 PM	2.09155E+21	C990209200-MALSID08-56399	ADAMS	MICHAEL	madams@charter.net			1111	Credit Card Settlement(Ignore),Credit Card Authorization(Reject)
umc990209200_a		Apr 25 2008 01:12:27 PM	2.09154E+21	C990209200-MALSID08-56399	ADAMS	MICHAEL	madams@charter.net		USD	1111	Credit Card Settlement(Ignore),Credit Card Authorization(Reject)
umc990209200_a		Apr 25 2008 12:19:42 PM	2.09151E+21	C990209200-MALSID08-56397	SMITH	JOHN	jsmith@umassp.edu	1.00	USD	8980	Credit Card Authorization(Accept),Credit Card Settlement(Accept)
umc990209200_a		Apr 25 2008 10:59:45 AM	2.09146E+21	C990209200-MALSID08-9999026				-1.00	USD	8980	Credit Card Credit(Accept)
umc990209200_a		Apr 25 2008 10:59:11 AM	2.09146E+21	C990209200-MALSID08-9999025				-1.00	USD	8980	Credit Card Credit(Accept)
umc990209200_a		Apr 23 2008 12:43:42 PM	2.0898E+21	C990209200-MALSID08-56396	SMITH	JOHN	jsmith@umassp.edu	1.00	USD	8980	Credit Card Authorization(Accept),Credit Card Settlement(Accept)
umc990209200_a		Apr 23 2008 12:43:06 PM	2.0898E+21	C990209200-MALSID08-56396	SMITH	JOHN	jsmith@umassp.edu		USD	8980	Credit Card Settlement(Ignore),Credit Card Authorization(Reject)
umc990209200_a		Apr 22 2008 11:28:49 AM	2.08889E+21	C990209200-MALSID08-56395	SMITH	JOHN	jsmith@umassp.edu	1.00	USD	8980	Credit Card Authorization(Accept),Credit Card Settlement(Accept)
umc990209200_a		Mar 26 2008 11:51:08 AM	2.06557E+21	C990209200-ESLS08-9999019				-80.00	USD	2014	Credit Card Credit(Accept)
umc990209200_a		Mar 24 2008 04:57:33 AM	2.0636E+21	C990209200-ESLS08-56192	JONES	JOHN	jjones@umassp.edu	120.00	USD	5663	Credit Card Authorization(Accept),Credit Card Settlement(Accept)
umc990209200_a		Mar 23 2008 09:14:23 AM	2.06289E+21	C990209200-ESLS08-56189	BROWN	MARK	mbrown@yahoo.com	120.00	USD	921	Credit Card Authorization(Accept),Credit Card Settlement(Accept)
								161.00			

Transaction Search

To search for transactions click here



Transaction Search – General Search

This page enables you to search through a large number of transactions so that you can review the details. Data is stored for 6 months from the date of the original transaction. The following steps explain how to do a search.

To select an option, click on one of the radio buttons: When you select an option, the appropriate field(s) become active; the others remain gray.

The screenshot displays the 'General Search' interface. At the top right, there is a link: [I need help with this page.](#)

Options

- Search for a field and a value
 - Field: Request ID
 - Value: [Empty text box]
- Search for an application
 - Application: All
- Search for a reply
 - Reply: Success

Search Range

- Date Range: Today

View Options

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

[Search]

Transaction Search – General Search

If you choose a field and value, the date range will be automatically set to the last six months. If you choose a type of reply the date range will be automatically set to today.

Field and value combinations:

Account Number

Account Suffix (last four digits)

Electronic License Number

Email Address

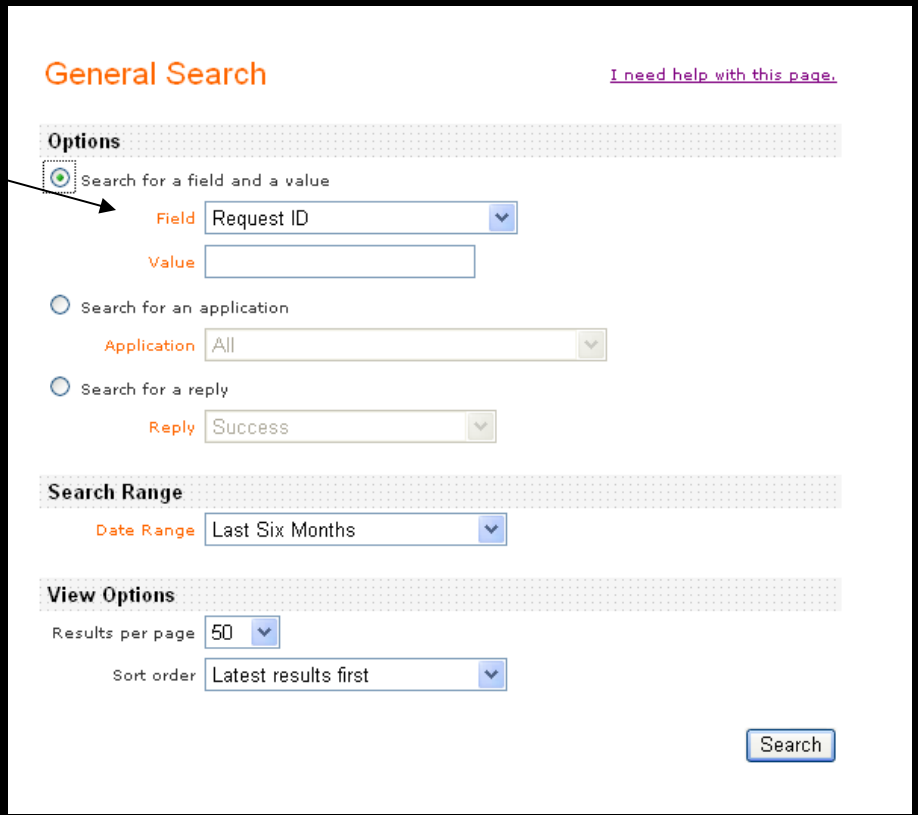
Last Name

Last Name, First Name

Merchant Reference Number

Request ID

Transaction Reference Number



The screenshot shows a web interface titled "General Search" with a link for help. It features three search options: "Search for a field and a value" (selected), "Search for an application", and "Search for a reply". The "Search for a field and a value" option has a "Field" dropdown set to "Request ID" and an empty "Value" input field. The "Search for an application" option has an "Application" dropdown set to "All". The "Search for a reply" option has a "Reply" dropdown set to "Success". Below these is a "Search Range" section with a "Date Range" dropdown set to "Last Six Months". At the bottom is a "View Options" section with "Results per page" set to 50 and "Sort order" set to "Latest results first". A "Search" button is located at the bottom right.

Transaction Search – General Search Date Range

To search for a date range – click on Search for an application. Leave it set to ALL.

From the search range select the date options that you want

The screenshot displays the 'General Search' interface. It features three search options: 'Search for a field and a value', 'Search for an application', and 'Search for a reply'. The 'Search for an application' option is selected, and the 'Application' dropdown is set to 'All'. Below this, the 'Search Range' section shows a 'Date Range' dropdown menu that is open, listing various time-based search ranges. The 'View Options' section includes 'Results per page' and 'Sort order' settings. A 'Search' button is located at the bottom right of the interface.

General Search [I need help with this page.](#)

Options

- Search for a field and a value
 - Field: Request ID
 - Value: [input field]
- Search for an application
 - Application: All
- Search for a reply
 - Reply: Success

Search Range

Date Range: Today

- Last hour
- Today
- Yesterday
- Week to date
- Last week
- Month to date
- Last month
- Last Six Months
- Custom range

View Options

Results per page: [input field]

Sort order: [input field]

Search

Transaction Search – General Search

Date Range – Custom range

Select the date and time interval for a search, from transactions processed during the last hour to those from the previous 1-6 months or a custom range that you define.

The search results include transactions requested between midnight on the start date and 11:59 P.M. on the end date. If you select a custom range, a special date and time menu appears with a calendar for easier selection.

You can click the calendar icon to select dates.

Select from 50 – 100 transactions to display and, if available, the sort order (most recent or oldest results displayed first.)

The screenshot displays the 'General Search' interface. At the top right, there is a link: [I need help with this page.](#)

Options

- Search for a field and a value
 - Field: Request ID
 - Value: [input field]
- Search for an application
 - Application: All
- Search for a reply
 - Reply: Success

Search Range

Date Range: Custom range

Start: May 15 2008 12:00 AM

End: May 15 2008 11:59 PM

View Options

Results per page: 50

Sort order: Latest results first

[Search]

Arrows from the text on the left point to the calendar icons in the 'Start' and 'End' date fields, and to the 'Search' button.

Click Search

Transaction Search Results

You can print the report as shown by hitting the printer icon on your toolbar (Change your page setup to print landscape) or you can export your search results in CSV format to Excel, click Export Results button.

CyberSource Merchant ID

Name of the merchant who performed the transaction.

Date and Time

Date and time of the transaction.

Request ID

Identifier generated by CyberSource that is a link to the transaction details for this request.

Merchant Reference Number

Identifier that your system assigned the order.

Name and Email Address

Name and Email Address of the customer.

Amount

Amount of the transaction with the currency.

Account Suffix

Account Suffix refers to the customer's payment account number with all but the last four digits hidden.

Transaction Search Results

[I need help with this page.](#)

Search Parameters

Start	Custom range
End	Mar 23 2008 12:00 AM
Application	Apr 25 2008 11:59 PM
Matching Transactions	All
	11

CyberSource Merchant ID Date and Time	Request ID Merchant Reference Number	Name Email Address	Amount Account Suffix	Applications
umc990209200_a Apr 25 2008 01:15:00 PM	2091545007400008405006 C990209200-MALSID08-56399	MICHAEL STEIGMAN msteigman@donahue.umassp.edu	1111	Credit Card Settlement Credit Card Authorization
umc990209200_a Apr 25 2008 01:12:27 PM	2091543470300008404995 C990209200-MALSID08-56399	MICHAEL STEIGMAN msteigman@donahue.umassp.edu	1.00 USD 1111	Credit Card Settlement Credit Card Authorization
umc990209200_a Apr 25 2008 12:19:42 PM	2091511829620008405011 C990209200-MALSID08-56397	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Authorization Credit Card Settlement
umc990209200_a Apr 25 2008 10:59:45 AM	2091463855810008405011 C990209200-MALSID08-9999026		1.00 USD 8980	Credit Card Credit
umc990209200_a Apr 25 2008 10:59:11 AM	2091463510170008405011 C990209200-MALSID08-9999025		1.00 USD 8980	Credit Card Credit
umc990209200_a Apr 23 2008 12:43:42 PM	2089798225730008405011 C990209200-MALSID08-56396	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Authorization Credit Card Settlement
umc990209200_a Apr 23 2008 12:43:06 PM	2089797861680008404995 C990209200-MALSID08-56396	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Settlement Credit Card Authorization
umc990209200_a Apr 22 2008 11:28:49 AM	2088889299560008405003 C990209200-MALSID08-56395	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Authorization Credit Card Settlement
umc990209200_a Mar 26 2008 11:51:08 AM	2065574682650008404994 C990209200-ESLS08-9999019		80.00 USD 2014	Credit Card Credit
umc990209200_a Mar 24 2008 04:57:33 AM	2063598531600008405003 C990209200-ESLS08-56192	AARON SANDOSKI aaron@norwichventures.com	120.00 USD 5663	Credit Card Authorization Credit Card Settlement
umc990209200_a Mar 23 2008 09:14:23 AM	2062888637070008404995 C990209200-ESLS08-56189	JENS RIEGER jens.rieger@basf.com	120.00 USD 0921	Credit Card Authorization Credit Card Settlement

Application

Categories that fit your search criteria: green indicates *Success*, red indicates *Failure*, and **black** indicates *Did not run*.

Transaction Search Results

For some of the searches, you can click the column headings to arrange the rows in ascending or descending order. To read about the details for a transaction, click the Request ID and see the online help (Evaluating Search Details).

Transaction Search Results [I need help with this page.](#)

Search Parameters

Start: Custom Range
 End: Mar 23 2008 12:00 AM
 Application: Apr 25 2008 11:59 PM
 Matching Transactions: All
 11

CyberSource Merchant ID Date and Time	Request ID Merchant Reference Number	Name Email Address	Amount Account Suffix	Applications
umc990209200_a Apr 25 2008 01:15:00 PM	2091545007400008405006 C990209200-MALSID08-56399	MICHAEL STEIGMAN msteigman@donahue.umassp.edu	1111	Credit Card Settlement Credit Card Authorization
umc990209200_a Apr 25 2008 01:12:27 PM	2091543470300008404995 C990209200-MALSID08-56399	MICHAEL STEIGMAN msteigman@donahue.umassp.edu	1.00 USD 1111	Credit Card Settlement Credit Card Authorization
umc990209200_a Apr 25 2008 12:19:42 PM	2091511829620008405011 C990209200-MALSID08-56397	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Authorization Credit Card Settlement
umc990209200_a Apr 25 2008 10:59:45 AM	2091463855810008405011 C990209200-MALSID08-9999026		1.00 USD 8980	Credit Card Credit
umc990209200_a Apr 25 2008 10:59:11 AM	2091463510170008405011 C990209200-MALSID08-9999025		1.00 USD 8980	Credit Card Credit
umc990209200_a Apr 23 2008 12:43:42 PM	2089798225730008405011 C990209200-MALSID08-56396	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Authorization Credit Card Settlement
umc990209200_a Apr 23 2008 12:43:06 PM	2089797861680008404995 C990209200-MALSID08-56396	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Settlement Credit Card Authorization
umc990209200_a Apr 22 2008 11:28:49 AM	2088889299560008405003 C990209200-MALSID08-56395	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Authorization Credit Card Settlement
umc990209200_a Mar 26 2008 11:51:08 AM	2065574682650008404994 C990209200-ESLS08-9999019		80.00 USD 2014	Credit Card Credit
umc990209200_a Mar 24 2008 04:57:33 AM	206359853160008405003 C990209200-ESLS08-56192	AARON SANDOSKI aaron@norwichventures.com	120.00 USD 5663	Credit Card Authorization Credit Card Settlement
umc990209200_a Mar 23 2008 09:14:23 AM	2062888637070008404995 C990209200-ESLS08-56189	JENS RIEGER jens.rieger@basf.com	120.00 USD 0921	Credit Card Authorization Credit Card Settlement

Any transactions in black or red did not process successfully.

Credits will continue to be processed by the Treasurer's Office. This is how a processed credit will appear.

These transactions were successful.

Transaction Search Details

If you clicked on the Request ID it brings you to the Transaction Search Details page.

Transaction Search Details

[I need help with this page.](#)

Request Information	
CyberSource Merchant ID	umc990209200_a
Request ID	20915118229620008405011
Merchant Reference Number	C990209200-WALSID08-56397
Date	Apr 25 2008 12:19:42 PM
Applications	Credit Card Authorization Credit Card Settlement
Reason Code	100
Reply Message	Request was processed successfully.
Client Library	ASP NVP
Client Application	Simple Order API
Client Application Version	
Client User	

Status	Amount	Action	Date
Credit Card Authorization	1.00 USD		Apr 25 2008 12:19:42 PM
Credit Card Settlement	1.00 USD	TRANSMITTED	Apr 25 2008 12:19:42 PM
Credit Card Credit	1.00 USD	TRANSMITTED	May 05 2008 11:42:50 AM

Available Actions: [Credit New Order](#)
[Re-Authorize](#)
[Re-Authorize and Settle](#)

Similar Searches: [By Name](#)
[By Email Address](#)
[By Account Number](#)
[Related Transactions](#)

Customer Information

Billing Information	
Name	BARBARA MCNUITY
Company	
Address	225 Franklin Street Boston MA , 02110 US
Phone Number	
Email Address	jgoldberg@umassp.edu
IP Address	69.16.57.30

Payment Information

Processor	Payment Method	Account Suffix	Expiration Date
vital	MasterCard	8980	04/2011

Authorization Code	Amount	Action	Trans Ref No	Reason Code
037180	1.00 USD		221688069WW9EHFD8S2E3	100
CVN	AVS			
MM		Z - Partial match: 5-digit postal code matches		

Reply Message

Request was processed successfully.

Request Token

[Aht//wCPxYY6w8vwy8MUKsmTFs-dcMGzmvYcxZEaJcPson/Nm3I18LgSbNuQR4X0gPKrTZNUJbu88S9oD8/H4sMdx3g315AmAaaIQXf](#)

Authorization Code

Authorization Code	Amount	Action	Trans Ref No	Reason Code
037180	1.00 USD	TRANSMITTED	221688069WW9EHFD8S2E5	100
CVN	AVS			
MM		Z - Partial match: 5-digit postal code matches		

Reply Message

Request was processed successfully.

Request Token

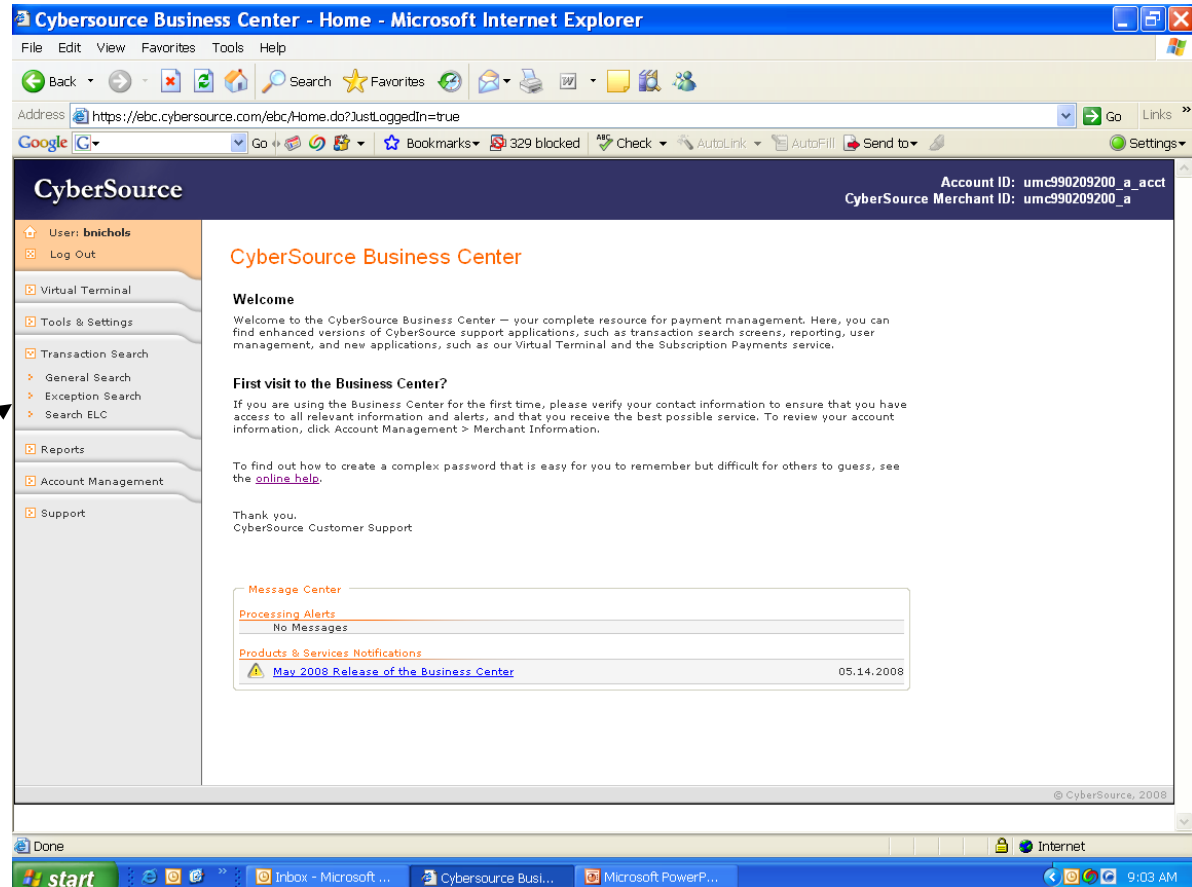
[Aht//wCPxYY6w8vwy8MUKsmTFs-dcMGzmvYcxZEaJcPson/Nm3I18LgSbNuQR4X0gPKrTZNUJbu88S9oD8/H4sMdx3g315AmAaaIQXf](#)

Offer-Line Details

Item	Quantity	SKU	Name	Type	Price	Tax	Currency
0	1			default	1.00	0.00	USD

Transaction Exception Search

To search for exceptions click here. Use this option to search for transactions that were flagged by CyberSource or by the processor because of errors that were sent in the data of your follow-on requests. You can search a date range of up to 180 days. The errors that appear in your search results on a specific day will appear the following day in your Transaction Exception Detail Report.



CyberSource Reports

To view or download reports from the CyberSource Business Center select Reports

To view reports search click here



You have 4 different reports available to you by day. Reports are available after midnight for the previous day. Select the day you want to report on and click submit.

To view or download reports, select the report and the time period. To access reports to which you are no longer subscribed, select **All**.

Report Search Criteria

Report: All

Frequency: Daily

Daily Report Search

Date: May 19 2008

Submit

Online Reports for May 19, 2008

Report Name
Payment Batch Summary Report

Downloadable Reports for May 19, 2008

Note: Depending on your browser settings, if you click the **download** link, the file will appear in your browser, or you will be prompted to save the file. If you do not want to see the report or the DTD in your browser, right-click the link, select **Save Target As**, and follow the instructions on the screen.

Report Name		
PaymentBatchDetailReport.csv		download
PaymentEventsReport.csv		download
TransactionExceptionDetailReport.csv	view	download

Payment Batch Summary Report

Payment batch summary report shows you a chart listing Total Sales and Total Credits. It will give you transaction and amount counts by type of card.

The screenshot displays a web browser window titled "Cybersource Business Center - Report - Microsoft Internet Explorer". The address bar shows the URL "https://ebc.cybersource.com/ebc/reports/ReportViewLoad.do". The page header includes the CyberSource logo, user information "User: bnichols", and account details "Account ID: umc990209200_a_acct" and "CyberSource Merchant ID: umc990209200_a".

The main content area is titled "Report" and contains a "Report View" section. It features two 3D bar charts: "Total Sales" and "Total Credits". Both charts show a single bar for MasterCard. Below the charts are two tables summarizing the data.

Card Type	Amount	Transaction
MasterCard	1.00	1
Totals	1.00	1

Card Type	Amount	Transaction
MasterCard	2.00	2
Totals	2.00	2

Payment Batch Detail Report

Payment batch detail report contains summary information about credit card transactions.

Payment Batch Detail Report	1	2008-05-16 to 2008-05-16							
batch_id	merchant_id	batch_date	request_id	merchant_ref_number	trans_ref_no	payment_method	currency	amount	transaction_type
5.01E+14	uma082302000_a	5/16/2008	2.10879E+21	1.21088E+12	230213128WU00FG5DV4L3	MasterCard	USD	0.01	ics_bill
5.01E+14	uma082302000_a	5/16/2008	2.10879E+21	1.21088E+12	230214815WW9DZG5E055V	MasterCard	USD	0.01	ics_bill

Payment Events Report

This report contains information about payment events that occur after the transaction is initially sent to the payment processor.

Transaction Exception Detail Report

This report gives detailed information about transactions that were flagged by CyberSource or by the processor because of errors that were sent in the request of your follow-on transactions, such as captures and credits. When errors occur, you are notified in the Message Center. These notifications remain for seven days.

E-Commerce Credits

To request a credit for an E-Commerce transaction you will need to complete a University eCommerce Credit Request. The form can be located on the Treasurer's Web Site under Merchant Services.

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

In order to request a credit you will need the Request ID, Date and Name on the transaction. Fax the completed form to Treasurer's Office at 774-455-7592. Credits can only be issued within 60 days of the original transaction.

Merchant ID

Request ID

Name

Transaction Search Results [I need help with this page.](#)

Search Parameters

Start: Mar 23 2008 12:00 AM
 End: Apr 25 2008 11:59 PM
 Application: All
 Matching Transactions: 11

CyberSource Merchant ID Date and Time	Request ID Merchant Reference Number	Name Email Address	Amount Account Suffix	Applications
umc990209200_a Apr 25 2008 01:15:00 PM	2091545007400008405006 C990209200-MALSID08-56399	MICHAEL STEIGMAN msteigman@donahue.umassp.edu	1111	Credit Card Settlement Credit Card Authorization
umc990209200_a Apr 25 2008 01:12:27 PM	2091543470300008404995 C990209200-MALSID08-56399	MICHAEL STEIGMAN msteigman@donahue.umassp.edu	1.00 USD 1111	Credit Card Settlement Credit Card Authorization
umc990209200_a Apr 25 2008 12:19:42 PM	2091511829620008405011 C990209200-MALSID08-56397	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Authorization Credit Card Settlement
umc990209200_a Apr 25 2008 10:59:45 AM	2091463855810008405011 C990209200-MALSID08-9999026		1.00 USD 8980	Credit Card Credit
umc990209200_a Apr 25 2008 10:59:11 AM	2091463510170008405011 C990209200-MALSID08-9999025		1.00 USD 8980	Credit Card Credit
umc990209200_a Apr 23 2008 12:43:42 PM	2089798225730008405011 C990209200-MALSID08-56396	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Authorization Credit Card Settlement
umc990209200_a Apr 23 2008 12:43:06 PM	2089797861680008404995 C990209200-MALSID08-56396	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Settlement Credit Card Authorization
umc990209200_a Apr 22 2008 11:28:49 AM	2088889299560008405003 C990209200-MALSID08-56395	BARBARA MCNULTY jgoldberg@umassp.edu	1.00 USD 8980	Credit Card Authorization Credit Card Settlement
umc990209200_a Mar 26 2008 11:51:08 AM	2065574682650008404994 C990209200-ESLS08-9999019		80.00 USD 2014	Credit Card Credit
umc990209200_a Mar 24 2008 04:57:33 AM	2063598531600008405003 C990209200-ESLS08-56192	AARON SANDOSKI aaron@norwichventures.com	120.00 USD 5663	Credit Card Authorization Credit Card Settlement
umc990209200_a Mar 23 2008 09:14:23 AM	2062888637070008404995 C990209200-ESLS08-56189	JENS RIEGER jens.rieger@basf.com	120.00 USD 0921	Credit Card Authorization Credit Card Settlement

