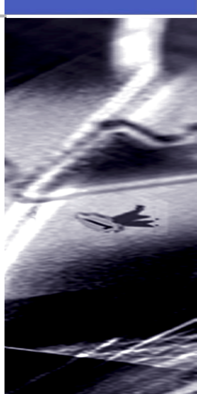
VeriSign
The Value of Trust℠

VeriSign Payment Services

Manager User's Guide

USER GUIDE



VeriSign, Inc. DOC-DOM-PMT-GID-0008

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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

CHAPTER 1

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 your company's password, contacts, bank, and general information screens.

Common VeriSign Manager Operations

You can use VeriSign Manager to manage your transaction activity and to manage your VeriSign Payment Services account. Here are some common tasks you can perform with VeriSign Manager:

Task	Instructions
Process transactions received from phone and fax orders	See "Performing Manual Transactions" on page 28.
Determine whether a transaction has settled	See "Generating a Settlement Report" on page 43. If you have the PNREF, see "Searching by Transaction ID" on page 18.
Research a transaction before issuing a credit	See Chapter 4, "Searching for Transactions."
Process sales, credits, voids, authorizations, voice authorizations, or delayed captures	See Chapter 5, "Managing Transactions: The Transaction Terminal."
Process multiple delayed captures, credits, or voids	See "Performing Automated Credit Card Transactions" on page 30.

Task	Instructions
Reconcile transaction activity with your banking statements	See Chapter 4, "Searching for Transactions" and Chapter 6, "Preparing Reports."
Analyze sales trends	See Chapter 6, "Preparing Reports.".
Configure your Payflow Link order form	See *VeriSign Payment Services Payflow Link User's Guide*.
Download documentation and SDKs	See "Downloading Documentation and Software Tools" on page 9.
Change password, address, and so on.	See Chapter 3, "Managing Account Information."

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, "Searching for Transactions" describes the process of searching for selected transactions.
- Chapter 5, "Managing Transactions: The Transaction Terminal" describes manual and automated transactions for credit cards and purchase cards.
- Chapter 6, "Preparing Reports" describes the process of defining and generating reports.
- Appendix A, "Transaction Responses" shows the *Transaction Results* and *Transaction Detail* screens and lists the transaction type, transaction result, and AVS result codes.
- Appendix B, "Processor Settlement Times" shows settlement timeframes for processors.
- Appendix C, "Frequently Asked Questions" presents answers to the most commonly asked questions about VeriSign Manager.

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**
E-mail:	**vps-support@verisign.com**
Phone:	**(888) 883-9770**
Mail:	**VeriSign Payment Services** **Attn: Customer Support** **685 E. Middlefield Rd.** **Mountain View, CA 94043**

CHAPTER 2

VeriSign Manager — A Guided Tour

Follow these steps to perform any VeriSign Manager task:

1 Open the VeriSign Manager *Login* page at **https://manager.verisign.com**.

Your **Partner** was provided to you by your VeriSign Reseller. If you registered with VeriSign directly, ente **VeriSign**.

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

Enter the **Password** that you chose during registrati

Click **Login**.

2 The *Welcome* page opens, providing access to all Manager task pages. Select a task from the menu bar.

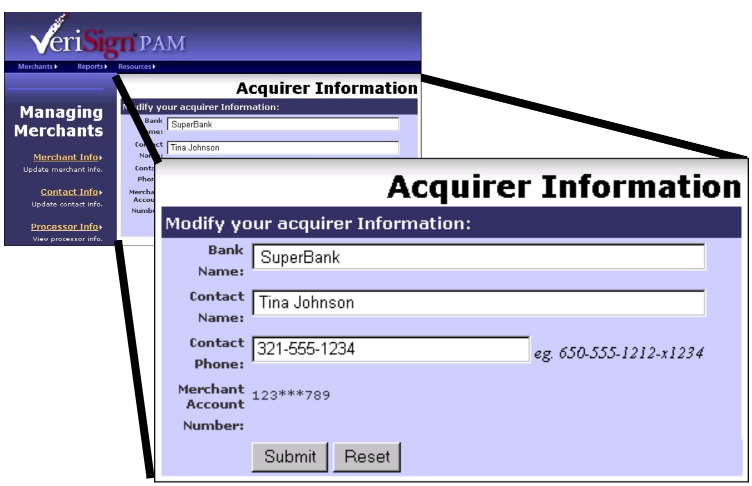
For example, click **Account Info**.

The appropriate Manager page opens (the *Account Information* page in this example).

3 To perform the task, click the task link. (In this document, **Account Information** → **Acquirer Info** means: "On the *Account Information* page, click the **Acquirer Info** task link.")

For example, click **Acquirer Info** to modify acquirer data in the *Acquirer Information* task page.

4 The *Acquirer Information* task page opens, displaying your current settings. To perform the task, type data into the fields and click **Submit**. In this example, submitting the data updates your acquirer information.



On all VeriSign Manager pages, the **Submit** button securely sends the data on the page to your database at 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 Time Periods 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"). Many pages present the fields shown here.

Follow these steps to specify the date range and time zone for the task:

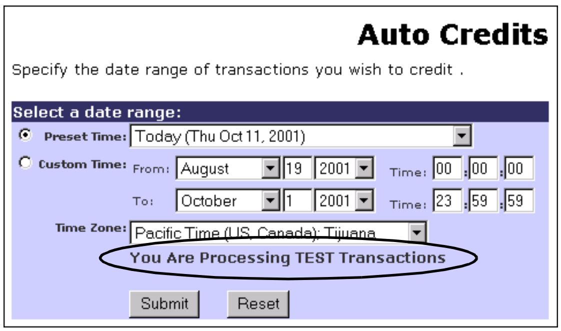
1 Specify the time period for the task.

- 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, click **Custom Time** and specify the date and time in the **From** (the beginning of the time period) and the **To** (the end of the time period) fields.

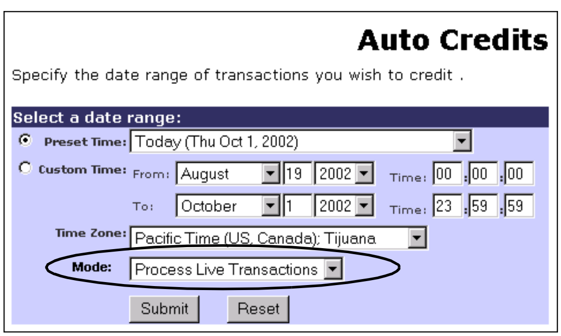
2 Specify the **Time Zone** for the dates and times that you specified.

Specifying Test or Live Transactions

When you first begin using VeriSign Manager, all transactions are **Test** transactions — they are not settled by a processor. 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** accounts and to process actual currency. This causes the **Mode** field to appear in task pages. In the **Mode** field, you can specify either **Live** or **Test** transactions.



Exporting Data

Several VeriSign Manager pages enable you to specify the text format of the results (ASCII text or HTML). You typically view the results on the screen. Follow these steps to export data to a spreadsheet or to an accounting or reconciliation application:

1. In the **Display as** text box, specify **ASCII**.

2. You are prompted to save the data to a text file or to open it on the browser page. Save the file.

3. Some applications allow you to import the file directly. Alternatively, you can open the file, select the text, copy it (Ctrl-C), then paste it (Ctrl-V) into the application.

Speeding up the Login Procedure

You can log in faster by adding your Partner ID to the VeriSign Manager address and bookmarking it in your browser.

For example, if your Partner ID is **Acme**, bookmark the following link for quicker access to VeriSign Manager:
https://payments.verisign.com/manager/login/login.cfm?partner=Acme

Downloading Documentation and Software Tools

Click the **Downloads** link to access the latest Payflow Pro, Payflow Link, and VeriSign and TeleCheck documentation. If you are a Payflow Pro customer, you can also download the latest software development kits (SDKs) from this page.

Using Multiple Currencies

A separate VeriSign Manager account is required for each supported currency. Contact your VeriSign account manager.

CHAPTER 3

Managing Account Information

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."

The *Account Information* page lets you view and modify almost all account information — both your VPS account information and the business information for each merchant account.

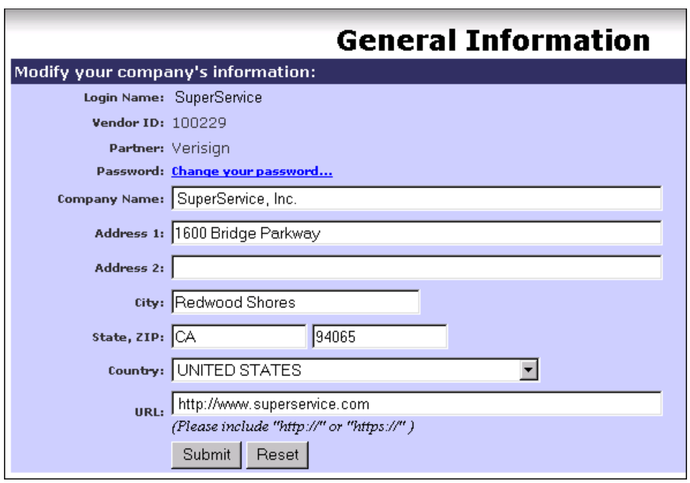
- The ***General Information*** page (described on page 12) enables you to change your password and view your login name, partner ID, and processor information. In addition, you can view and update your company's contact information.
- The process of **modifying your primary contact information** is described on page 13. You can view and update the contact information for the person in your business who is designated as the primary contact.
- The process of **modifying your secondary contact information** is described on page 13. You can view and update the contact information for the person in your business who is designated as the secondary contact.
- **Modifying Acquirer Information** is described on page 13. You can modify the contact information for the acquirer who maintains your Internet merchant account.
- **Viewing Processor Information** is described on page 14. You can view the Internet merchant account setup information provided by your acquirer.

- **Configuring Fraud Scoring** is described on page 14. Merchants who subscribe to the VeriSign Fraud Screen fraud scoring service, can view and modify their fraud service settings.
- You **configure Payflow Link** using a link on the *Account Information* page. The process is described in *VeriSign Payment Services Payflow Link User's Guide*. This information applies to Payflow Link customers only.

Modifying Your General Business Information

The *General Information* page shows the name, address, and login information for your business (not for your merchants' businesses). Follow these steps to modify the information:

1. Click **Account Info** → **General Info.**
2. Edit the values as required and click **Submit**.



Click the link to change your password.

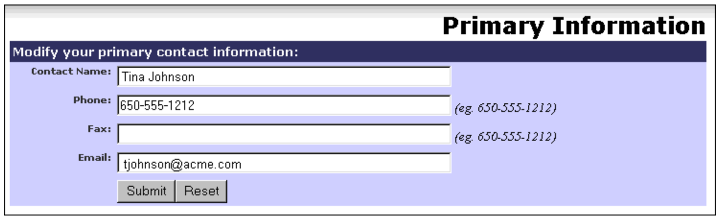
Password changes take effect the next time you log in to VeriSign Manager.

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

For Payflow Pro transactions, you must use the new password within one hour of changing it. You must update your Payflow Pro configuration as soon as possible after changing the password.

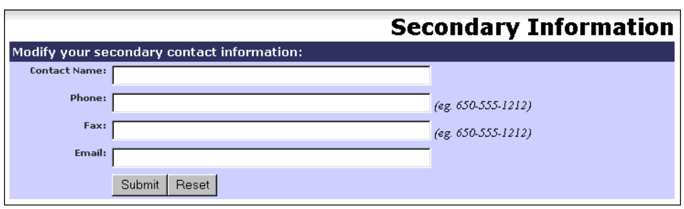
Modifying Primary Contact Information

Use the *Primary Information* page to view and modify the contact information for the person in your business who is designated as the primary contact. Click **Account Info** → **Primary Info**.



Modifying Secondary Contact Information

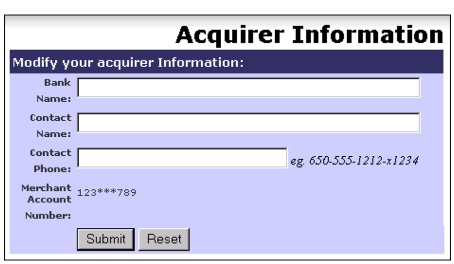
Use the *Secondary Information* page to view and modify the contact information for the person in your business who is designated as the secondary contact. Click **Account Info** → **Secondary Info**.



Modifying Acquirer Information

Use the *Acquirer Information* page to view and modify the contact information for the acquirer who maintains your Internet merchant account. An *acquirer* is a bank or financial institution that issues Internet merchant accounts for the acceptance of online transactions.

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

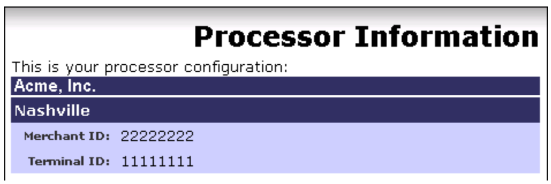


Viewing Processor Information

Use the *Processor Information* page to view the Internet merchant account setup information provided by the acquirer. If your processor information changes, 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 varies by processor. Both the **Merchant ID** and **Terminal ID** are assigned to this account by the processor.

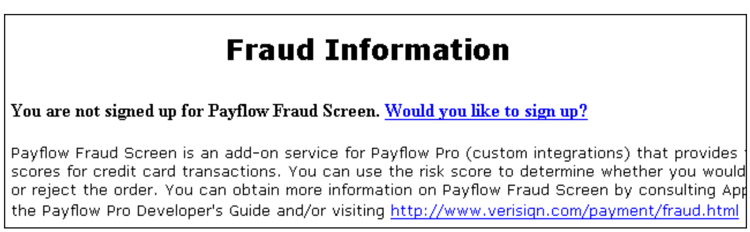


Configuring Fraud Scoring

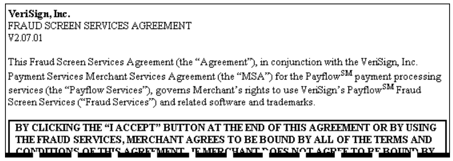
Use the *Fraud Information* pages to sign up for VeriSign's Fraud Screen service and to view and modify the settings once you have signed up. Click the **Fraud Screen** icon on the *Welcome* page to read a detailed description of the Fraud Screen service.

◆ To sign up for the Fraud Screen service

1. Click **Account Info** → **Fraud Info**.
2. The **Fraud Screen Services Agreement** form opens. Click the **Would you like to sign up?** link.



3 The *Fraud Screen Services Agreement* page opens. Read the agreement and click the **I Agree** button.


VeriSign, Inc.
FRAUD SCREEN SERVICES AGREEMENT
V2.07.01

This Fraud Screen Services Agreement (the "Agreement"), in conjunction with the VeriSign, Inc. Payment Services Merchant Services Agreement (the "MSA") for the Payflow[SM] payment processing services (the "Payflow Services"), governs Merchant's rights to use VeriSign's Payflow[SM] Fraud Screen Services ("Fraud Services") and related software and trademarks.

BY CLICKING THE "I ACCEPT" BUTTON AT THE END OF THIS AGREEMENT OR BY USING THE FRAUD SERVICES, MERCHANT AGREES TO BE BOUND BY ALL OF THE TERMS AND

4 The *Fraud Information* page opens. Complete the form as described in Table 3-1 and click **Submit**. VeriSign adds Fraud Screen services to your account.

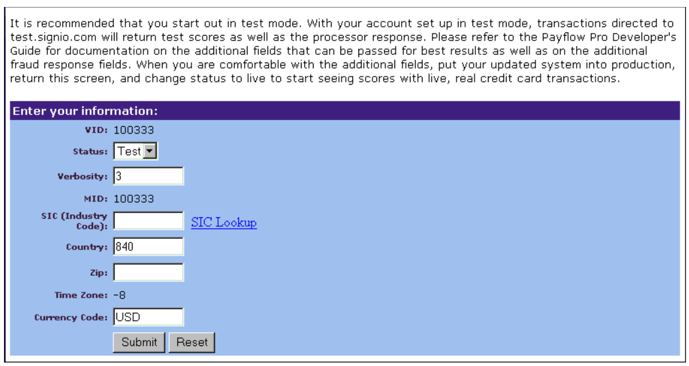


Table 3-1 *Enter Your Information* page fields

Field	Displays/Enter
VID	VeriSign-internal vendor ID number
Status	**Test** or **Live**. You might specify **Test** if you are adding Payflow Fraud Screen to an existing account — you can test your implementation, and then enable scoring on your live transactions when you are ready.
Verbosity	Specify which fraud responses (described in *Payflow Pro Developer's Guide*) should be returned for the Payflow Pro transaction: **1**: Score and error codes only, **2**: Score, error codes, and exception codes, **3**: (the default) All responses: score, error codes, exception codes, and reason codes.
MID	Fraud Merchant Identification number

Table 3-1 *Enter Your Information* page fields (Continued)

SIC (Industry Code)	Your company's Standard Industry Code. Click the **SIC Lookup** link to see a list of SIC codes.
Company	Your company ISO country code (ISO country codes appear in *Payflow Pro Developer's Guide*.)
Zip	Your company's Zip code
Time Zone	Your company's time zone
Currency Code	Currency that your company uses (US dollars = USD)

◆ To modify your Fraud Screen service settings

1. Click **Account Info** → **Fraud Info**.
2. The *Fraud Information* page displays your current settings and enables you to modify the settings.

CHAPTER 4

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."

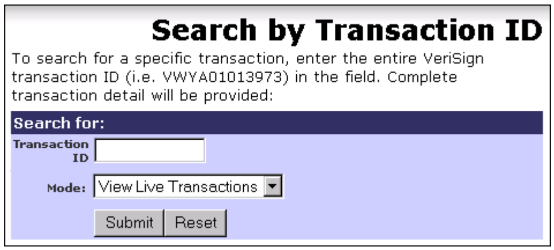
Use the **Search Utilities** page to search for selected transactions as follows:

- **Searching by Transaction ID** is described on page 18.
- **Searching by Account Number** is described on page 18.
- **Searching by Comment** is described on page 19.
- **Searching for ACH Transactions by Customer Reference Number** is described on page 20.

Note Check processing merchants can search by transaction ID, but not by account number or by comment.

Searching by Transaction ID

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



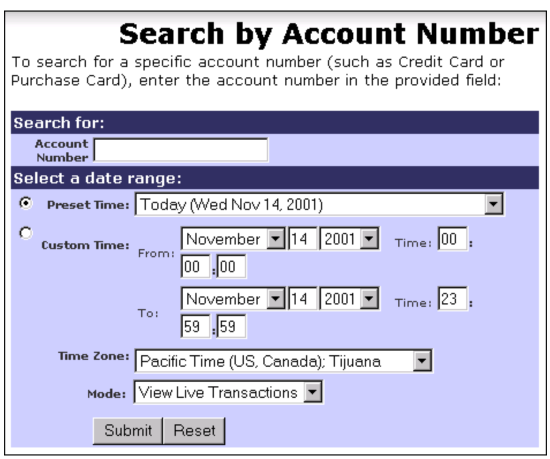
Enter the **Transaction ID** number.

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

2 Click **Submit**. If your search is successful, the ***Transaction Detail*** page (described in Appendix A, "Transaction Responses,") opens.

Searching by Account Number

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



Enter the credit or purchase card **Account Number** (digits only, no spaces).

Specify a range of dates for the search

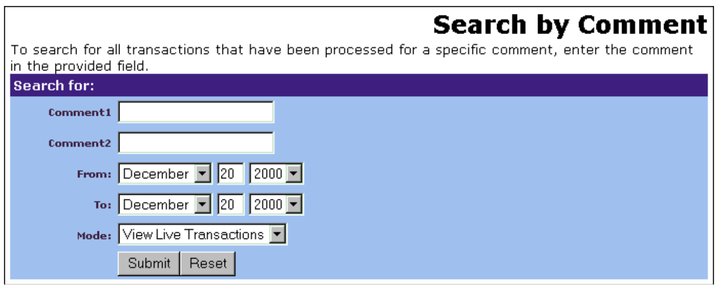
In the **Mode** field, specify either **Live** or **Test** transactions.

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

Appendix A, “Transaction Responses,” describes the **Transaction Detail** page. See page 46 for an example of the **Full-Detail** report.

Searching by 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.

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

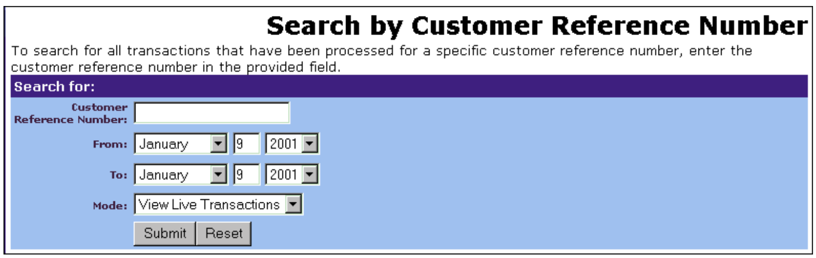
4 Click **Submit**. Depending on the number of transactions attached to the credit card number, either the **Transaction Detail** page or the **Transaction Report: Daily Activity Full-Detail** page opens.

Appendix A, “Transaction Responses,” provides an example *Transaction Detail* page and transaction result codes. See page 46 for an example of the Full-Detail report.

Searching for ACH Transactions by Customer Reference Number

Note This page appears only if you have arranged for ACH processing.

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



2 Enter the ACH **Customer Reference Number**.

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

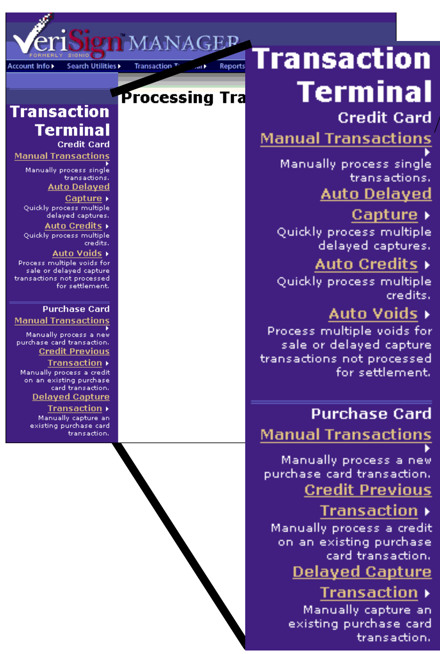
4 Click **Submit**.

CHAPTER 5

Managing Transactions: The Transaction Terminal

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 for credit cards and purchase cards.



Click this link to open the *Manual Transactions* page (described on page 28) 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 30.
- **Auto Credits** are described on page 31.
- **Auto Voids** are described on page 32.

Use these links to manage purchase card transactions (described starting on page 33).

If you have arranged for ACH processing, a **Manual ACH Transactions** link appears in the menu. See page 35 for more information.

Note The ***Transaction Terminal*** page is for credit card, ACH and purchase card transactions only. You cannot process check transactions from this page.

Performing Manual Transactions

Use the *Manual Transactions* page to manually process a single transaction of the following type: 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 hold 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** or **Authorization number** provided when the transaction was originally processed.
- A *Sale* transaction bills the purchaser’s credit card immediately. 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** or the **Credit Card Number** and **Expiration Date**.
- A *Void* transaction voids a sale transaction so that it will not settle. If you void a delayed capture, you also void the corresponding authorization. Specify the **Transaction ID** or **Authorization number** provided when the transaction was originally processed.
- A *Voice Authorization* transaction can be performed after obtaining an approval code from the cardholder's issuing bank. Once a voice authorization has been approved, it is treated like a sale or a delayed capture transaction. Specify the **Voice Authorization number**. Some transactions cannot be authorized over the Internet (for example, high dollar amounts). In these situations, you can call the cardholder’s bank to obtain a *voice authorization* from the call center. If the transaction is approved, the bank provides the voice authorization number that you should use.

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

4 (Optional) Type comments in the **Comment** fields.

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

Performing Automated Credit Card Transactions

Performing Multiple Delay Capture Transactions

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

Note Issuing banks may charge higher fees if you delay capture expired authorizations.

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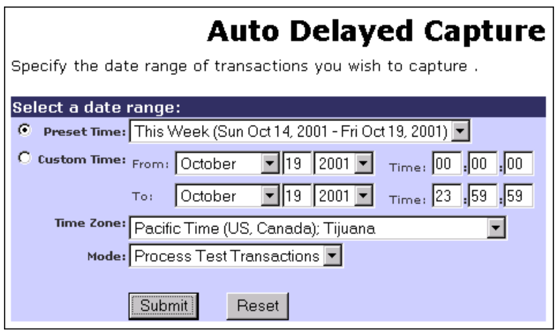
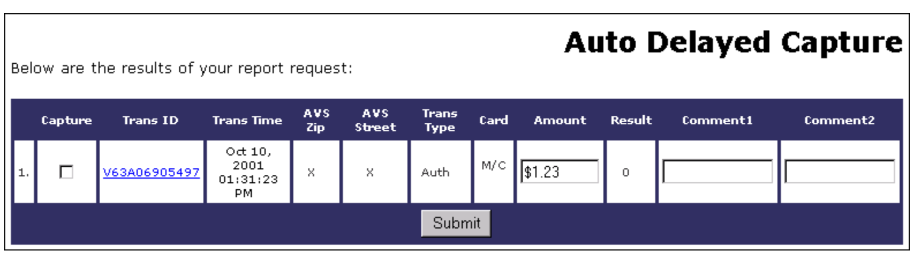
1 Click **Transaction Terminal → Auto Delayed Capture**.



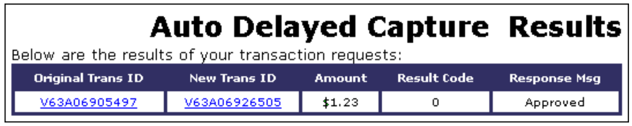
2 Specify a range of dates for the search and specify either **Live** or **Test Transactions**.

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.

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

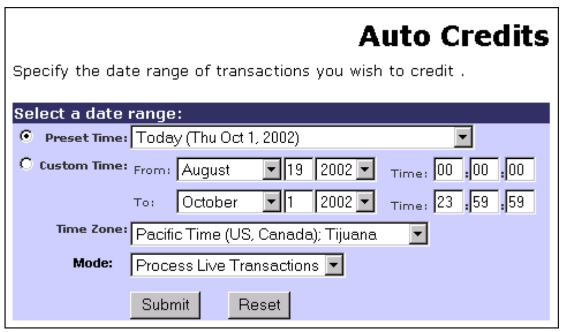
Below are the results of your transaction requests:

Original Trans ID	New Trans ID	Amount	Result Code	Response Msg
V63A06905497	V63A06926505	$1.23	0	Approved

Processing Multiple Credits

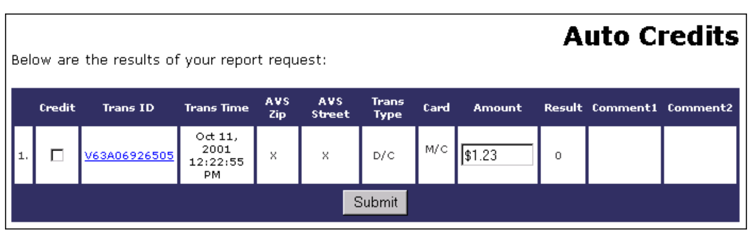
Use the Auto Credits page to quickly process multiple credits.

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



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.


Auto Credits

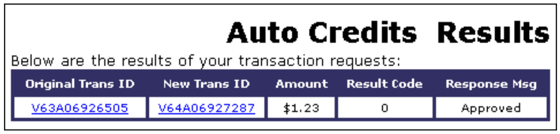
Below are the results of your report request:

	Credit	Trans ID	Trans Time	AVS Zip	AVS Street	Trans Type	Card	Amount	Result	Comment1	Comment2
1.	☐	V63A06926505	Oct 11, 2001 12:22:55 PM	X	X	D/C	M/C	$1.23	0		

Submit

4 Click the **Credit** box for each transaction to be credited. If required, change the **Amount** for any selected transaction.

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


Auto Credits Results

Below are the results of your transaction requests:

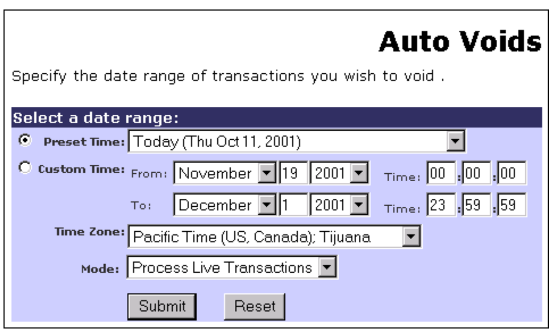
Original Trans ID	New Trans ID	Amount	Result Code	Response Msg
V63A06926505	V64A06927287	$1.23	0	Approved

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.

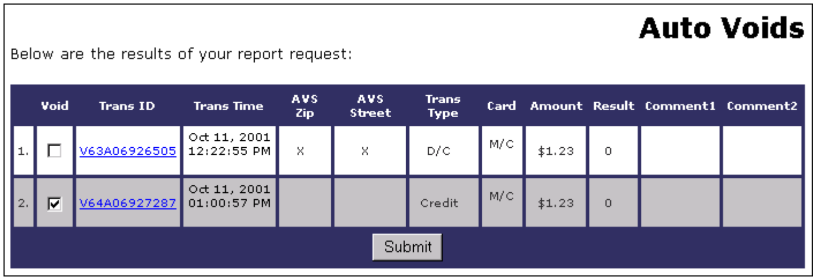
Note If you void a delayed capture transaction, the original authorization for that transaction is voided also, and is not available to be re-captured later.

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.



Auto Voids

Below are the results of your report request:

	Void	Trans ID	Trans Time	AVS Zip	AVS Street	Trans Type	Card	Amount	Result	Comment1	Comment2
1.	☐	V63A06926505	Oct 11, 2001 12:22:55 PM	X	X	D/C	M/C	$1.23	0		
2.	☑	V64A06927287	Oct 11, 2001 01:00:57 PM			Credit	M/C	$1.23	0		

Submit

4 Click the **Void** box for each transaction to be voided and click **Submit**. Transaction results appear in chronological order. Click a transaction ID to view the ***Transaction Detail*** page for the transaction.

Auto Voids Results

Below are the results of your transaction requests:

Original Trans ID	New Trans ID	Result Code	Response Msg
V64A06927287	V64A06928597	0	Approved

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 5-1 and Table 5-2 and click **Submit**.

Table 5-1 *Purchase Card Manual Transactions* page. *Transaction Information* fields

Field	Description
Transaction Type	**Authorization**, **Sale**, or **Credit**.
Total Amount	Total amount of transaction, including taxes

Table 5-1 *Purchase Card Manual Transactions* page. *Transaction Information* fields

Credit Card Number	Credit card number
Expiration Date	Card expiration date
Order Date	Month, day, and year of transaction

Table 5-2 *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**.

Performing Manual ACH Transactions

This page opens only if you have arranged for ACH processing.

1 When you select ACH Transaction, the Manual ACH Transactions page opens. To post a new transaction, fill in the fields as described in Table 5-3 and click **Submit**.

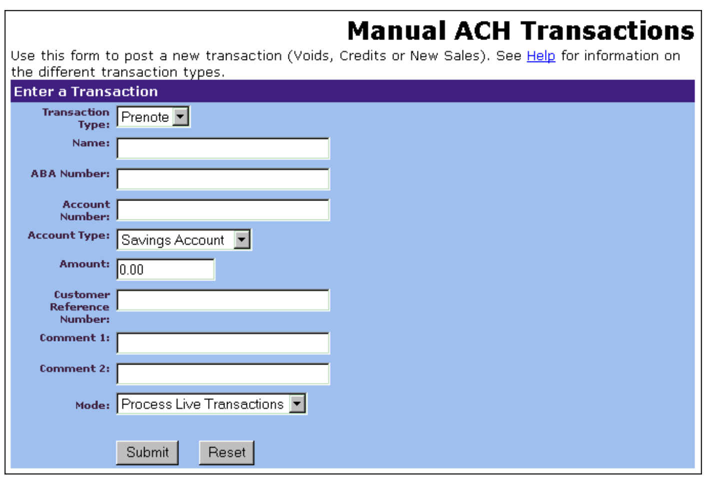


Table 5-3 *Manual ACH Transactions* page fields

Field	Description
Transaction Type	**Prenote**, **Debit**, or **Credit**.
Name	Account holder's name.
ABA Number	American Banker's Association account number.
Account Number	Savings or checking account number.
Account Type	**Savings Account** or **Checking Account**.
Amount	Amount of ACH transaction.
Customer Reference Number	Customer ACH reference number.
Comment 1	Optional text.
Comment 2	Optional text.
Mode	Specify **Live** or **Test** Transactions.

CHAPTER 6

Preparing Reports

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

- Use the *Daily Activity Report* (page 38) 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 report for multiple processing days, use the *Custom Report* (page 42).
- Use the *Transaction Summary Report* to view transaction totals by tender and transaction type for a given time period. Transaction reports give daily account activity for the past three months. See page 41.
- Use the *Custom Report* to search 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 42.
- 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/reports. If you specify a **Preset Time**, Manager adjusts the 24 hour time period to the processor's settlement times. See page 43.
- Use the *Shipping and Billing Report* instead of the *Payflow Link Orders Report* when you have manually run transactions through VeriSign Manager and you recorded the shipping and billing information. See page 44.

- Payflow Link customers can use the *Payflow Link Orders Report t*o search on Payflow Link sale orders processed through Payflow Link. See page 45.
- Click the **Transaction ID** link on any transaction report to view the *Transaction Detail* page (as described in Appendix A, "Transaction Responses").

Report Formats

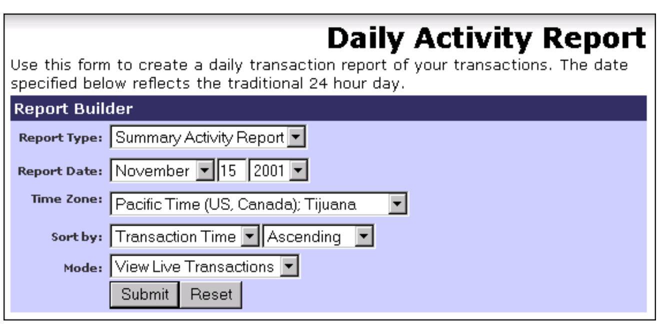
You can generate reports in the following formats (transactions are listed in rows and data in columns):

- **Summary (HTML)**. HTML format, good for online viewing. You can view details of individual transactions by clicking the **Transaction. ID**.
- **Full-Detail (HTML)**. HTML format, good for online viewing. You can view details of individual transactions by clicking the **Transaction ID**.
- **Full-Detail (ASCII Text)**. Tab-delimited text format with the same fields as the *Full-Detail (HTML)* report. You can save this report format using the browser's **Save** function, then export the data to a spreadsheet or to an accounting or reconciliation application.

Generating a Daily Activity Reports

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**.

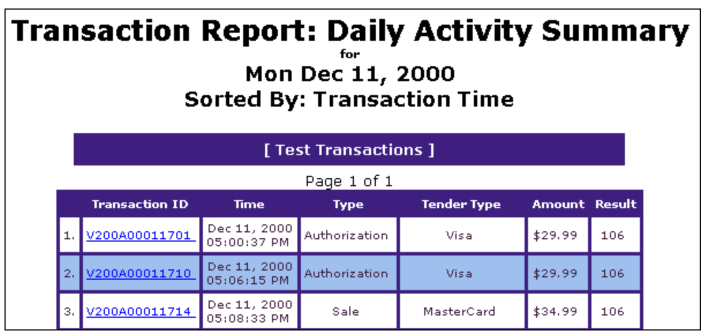
3 Specify the date that the report should cover.

4 Specify the field on which to sort the results: **Transaction ID**, **Transaction Time**, **Transaction Type**, **Card 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.



Transaction Report: Daily Activity Summary
for
Mon Dec 11, 2000
Sorted By: Transaction Time

[Test Transactions]

Page 1 of 1

	Transaction ID	Time	Type	Tender Type	Amount	Result
1.	V200A00011701	Dec 11, 2000 05:00:37 PM	Authorization	Visa	$29.99	106
2.	V200A00011710	Dec 11, 2000 05:06:15 PM	Authorization	Visa	$29.99	106
3.	V200A00011714	Dec 11, 2000 05:08:33 PM	Sale	MasterCard	$34.99	106

Table 6-1 *Transaction Report: Daily Activity Summary* page fields

Field	Displays
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	Dollar amount of transaction
Result	Result code: 0 = Approved, 12 = Declined, and so on.

Click a transaction ID to view the *Transaction Detail* page (described in Appendix A, “Transaction Responses”) for the transaction.

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.

Transaction Report: Daily Activity Full-Detail

for

Mon Dec 11, 2000

Sorted By: Transaction Time

[Test Transactions]

Page 1 of 1

	Transaction ID	Time	Type	Tender Type	Account Number	Expires	Amount	Result	Response Msg	Comment1	Comment2	Fraud Score	Fraud Error Code
1.	V200A00011701	Dec 11, 2000 05:00:37 PM	Auth	Visa	4242XXXXXXXX4242	12/03	$29.99	106				n/a	n/a
2.	V200A00011710	Dec 11, 2000 05:06:15 PM	Auth	Visa	4242XXXXXXXX4242	12/04	$29.99	106				n/a	n/a
3.	V200A00011714	Dec 11, 2000 05:08:33 PM	Sale	M/C	5105XXXXXXXX5100	12/04	$34.99	106				n/a	n/a

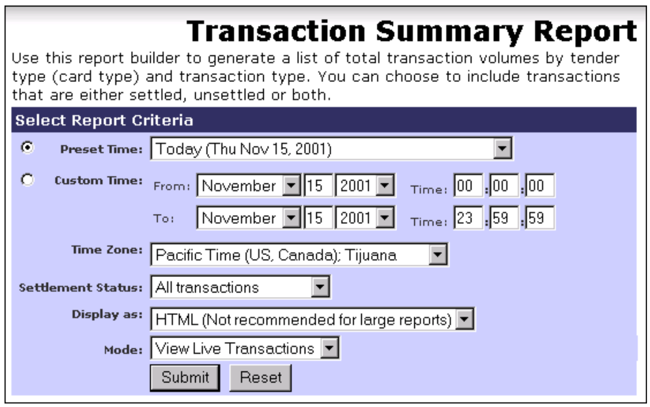
Table 6-2 *Transaction Report: Daily Activity Full-Detail* page fields

Field	Displays
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	0 = Approved, 12 = Declined. See "VeriSign Transaction Result Codes" on page 56.
Resp Msg	Response Message.
Comment1 and Comment 2	Optional text
Fraud Score	Fraud score if you have the Fraud service
Fraud Error Code	Fraud error code if you have the Fraud service

Generating a Transaction Summary Report

Use the *Transaction Summary Report* to view transaction totals by tender and transaction type for a given time period.

1. Click **Reports** → **Transaction Summary Report**. The *Transaction Summary Report* page opens.
2. Specify the date range of transactions.

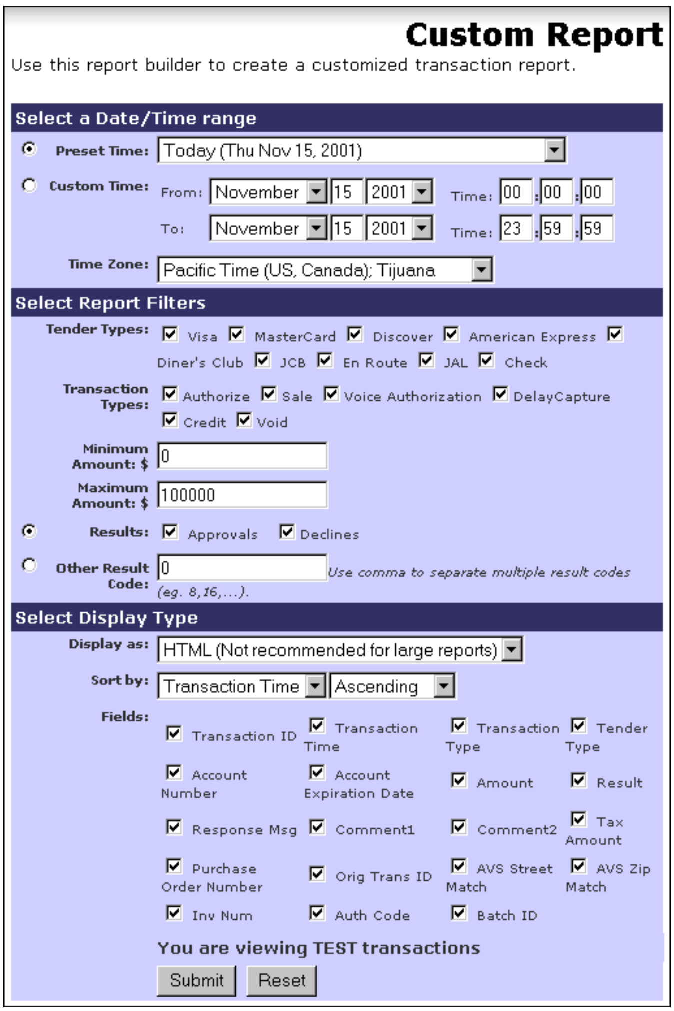


3. Specify a **Settlement Status** of **Settled**, **Unsettled**, or **All Transactions**.
4. Specify the output format.
5. Specify either **Live** or **Test** transactions and click **Submit**.

Generating a Custom Report

The *Custom* report is a specialized report of your customer transactions for more than one day at a time — for example, to create a report that lists all transactions over a 3-day period for a particular credit card (Visa or MasterCard), or a report that lists only a particular type of transaction (sale or authorization) for all credit cards over a 5-day period.

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



Specify the date and time range. The default **Custom Time** setting is 0:00:00 (midnight, local time). Be sure to set the appropriate time range for the report.

Specify the report criteria.

Specify the output format (HTML or ASCII).

Specify which fields should appear in the report and how they should be sorted.

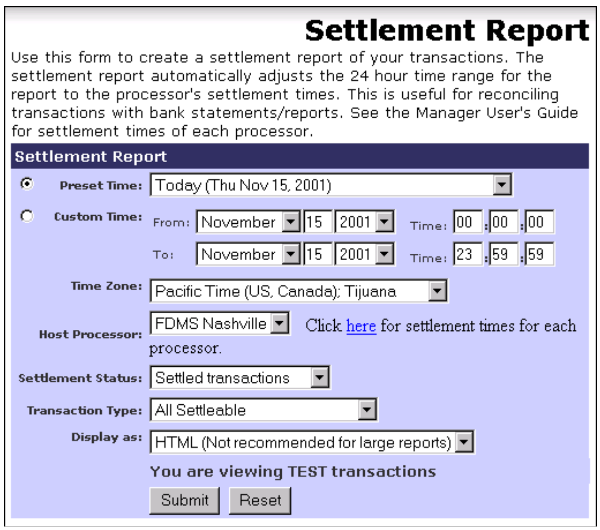
Click **Submit** to run the report.

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

To generate a *Settlement Report*:

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

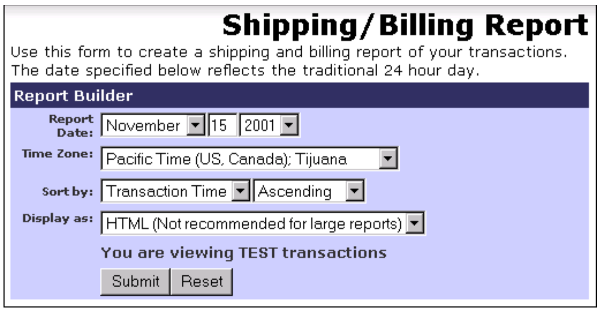


2. Specify a **Date Range** for the report.
3. Specify a **Settlement Status** of **Settled**, **Unsettled**, or **All Transactions**.
4. Specify the **Transaction Type**.
5. Specify the **Processor**.
6. Specify the output format.
7. Specify either **Live** or **Test** transactions and click **Submit**.

Generating a Shipping and Billing Report

The *Shipping and Billing* report contains shipping, billing, and other information.

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

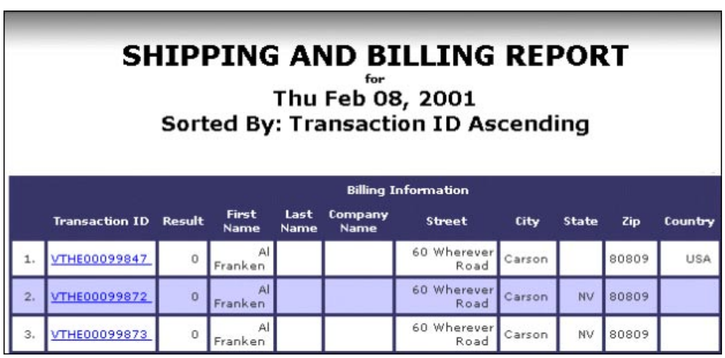


Specify the date for the report.

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.



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

			Billing Information							
	Transaction ID	Result	First Name	Last Name	Company Name	Street	City	State	Zip	Country
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.

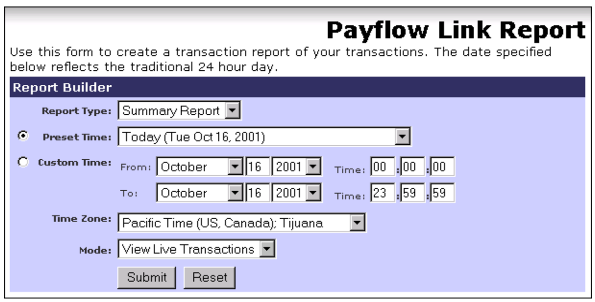
The resulting Transaction Detail page is described in Appendix A, "Transaction Responses."

Generating a 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 view the Payflow Link Orders report

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



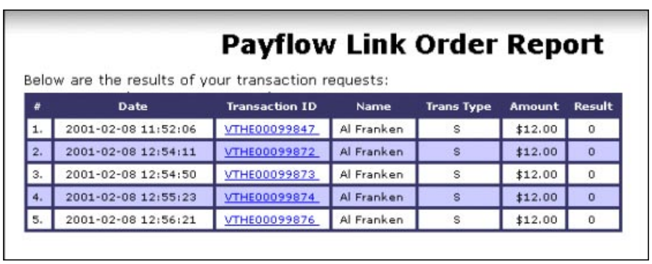
2 Specify the **Report Type**: **Summary Report**, **Full-Detail Report**, or **ASCII**.

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



Payflow Link Order Report

Below are the results of your transaction requests:

#	Date	Transaction ID	Name	Trans Type	Amount	Result
1.	2001-02-08 11:52:06	VTHE00099847	Al Franken	S	$12.00	0
2.	2001-02-08 12:54:11	VTHE00099872	Al Franken	S	$12.00	0
3.	2001-02-08 12:54:50	VTHE00099873	Al Franken	S	$12.00	0
4.	2001-02-08 12:55:23	VTHE00099874	Al Franken	S	$12.00	0
5.	2001-02-08 12:56:21	VTHE00099876	Al Franken	S	$12.00	0

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 6-3 Payflow Link Order report

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

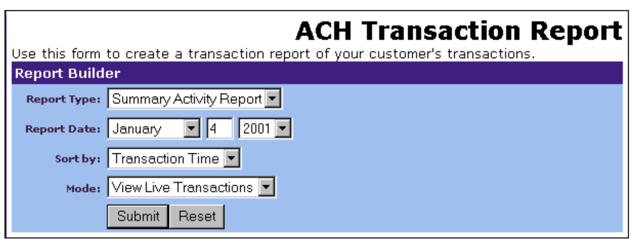
Table 6-3 Payflow Link Order report (Continued)

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 57. This report shows only types S or A.
Amount	Transaction amount.
Result	Result code, as described in “Transaction Result Codes” on page 58.

Generating an ACH Transaction Report

If you have arranged for ACH processing, you can create an *ACH Transaction* report.

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



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

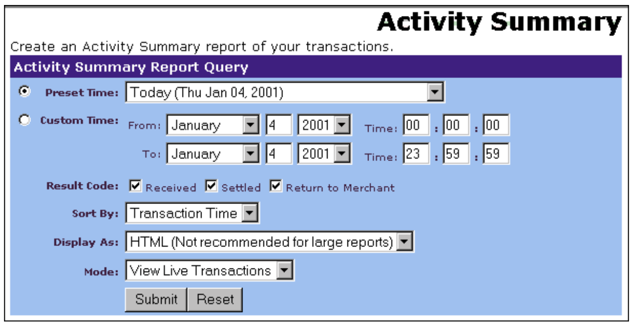
3 Specify the date range of transactions and specify either **Live** or **Test** transactions.

4 Click **Submit**.

Generating an ACH Activity Summary Report

If you have arranged for ACH processing, you can create an *ACH Activity Summary* report.

1 Click **Reports** → **Activity Summary**. The **Activity Summary** page opens.



2 Specify the date range of transactions.

3 Specify the **Result Code** of interest: **Received**, **Settled**, or **Return to Merchant**.

4 Specify the **Settlement Status** of interest: **Non Returned transactions**, **Returned transactions**, or **All transactions**.

5 Specify how to sort the results: by **Transaction ID**, **Transaction Time**, **Transaction Type**, **Acct Type**, **Amount**, **Status Code**, or **Result Code**.

6 Specify either **HTML** or **ASCII** output.

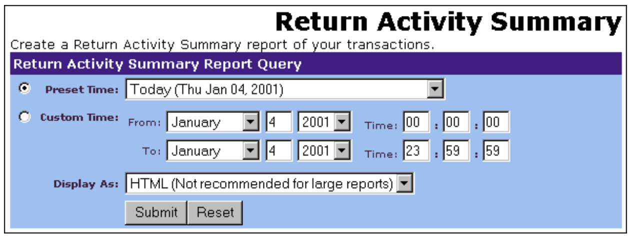
7 In the **Mode** field, specify either **Live** or **Test** transactions.

8 Click **Submit**.

Generating an ACH Return Activity Report

If you have arranged for ACH processing, you can create an *ACH Return Activity Summary* report:

1 Click **Reports** → **Return Activity Summary**. The **Return Activity Summary** page opens.



2 Specify the date range of transactions.

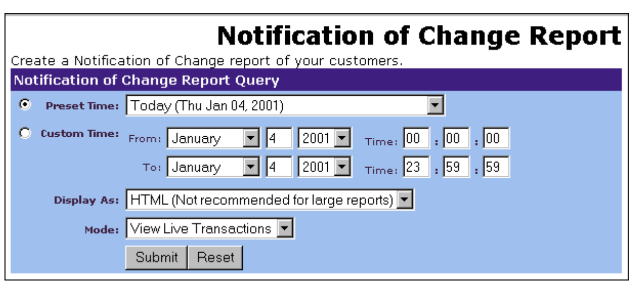
3 Specify either **HTML** or **ASCII** output.

4 Click **Submit**.

Generating an ACH Notification of Change Report

If you have arranged for ACH processing, you can create an *ACH Notification of Change* report:

1 Click **Reports** → **Notification of Change Report**. The **Notification of Change Report** page opens.



2 Specify the date range of transactions.

3 Specify either **HTML** or **ASCII** output.

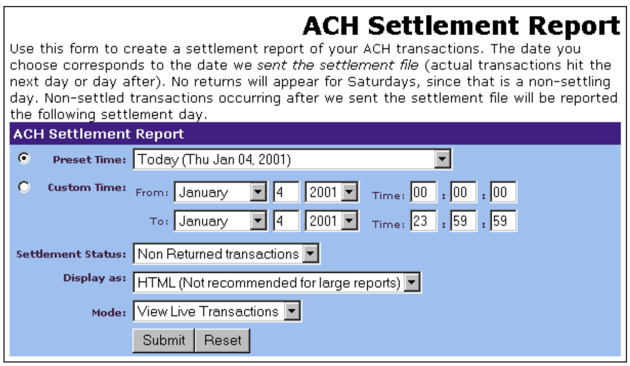
4 In the **Mode** field, specify either **Live** or **Test** transactions.

5 Click **Submit**.

Generating an ACH Settlement Report

If you have arranged for ACH processing, you can create an *ACH Settlement* report to help you to reconcile transactions with your bank statements and reports.

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



2 Specify the date range of transactions.

3 Specify the **Settlement Status** of interest: **Non Returned transactions**, **Returned transactions**, or **All transactions**.

4 Specify either **HTML** or **ASCII** output.

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

6 Click **Submit**.

APPENDIX A

Transaction Responses

When a transaction is completed, VeriSign returns transaction response information. In VeriSign Manager, the main places to view transaction responses are through the:

- *Transaction Results* page, returned whenever you complete a transaction using the *Transaction Terminal* page
- Reports
- *Transaction Detail* page, which you can reach through Search Utilities or by clicking the transaction ID on most report pages

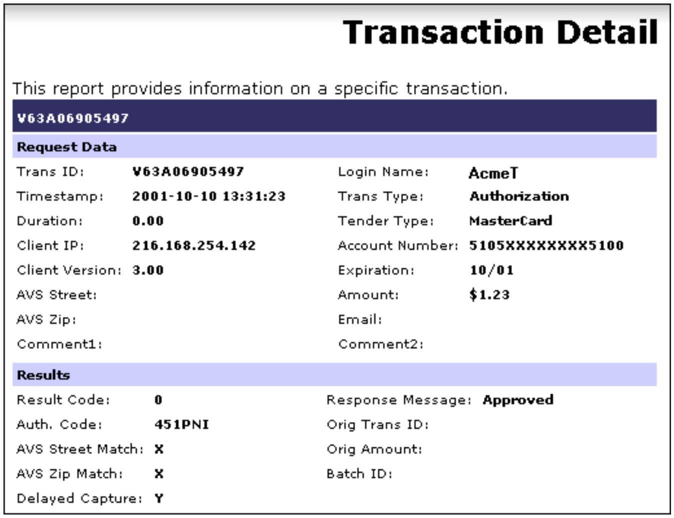
This appendix shows examples of *Transaction Detail* and *Transaction Results* pages and describes the information on these pages. It also lists tables of transaction responses including the Transaction Type Codes, Transaction Result Codes, and AVS Codes.

Transaction Detail Page

The *Transaction Detail* page displays specific information about a transaction, including the information entered and the response from the credit card processor.

1. To view the *Transaction Detail* page, identify a transaction using any of the following methods: Search Utilities, Reports, Auto Delayed Capture, Auto Credits, or Auto Voids.

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



Transaction Detail

This report provides information on a specific transaction.

V63A06905497

Request Data

Trans ID:	**V63A06905497**	Login Name:	**AcmeT**
Timestamp:	**2001-10-10 13:31:23**	Trans Type:	**Authorization**
Duration:	**0.00**	Tender Type:	**MasterCard**
Client IP:	**216.168.254.142**	Account Number:	**5105XXXXXXXX5100**
Client Version:	**3.00**	Expiration:	**10/01**
AVS Street:		Amount:	**$1.23**
AVS Zip:		Email:	
Comment1:		Comment2:	

Results

Result Code:	**0**	Response Message:	**Approved**
Auth. Code:	**451PNI**	Orig Trans ID:	
AVS Street Match:	**X**	Orig Amount:	
AVS Zip Match:	**X**	Batch ID:	
Delayed Capture:	**Y**		

Note If you subscribe to the Fraud Service, you will also receive Fraud information on the Transaction Detail page. See *Payflow Pro Developer’s Guide* for Fraud responses.

Table A-1 *Transaction Detail* page fields

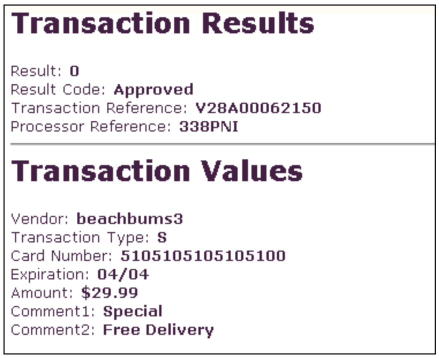
Request Data: Information submitted to the processor for the transaction.	
Trans ID	Transaction ID (also known as PNREF)
Timestamp	Date and time transaction was submitted
Duration	Length of transaction
Client IP	IP address of the Web server from which the transaction was submitted.
Client Version	Version of VeriSign software used to submit transaction
AVS Street	The street address submitted with this transaction
AVS Zip	The zip code submitted with this transaction
Comment1 and 2	Text entered in Comment fields

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

Login Name	Your user name
Trans Type	Transaction type (Authorization, Sale, Credit, Delayed Capture, Void, 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)
Email	Email address of the purchaser. (optional)
Results: Information received for the transaction.	
Result Code	Transaction result. Described in “VeriSign Transaction Result Codes” on page 56.
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)
AVS Zip Match	Result of the AVS check for zip code (Y, N, or X – AVS not supported)
Delayed Capture	Y if this is a Delayed Capture transaction, N if not.
Response Message	VeriSign response message. See “VeriSign Transaction Result Codes” on page 56.
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.

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: **0**
Result Code: **Approved**
Transaction Reference: **V28A00062150**
Processor Reference: **338PNI**

Transaction Values

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

Table A-2 *Transaction Results* and *Transaction Values* page fields

Field	Displays
Transaction Results	
Result	Transaction result code. Described in "VeriSign Transaction Result Codes" on page 56.
Result Code	Transaction response message
Transaction Reference	Transaction ID VeriSign assigned to this transaction
Processor Reference	Processor authorization code
Transaction Values	
Vendor	Your vendor name
Transaction Type	A = Authorization, S = Sale, C = Credit, and so on
Card Number	Credit card number submitted
Expiration	Credit card expiration date
Amount	Transaction amount submitted
Comment1	Text entered in Comment1 field when the transaction was submitted
Comment2	Text entered in Comment2 field when the transaction was submitted

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. VeriSign performs settlement for each merchant 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.
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-3 Transaction Result codes

Result	Response Message/Explanation
0	**Approved**
1	User authentication failed
2	**Invalid tender.** 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
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.
8	Not a transaction server
9	Too many parameters or invalid stream
10	Too many line items
11	Client timeout 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.
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	Transaction type not mapped to this host
26	Invalid vendor account
27	Insufficient partner permissions
28	Insufficient user permissions

Table A-3 Transaction Result codes (Continued)

Result	Response Message/Explanation
50	Insufficient funds available
99	General error
100	Invalid transaction returned from host
101	Timeout value too small
102	Processor not available
103	Error reading response from host
104	**Timeout waiting for processor response.** Please try your transaction again.
105	**Credit error.** Please 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 timeout
108	**Void error.** Please make sure the transaction ID entered has not already been voided. If not, then look at the Transaction Detail page for this transaction to see if it has settled. (The Batch field will be 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	Timeout waiting for host response
111	**Capture error.** Only authorization transactions can be captured.
112	**Failed AVS check.** Address and Zip code do not match.
113	**Cannot exceed sales cap.** For ACH transactions only.
114	CVV2 Mismatch
1000	**Generic host error.** This is a generic message returned by your credit card processor. The message itself will contain more information describing the error.

AVS Result Codes

Note AVS is supported only by US banks. International banks return **X** or no value at all.

For US cardholders, the Address Verification Service (AVS) compares the street address and zip code submitted with those on file at the cardholder's bank. 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-4 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.

APPENDIX B

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 your transactions from 9 PM Monday night through 9 PM Tuesday night constitute a "day."

Table B-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	10:30 PM - 10:30 PM Pacific Time
Norwest	7 PM - 7 PM Pacific Time (Sunday - Thursday)
Nova	8 PM - 8 PM Pacific Time
Paymentech	6 PM - 6 PM Pacific Time
TeleCheck	6 PM - 6 PM Pacific Time
Vital	8 PM - 8 PM Pacific Time

APPENDIX C

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 VeriSign Manager's 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 find out if 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 you want.

  For most processors, **0** means the transaction has not been settled. Any number above **0** means the transaction has been settled. Remember, authorizations are not settleable transactions; their Batch ID number will always be **0**. (Note: For Vital, **6** means unsettled, **8** means settled.)

  Deposits take two to five days.

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 e-mail address listed in Account Info.

  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?

  You cannot change your Vendor ID because it references permanent processing records internal to VeriSign.

- ### How do I change my Password?

  Use the *General Info* page in the Account Info section of VeriSign Manager to change your password.

Search Utilities

- ### What can I search for?

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

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

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.

- **How far back can I search?**

You can search for items as far back at January 1998.

- **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:

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

- **How far back can I generate a report?**

  You can generate reports as far back as one year and for a time range of 90 days.

- **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.

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

  1. From the Transaction Reports section of Manager, select **Full-Detail/ASCII Text** under Report Type on the *Report Builder* page.
  2. Type the desired date range and sort criteria. Click **Submit**.
  3. When the desired report appears on your page, place your cursor anywhere within the data and *triple*-click the left mouse button. The entire report will show as selected text.
  4. Press **Ctrl-C** to copy the selected text.
  5. Open a new Excel spreadsheet.
  6. Select **Edit**, then **Paste Special**.
  7. Select **Unicode text.** Click **Ok**.

This imports your formatted report data into the new spreadsheet in Excel. Be sure to save your new spreadsheet after you import the report.

Downloads

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

  Payflow Pro and Payflow ProPremium customers can download all the VeriSign SDKs (including VeriSign Cart integrations) and documentation.

- **Who may download?**

  Registered VeriSign users with live or test accounts.

- **How do I download?**

  Go to VeriSign Manager, click **Downloads**, and follow the directions.

- **Do I need any special software?**

  Yes, you need a zip file extractor.

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