



Getting Started with the Paysafe Back Office

March 2018

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Getting Started with the Paysafe Back Office

Introduction

Welcome to the Paysafe merchant back office. Our versatile user interface is easy to use, from running reports to processing transaction requests. Just navigate the tabs on any of the back office pages to access the function you need. Here, you'll find instructions on how to perform some basic tasks.

In order to use all features in the Paysafe back office, you must have one of the following:

- Internet Explorer 8.0 or higher
- Firefox 3.6 or higher
- Chrome 5.0 or higher
- Safari 4.0 or higher

Your browser must be JavaScript-enabled. Consult your browser's Help for more information.

For complete details on all the back-office tools and features, see the [Paysafe Back Office User's Guide](#).



This guide may document some features to which you do not have access. Access to back-office features is granted on a merchant-by-merchant basis. If you have any questions, contact your account manager.

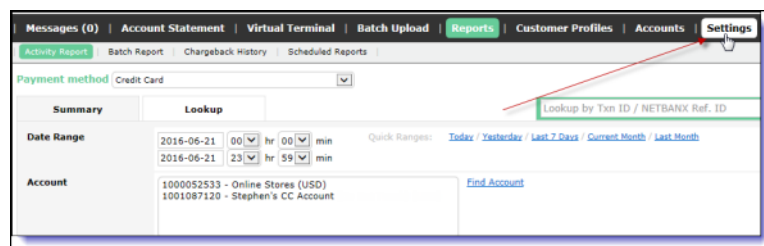
Changing your password

You can use the back office to change the password you use to log in.

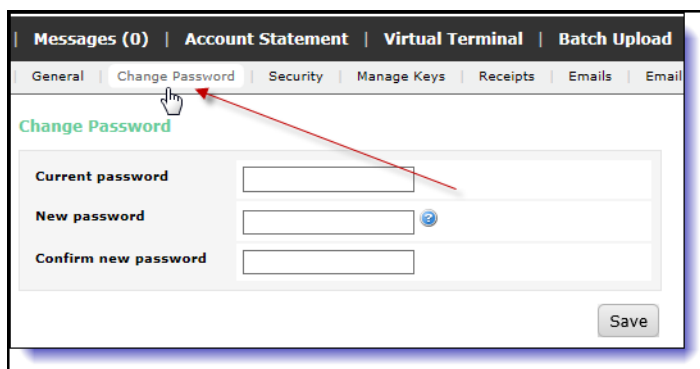
- Your password must be at least 8 characters long, and must combine both alphabetical and numeric characters (e.g., A1b2c3D).
- Your password must contain both upper case and lower case characters.
- Your password must contain at least one of the following characters:
~ ! @ # \$ % ^ & * () { } ` _ , + = ? ; . ' [] /
- You must change your password at least every 90 days.
- You cannot re-use a password identical to one of the last 4 passwords you have used.

To change your password:

1. Click the Settings tab at the top of any back-office page.



2. Click the Change Password submenu. The Change Password page opens.



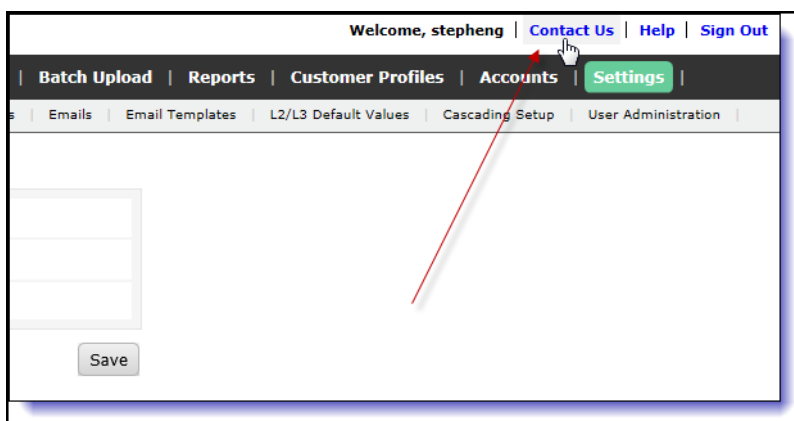
3. Enter your current password in the Current Password field.
4. Enter your new case-sensitive password in the New Password field and again in the Confirm New Password field.
5. Click the Save button.

Sending Technical Support requests

If you need help from our Technical Support team, you can send an online request for support directly from the back office.

To send a help request to Technical Support:

1. Click the Contact Us button at the top of any back-office page.



2. Complete the Contact Us form. Be sure to include the following information:
 - Contact Information – Enter your name, phone number, and email address. Enter this information carefully, since this is how we will contact you with our reply to your support request. Be especially sure to format your email address properly.
 - Description – Describe your request as thoroughly as possible. The more detail you provide, the better we can respond to your request.
 - Transaction Details – If you have a question about a specific transaction, include as much information as you have in the optional fields.

3. Click the Submit button. The form sends your request to the Paysafe Technical Support team.

Contact Us

Form Email/Numbers

Please use the form below to send an email request to Technical Support. If your question is concerning integration, you may find support documents and integration API components by using the **Help** button at the top of the merchant back office.

* denotes a required field

Name *

Phone number *

Email address *

Description *

Account 1000018330 - Online Store (USD)

Card info

Txn ID

Transaction Date

Submit

Our Technical Support team will answer your request as soon as they have investigated it and gathered the necessary information. Typically, you'll receive an email response within 24 hours.

If you prefer to contact Technical Support by email or phone, click the Email/Numbers tab on the Contact Us form to view phone numbers and/or email addresses.

Contact Us

Form Email/Numbers

Please use the form below to send an email request to Technical Support. If your question is concerning integration, you may find support documents and integration API components by using the **Help** button at the top of the merchant back office.

* denotes a required field

Name *

Viewing your merchant accounts

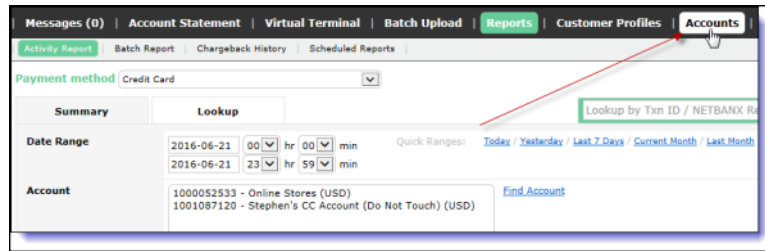
You can use the merchant back office to view the status and other information for any merchant account to which you have been granted access.



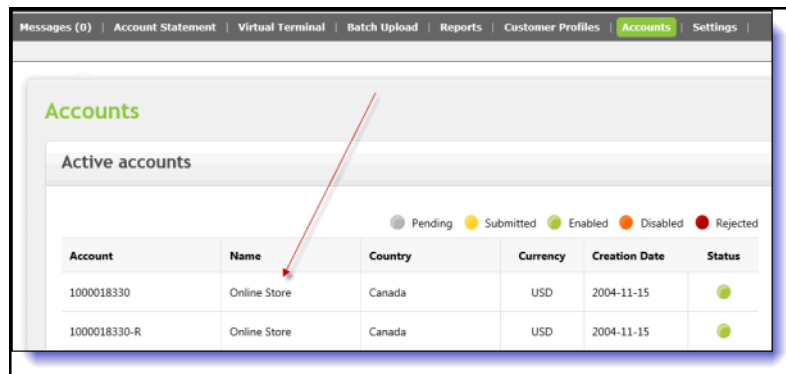
This functionality is available for Partners only, and not for individual merchants.

To view your merchant accounts:

1. Click the Accounts tab at the top of any back-office page.



2. The Accounts page displays the following information about your accounts:
 - Account – This is the account number.
 - Name – This is the account name.
 - Country – This is the country in which the account is active.
 - Currency – This is the currency the account processes in.
 - Creation Date – This is the date the account was created.
 - Status – This is the status of the account: Pending, Submitted, Enabled, Disabled, or Rejected.



Viewing your merchant account details

The Account Statement tool provides you with immediate, current information on your Paysafe merchant account, including your current balance and your next payment date. Your merchant account is actually subdivided into three sub-accounts, which you can view at any time. One of these sub-accounts is your Current Account, in which most of your account activity will occur. This is the account into which Settlements are made when your clients purchase goods/services from your site. Here you will also see debit items such as fees you were charged for transaction processing or credits you made to customers.

To view your merchant account statement:

1. Click the Account Statement tab at the top of any back-office page.

The screenshot shows the top navigation bar with tabs: Messages (0), Account Statement, Virtual Terminal, and Batch Upload. Below this is a sub-navigation bar with links: Activity Report, Batch Report, Chargeback History, and Scheduled Reports. The main content area has a 'Payment method' dropdown set to 'Credit Card'. Below that are two sections: 'Summary' and 'Lookup'. The 'Summary' section has a 'Date Range' with two date pickers (2016-06-21) and time pickers (00 hr 00 min and 23 hr 59 min), and a 'Quick Ranges:' link. The 'Account' section shows a list of accounts: 1000052533 - Online Stores (USD) and 1001087120 - Stephen's CC Account. A red arrow points to the 'Account Statement' tab.

2. Click the On Demand sub-menu.

The screenshot shows the 'Account Statement' tab selected. Below it, the 'On Demand' sub-menu is active, showing a list of accounts: 1000018330 - Online Store (USD). A red arrow points to the 'On Demand' sub-menu. The 'Account Information' section shows the following data:

Account Information		
Current Balance	0.00 USD	Next Payment Date
Security Balance	4,250.00 USD	Friday Jun 24, 2016
Reserve Balance	1.70 USD	

At the bottom, there are date pickers for 'Start Date' (2016-06-01) and 'End Date' (2016-06-21), a 'Sub-Account' dropdown (Current), a 'Show Summary' checkbox, and a 'Generate' button.

3. Choose an account from the Account drop-down list.

The screenshot shows the 'Account Statement' tab selected. Below it, the 'On Demand' sub-menu is active, showing a list of accounts: 1001087120 - Stephen's CC Account (Do Not Touch) (USD). A red arrow points to the account dropdown. The 'Account Information' section shows the following data:

Account Information		
Current Balance	1,534.27 USD	Next Payment Date
Security Balance	0.00 USD	
Reserve Balance	0.00 USD	

At the bottom, there are date pickers for 'Start Date' (2016-06-01) and 'End Date' (2016-06-21), a 'Sub-Account' dropdown (Current), a 'Show Summary' checkbox, and a 'Generate' button.

4. Click in the Start Date and End Date fields to select a date range for your account statement. The maximum range is 12 months.

The screenshot shows the 'Account Information' section of the Paysafe Back Office. It displays the Current Balance as 1,534.27 USD, Security Balance as 0.00 USD, and Reserve Balance as 0.00 USD. Below these, the Start Date is set to 2016-06-01 and the End Date is set to 2016-06-21. A calendar for June 2016 is open, showing the date range from the 1st to the 21st. A red arrow points from the 'End Date' field to the calendar.

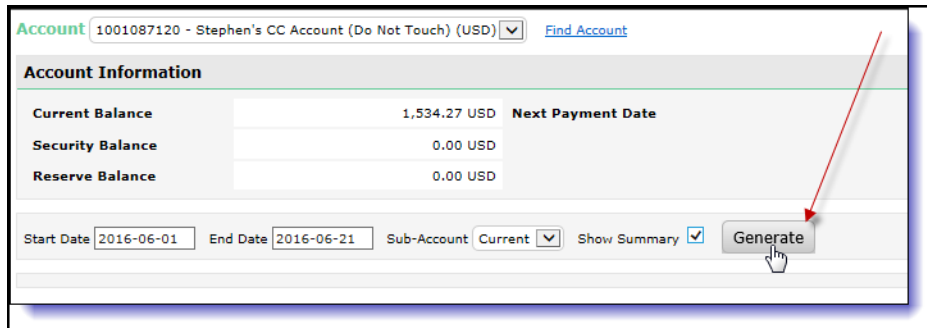
5. Select a sub-account from the Sub-Account drop-down list.
- Current – contains the bulk of activity in your merchant account
 - Security – displays any amounts held by Paysafe as a security deposit
 - Reserve – displays debits, credits, and balance of your rolling reserve account

The screenshot shows the 'Account Information' section with the Sub-Account dropdown menu open. The menu lists three options: Current, Security, and Reserve. A red arrow points from the 'Sub-Account' field to the 'Current' option. The 'Show Summary' checkbox is also visible and checked.

6. Select the Show Summary check box to display a statement summary along with statement details.

The screenshot shows the 'Account Information' section with the 'Show Summary' checkbox checked. A red arrow points from the 'Show Summary' checkbox to the 'Current' option in the Sub-Account dropdown menu. The 'Show Summary' checkbox is also checked.

- Click the Generate button.



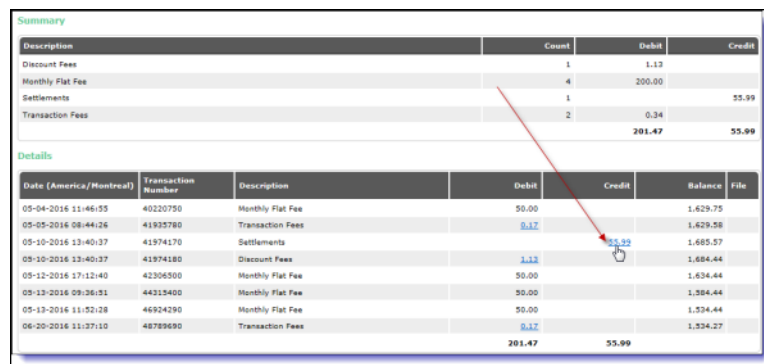
Account 1001087120 - Stephen's CC Account (Do Not Touch) (USD) [Find Account](#)

Account Information

Current Balance	1,534.27 USD	Next Payment Date
Security Balance	0.00 USD	
Reserve Balance	0.00 USD	

Start Date: 2016-06-01 End Date: 2016-06-21 Sub-Account: Current Show Summary: ☒ **Generate**

- The page displays activity in your account for the date range you selected.



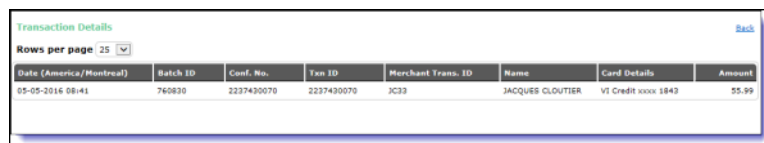
Summary

Description	Count	Debit	Credit
Discount Fee	1	5.13	
Monthly Flat Fee	4	200.00	
Settlements	1		55.99
Transaction Fee	2	0.34	
		201.47	55.99

Details

Date (America/Montreal)	Transaction Number	Description	Debit	Credit	Balance	File
05-04-2016 11:46:55	40220750	Monthly Flat Fee	50.00		1,629.75	
05-05-2016 08:44:26	41935780	Transaction Fees	0.17		1,629.58	
05-10-2016 13:40:37	41974170	Settlements		55.99	1,685.57	
05-10-2016 13:40:37	41974180	Discount Fees	1.13		1,684.44	
05-12-2016 17:12:40	42306500	Monthly Flat Fee	50.00		1,634.44	
05-13-2016 09:36:51	44315400	Monthly Flat Fee	50.00		1,584.44	
05-13-2016 11:52:28	46924290	Monthly Flat Fee	50.00		1,534.44	
06-20-2016 11:37:10	48789690	Transaction Fee	0.17		1,534.27	
			201.47	55.99		

- Click on a link in the Debit or the Credit column to drill down on an entry. The Transaction Details page opens.



Transaction Details [Back](#)

Rows per page: 25

Date (America/Montreal)	Batch ID	Conf. No.	Tan ID	Merchant Trans. ID	Name	Card Details	Amount
05-05-2016 08:41	760830	2237430070	2237430070	3C33	JACQUES CLOUTIER	V1 Credit xxxxx 1843	55.99

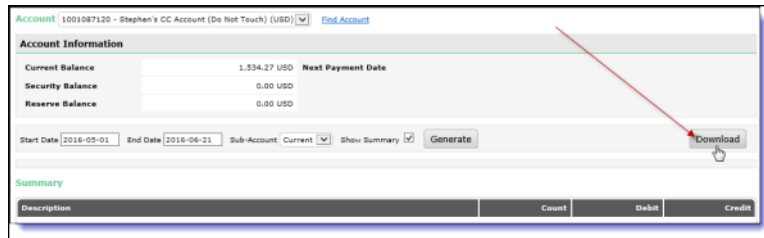
The Transaction Details page displays a variety of information, depending on the transaction type you drill down on. For example, for a credit entry due to Settlements into your merchant account, you can view the transaction date, the amount, and the card brand used.

Downloading your account statement

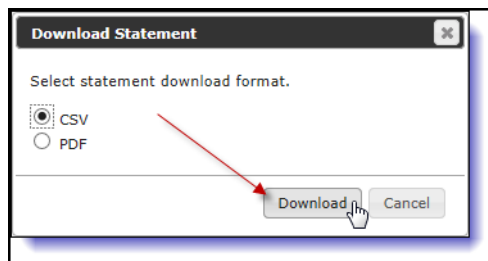
You can download your account statement in either CSV or PDF format. The downloaded file contains the same information displayed in your account statement report, including whether or not you generated a summary.

To download an account statement:

1. Generate your account statement.
2. On the resulting page, click the Download button.



3. On the Download Statement pop-up, select the format you want (CSV or PDF) and click the Download button.



4. Browse to your preferred location and save the file.

Using the Virtual Terminal

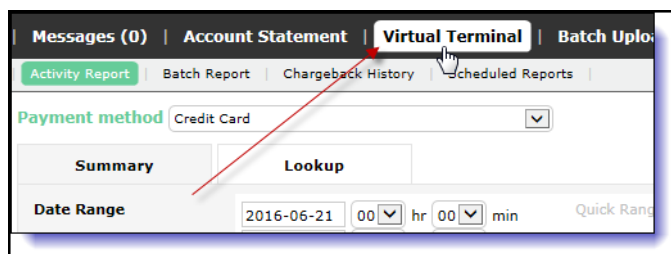
Processing credit card transactions

You can process a variety of credit card transactions through our Virtual Terminal. The following transactions are possible, depending on how your merchant account is configured:

- Purchase – Authorizes and settles an amount on a card in one transaction.
- Authorization – Authorizes an amount on a card, but does not settle that amount (see *Settling Authorizations* on page 38 for details on settling your Authorization).
- AVS Check – Runs an AVS and/or CVD check on a customer's credit card without processing a charge against that card.

To process a credit card transaction:

1. Click the Virtual Terminal tab at the top of any back-office page.



2. Select the Credit Card radio button for Payment Method.

Messages (0) | Account Statement | **Virtual Terminal** | Bal

Payment method ☒ Credit Card ☐ Direct Debit

Account 1000052533 - Online Stores (USD) [v] Rem

Consumer Information

3. Complete the required fields, which are marked by asterisks. Select one of the following transaction types from the Transaction Mode drop-down list:

- Purchase
- Authorization
- AVS Check

Payment method ☒ Credit Card ☐ Direct Debit Your session will expire in 14m42s. Please click [here](#) to remain logged in.

Account 1000052533 - Online Stores (USD) [v] Remember ☐

Consumer Information

First name Charles Address 88 Trout Crescent

Last name Dickerson Address (cont'd)

Phone number 444-9999 City Basaville

Email address cdickerson@email.com Country United States [v]

Recurring indicator [v] State Florida [v]

Zip code * 12587

Payment Information

Transaction mode * Purchase [v] Card number * 4342879360251843 [v] VISA

Merchant Trans. ID * CD112233 Card expiry * 01 / 2020 [v]

Amount * 45.00 [v] 45.00 CVD 111

Reset * denotes a required field

Process

Purchase transactions cannot be re-settled once cancelled. You will have to process a new transaction.

4. Click the Process button. A confirmation page opens, confirming your Purchase request. The Settlement associated with the Purchase is in a Pending state, and will be batched later in the day.

Settlement Pending

Txn ID: b057daa0-c49b-47ab-9def-afd2a71f483c Ac

Transaction processed successfully.

Consumer Information

Name	CHARLES DICKERSON
Email address	CDICKERSON@EMAIL.COM
Phone number	444-9999
IP Address	172.16.10.14

For details on how to view results of your credit card transactions, see *Running an activity report* on page 34.

You can also process credit card transactions using the Customer Profiles tool. See *Processing transactions from a customer profile* on page 61.

Processing Direct Debit transactions

You can process a variety of Direct Debit transactions through our Virtual Terminal. The following transactions are possible, depending on how your merchant account is configured:

- Presentment/Charge – Credits an amount to your merchant account.
- Credit – Credits an amount to a customer's bank account.

To process a Direct Debit transaction:

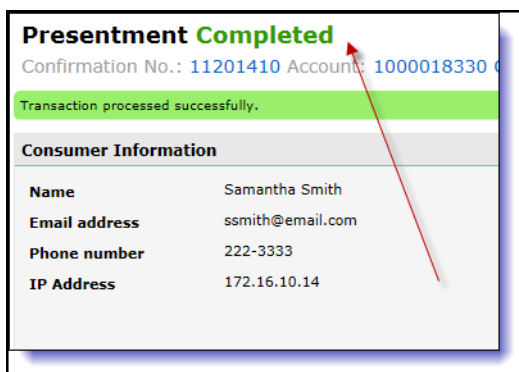
1. Click the Virtual Terminal tab at the top of any back-office page.

2. Select the Direct Debit radio button for Payment Method.

3. Complete the required fields, which are marked by asterisks. Select one of the following transaction types from the Transaction Mode drop-down list:

- Presentment/Charge
- Credit

- Click the Process button. A confirmation page opens, confirming your request.



Presentment Completed

Confirmation No.: 11201410 Account: 1000018330

Transaction processed successfully.

Consumer Information

Name	Samantha Smith
Email address	ssmith@email.com
Phone number	222-3333
IP Address	172.16.10.14

To view results of your Direct Debit transactions, see *Running an activity report* on page 34.

Emailing receipts

You can use the Paysafe back office to set up your merchant account to automatically email receipts to your customers when transactions are processed through your account, whether you use the Paysafe API or the back office Virtual Terminal. In addition, you can specify that you, the merchant, also receive email receipts for these transactions.



This functionality is available only for merchants who are integrated with the Paysafe REST-based APIs. It is not available for merchants who are integrated with the Paysafe SOAP API (Web Services). Contact your account manager for more information.

Customer email addresses



Each transaction request must have a customer email address associated with it. Otherwise, no receipt can be emailed to the customer.

There are several ways to provide the customer email address that will be used to email receipts.

Table 1: Customer Email Addresses

Email Address Source	Details
Paysafe Customer Vault API	<ul style="list-style-type: none"> Create a customer profile using the Customer Vault API. You can then use the resulting payment token – which will have an email address associated with it – to send the receipt.
Paysafe Card Payments API	<ul style="list-style-type: none"> You can include an email address in the Authorization/Purchase request when you use the Card Payments API by using the <i>profile</i> parameter. In this case, you would not need to include a payment token for that customer. Further, if you use this method, the email address provided separately in the <i>profile</i> parameter of the payment request would override any email address stored for that customer in the Customer Vault.

Table 1: Customer Email Addresses (Continued)

Email Address Source	Details
Virtual Terminal	<ul style="list-style-type: none"> When you submit an Authorization/Purchase request using the Virtual Terminal in the Paysafe back office, you can include the customer's email address in the <i>Email address</i> field. If you provide an email address in the Virtual Terminal, it will override any email address stored for that customer (e.g., in the Customer Vault). Your merchant account must be set up to process Virtual Terminal transactions through the Paysafe REST-based APIs. Contact your account manager for more information.
Activity Report	<ul style="list-style-type: none"> When you email a receipt from the Activity Reports (see <i>Emailing receipts using the Activity Report</i> on page 17), you can provide one or several email addresses to which to send the receipt. Any email addresses entered here are the only ones used for this receipt. So even if this transaction was processed using a customer profile, the email address associated with the profile is ignored in this case).

There are two steps required for setting up email receipts functionality:

1. Create an email receipt template for each of your merchant accounts.
2. Specify the email addresses. This includes:
 - The email address from which the receipt is sent
 - The additional consumer email addresses that will receive the receipts – this functions only if the customer has an initial email address associated with the transaction
 - If selected, the merchant email addresses at which you want to receive the receipts

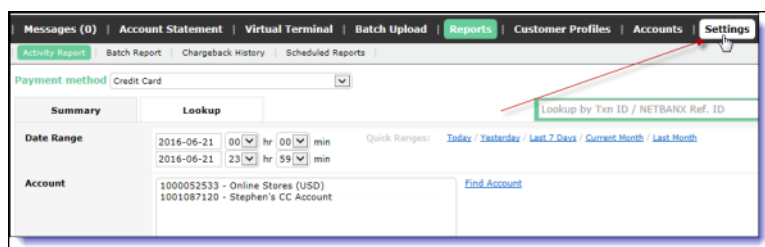


If you have Load Balanced merchant accounts, you must configure the email receipt template and the email addresses for each child account, and not for the master account. The child accounts do not inherit email receipt settings from the master account.

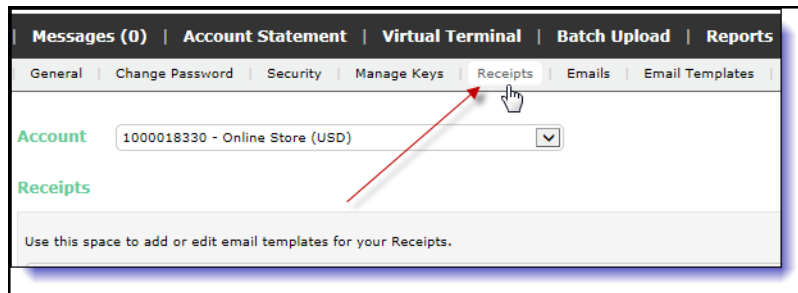
Creating email receipts

To create an email receipt:

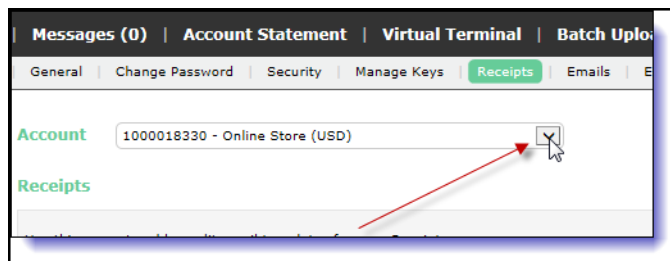
1. Click the Settings tab at the top of any back-office page.



2. Click the Receipts submenu. The Receipts page opens.



3. From the Account drop-down list, select the merchant account for which you want to create a receipt.



4. Click the Add button.



5. Complete the fields in the receipt template.

Email Template for <1001087120 - Stephen's CC Account>

Format * HTML

Locale * English

Name * Purchase Receipt

Logo URL http://images.clipartpanda.com/book-pile.png

Header Purchase Receipt

Receipt Content

Available Fields

- Time
- Transaction Type
- Status
- Card Type
- Card Last Digits
- Authorisation Code
- Customer Email
- Shipping Information

Assigned Fields

- Amount
- Date
- Transaction Id
- Customer Name
- Customer Phone
- Reference Number
- Order Description
- Billing Information

Include Signature Line ☒

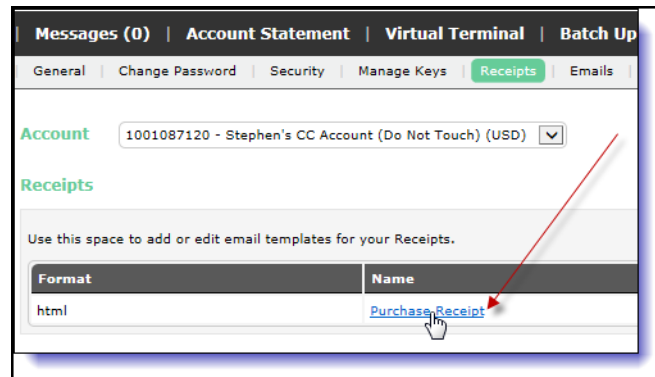
Footer www.booksRus.com

Preview Save Cancel

- **Format** – Select the format in which you want the receipt email to be delivered.
- **Locale** – Select the locale for the receipt. This determines the language of the Receipt Contents fields.
- **Name** – This is your internal name for the receipt.
- **Logo URL** – If you want to display a logo on the receipt, enter the URL here. The logo must be in .jpg, .jpeg, .gif, or .png format.
- **Header** – This is the name displayed in the header of the receipt.
- **Receipt Content** – Select fields from the Available Fields section and move them to the Assigned Fields section. These fields will be included in the receipt.
- **Include Signature Line** – Select this check box if you want to include a signature line.
- **Footer** – This is the footer of the receipt. For example, you could include your company's Web address.

6. Click the Preview button to see a preview of what the receipt will look like.
7. Click the Save button.

To edit an existing email receipt, navigate to the Receipts tab and click on the link in the Name column of the Receipts section for the merchant account.



Specifying the receipt email addresses

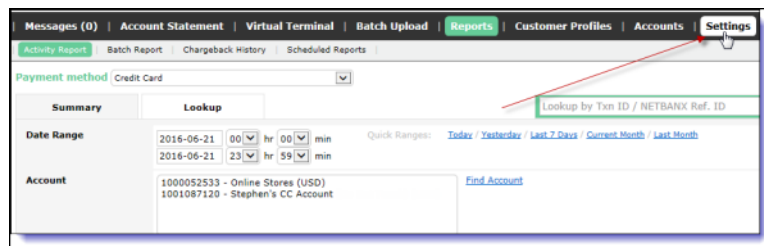


You must create a receipt template before you specify an email address. If not, the email address functionality will not be enabled.

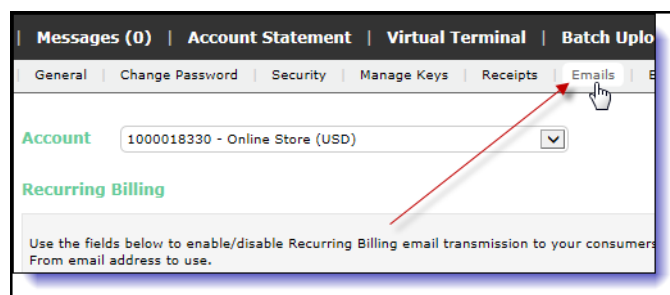
Once you have created the email receipt template, you must specify the email addresses associated with it.

To specify the receipt email addresses:

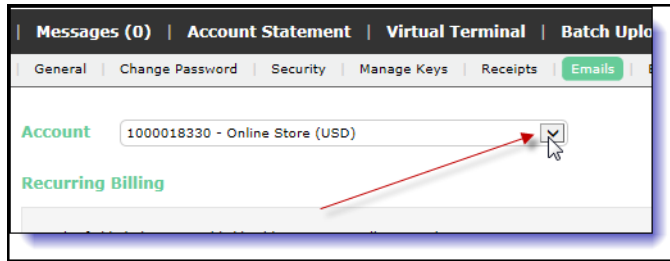
1. Click the Settings tab at the top of any back-office page.



2. Click the Emails submenu. The Emails page opens.

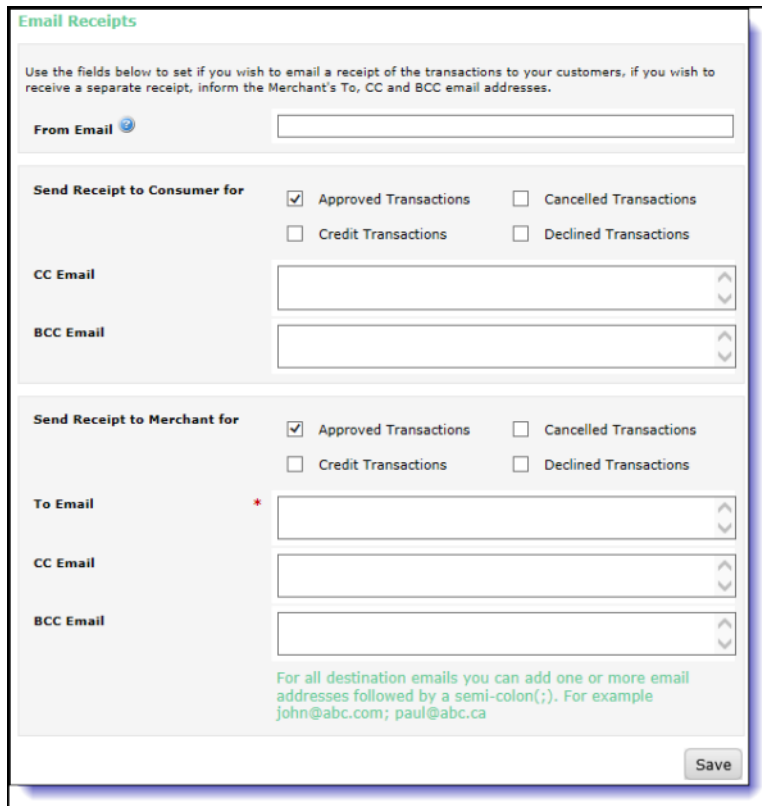


- From the Account drop-down list in the Email Receipts section, select the merchant account for which you want to specify a receipt email address.





If you select a merchant account for which you have not yet created an email receipt, this functionality will not be enabled.

- Complete the fields in the Email Receipts section.



Email Receipts

Use the fields below to set if you wish to email a receipt of the transactions to your customers; if you wish to receive a separate receipt, inform the Merchant's To, CC and BCC email addresses.

From Email 

Send Receipt to Consumer for

☒ Approved Transactions ☐ Cancelled Transactions
☐ Credit Transactions ☐ Declined Transactions

CC Email

BCC Email

Send Receipt to Merchant for

☒ Approved Transactions ☐ Cancelled Transactions
☐ Credit Transactions ☐ Declined Transactions

To Email *

CC Email

BCC Email

For all destination emails you can add one or more email addresses followed by a semi-colon(;). For example john@abc.com; paul@abc.ca

Save

- Send Receipt to Consumer For – Select the check boxes for the type of transactions for which you want to send an email receipt to the consumer.
- CC Email/BCC Email – Enter email addresses to which to send the consumer email receipts.
- From Email – Enter the email address from which the consumer will receive the email receipt.



If you do not provide a value for the From Email field, it will default to `Receipts-Do-Not-Reply@Paysafe.com`.

- Send Receipt to Merchant For – Select the check boxes for the type of transactions for which you want to receive an email receipt.
 - To Email/CC Email/BCC Email – Enter email addresses at which you want to receive the email receipts.
5. Click the Save button.

Emailing receipts using the Activity Report

Once you have created the email receipt template, you can also manually send receipts using the Activity Report.

To send a receipt using the Activity Report:

1. Run an Activity Report to find the transaction for which you want to send a receipt. See *Running an activity report* on page 34.
2. Drill down to the transaction details page.
3. Click the Send Receipt button at the top right.

Messages (0) | Account Statement | Virtual Terminal | Batch Upload | **Reports** | Customer Profiles | Accounts | Settings

Activity Report | Batch Report | Chargeback History | Scheduled Reports

Settlement Pending

Txn ID: 8c2a87fa-5811-4108-8f5e-7ec1db90ead5 Account: 1001087120 Stephen's CC Account

Consumer Information	
Name	JENNY JENNISON
Email address	STEPHEN-RR@SF.TEST
Phone number	999-8888
IP Address	172.16.10.14
Address	55 Oak Ave
Address (cont'd)	
City	Boston
State	MO
Country	US
Zip code	21212

Authorization Information

Merchant Trans. ID: RB432

Send Receipt

4. On the Send Receipt popup, enter one or more email addresses to which you want the receipt sent, separated by semicolons. For example, you can send the receipt to your customer and to yourself at the same time.

Send Receipt

Account: 1001087120

Txn ID: 8c2a87fa-5811-4108-8f5e-7ec1db90ead5

To Email: *

Send Receipt Cancel

5. Click the Send Receipt button.

Uploading batch files

The Paysafe Batch Upload tool lets you upload batch files containing the following transaction types to be processed:

- Direct Debit – process *charge* and *credit* transactions
- Credit card – process *Purchase*, *Authorization*, *Authorization Reversal*, *Settlement*, *Credit*, and *Stored Data* transactions
- Recurring billing – process *Creation* and *Update* records, and download consumer profiles

You can upload both XML and CSV file types:

- See *Creating your CSV batch files* on page 18
- See *Creating your XML batch files* on page 28
- See *Uploading your batch files* on page 30
- See *Viewing your batch upload results* on page 31
- See *Downloading batch files* on page 33

Creating your CSV batch files

In order to upload transaction records, you must first create a valid CSV file.

Your CSV file must have the following format:

- Your file name must consist of alphanumeric characters only. Do not use special characters (e.g., dashes, spaces, quotation marks, etc.) when naming your file.
- The maximum file name length is 175 characters, plus extension.
- It must have no spaces embedded between the values.
- Each line (record) in the file can contain the data for one transaction only.
- A batch file can contain a maximum of 50,000 records.
- If any of your values contains a comma, that value must be enclosed in double quotes. For example, if the value for the Last Name parameter were *Johnson, III*, you would include it as “*Johnson, III*”.
- If you are omitting the value for an optional field, you must still include the place for that field, offset with commas (e.g., *value,value,,value*).
- If a CSV file contains improperly formatted records, the file will still be processed, but the improperly formatted records will fail.
- Fields with a single asterisk (*) are mandatory. Fields with two asterisks (**) are conditional, i.e., they are mandatory if a previously included parameter requires it.



The fields in your transaction requests must be in the same order as given in the tables provided for each type. If not, the transaction requests will fail.

You can create the following types of CSV file:

- See *Direct Debit CSV file* on page 19

- See *Credit card Authorization/Purchase CSV file* on page 21
- See *Credit card Settlement CSV file* on page 22
- See *Credit card Authorization Reversal CSV file* on page 22
- See *Credit card Credit CSV file* on page 23
- See *Credit card Stored Data CSV file* on page 24
- See *Recurring billing CSV file* on page 24

Direct Debit CSV file

View the following table for the values to include for each record of your Direct Debit transaction file.

Table 2: Direct Debit Transaction File Values

Field	Field Name	Data Type	Description
1	Transaction Code*	a2	This value indicates the transaction type. Possible values are: <ul style="list-style-type: none"> • DD – Use to process a Presentment/Charge • DC – Use to process a Credit
2	Payment Type*	a3	This value indicates the payment type. Possible values are: <ul style="list-style-type: none"> • CCD – Use to submit credit and debit transactions between two business entities • PPD – Use to submit prearranged credit and debit transactions (e.g., periodic bill payments) • TEL – Use to submit transactions with authorization obtained from the customer via telephone • WEB – Use to submit transactions with authorization obtained from the customer via the Internet
3	Last Name*	an..40	This is the customer's last name.
4	First Name*	an..40	This is the customer's first name.
5	Bank Name*	an..40	This is the name of customer's bank, to which this transaction is posted.
6	Routing Number*	n..15	For U.S. dollar accounts, this is the 9-digit routing number of the customer's bank. For Canadian dollar accounts, this is a combination of the 3-digit institution ID and the 5-digit transit number of the customer's bank branch. Do not include spaces or dashes. For British pound accounts, this is the 6-digit sort code of the customer's bank.
7	Bank Account*	an..30	This is the customer's bank account number.
8	Account Type*	an..10	This value indicates whether the transaction is posted against a personal or business account. Possible values are: <ul style="list-style-type: none"> • PC – Personal Checking • BC – Business Checking
9	Amount*	n..13	This is the amount for the transaction requested. Decimals are optional (e.g., "10" would be \$10.00, "10.5" would be \$10.50).
10	Reference Code*	an..40	This is a unique transaction ID provided by the merchant, used to identify this transaction throughout its life cycle.
11	Telephone*	an..40	This is the customer's telephone number, including area code. Do not include spaces or hyphens.
12	Address 1*	an..50	This is the first line of the customer's street address.

Table 2: Direct Debit Transaction File Values (Continued)

Field	Field Name	Data Type	Description
13	Address 2	an..50	This is the second line of the customer's street address.
14	City*	an..40	This is the city in which the customer resides.
15	State/ Province	a2	This is the state or province in which the customer resides.
16	Zip/Postal Code	an..10	This is the customer's ZIP code if Country is U.S.; otherwise, this is the customer's postal code.
17	Country*	a2	This is the country in which the customer resides.
18	Check Number*	n..8	This is the check serial number.
19	Transaction Date	n14	This is the date and time of the transaction. Format = YYYYMMDDHHMMSS
20	Target Date	N/A	Not applicable. Leave blank.
21	Payee	an..81	This is the descriptor that will appear on the customer's bank statement. <ul style="list-style-type: none"> If you do provide a value for this field, this value will be used as the statement descriptor. If you do not provide a value for this field, a default value configured for the merchant account will be used as the statement descriptor.
22	Fee Amount	N/A	Not applicable. Leave blank.
23	Recurring Transaction	N/A	Not applicable. Leave blank.
24	ID Type	an..10	This is the type of ID used to identify the owner of the checking account. Possible values are: <ul style="list-style-type: none"> DL – Driver's License SS – Government ID MI – Military ID GN – Generic ID
25	ID Country	a2	This is the country in which the ID was issued. Possible values are: <ul style="list-style-type: none"> CA – Canada US – United States
26	ID State	a2	This is the code that identifies the state or province in which the ID was issued.
27	ID Number	an..20	This is the number of the ID provided for the ID Type.
28	ID Expiration	n8	This is the date that the ID expires. Format = YYYYMMDD
29	Account Num- ber*	n..10	This is your merchant account number.
30	Mandate Reference	an..35	This is the mandate reference number.

See the [API Reference Guide for Web Services](#) for the correct codes to use for the *State/Province* and *Country* fields.

Credit card Authorization/Purchase CSV file

View the following table for the values to include for each Authorization or Purchase record of your credit card transaction file.

Table 3: Authorization/Purchase Transaction File Values

Field	Field Name	Data Type	Description
1	Card Number*	n..20	This is the card number you are charging for this transaction.
2	Card Brand*	a2	Use one of the following two-character abbreviations for the card brand: <ul style="list-style-type: none"> • AM = American Express • DC = Diners Club • DI = Discover • JC = JCB • MC = MasterCard • MD = Maestro • VE = Visa Electron • VI = Visa
3	CVV*	n..4	This is the 3- or 4-digit security code that appears on a credit card following the credit card number. This code does not appear on imprints. NOTE: This field is not required when the Card Brand is set to a card that does not have CVV values (e.g., DI).
4	Expiry Date*	an5	This is the expiry date for the card against which the Authorization or Purchase will be made. Format must be “MM/YY” (e.g., September 2015 = 09/15)
5	Amount*	n..13	This is the amount for the transaction requested. Decimals are optional (e.g., “10” would be \$10.00, “10.5” would be \$10.50).
6	Transaction Type*	a1	Set this value to: <ul style="list-style-type: none"> • A for Authorization • P for Purchase.
7	Account Number*	n..10	This is your merchant account number.
8	Merchant Transaction ID*	an..40	This is your unique ID number associated with each transaction request. You create this value and submit it with the transaction.
9	First Name*	an..40	This is the customer’s first name.
10	Last Name*	an..40	This is the customer’s last name.
11	Address 1*	an..50	This is the first line of the customer’s street address.
12	Address 2	an..50	This is the second line of the customer’s street address.
13	Phone Number*	an..40	This is the customer’s phone number.
14	Email Address*	an..100	This is the customer’s email address.
15	City*	an..40	This is the city associated with the customer’s card.
16	State/Province*	a2	This is the 2-character abbreviation for the province or state associated with the customer’s card.
17	Zip/Postal Code*	an..10	This is the postal or zip code associated with the customer’s card.
18	Country*	a2	This is the 2-character abbreviation for the country associated with the customer’s card.

Table 3: Authorization/Purchase Transaction File Values (Continued)

Field	Field Name	Data Type	Description
19	Previous Customer	a1	This indicates whether the customer has previously shopped online with you. Possible values are: <ul style="list-style-type: none"> Y = Yes N = No
20	Issue Number	n..4	This is the 1- or 2-digit number located on the front of the card, following the card number. NOTE: This field can be used only when the Card Brand is MD (Maestro).

See the [API Reference Guide for Web Services](#) for the correct codes to use for the *State/Province* and *Country* fields.

Credit card Settlement CSV file

View the following table for the values to include for each Settlement record of your credit card transaction file.

Table 4: Settlement Transaction File Values

Field	Field Name	Data Type	Description
1	Transaction ID*	an..20	This is the ID that Paysafe assigned to the original Authorization transaction. You can use one of the following values: <ul style="list-style-type: none"> The Transaction Number returned via the Direct Payment Component API The Confirmation Number returned via the Web Services API or the Batch Upload tool The Txn ID from the Transaction Detail page of the activity report
2	Blank Field*		This field is used for internal purposes only. It must be left blank, and enclosed by double quotes ("").
3	Original Merchant Transaction ID	an..255	This is the Merchant Transaction ID of the original Authorization transaction that is now being settled. This value is one of the following: <ul style="list-style-type: none"> The <i>merchantTxn</i> value submitted with the original transaction when using the Direct Payment Component. The <i>merchantRefNum</i> submitted with the original transaction when using the Web Services API The <i>Merchant Transaction ID</i> value submitted with the original transaction when using the Virtual Terminal or the Batch Upload Tool
4	Amount	n..13	This is the amount for the transaction requested. Decimals are optional (e.g., "10" would be \$10.00, "10.5" would be \$10.50). NOTE: If you do not include the <i>Amount</i> value, the entire amount of the original Authorization transaction will be settled by default. If you want to settle only part of the original transaction, enter that amount here.
5	Merchant Transaction ID*	an..40	This is your unique ID number associated with this Settlement request. You create this value and submit it with the transaction.
6	Transaction Type*	a1	Set this value to S for Settlement.
7	Account Number*	n..10	This is your merchant account number.

Credit card Authorization Reversal CSV file

The following table provides the values to include for each Authorization Reversal record of your credit card transaction file.

Table 5: Authorization Reversal Transaction File Values

Field	Field Name	Data Type	Description
1	Transaction ID*	an..20	This is the ID that Paysafe assigned to the original Authorization transaction. You can use one of the following values: <ul style="list-style-type: none"> The Confirmation Number returned via the Web Services API or the Batch Upload tool The Txn ID from the Transaction Detail page of the activity report
2	Reversal Amount*	n..13	This is the amount of the Authorization that you want to reverse. Decimals are optional (e.g., "10" would be \$10.00, "10.5" would be \$10.50).
3	Reference Code*	an..40	This is a unique transaction ID provided by the merchant, used to identify this transaction throughout its life cycle.
4	Account Number*	n..10	This is your merchant account number.
5	Transaction Type*	a1	Set this value to AR for Authorization Reversal.

See *Reversing Authorizations* on page 39 for more information on Authorization Reversals.

Credit card Credit CSV file

View the following table for the values to include for each Credit record of your credit card transaction file.

Table 6: Credit Transaction File Values

Field	Field Name	Data Type	Description
1	Transaction ID*	an..20	This is the ID that Paysafe assigned to the original Settlement transaction. You can use one of the following values: <ul style="list-style-type: none"> The Transaction Number returned via the Direct Payment Component API The Confirmation Number returned via the Web Services API or the Batch Upload tool The Txn ID from the Transaction Detail page of the activity report
2	Settlement Number	an..20	<ul style="list-style-type: none"> This is the <i>settleNumber</i> value returned by Paysafe when the original transaction was settled using the Direct Payment Component. This is the <i>confirmationNumber</i> value returned by Paysafe when the original transaction was settled using the Web Services API. NOTE: This value is returned only if partial settlements were made on the Authorization.
3	Original Merchant Transaction ID	an..255	This is the Merchant Transaction ID of the original transaction that is now being credited. This value is one of the following: <ul style="list-style-type: none"> The <i>merchantTxn</i> value submitted with the original transaction when using the Direct Payment Component. The <i>merchantRefNum</i> submitted with the original transaction when using the Web Services API The <i>Merchant Transaction ID</i> value submitted with the original transaction when using the Virtual Terminal or the Batch Upload Tool
4	Amount	n..13	This is the amount for the transaction requested. Decimals are optional (e.g., "10" would be \$10.00, "10.5" would be \$10.50). NOTE: If you do not include the <i>Amount</i> value, the entire amount of the original transaction will be credited by default. If you want to credit only part of the original transaction, enter that amount here.
5	Merchant Transaction ID*	an..40	This is your unique ID number associated with this Credit request. You create this value and submit it with the transaction.

Table 6: Credit Transaction File Values (Continued)

Field	Field Name	Data Type	Description
6	Transaction Type*	a2	Set this value to CR for Credit.
7	Account Number*	n..10	This is your merchant account number.

Credit card Stored Data CSV file

Stored Data requests allow you to perform credit card Authorizations and Purchases by providing a transaction ID from a previous successful Authorization or Purchase. This transaction ID allows Paysafe to access from its database most of the data required for the transaction.



This ID can be a maximum of 24 months old.

View the following table for the values to include for each Stored Data record of your credit card transaction file.

Table 7: Stored Data Transaction File Values

Field	Field Name	Data Type	Description
1	Transaction ID*	an..20	This is the ID that Paysafe assigned to the original successful Authorization or Purchase transaction. You can use one of the following values: <ul style="list-style-type: none"> The Confirmation Number returned via the Web Services API or the Batch Upload tool The Txn ID Number from the Transaction Detail page of the activity report
2	Amount*	n..13	This is the amount for the transaction requested. Decimals are optional (e.g., "10" would be \$10.00, "10.5" would be \$10.50).
3	Reference Code*	an..40	This is a unique transaction ID provided by the merchant, used to identify this transaction throughout its life cycle.
4	Account Number*	n..10	This is your merchant account number.
5	Expiry Date	String Format = mm/dd	This is the expiry date of the credit card used for the transaction.
6	Transaction Type*	a3	Set this value to: <ul style="list-style-type: none"> SDA for a Stored Data Authorization SDP for Stored Data Purchase

Recurring billing CSV file



*You can use CSV files only to **create** recurring billing records. If you want to **update** an existing recurring billing record via batch upload, you must use an XML file. See Recurring billing records on page 1-28 for more information.*

View the following table for the values to include for each recurring billing record of your transaction file.

Table 8: Recurring Billing File Values

Field	Field Name	Data Type	Description
1	Merchant Account ID*	n..10	This is your merchant account number.
2	Store ID*	an..80	This is your store identifier, used to authenticate the request. It is provided by Paysafe as part of your integration process.
3	Store Password*	an..20	This is your store password, used to authenticate the request. It is provided by Paysafe as part of your integration process.
4	First Name*	an..40	This is the first name of the consumer.
5	Last Name*	an..40	This is the last name of the consumer.
6	Merchant Reference Number	an..40	This is a consumer ID for your own internal reference purposes.
7	Title	a2	This is the title of the consumer. Possible values are: <ul style="list-style-type: none"> • MR • MS If you do not provide a value for <i>Title</i> , it will default to MR. NOTE: These values are case sensitive.
8	Billing Address 1*	an..50	This is the street and number for the billing address.
9	Billing Address 2	an..50	This is further information for the billing address (e.g., apartment #).
10	Billing City*	an..40	This is the city for the billing address.
11	Billing State/Province**	a2	This is the state/province of the billing address. Include <i>Billing State/Province</i> or <i>Billing Region</i> , but not both. NOTE: These values are case sensitive.
12	Billing Region**	an..40	This is the region of the billing address, if not a state or province. Include <i>Billing Region</i> or <i>Billing State/Province</i> , but not both.
13	Billing Zip/Postal Code*	an..10	This is the ZIP code of the billing address if in the U.S.; otherwise, this is the postal code.
14	Billing Country*	a2	This is the country of the billing address. NOTE: These values are case sensitive.
15	Shipping Address 1**	an..50	This is the street and number of the shipping address.
16	Shipping Address 2	an..50	This is further information for the shipping address (e.g., apartment #).
17	Shipping City**	an..40	This is the city for the shipping address.
18	Shipping State/Province**	a2	This is the state/province of the shipping address. Include <i>Shipping State/Province</i> or <i>Shipping Region</i> , but not both. NOTE: These values are case sensitive.
19	Shipping Region**	an..40	This is the region of the shipping address, if not a state or province. Include <i>Shipping Region</i> or <i>Shipping State/Province</i> , but not both.
20	Shipping Zip/Postal Code**	an..10	This is the ZIP code of the shipping address if in the U.S.; otherwise, this is the postal code.
21	Shipping Country**	a2	This is the country of the shipping address. NOTE: These values are case sensitive.
22	Phone Number*	an..100	This is the telephone number of the consumer. NOTE: If not provided, insert "NA" as a value.

Table 8: Recurring Billing File Values (Continued)

Field	Field Name	Data Type	Description
23	Email Address*	an..100	This is the email address of the consumer. NOTE: If not provided, insert “NA” as a value.
24	Cell Phone Number*	an..100	This is the cell phone number of the consumer. NOTE: If not provided, insert “NA” as a value.
25	Payment Method Reference Number	an..40	This is a payment method consumer ID for your own internal reference purposes.
26	CC Holder Name**	an..100	This is the name of the card holder.
27	CC Card Number**	an..20	This is the credit card number.
28	CC Brand Code**	a2	This is the credit card brand. Possible values are: <ul style="list-style-type: none"> • AM = American Express • DC = Diners Club • DI = Discover • JC = JCB • MC = MasterCard • MD = Maestro • VE = Visa Electron • VI = Visa NOTE: These values are case sensitive.
29	CC Expiry Date**	Format = mm-yyyy.	This is the month and year the card expires.
30	CC Issue Number**	n..4	This is the 1- or 2-digit number located on the front of the card, following the card number. NOTE: This element can be used only when the <i>CC Brand Code</i> is MD (Maestro).
31	DD Bank Name**	an..40	This is the name of the consumer’s bank.
32	DD Bank Account Number**	an..17	This is the consumer’s bank account number.
33	DD Bank Routing Number**	an..9	For USD accounts, this is the 9-digit routing number of the customer’s bank. For British pound accounts, this is the 6-digit sort code of the customer’s bank. For Canadian dollar accounts, this is a combination of the 3-digit institution ID and the 5-digit transit number of the customer’s bank branch. Do not include spaces or dashes.
34	DD Account Type**	a2	This is the type of the consumer’s checking account. Possible values are: <ul style="list-style-type: none"> • PC (Personal Checking) • PS (Personal Savings) • PL (Personal Loan) • BC (Business Checking) • BS (Business Savings) • BL (Business Loan) NOTE: These values are case sensitive.
35	DD Check Number**	n..8	This is the check serial number, provided at the time of the transaction request. Paysafe will automatically increment this number with each recurring payment.
36	Billing Schedule Reference Number	an..40	This is a billing schedule consumer ID for your own internal reference purposes.

Table 8: Recurring Billing File Values (Continued)

Field	Field Name	Data Type	Description
37	Payment Interval*	an..10	This specifies how often the recurring billing transaction is made. Possible values are: <ul style="list-style-type: none"> • DAYS • WEEKLY • BIWEEKLY • MONTHLY • ANNUALLY • QUARTERLY • SANNUALLY • 1STAND15TH NOTE: These values are case sensitive.
38	Service Name	an..240	This designates the type of billing record (e.g., monthly subscription).
39	Amount*	n..13	This is the amount of the recurring billing transaction. Be sure to include decimal points in your value. Max=999999999.99 NOTE: Do not include currency symbol.
40	Start Date*	Format = mm-dd-yyyy	This is the date on which the recurring payment will begin. The resulting behavior of the recurring payment depends on the <i>Payment Interval</i> you have set: <ul style="list-style-type: none"> • 1STAND15TH – Transaction will be made on this date and then subsequently on the 1st and 15th of each month. • ANNUALLY – Transaction will be made this day each year. • BIWEEKLY – Transaction will be made this day of the week every two weeks. • DAYS – Transaction will be made this day, and then on every <i>n</i>th day, depending on the value set for the <i>Number of Days</i> parameter. • MONTHLY – Transaction will be made this day each month (e.g, the 15th). If <i>Last Day of the Month</i> is set to Y, the first recurring payment is made on the day of the month you specify, but all subsequent monthly payments will be made on the last day of each month. • QUARTERLY – Transaction will be made on this day every 3 months. • SANNUALLY – Transaction will be made on this day twice a year (e.g., if you select January 1, the second payment will be made on July 1). • WEEKLY – Transaction will be made this day of the week every week. NOTE: These values are case sensitive.
41	End Date	Format = mm-dd-yyyy	This is the date on which the recurring payment will end. After the last payment date defined here, the billing record is automatically disabled. If no end date is specified, the recurring payment continues indefinitely.
42	Last Day of the Month	a1	If the <i>Payment Interval</i> is set to MONTHLY, you can set this element to Y (yes). If you do so, the first recurring payment is made on the day of the month you specified, but all subsequent monthly payments will be made on the last day of each month. Possible values are: <ul style="list-style-type: none"> • Y • N If you do not provide a value, it will default to N. NOTE: These values are case sensitive.
43	Status Code	a..8	This is the status of the billing record. Possible values are: <ul style="list-style-type: none"> • ACTIVE • DISABLED • SPD_MERC (suspended by merchant) If you do not provide a value, it will default to ACTIVE. NOTE: These values are case sensitive.

Table 8: Recurring Billing File Values (Continued)

Field	Field Name	Data Type	Description
44	Transaction Mode	a..10	This value specifies whether the recurring transaction is a debit or a credit to your consumer. Possible values are: <ul style="list-style-type: none"> CCPURCHASE – debits your consumer’s credit card CCPAYMENT – credits your consumer’s credit card DDCHARGE – debits your consumer’s bank account DDCREDIT – credits your consumer’s bank account NOTE: If this parameter is not specified, it will default to either CCPURCHASE or DDCHARGE, depending on whether you provided values for a credit card payment method or a Direct Debit payment method.
45	Number of Days	a.. 365	This value specifies the number of days between recurring transactions. NOTE: Provide this value only if the <i>Payment Interval</i> parameter is set to DAYS.

See the [Recurring Billing API](#) guide for the correct codes to use for the *State/Province* and *Country* fields.

Creating your XML batch files

In order to upload transaction records, you must first create a valid XML file.



Your file name must consist of alphanumeric characters only. Do not use special characters (e.g., dashes, spaces, quotation marks, etc.) when naming your file.

Recurring billing records

To create recurring billing records, you must create an XML file containing an *UploadRequestV1* with its required parameters. Within the *UploadRequestV1*, you can have multiple *paymentInstruction* elements (with child elements). Each *paymentInstruction* element will contain either the *CREATION* action or the *UPDATE* action to create or update a billing record, respectively.

You can also create an XML file containing a *ConsumerProfileRequestV1* with its required parameters. This allows you to download a consumer profile that contains all the information in a recurring billing record (e.g., personal, address, payment, and billing schedule information). You can download multiple consumer profiles with a single *ConsumerProfileRequestV1*.

[Click here](#) for an example of a Recurring Billing request.

[Click here](#) for an example of a Consumer Profile download request.

For complete details on the elements and data required for recurring billing requests, see the [Paysafe Recurring Billing API](#) document.

Direct Debit transactions

To process Direct Debit transactions, you must create an XML file containing a *ddBatchRequestV2*. The *ddBatchRequestV2* contains:

- A *merchantRefNum* element, which identifies the batch file
- One of the following operations:
 - charges
 - credits

In turn, each operation contains one or more instances of a *ddCheckRequestV1*, with the appropriate elements included. For example, if you had five Direct Debit charges to process, you would create a *ddBatchRequestV2* with a *charges* operation that contained five instances of a *ddCheckRequestV1*.

[Click here](#) for an example of a Direct Debit transaction.

For complete details on the elements and data required for Direct Debit transactions, see the [API Reference Guide for Web Services](#).

Credit card transactions

To process credit card transactions, you must create an XML file containing a *ccBatchRequestV1*. The *ccBatchRequestV1* contains:

- A *merchantRefNum* element, which identifies the batch file
- One of the operations:
 - purchases
 - authorizations
 - settlements
 - authorizationReversals
 - credits
 - storedDataAuthorizations, storedDataPurchases

In turn:

- Each instance of a *purchases* or *authorizations* operation contains one or more instances of a *ccAuthRequestV1* each with the appropriate elements included.
- Each instance of a *settlements* or *credits* operation contains one or more instances of a *ccPostAuthRequestV1*, each with the appropriate elements included.
- Each instance of an *authorizationReversals* operation contains one or more instances of a *ccAuthReversalRequestV1*, each with the appropriate elements included.
- Each instance of a *storedDataAuthorizations* or *storedDataPurchases* operation contains one or more instances of a *ccStoredDataRequestV1*, each with the appropriate elements included.

For example:

- If you had five credit card purchases to process, you would create a *ccBatchRequestV1* with a *purchases* operation that contained five instances of a *ccAuthRequestV1*.
- If you had five credit card settlements to process, you would create a *ccBatchRequestV1* with a *settlements* operation that contained five instances of a *ccPostAuthRequestV1*.

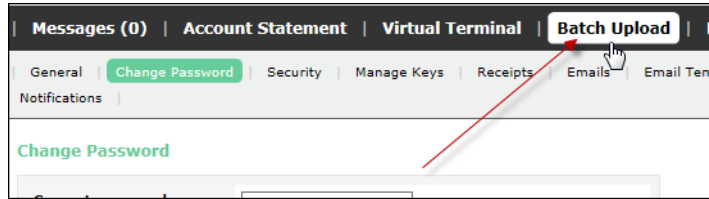
[Click here](#) for an example of a credit card transaction.

For complete details on the elements and data required for credit card transactions, see the [API Reference Guide for Web Services](#).

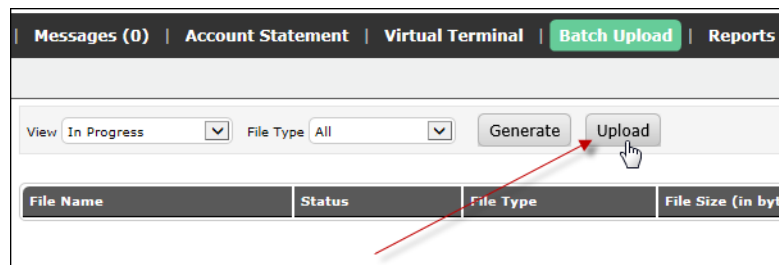
Uploading your batch files

To upload a transaction file:

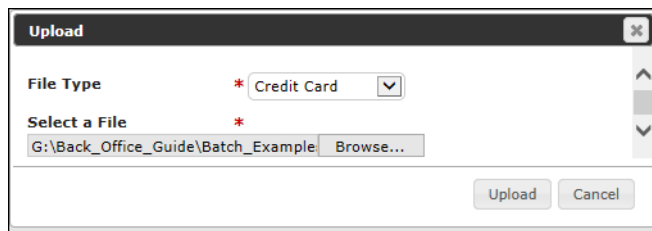
1. Click the Batch Upload tab at the top of any back-office page.



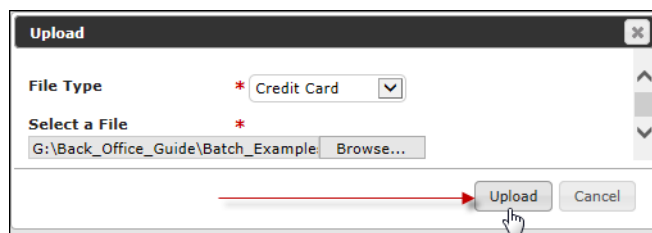
2. Click the Upload button.



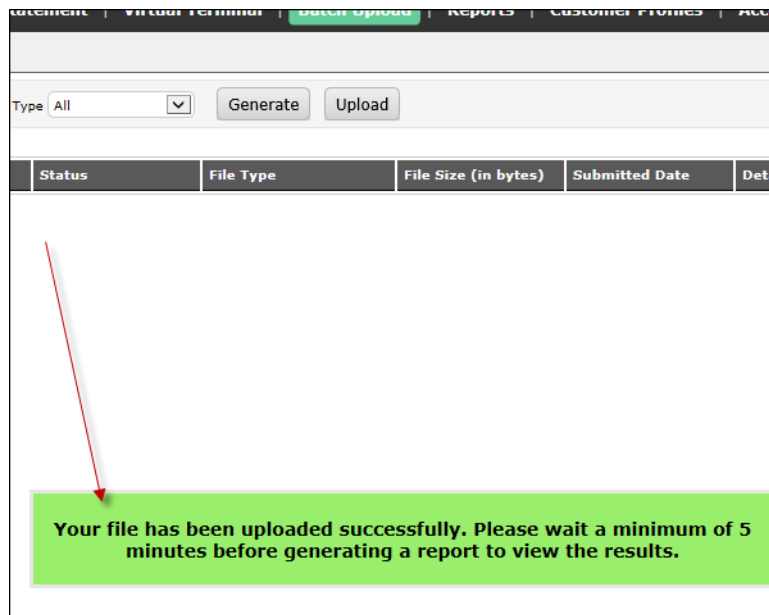
3. On the Upload pop-up, make a selection from the File Type drop-down list and browse to the file you want to upload.



4. Click the Upload button.



- The resulting page briefly flashes a message confirming that your upload was successful.

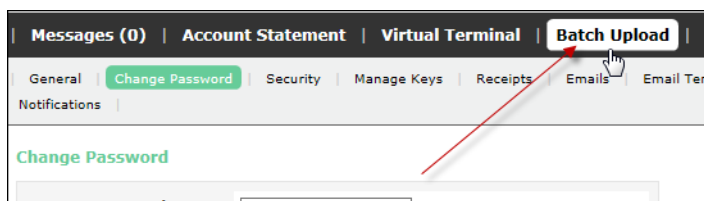


Viewing your batch upload results

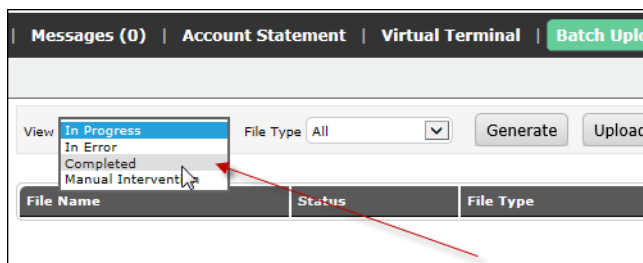
Once you have uploaded a batch file, Paysafe normally begins processing it within five minutes. Once the processing is finished, you can run a report to view the results.

To view batch upload results:

- Click the Batch Upload tab at the top of any back-office page.



- Select a status from the View drop-down list.



- In Progress – The batch file is currently being processed. A batch file is in this status for a very brief time only.

- In Error – The batch file could not be processed at all. If you have files with this status, contact Technical Support.
- Completed – The batch file was processed successfully.
- Manual Intervention – The batch file could not be processed fully. Corrections or adjustments must be done manually by Technical Support.

3. Make a selection from the File Type drop-down list.

The screenshot shows the 'Batch Upload' tab in the Paysafe Back Office. The 'File Type' dropdown menu is open, displaying four options: 'All', 'Credit Card', 'Direct Debit', and 'Recurring Billing'. A red arrow points to the 'Credit Card' option. The 'View' dropdown is set to 'Completed', and the 'Start Date' is '2016-07-31'. Below the dropdowns is a table with columns: File Name, Status, and File Type.

4. Click in the Start Date and End Date fields to select a date range.

The screenshot shows the 'Batch Upload' tab. The 'Start Date' field is '2016-07-31' and the 'End Date' field is '2016-08-30'. A date picker calendar for July 2016 is open, showing a grid of dates from 1 to 31. A red arrow points to the date '1'. The 'File Type' is set to 'Credit Card'.

5. Click the Generate button.

The screenshot shows the 'Batch Upload' tab. The 'Generate' button is highlighted with a red arrow. The 'Start Date' is '2016-07-01' and the 'End Date' is '2016-08-30'. Below the buttons is a table with columns: File Name, Status, File Type, File Size (in bytes), Submitted Date, and Details.

6. The batch upload tool displays all the batch files that match your search criteria.

File Name	Status	File Type	File Size (in bytes)	Submitted Date	Details
CCBatch_33.csv	CLOSED	Credit Card	792	2016-08-30 11:00:51	4 of 4 processes
CCBatch_33.csv	CLOSED	Credit Card	792	2016-08-12 16:14:20	4 of 4 processes
CCBatch_33.csv	CLOSED	Credit Card	792	2016-08-12 13:31:18	4 of 4 processes
CCBatch_33.csv	CLOSED	Credit Card	792	2016-08-12 13:28:20	4 of 4 processes

The following information is displayed:

- File Name – The name of the batch file you uploaded.
- Status – The status of the batch file (e.g., Open, Closed, or Error).
- File Type – The type of batch file you uploaded (e.g., credit card).
- File Size – The size, in bytes, of the batch file you uploaded.
- Submitted Date – The date you uploaded the batch file.
- Details – The number and the percentage of the requests in your batch file that were processed.

Downloading batch files

Once your file has been processed by Paysafe, you can download three types of file via the Batch Upload tool:

- The original file you uploaded
- A detailed acknowledgement file from Paysafe. The acknowledgement file contains information on the status of the file you uploaded, including a *decision* parameter that informs you whether or not the file was processed.
- A detailed response file from Paysafe. The response file contains detailed information on each record contained in the original batch file you uploaded, including the status of the record and the date/time it was processed.



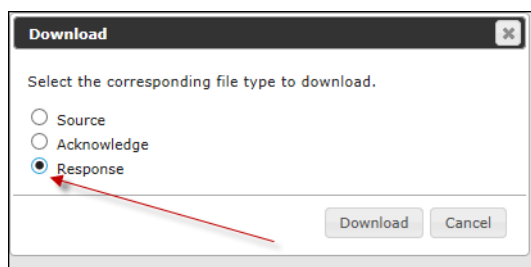
File download is enabled only for those batch files with the status of Completed or In Error.

To download a file:

1. Run a report to view the results of a batch upload with the status of Completed (see *Viewing your batch upload results* on page 31).
2. On the results page, click on the link in the File Name column of the batch file you want to download.

File Name	Status	File Type
CCBatch_26.csv	CLOSED	Credit Card
CCBatch_25.csv	CLOSED	Credit Card
CCBatch_24.csv	CLOSED	Credit Card

3. On the Download pop-up, select the radio button for the file type you want to download.



- Source – downloads the original file you uploaded
 - Acknowledge – downloads a file acknowledging that your file was received
 - Response – downloads a response file detailing your upload results
4. Click the Download button.
 5. Browse to your preferred location and save the file.

Using the reporting tools

The Reports tab in the Paysafe merchant back office contains a variety of reports to provide you with all the information you need on your merchant account and the transactions you run through that account. See:

- *Running an activity report* on page 34 – A real-time report on your transactions
- *Running a Batch report* on page 47 – A report on transaction credit card batches processed for your account
- *Running a Chargeback History report* on page 48 – A summary report of disputed credit card transactions
- *Using Scheduled reports* on page 49 – Pre-set reports received by email or SFTP

Running an activity report

Activity reports are real-time reports that provide detailed information on transactions that have been processed through your merchant account. You can select a variety of search criteria to narrow or broaden the report as required. You can view summaries of transaction types, and you can also drill down to view details on individual transactions.

Activity reports provide two ways to search for transactions:

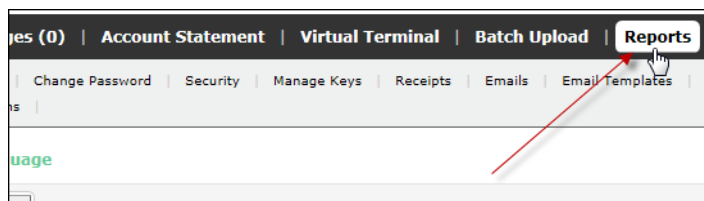
- Summary – allows you to search over a date range to display a summary of transactions that have been processed through your merchant account(s). Once you have run a Summary report, you can drill down to view individual transaction details.
- Lookup – allows you either to quickly locate a specific transaction or to return a list of transactions on your merchant account(s) that meet the exact criteria you select. See *Using the Lookup option in the activity report* on page 45 for more information.

Once you drill down on a transaction you can process several transaction types (e.g., Credits and Settlements). See *Using the Activity Report to process transactions* on page 38.

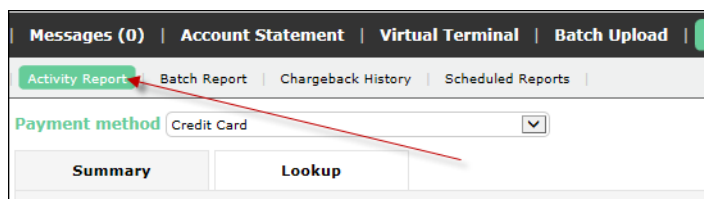
For complete details on using the activity report tool, see the *Paysafe Back Office User's Guide*.

To run an activity report:

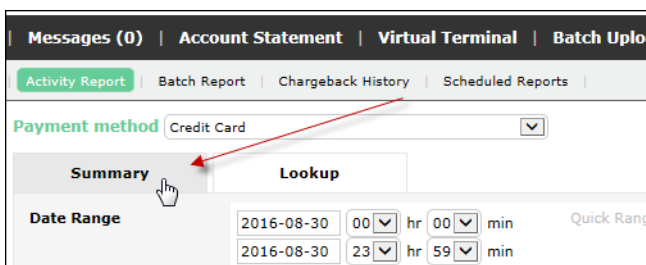
1. Click the Reports tab at the top of any back-office page.



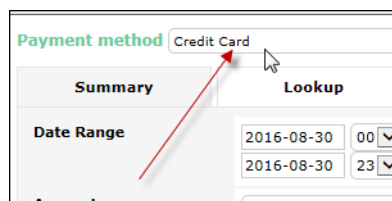
2. Click the Activity Report submenu.



3. Select the Summary tab.



4. Select the Payment Method you want to run a report on (e.g., Credit Card).



5. The more information you include, the more exact your search will be. For example, if you supply the account number, a narrow date range, and a card brand, the results will be refined accordingly.
 - Date Range – Select the date range for your search. Maximum range = 6 months.
 - Account – Select a merchant account number for your report. If you do not specify a merchant account, the report will be run on all merchant accounts available to you.
 - Currency – From the drop-down list, select the currency of the accounts you want to run a report on. If you do not specify a currency, the report will be run on merchant accounts of all currencies available to you.

6. Click the Generate Summary button.

The screenshot shows the 'Generate Summary' form in the Paysafe Back Office. The 'Payment method' is set to 'Credit Card'. The 'Date Range' is from 2016-07-30 00:00 to 2016-08-30 23:59. The 'Account' field shows '1000052533 - Online Stores (S: USD | P: USD)' and '1001087120 - Stephen's CC Account (06 Not Touch) (S: USD | P: USD)'. The 'User name' is set to 'All'. The 'Currency' is 'All'. The 'Card brand' is set to 'All'. A red arrow points to the 'Generate Summary' button at the bottom right.

7. The resulting page displays all the transactions that match your search parameters. Click a link in the Status column for the transaction type you want to view, e.g., Completed Settlements.

The screenshot shows the 'Credit Card Valid Requests' page. The table has columns: Transaction, Status, Count, and Amount. The data is as follows:

Transaction	Status	Count	Amount
Authorizations	Fully Settled	16	448.20
Settlements	Completed Settlements	12	306.15
Settlements	Declined	4	112.05

A red arrow points to the 'Completed Settlements' link in the Status column.

8. The resulting page displays all the transactions, grouped by account, that match the transaction type you clicked on. Click the link to drill down to view individual transactions.

The screenshot shows the 'Credit Card Settlements Completed' page. The table has columns: Account, Txn ID, Merchant Trans. ID, Name, Card Details, Auth Code, AVS, CVD, and Amount. The data is as follows:

Account	Txn ID	Merchant Trans. ID	Name	Card Details	Auth Code	AVS	CVD	Amount
Stephen's CC Account - 1001087120 (USD)	2239484570	42	SVEN SVENSON	VI Credit xxxx 1843	100042	Q	M	23.55
	2239484680	41	JOHN SMITH	VI Credit xxxx 1843	100047	Q	M	26.50
	2239484690	40	TOM THOMAS	VI Credit xxxx 1843	100048	Q	M	42.50
	2239484700	43	JANE JONES	VI Credit xxxx 1843	100043	Q	M	19.50
	2239484710	47	SVEN SVENSON	VI Credit xxxx 1843	100044	Q	M	23.55
	2239484720	48	JANE JONES	VI Credit xxxx 1843	100049	Q	M	19.50
	2239484730	45	TOM THOMAS	VI Credit xxxx 1843	100050	Q	M	42.50
	2239484740	46	JOHN SMITH	VI Credit xxxx 1843	100045	Q	M	26.50
	2239484750	56	JOHN SMITH	VI Credit xxxx 1843	100051	Q	M	26.50

A red arrow points to the link 'Stephen's CC Account - 1001087120 (USD)'.

9. On the resulting screen, click the link in the Txn ID column for a single transaction to view its details.

The screenshot shows the 'Credit Card Settlements Completed - 12 Record(s)' page. The table has columns: Date, Txn ID, Merchant Trans. ID, Name, Card Details, Auth Code, AVS, CVD, and Amount. The data is as follows:

Date	Txn ID	Merchant Trans. ID	Name	Card Details	Auth Code	AVS	CVD	Amount
08-12-2016 13:30:02	2239484570	42	SVEN SVENSON	VI Credit xxxx 1843	100042	Q	M	23.55
08-12-2016 13:30:02	2239484680	41	JOHN SMITH	VI Credit xxxx 1843	100047	Q	M	26.50
08-12-2016 13:30:02	2239484690	40	TOM THOMAS	VI Credit xxxx 1843	100048	Q	M	42.50
08-12-2016 13:30:03	2239484700	43	JANE JONES	VI Credit xxxx 1843	100043	Q	M	19.50
08-12-2016 13:30:05	2239484710	47	SVEN SVENSON	VI Credit xxxx 1843	100044	Q	M	23.55
08-12-2016 13:36:01	2239484720	48	JANE JONES	VI Credit xxxx 1843	100049	Q	M	19.50
08-12-2016 13:36:01	2239484730	45	TOM THOMAS	VI Credit xxxx 1843	100050	Q	M	42.50
08-12-2016 13:36:02	2239484740	46	JOHN SMITH	VI Credit xxxx 1843	100045	Q	M	26.50
08-12-2016 14:18:01	2239484750	56	JOHN SMITH	VI Credit xxxx 1843	100051	Q	M	26.50

A red arrow points to the Txn ID '2239484570'.

10. The transaction details page is displayed.

Settlement Completed
Txn ID: 2239484670 Account: 1001087120 Stephen's CC Account

Consumer Information

Name	SVEN SVENSON	Address	99 Norse Way
Email address	SSVENSON@EMAIL.COM	Address (cont'd)	
Phone number	1452812320	City	Barton
IP Address		State	MN
		Country	US
		Zip code	90210

Authorization Information

Merchant Trans. ID	42	Frequency	One Time
Date	08-12-2016 13:30:01	Auth Code	100042
Auth. Conf. No.	2239484670	Auth Mode	Purchase
Amount	23.55 USD	Auth Type	Final
Remaining to Settle	0.00 USD	AVS Response	Q
Card Details	VI Credit 434287 xxxx 1843 (Exp. 11/19)	CVD Response	M
Txn ID	2239484670	Pay Proc Response	
Apple Pay		ECI Code	

Failed authentication or not a 3D Secure transaction - no liability shift

Settlements

Date	Txn ID	Merchant Trans. ID	Status	Remaining	Amount	Batch ID	Batch Date	ARN	Acquirer Txn ID
08-12-2016 13:30:02	2239484670	42	Completed	23.55	23.55	773770	08-17-2016 10:03:45		

This page displays a variety of information, depending on the transaction type you drill down on. For example:

- Transaction type and status
- Merchant account number
- Transaction date
- Customer name and address
- Card brand and last 4 digits
- Bank name and transit number
- Payment transaction number

Downloading activity reports

You can download your activity report in CSV format. Each record in the downloaded report contains much of the information found on the transaction details page for that transaction.

To download an activity report:

1. Generate your activity report.
2. On the resulting page, click the Attachment icon for the transaction type for which you want to download a report (e.g., Completed Settlements).

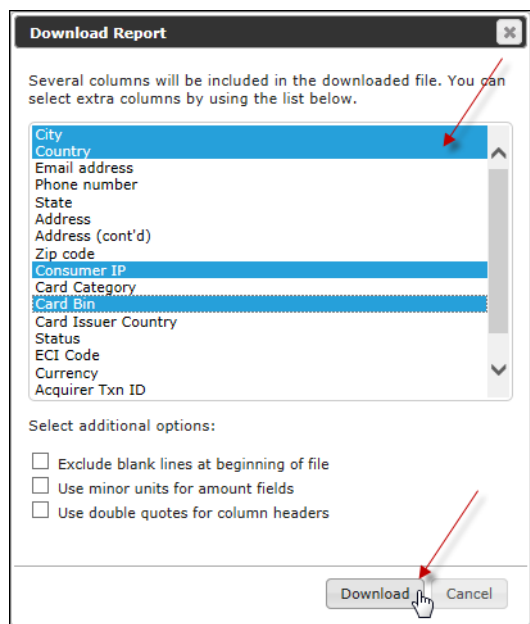
Credit Card Valid Requests 1000052533,1001087120 / From 2016-07-30 00:00:01 To 2016-08-30 23:59:01

Transaction	Status	Count	Amount
Authorizations	Fully Settled	16	448.20
Settlements	Completed	12	336.15
Settlements	Pending	4	132.55

Credit Card Declined Requests

Transaction	Count	Amount
There are no results to display.		

3. On the Download Report pop-up, you can use Ctrl+click to select fields to include in addition to the report's default fields, and click the Download button.



4. Browse to your preferred location and save the file.

Using the Activity Report to process transactions

You can process the following transaction types using the Activity Report:

- Settle Authorizations
- Reverse Authorizations
- Cancel Settlements
- Credits
- Cancel Credits

Settling Authorizations

Processing a Settlement allows you to settle a previous Authorization. You must run an activity report to locate the Authorization you want to settle.

To settle an Authorization:

1. Run an activity report for credit cards, and drill down to the transaction details page of the Authorization you want to settle. See *Running an activity report* on page 34 for more information.
2. On the transaction details page, click the Apply Settlement button at the top right.

Authorization Authorized

Txn ID: b067343b-607d-4403-a2c2-39874bd46fa6 Account: 1000052624 Online Shop (S: USD | P: USD) (via 1000052533)

Consumer Information	
Name	JOHN JOHNSON
Email address	JJOHNSON@EMAIL.COM
Phone number	555-9999
IP Address	172.16.11.5
Address	55 Oak Lane
Address (cont'd)	
City	Mapleton
State	AL
Country	US
Zip code	12654

Buttons: Send Receipt, Reverse Authorization, Apply Settlement (highlighted with a red arrow)

3. On the Process Settlement pop-up, complete the Merchant Trans. ID field. In the Amount field, enter the amount of the Authorization that you want to settle.

Process Settlement

Account: 1000052624

Txn ID: b067343b-607d-4403-a2c2-39874bd46fa6

Merchant Trans. ID: * []

Amount: 2999 [?]

Buttons: Submit, Cancel

4. Click the Submit button. The transaction details page shows that the Authorization has been settled.

Authorization Fully Settled

Txn ID: b067343b-607d-4403-a2c2-39874bd46fa6

Consumer Information	
Name	JOHN JOHNSON
Email address	JJOHNSON@EMAIL.COM
Phone number	555-9999
IP Address	172.16.11.5

Red arrow points to Txn ID

You can also settle Authorizations using the transaction Lookup tool. See *Using the Lookup option in the activity report* on page 45 for details.

Reversing Authorizations

You can reverse a credit card Authorization transaction request from the transaction details page, provided it has the status of Authorized. An Authorization has this status when no settlements have been processed against it.



You can reverse an Authorization transaction only – you cannot reverse a Purchase transaction.

To process a credit card Authorization Reversal:

1. Run an activity report for credit cards, and drill down to the transaction details page of the Authorization you want to reverse. See *Running an activity report* on page 34 for more information.
2. On the transaction details page, click the Reverse Authorization button at the top right.

Authorization Authorized

Txn ID: 228114bc-ad74-4a0a-9420-2df8b3f13030 Account: 1001087120 Stephen's CC Account (Do Not Touch) (S: USD | P: USD)

Consumer Information		Address	
Name	JOHN JOHNSON	Address	55 Oak Lane
Email address	JJOHNSON@EMAIL.COM	Address (cont'd)	
Phone number	555-9999	City	Mapleton
IP Address	172.16.11.5	State	AL
		Country	US
		Zip code	32165

3. On the Process Reversal pop-up, complete the Merchant Trans. ID field. In the Amount field, enter the amount of the Authorization that you want to reverse.

Process Reversal

Account: 1001087120

Txn ID: 228114bc-ad74-4a0a-9420-2df8b3f13030

Merchant Trans. ID: *

Amount: * 3999

Submit Cancel

4. Click the Submit button. The details page is displayed, and if you reversed the entire Authorization, you can no longer Settle or Reverse this Authorization.

Authorization Authorized

Txn ID: 228114bc-ad74-4a0a-9420-2df8b3f13030 Account: 1001087120 Stephen's CC Account (Do Not Touch) (S: USD | P: USD)

Consumer Information		Address	
Name	JOHN JOHNSON	Address	55 Oak Lane
Email address	JJOHNSON@EMAIL.COM	Address (cont'd)	
Phone number	555-9999	City	Mapleton
IP Address	172.16.11.5	State	AL
		Country	US
		Zip code	32165

Authorization Information		Frequency	
Merchant Trans. ID	32777	Auth Code	100159
Date	08-30-2016 14:02:55	Auth Mode	Authorization
Auth. Conf. No.	2239775020	Auth Type	Undefined
Amount	39.99 USD	AVS Response	UNKNOWN
Remaining to Settle	0.00 USD	CVD Response	MATCH
Card Details	VI Credit 434287 xxxx 1843 (Exp. 0119)	Pay Proc Response	
Txn ID	228114bc-ad74-4a0a-9420-2df8b3f13030	ECS Code	Failed authentication or not a 3D Secure transaction - no liability shift
Apple Pay		User name	stepheng




Not all banks support partial Authorization Reversals. If you have questions, contact your account manager.

You can also reverse Authorizations using the transaction Lookup tool. See *Using the Lookup option in the activity report* on page 45 for details.

Cancelling Settlements

The Cancel Settlement transaction allows you to cancel a Settlement that is still in a Pending state. Both a Purchase transaction (which both authorizes and settles a transaction) and a Settlement transaction are Pending until they are settled at batch time, which is usually around midnight of the day they are initiated. You must run an activity report to locate the Settlement you want to cancel.

To cancel a Settlement:


1. Run an activity report for credit cards, and drill down to the transaction details page of the pending Settlement you want to cancel. See *Running an activity report* on page 34 for more information.
2. On the transaction details page, click the Cancel Settlement icon  on the bottom right.

Settlement Pending
Txn ID: 2239774960 Account: 1001087120 Stephen's CC Account (Do Not Touch) (S: USD | P: USD)

Consumer Information

Name	JOHN SMITH	Address	55 Main Street
Email address	JSMITH@EMAIL.COM	Address (cont'd)	
Phone number	1452812320	City	Oakdale
IP Address		State	CA
		Country	US
		Zip code	90210

Authorization Information


Merchant Trans. ID	56	Frequency	One Time
Date	08-30-2016 11:02:09	Auth Code	100158
Auth. Conf. No.	2239774960	Auth Mode	Purchase
Amount	26.50 USD	Auth Type	Final
Remaining to Settle	0.00 USD	AVS Response	Q
Card Details	VT Credit 434287 xxxx 1843 (Exp. 11/28)	CVD Response	M
Txn ID	2239774960	Pay Proc Response	
Apple Pay		ECI Code	Failed authentication or not a 3D Secure transaction - no liability shift

Settlements

Date	Txn ID	Merchant Trans. ID	Status	Remaining	Amount	Batch ID	Batch Date	ARN	Acquirer Txn ID
08-30-2016 11:02:10	2239774960	56	Pending	26.50	26.50		08-30-2016 11:02:10		

3. On the Confirm pop-up, click the Yes button.

Confirm

 Are you sure you want to cancel the selected Settlement?

Yes No

- The details page now shows that the Settlement has been cancelled.

Settlement Cancelled

Txn ID: 2239774960 Account: 10010871

Consumer Information


Name	JOHN SMITH
Email address	JSMITH@EMAIL.COM
Phone number	1452812320
IP Address	

You can also cancel Settlements using the transaction Lookup tool. See *Using the Lookup option in the activity report* on page 45 for details.

Issuing Credits

In order to issue a credit to a credit card, you must first run an activity report to locate the original Purchase or Settlement, and then issue the credit against that transaction.

To process a credit card Credit:

- Run an activity report for credit cards, and drill down to the transaction details page of the transaction you want to credit. See *Running an activity report* on page 34 for more information.
- On the transaction details page, click the Credit icon  on the bottom right.

Settlement Completed

Txn ID: 2239484740 Account: 1001087120 Stephen's CC Account (Do Not Touch) (S: USD | P: USD)

Consumer Information

Name	JOHN SMITH	Address	55 Main Street
Email address	JSMITH@EMAIL.COM	Address (cont'd)	
Phone number	1452812320	City	Oakdale
IP Address		State	CA
		Country	US
		Zip code	90210

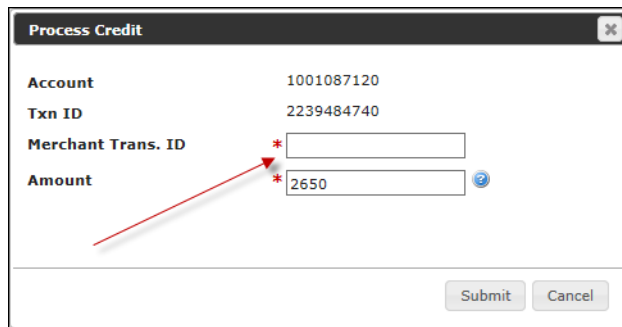
Authorization Information

Merchant Trans. ID	46	Frequency	One Time
Date	08-12-2016 13:36:01	Auth Code	100045
Auth. Conf. No.	2239484740	Auth Mode	Purchase
Amount	26.50 USD	Auth Type	Final
Remaining to Settle	0.00 USD	AVS Response	Q
Card Details	VI Credit 434287 xxxx 1843 (Exp. 11/19)	CVD Response	H
Txn ID	2239484740	Pay Proc Response	
Apple Pay		ECI Code	Failed authentication or not a 3D Secure transaction - no liability shift

Settlements

Date	Txn ID	Merchant Trans. ID	Status	Remaining	Amount	Batch ID	Batch Date	ARN	Acquirer Txn ID
08-12-2016 13:36:02	2239484740	46	Completed	26.50	26.50	773770	08-17-2016 10:03:45		

3. On the Process Credit pop-up, complete the Merchant Trans. ID field. In the Amount field, enter the amount of the Settlement that you want to credit back.

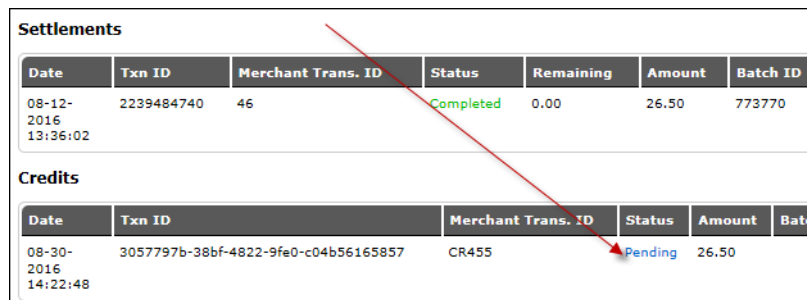


The 'Process Credit' pop-up window contains the following fields:

- Account:** 1001087120
- Txn ID:** 2239484740
- Merchant Trans. ID:** (empty field with a red asterisk indicating it is required)
- Amount:** 2650 (with a blue question mark icon to its right)

At the bottom right are 'Submit' and 'Cancel' buttons. A red arrow points from the 'Merchant Trans. ID' field to the 'Credits' table in the subsequent screenshot.

4. Click the Submit button. The Credits section at the bottom of the transaction details page shows the new Credit, with a status of Pending.



The screenshot shows two tables: 'Settlements' and 'Credits'.

Settlements

Date	Txn ID	Merchant Trans. ID	Status	Remaining	Amount	Batch ID
08-12-2016 13:36:02	2239484740	46	Completed	0.00	26.50	773770

Credits

Date	Txn ID	Merchant Trans. ID	Status	Amount	Batch ID
08-30-2016 14:22:48	3057797b-38bf-4822-9fe0-c04b56165857	CR455	Pending	26.50	

A red arrow points from the 'Merchant Trans. ID' field in the 'Process Credit' window to the 'Merchant Trans. ID' field in the 'Credits' table.

You can also process Credits using the transaction Lookup tool. See *Using the Lookup option in the activity report* on page 45 for details.


Cancelling Credits

You can cancel credit card Credits as long as they are still in a Pending state. Credit transactions are Pending until they are batched, which is usually around midnight of the day they are initiated. You must run an activity report to locate the Credit you want to cancel.



You cannot cancel Direct Debit Credits.


To cancel a credit card Credit:

1. Run an activity report for credit cards, and drill down to the transaction details page of the Credit you want to cancel. See *Running an activity report* on page 34 for more information.
2. On the transaction details page, click the Cancel Credit icon  in the Credits section on the bottom right.

Credit Pending Send Receipt

Txn ID: 3057797b-38bf-4822-9fe0-c04b56165857 Account: 1001087120 Stephen's CC Account (Do Not Touch) (S: USD | P: USD)

Consumer Information	
Name	JOHN SMITH
Email address	JSMITH@EMAIL.COM
Phone number	1452812320
IP Address	

Authorization Information	
Merchant Trans. ID	46
Date	08-12-2016 13:36:01
Auth. Conf. No.	2239484740
Amount	26.50 USD
Remaining to Settle	0.00 USD
Card Details	VI Credit 434287 xxxx 1843 (Exp. 11/19)
Txn ID	3057797b-38bf-4822-9fe0-c04b56165857
Apple Pay	


Settlements									
Date	Txn ID	Merchant Trans. ID	Status	Remaining	Amount	Batch ID	Batch Date	ARN	Acquirer Txn ID
08-12-2016 13:36:02	2239484740	46	Completed	0.00	26.50	773770	08-17-2016 10:03:45		

Credits								
Date	Txn ID	Merchant Trans. ID	Status	Amount	Batch ID	Batch Date	ARN	Acquirer Txn ID
08-30-2016 14:22:48	3057797b-38bf-4822-9fe0-c04b56165857	CR455	Pending	26.50		08-30-2016 14:22:48		

Note: A red arrow points to the Cancel Credit icon (red X) in the bottom right corner of the Credits table.

3. On the Confirm pop-up, click the Yes button.

Confirm

 Are you sure you want to cancel the selected Credit?

4. The details page now shows that the Credit has been cancelled.

Credit Cancelled

Txn ID: 3057797b-38bf-4822-9fe0-c04b56165857 (P: USD)

Consumer Information	
Name	JOHN SMITH
Email address	JSMITH@EMAIL.COM
Phone number	1452812320

Note: A red arrow points to the 'Credit Cancelled' header.

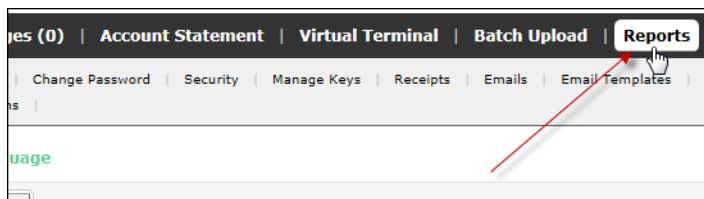
You can also cancel Credits using the transaction Lookup tool. See *Using the Lookup option in the activity report* on page 45 for details.

Using the Lookup option in the activity report

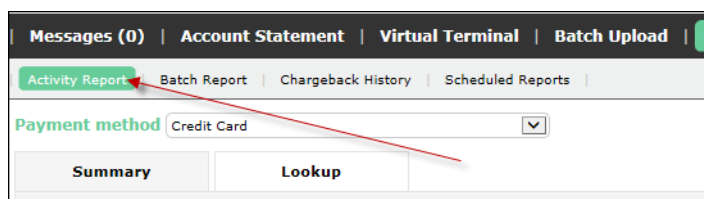
The Lookup option in the activity report allows you to quickly locate a transaction by searching on very specific details about that transaction.

To run a transaction Lookup:

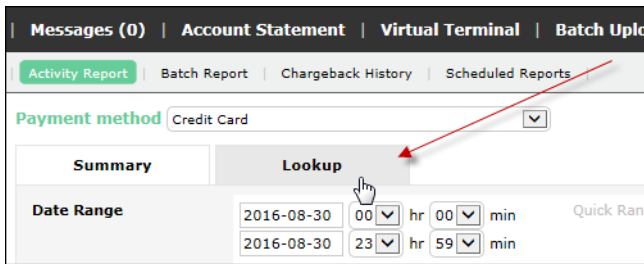
1. Click the Reports tab at the top of any back-office page.



2. Click the Activity Report submenu.



3. Select the Lookup tab.



4. Complete the fields you want to include in the search.
 - Date Range – Click these fields to select a date range for your search. Maximum range = 6 months
 - Account – Select a merchant account number from the list. If you do not specify a merchant account, the lookup will be run on all merchant accounts available to you.
 - User name – Select a user name from the drop-down list to return only transactions processed by that user via the Virtual Terminal in the back office.
 - Include 3D Secure Transaction Results – Select this check box if you want to include 3D Secure transactions in the lookup.
 - Merchant Trans. ID – Enter the merchant transaction identifier. This is the number you assigned to the original transaction request.
 - Name – Enter the complete first and last name used for the transaction you are searching for. The Name fields are not case sensitive.

- Email address – Enter the customer’s email address.
 - Amount – Enter the exact amount of the transaction you want to look up.
 - Auth Code – Enter the Authorization code assigned to the transaction by the issuing bank.
 - ARN – Enter an Acquirer Reference Number.
 - Keyword – If you included a keyword with your transaction, you can enter it in this field. This field is not case sensitive.
 - Card Ending/No. – Enter either the last 4 digits of the card number or the complete card number used for the transaction(s). If you enter a complete card number, the Card Brand field is also displayed.
 - Txn ID – This is a transaction ID the processor assigned to the transaction request and returned in response to the request. If you search by Txn ID, click the Go button instead of the Perform Lookup button.
 - For a Web Services API request, this is the *confirmationNumber* returned in the response.
 - For a REST API request, this is the *id* returned in the response.
 - NETBANX Ref. ID – This is a transaction ID used to identify certain legacy transactions. If you search by NETBANX Ref. ID, click the Go button instead of the Perform Lookup button.
5. Click the Perform Lookup button.

The screenshot shows the 'Lookup' tab in the Paysafe Back Office. The 'Payment method' is set to 'Credit Card'. The 'Date Range' is set to '2016-08-30 00:00' to '2016-08-30 23:59'. The 'Account' field contains two entries: '1000052533 - Online Stores (S: USD | P: USD)' and '1001087120 - Stephen's CC Account (Do Not Touch) (S: USD | P: USD)'. The 'User name' is set to 'All'. The 'Merchant Trans. ID' is empty. The 'Name' field has a note: 'For best results, include both Name fields.' The 'Email address' is empty. The 'Amount' is empty. The 'Auth Code' is empty. The 'ARN' is empty. The 'Keyword' is empty. The 'Card Ending/No.' is empty. The 'Perform Lookup' button is highlighted with a red arrow.

6. The resulting page displays all the transactions that match your search parameters.

Transaction(s) - 4 Record(s) From 2016-08-30 00:00 EDT To 2016-08-30 23:59 EDT

Rows per page: 25

Date	Account	Transaction	Status	Txn ID	Merchant Trans. ID	Name	Keywords	Card Details	Amount
08-30-2016 14:01:19	1000052533	Authorization	Fully Settled	2232773016	3333	JOHN JOHNSON		VI xxxx 1843	29.99
08-30-2016 14:00:39	1001087120	Authorization	Authorized	2232773020	32777	JOHN JOHNSON		VI xxxx 1843	29.99
08-30-2016 14:07:02	1000052533	Settlement	Pending	2232773030	Set432	JOHN JOHNSON		VI xxxx 1843	29.99
08-30-2016 14:11:45	1001087120	Authorization Reversal	Reversed	2232773040	Rev332	JOHN JOHNSON		VI xxxx 1843	29.99

See *Running an activity report* on page 34 for more information on drilling down to the details of individual transactions.

Using the transaction Lookup to process transactions

Once you have used the Lookup option to quickly locate a transaction, you can then process several transaction types when you drill down to the transaction details page.

See *Using the Activity Report to process transactions* on page 38 for complete details.

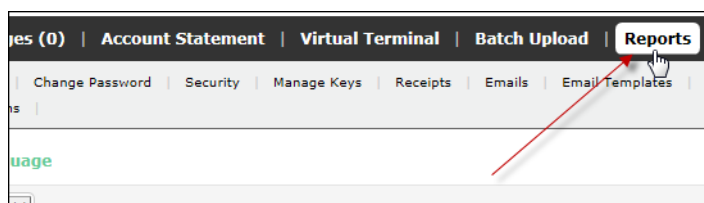
Running a Batch report

Batch reports list Settlement and Credit transactions that have been batched (processed in groups) by Paysafe for your merchant account. Transaction requests are held until a batch is sent to be processed, which is generally once a day.

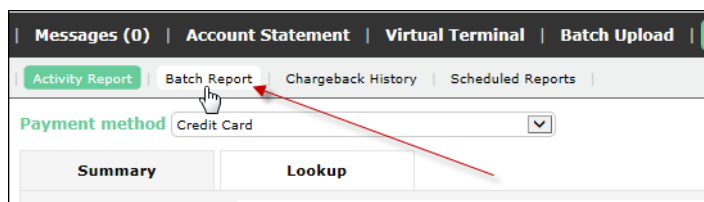
Note that batch reports are not the same as reports you run to view the results of batch files you have uploaded to Paysafe using the Batch Upload tool (see *Viewing your batch upload results* on page 31).

To run a batch report:

1. Click the Reports tab at the top of any back-office page.



2. Click the Batch Report submenu.



3. Complete the following fields:
 - Account – Select a merchant account from the drop-down list.
 - Start Date/End Date – Select a date range from these calendar fields. The maximum range is 31 days.
 - Status – Choose the status of the batch from the drop-down list.
4. Click the Generate button.



5. On the Batch Summary page, click a link in the Batch ID column to drill down to Settlement or Credit batch details.

Batch Summary

Date	Batch ID	Transaction	Brand	Status	Count	Amount
2016-01-07	743285	Settlement	VI	Completed	4	196.50
2016-01-07	743285	Settlement	VI	Completed	4	196.50
2016-01-27	745979	Settlement	VI	Completed	1	35.00
2016-01-27	745979	Settlement	VI	Completed	1	35.00

6. The Batch Details page displays information for each transaction in the batch, such as the transaction ID, amount, and card brand.

Batch Details

Account	Card No.	Merchant Trans. ID	Card Details	Amount
1001087120	2234780430	20	VI CREDIT xxxx 1843	35.00
1001087120	2234780480	24	VI CREDIT xxxx 1843	56.00
1001087120	2234780520	CD234	VI CREDIT xxxx 1843	48.50
1001087120	2234780790	28	VI CREDIT xxxx 1843	57.00

If you know the batch ID of a batch you are looking for, you can enter it directly in the Batch ID field, and then click the Generate button.

Search for Credit Card Batches

Account: 1000052533 - Online Stores (S: USD | P: USD)

Start Date: 2016-08-30

End Date: 2016-08-30

Status: All

Generate

Search for Credit Card Batches by ID

Batch ID: 743285

Generate

You can find the batch ID for a Settlement, for example, on the transaction details page of that transaction. See *Running an activity report* on page 34 for information on viewing the transaction details page.

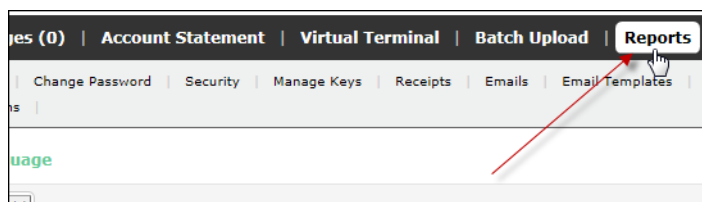
Running a Chargeback History report

The Chargeback History report generates a summary of disputed transactions over a date range you choose, for the merchant account you choose. The report contains various fields, including:

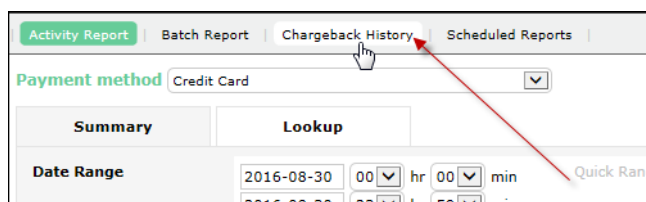
- Credit card number involved in the Chargeback
- Date the Chargeback was posted
- Status of the Chargeback
- Merchant transaction ID of the disputed transaction

To run a Chargeback History report:

1. Click the Reports tab at the top of any back-office page.



- Click the Chargeback History submenu.



- Complete the following fields:
 - Account – Select an account number from the drop-down list.
 - Start Date/End Date – Select a date range from these calendar fields. The maximum range is twelve months.
 - Report Type – From the drop-down list, select the type of record you want to generate a report on (e.g., All Chargebacks).
- Click the Download button.



- A file download window opens. Follow the onscreen instructions to save the CSV file to your PC.

Using Scheduled reports

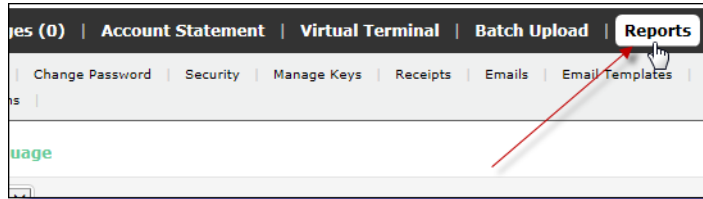
Scheduled reports are reports that are configured and pre-set by Paysafe and delivered to you, providing detailed information on a variety of transactions that have been processed through your merchant account(s). For example, a report might list daily counts/amounts in your merchant account(s) for Authorizations, Settlements, Credits, Payments, and Failed transactions. You can select an available report and then specify parameters such as the frequency with which you want to receive it, the format you prefer (CSV or Excel), and the method of delivery (email or SFTP).

Viewing available scheduled reports

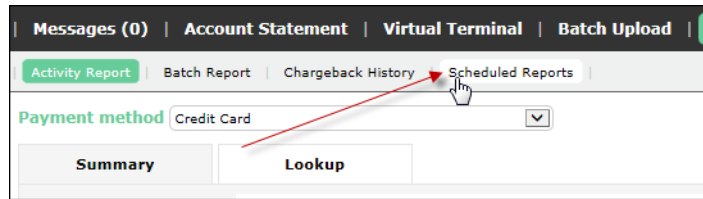
You can view available scheduled reports along with a brief description of each. If you see a report you want to receive, you can add it to your list (see *Adding a scheduled report* on page 51).

To view available scheduled reports:

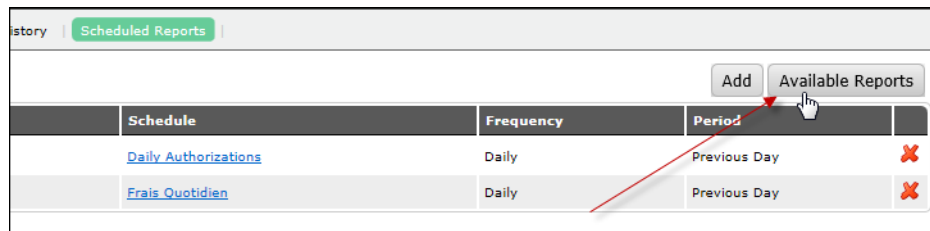
1. Click the Reports tab at the top of any back-office page.



2. Click the Scheduled Reports submenu.



3. Click the Available Reports button.



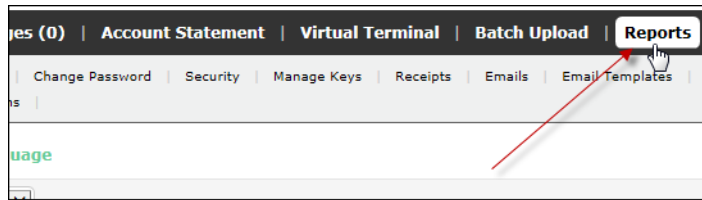
4. The Available Reports pop-up opens, displaying the name and a short description of each available report.



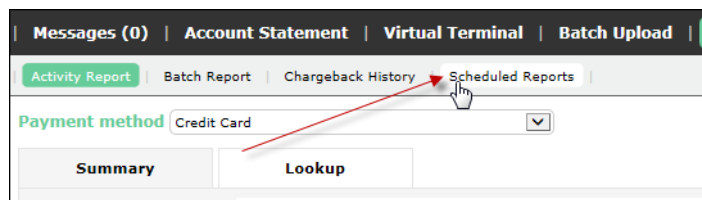
Adding a scheduled report

To add a scheduled report:

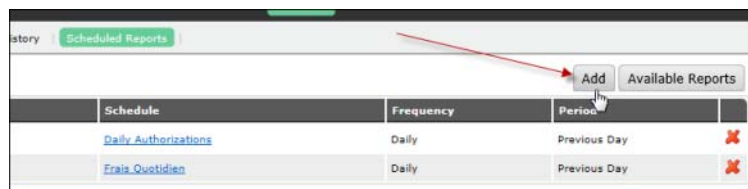
1. Click the Reports tab at the top of any back-office page.



2. Click the Scheduled Reports submenu.



3. Click the Add button.



4. Complete the fields on the Create Schedule page. For example:
 - Definition – Select a report to schedule (see *Viewing available scheduled reports* on page 49).
 - Enabled – Select this check box to enable this report schedule.
 - Schedule Name – Enter your own name for this report schedule.
 - Frequency – Select how frequently you want this report to run (daily, weekly, or monthly).
 - Period – Select the period over which you want this report to run (over the previous day, week, or month).
 - SFTP Delivery – Select the check box, and select a file format.
 - Email Destinations – Click the Add button, select a file format, and enter the email address to which the report will be delivered.

- Click the Save button.

Create Schedule

Definition * Chargeback Export

Enabled ☒

Schedule Name * Chargebacks

Frequency Daily

Period Previous Day

Language English

Send Zero Results ☐

Include Headers ☐

Include Double Quotes ☐

SFTP Delivery ☐

Enable PGP Encryption ☐

Email Destinations Add

Format	Email
HTML	merchant@onlineshop.com

Save Cancel

- The new scheduled report appears on the Scheduled Reports home page.

Scheduled Reports

Report	Schedule
CC Authorization History	Daily Authorizations
Chargeback Export	Chargebacks
Daily Authorizations	Frais Quotidien




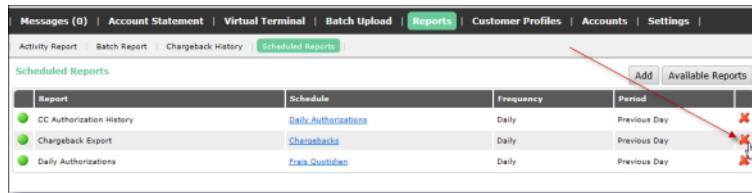
You can create only one schedule per available report. You cannot assign two different schedules to the same report (e.g., one to run daily and one to run weekly).

Once you have completed a report schedule, you can return at any time to modify any of its parameters (see *Modifying a report schedule* on page 53).

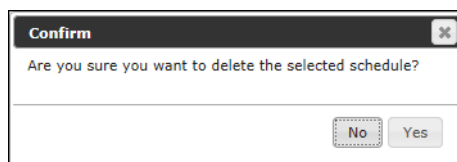
Deleting a report schedule

To delete a report schedule:

1. On the Scheduled Reports page, click the Delete icon  to the right of the report schedule you want to delete.



2. On the Confirm pop-up, click the Yes button.

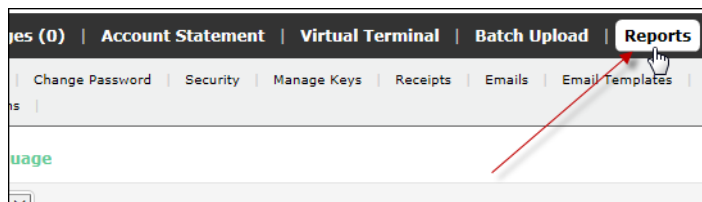


3. The scheduled report is removed from your list and will no longer be sent to you.

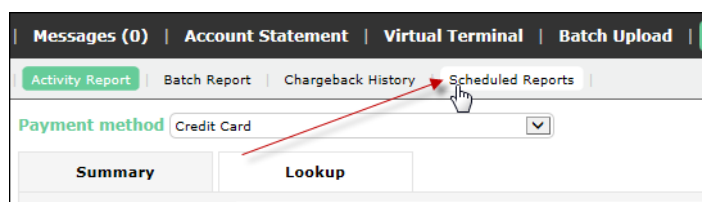
Modifying a report schedule

To modify a report schedule:

1. Click the Reports tab at the top of any back-office page.



2. Click the Scheduled Reports submenu.



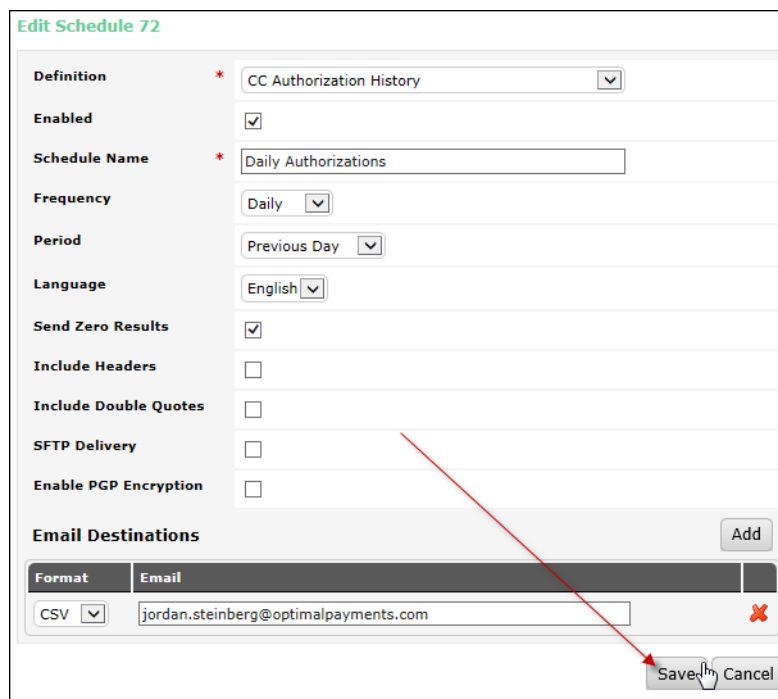
The Scheduled Reports page shows all report schedules you have configured.

- Click on link in the Schedule column.



Scheduled Reports	
Report	Schedule
CC Authorization History	Daily Authorizations
Daily Authorizations	Frais Quotidien

- In the Edit Schedule window, make any required changes to the schedule. See *Adding a scheduled report* on page 51 for more information on the fields.
- Click the Save button.



Edit Schedule 72

Definition * CC Authorization History

Enabled ☒

Schedule Name * Daily Authorizations

Frequency Daily

Period Previous Day

Language English

Send Zero Results ☒

Include Headers ☐

Include Double Quotes ☐

SFTP Delivery ☐

Enable PGP Encryption ☐

Email Destinations Add

Format	Email
CSV	jordan.steinberg@optimalpayments.com

Save Cancel

Using the Customer Profiles tool

The Paysafe Customer Profiles tool allows you to create customer profiles, which in turn can contain recurring billing records that will ensure regular, trouble-free payments from your customers for goods or services you provide on a regular basis. Once you set up a customer profile with a recurring billing record, Paysafe does the rest, processing the recurring transactions for the amount, at the frequency, and over the time period that you specify. The Customer Profiles tool also allows you to search for customer profiles to view their status and/or modify them at any time. In addition, you can process single, unscheduled transactions using the credit card and customer information contained in a customer profile.

- See *Creating a customer profile* on page 55
- See *Searching for a customer profile* on page 58

- See *Modifying a customer profile* on page 60
- See *Processing transactions from a customer profile* on page 61
- See *Viewing recurring transactions* on page 63
- See *Consumer confirmation emails* on page 65
- See *Merchant files* on page 68

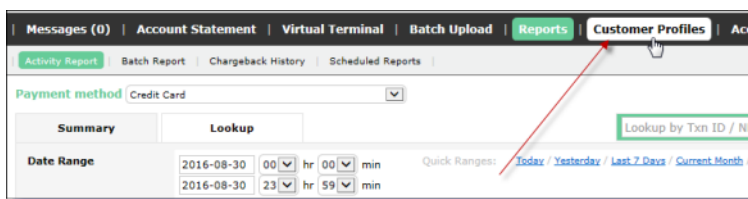
You can also create recurring billing records by uploading batch files. See *Uploading batch files* on page 18 for more information.

Creating a customer profile

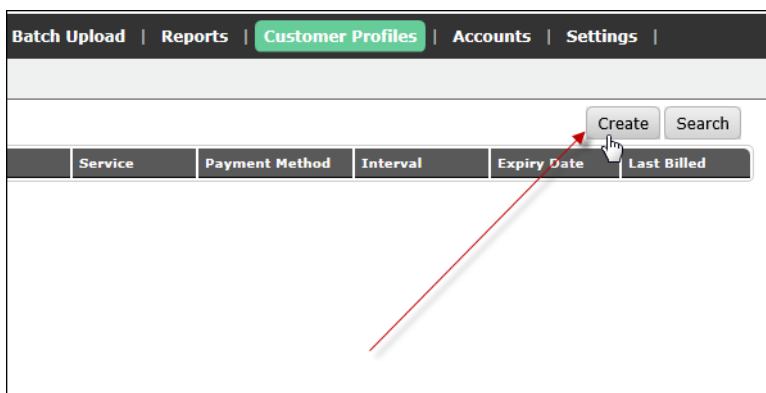
Customer profiles are easy to set up. All you have to do is enter some basic information in the Customer Profiles tool in the back office.

To create a customer profile:

1. Click the Customer Profiles tab at the top of any back-office page.



2. Click the Create button.



The Create Consumer page opens.

3. Complete the fields on the Create Consumer page, including contact information and billing address information, and click the Create button.
 - Use the Ref ID field to assign a consumer ID for your own reference purposes.
 - If the shipping address will be different from the billing address for the consumer, you can add the shipping address to the customer profile once it has been created and saved.
4. On the resulting page, click the Add link in the Payment Methods section to add a payment method. A payment method is the consumer's credit card or Direct Debit bank account designated to be the payment vehicle for the customer profile.

Edward Edwards
Consumer ID: 138472 Token: LTeWNTaxMTc1NzU

General Information		Addresses
Ref ID	C987	55 Elm Drive , CA , M1M 1M1
Company Name		
Home Phone	555-555-9999	
Mobile Phone	555-999-5555	
Email address	stephen-rb@aol.com	
S.I.N.		
Date of birth	1982-04-01	
Language	English	
Status	ACTIVE	
User name		
Password		
IP Address		

Payment Methods [Add CC](#)

Billing Records [Add](#)

Notes [Add](#)

5. Complete the fields on the Payment Methods page and click the Save button.

Payment method Credit Card

ID: 139855
Token:
Set as Default Card: ☐
Ref ID:
Billing Address: * 55 Elm Drive , CA , M1M 1M1
Shipping Address:
Card Holder: * Edward Edwards
Card number: * xxxx 1843
Card brand: * (VI) Visa
Card expiry: 01 / 2019
Status: Active

[Save](#) [Cancel](#)

6. On the resulting page, click the Add link in the Billing Records section to add one or more billing records. For example, you might have multiple subscriptions for a single customer, with differing amounts and payment intervals for each.

Edward Edwards
Consumer ID: 138472 Token: LTeWNTAxMTc1NzU

General Information		Addresses
Ref ID	C967	55 Elm Drive , CA , MIM 1M1
Company Name		
Home Phone	555-555-9999	
Mobile Phone	555-999-5555	
Email address	stephen-rb@ef.test	
S.I.N.		
Date of birth	1982-04-01	
Language	English	
Status	ACTIVE	
User name		
Password		
IP Address		

Payment Methods	
(CC) VI 434287 xxxx 1843	

Billing Records	

Notes

7. Complete the fields on the Billing Records page and click the Save button.
- Enter a service in the Service field to designate the billing record (e.g., monthly subscription). Later, you can use the Service field to narrow your searches on customer profiles.
 - Use the Status drop-down list to set the status of a customer profile (e.g., Active).
 - Use the End Date field to set the date at which this recurring payment will end. After the end date, the status of the billing record is automatically set to Disabled. If you do not select an end date, the recurring payment will continue indefinitely.
 - Use the Interval drop-down list to select a payment interval, which specifies how often the recurring transaction is made.
 - If you select Days from the Interval drop-down list, use the Number of Days field to set the interval between payments. For example, if you set this to 10, the recurring billing transaction would be processed every 10 days.

Billing Records

ID 17147

Ref ID

Service

Keywords

Status

Interval

Start Date ☐ Last day of month

End Date

Payment method

Account

Transaction mode

Amount

8. You can click the Add link in the Notes section if you want to add a note to accompany this customer profile.
9. When you are finished setting up the customer profile, click the Close button.

Once you have completed a customer profile, you can return at any time to modify any of its information (see *Modifying a customer profile* on page 60). You cannot, however, modify existing notes – you can only add further notes.

Searching for a customer profile

You can run customer profile searches based on a variety of criteria:

- Billing Record – Display billing records sortable by, e.g., merchant account, consumer name, payment amount, and the date the record was last billed.
- Consumer – Display customer profiles sortable by, e.g., name, email address, and phone number.
- Expired Credit Card – Display billing records that contain either an expired credit card or a credit card that will expire within 30 days, sortable by, e.g., consumer name, service, and card expiry date. You can use this search to identify consumers for whom you need to obtain a new credit card number, thereby avoiding failed transactions.

Once you have run a search, you can drill down on any resulting billing record to view and modify details.

To search for a customer profile:

1. Click the Customer Profiles tab at the top of any back-office page.

Messages (0) | Account Statement | Virtual Terminal | Batch Upload | Reports | **Customer Profiles** | Account

Activity Report | Batch Report | Chargeback History | Scheduled Reports

Payment method

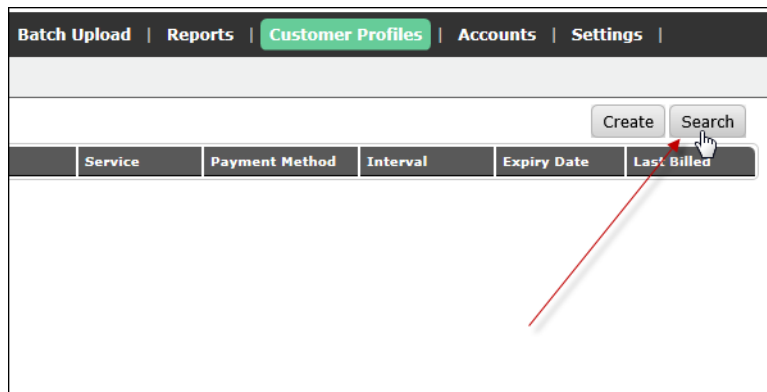
Summary | Lookup

Date Range: 2016-08-30 00:00 min to 2016-08-30 23:59 min

Quick Ranges: Today / Yesterday / Last 7 Days / Current Month /

Lookup by Txn ID / NE

2. Click the Search button.



3. In the Perform a Search pop-up window, select a button for a search option.
 - By Billing Records – search for records based on billing information
 - By Consumers – search for records based on consumer information
 - For Expired Credit Cards – search for billing records containing either expired credit cards or credit cards that will expire within 30 days

The 'Perform a Search' pop-up window is shown. It has a title bar with a close button. The window contains three radio buttons: 'By Billing Records' (selected), 'By Consumers', and 'For Expired Credit Cards'. Below the radio buttons, there is a list of accounts: '1000018330 - Online Store (S: USD | P: USD)', '1000039295 - Online Store Canada (S: CAD | P: CAD)', '1000052624 - Online Shop (S: USD | P: USD)', and '1001087120 - Stephen's CC Account (Do Not Touch) (S: USD | P: USD)'. Below the list, there are input fields for 'ID', 'Ref ID', 'Next Billing', 'Service', 'Billing Status' (dropdown), 'Amount' (with a help icon), 'Keyword', and 'Payment type' (dropdown). At the bottom, there are 'Search', 'Cancel', and 'Reset' buttons.

- Complete the fields in the Perform a Search window. The more information you provide, the more precise your search will be. The fields are not case-sensitive.
- Click the Search button. The results window displays all the records that match your search criteria.

Billing ID	Ref ID	Account	Consumer	Service	Payment Method	Interval	Amount	Last
14906	235689	1000018330	Francis Smith	Subscription	CC 434287 xx 1843	Monthly	29.99	
14921	BREE22	1000018330	Erica Ericson	Subscription	CC 434287 xx 1843	Monthly	19.99	
15040	BS-2345	1000018330	Nels Nelson	Subscription	CC 456211 xx 4444	Monthly	19.99	2015-06-14
15951	SST123	1000018330	Sally Starling	Subscription	CC 434287 xx 1843	Monthly	29.99	
17147		1000018330	Edward Edwards	Subscription	CC 434287 xx 1843	Monthly	29.99	2015-06-14
21247	PH123	1000018330	Stephanie Standish	Subscription	CC 434287 xx 1843	Monthly	49.99	
21847		1000018330	Benjamin Barfield	Subscription	CC 453754 xx 3156	Monthly	49.99	

- Click on any record to view and/or modify record details (see *Modifying a customer profile* on page 60).

Edward Edwards
Consumer ID: 138472 Token: L7EwNTAxMTc1N2U

General Information [Edit](#)

Ref ID: C987
Company Name:
Home Phone: 555-555-9999
Mobile Phone: 555-999-5555
Email address: stephen-rs@uf.test
S.I.N.:
Date of birth: 1982-04-01
Language: English
Status: ACTIVE
User name:
Password:
IP Address:

Addresses [Add](#)

55 Elm Drive, CA, M1M 1M1

Payment Methods [Add CC](#)

(CC) VI 434287 xxxx 1843

Billing Records [Add](#)

Monthly using (CC) VI 434287 xxxx 1843 for 29.99 Next Billing Date 2015-06-14

Notes [Add](#)

[View Transactions](#) [Process Transaction](#) [Close](#)

- Click the Close button at the bottom right of the record details window to return to the list of records matching your search.



Do not click your browser's Back button on the record details window, or you will be taken to the back office tab you were on before you selected the Customer Profiles tab.

Modifying a customer profile

Once a customer profile has been created, you can easily access it and modify it at any time.

- You can change the address or contact information for a consumer.
- You can add a payment method to a customer profile – e.g., add another credit card to a profile that already has a credit card set up.
- You can modify an existing payment method – e.g., change a credit card expiry date.
- You can change the frequency or amount of a recurring transaction – e.g., change the amount of a billing record if your own costs increase.

- You can change the status of a customer profile – e.g., if you suspended a customer profile and then later resolved the situation, you can change the status back to Active to resume the billing activity.

To modify a customer profile:

- Run a search for customer profiles (see *Searching for a customer profile* on page 58).
- Click the ID link for the record you want to modify.

Billing ID	Ref ID	Account	Consumer	Service	Payment Method	Interval	Amount	Location
14906	235689	1000018330	Francis Smith	Subscription	CC 434287 xx 1843	Monthly	29.99	
14921	BR8E22	1000018330	Erica Erickson	Subscription	CC 434287 xx 1843	Monthly	19.99	
15040	85-2345	1000018330	Nels Nelson	Subscription	CC 456211 xx 4444	Monthly	19.99	200
15991	80T123	1000018330	Sally Starling	Subscription	CC 434287 xx 1843	Monthly	29.99	
17142		1000018330	Edward Edwards	Subscription	CC 434287 xx 1843	Monthly	29.99	200
21127	PM123	1000018330	Stephanie Standish	Subscription	CC 434287 xx 1843	Monthly	49.99	
21847		1000018330	Benjamin Barfield	Subscription	CC 453754 xx 3156	Monthly	49.99	

- To modify the General Information section, click the Edit link. To modify address, payment method, or billing record information, click on the entry in that area. See *Creating a customer profile* on page 55 for a description of the fields for each section.

Edward Edwards
Consumer ID: 138472 Token: LTEwNTAxMTc1NzU

General Information		Addresses
Ref ID	C987	55 Elm Drive , CA , M1M 1M1
Company Name		
Home Phone	555-555-9999	
Mobile Phone	555-999-5555	
Email address	stephen-rb@sf.test	
S.I.N.		
Date of birth	1982-04-01	
Language	English	
Status	ACTIVE	

Payment Methods

- [\(CC\) VI 434287 xxxx 1843](#)

- Save the customer profile.

Processing transactions from a customer profile

You can use a customer profile to process a transaction for that customer, using the credit card data stored in the profile. By using the customer profile to process a transaction, you do not have to provide any additional customer or card information.



You cannot process Direct Debit transactions from a customer profile.

To process a transaction from a customer profile:

1. Run a search for customer profiles (see *Searching for a customer profile* on page 58).
2. Click the ID link for the profile for which you want to process a transaction.

Billing ID	Ref ID	Account	Consumer	Service	Payment Method	Interval	Amount	Last
14906	235689	1000018330	Francis Smith	Subscription	CC 434287 xxx 1843	Monthly	29.99	
14921	BREE22	1000018330	Erica Erickson	Subscription	CC 434287 xxx 1843	Monthly	19.99	
15040	BP-2345	1000018330	Nelle Nelson	Subscription	CC 456211 xxx 4444	Monthly	19.99	200
13991	SST123	1000018330	Sally Starling	Subscription	CC 434287 xxx 1843	Monthly	29.99	
17147		1000018330	Edward Edwards	Subscription	CC 434287 xxx 1843	Monthly	29.99	200
11247	PHL23	1000018330	Stephanie Standish	Subscription	CC 434287 xxx 1843	Monthly	49.99	
21847		1000018330	Benjamin Barfield	Subscription	CC 453754 xxx 3156	Monthly	49.99	

3. On the record details window, click the Process Transaction button.

Edward Edwards
Consumer ID: 138472 Token: LTEwNTaxMTC1NzU

General Information [Edit](#)

Ref ID: C987
Company Name:
Home Phone: 555-555-9999
Mobile Phone: 555-999-5555
Email address: stephen-rb@a1.net
S.I.N.:
Date of birth: 1982-04-01
Language: English
Status: ACTIVE
User name:
Password:
IP Address:

Addresses [Add](#)

55 Elm Drive, CA, M1M 1M1

Payment Methods [Add CC](#)

(CC) VI 434287 xxxx 1843

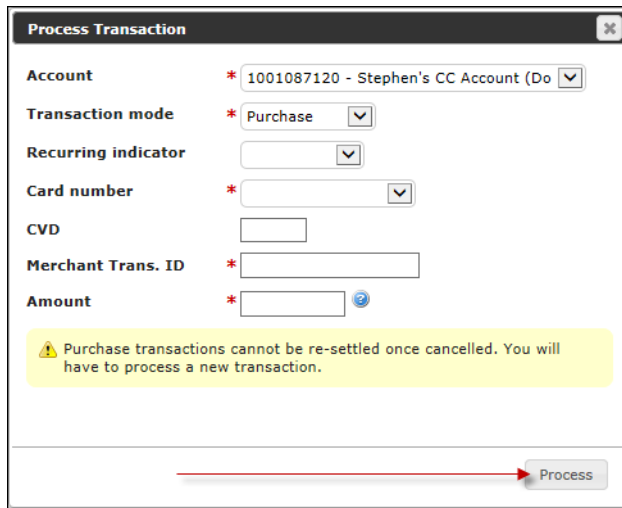
Billing Records [Add](#)

Monthly using (CC) VI 434287 xxxx 1843 for 29.99 Next Billing Date 2016-06-14

Notes [Add](#)

[View Transactions](#) [Process Transaction](#) [Close](#)

- Complete the fields in the Process Transaction pop-up and Click the Process button. The Card Number drop-down will be populated with any cards you have set up for this customer profile.



Process Transaction

Account * 1001087120 - Stephen's CC Account (Do Not Touch) ▼

Transaction mode * Purchase ▼

Recurring indicator ▼

Card number * ▼

CVD

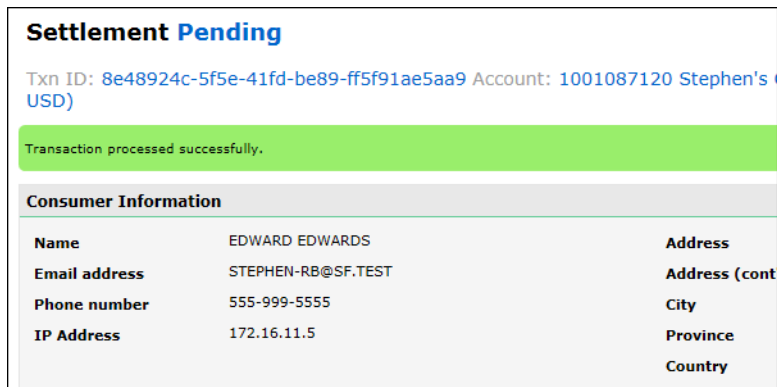
Merchant Trans. ID *

Amount * ⓘ

⚠ Purchase transactions cannot be re-settled once cancelled. You will have to process a new transaction.

Process

- The transaction details page shows the transaction was processed successfully.



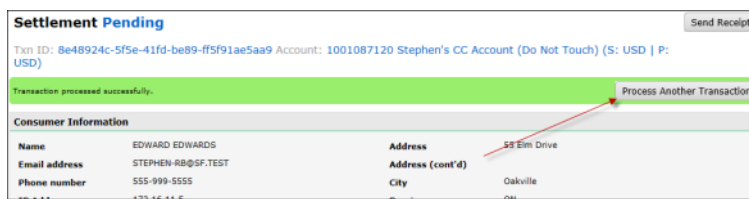
Settlement Pending

Txn ID: 8e48924c-5f5e-41fd-be89-ff5f91ae5aa9 Account: 1001087120 Stephen's CC Account (Do Not Touch) (5: USD | P: USD)

Transaction processed successfully.

Consumer Information		
Name	EDWARD EDWARDS	Address
Email address	STEPHEN-RB@SF.TEST	Address (cont'd)
Phone number	555-999-5555	City
IP Address	172.16.11.5	Province
		Country

- Click the Process Another Transaction button to return to the Customer Profiles tool.



Settlement Pending

Txn ID: 8e48924c-5f5e-41fd-be89-ff5f91ae5aa9 Account: 1001087120 Stephen's CC Account (Do Not Touch) (5: USD | P: USD)

Transaction processed successfully.

Process Another Transaction

Consumer Information		
Name	EDWARD EDWARDS	Address
Email address	STEPHEN-RB@SF.TEST	Address (cont'd)
Phone number	555-999-5555	City
IP Address	172.16.11.5	Province
		Country

Viewing recurring transactions

With the Customer Profiles tool, once you have run a search on a customer profile, you can drill down on that record to view processed transactions, over the date range you specify. You can view the following transaction types:

- Transaction History – view a list of transactions that were processed through your merchant account (the results are similar to what you would view in an Activity Report – see *Running an activity report* on page 34 for details).
- Billing History – view a list of recurring billing requests that were successfully sent.

To view transactions associated with a customer profile:

1. Drill down to the record details window of a customer profile. See *Searching for a customer profile* on page 58 for details.
2. Click the View Transactions button.

Edward Edwards
Consumer ID: 138472 Token: LTEwNTAxMTc1NzU

General Information		Addresses
Ref ID	C987	55 Elm Drive , CA , M1M 1M1
Company Name		
Home Phone	555-555-9999	
Mobile Phone	555-999-5555	
Email address	stephen-rb@of.test	
S.I.N.		
Date of birth	1982-04-01	
Language	English	
Status	ACTIVE	
User name		
Password		
IP Address		

Payment Methods	
(CC) VI 434287 xxxx 1843	

Billing Records	
Monthly using (CC) VI 434287 xxxx 1843 for 29.99	Next Billing Date 2016-06-14

Notes

View Transactions Process Transaction Close

3. On the View Transactions page, select your search criteria:
 - From the Search Type drop-down, select Transaction History or Billing History.
 - Select a payment method from the Payment Methods drop-down list.
 - Use the From Date/To Date fields to select a date range.

View Transactions

Search Type: Transaction History Payment Methods: (CC) VI 434287 xxxx 1843 From Date: 2016-08-31 To Date: 2016-08-31 Search

Date	Account	Status	Conf. No.	Merchant Trans. ID	Name	Keywords	Amount
There are no results to display.							

- Click the Search button.

VI 434287 xxxx 1843 From Date 2016-08-31 To Date 2016-08-31

Merchant Trans. ID	Name	Keywords	Amount
There are no results to display.			

- The View Transactions page displays a list of transactions that match your search criteria.

View Transactions

Search Type: Transaction History | Payment Methods: (CC) VI 434287 xxxx 1843 | From Date: 2016-01-01 | To Date: 2016-02-01 |

Date	Account	Status	Conf. No.	Merchant Trans. ID	Name	Keywords	Amount
02-01-2016 15:57:23	1001087120	Fully Settled	2235739310	EE123	EDWARD EDWARDS		29.00
02-01-2016 15:57:24	1001087120	Completed	2235739310	EE123	EDWARD EDWARDS		29.00

Consumer confirmation emails

The Consumer Profiles tool can automatically send an email to your consumer on your behalf each time a recurring transaction is processed. It includes relevant information such as your store name, credit card details for the transaction, the amount of the transaction, and a transaction ID.

Dear Edward Edwards,

This email confirms that on May 14, 2011, according to your terms of service with [OnlineStore](#), a recurring billing debit was charged to your Visa card. The details of this transaction are as follows.

Card Number: XXXXXXXXXXXXX0320
 Payment Amount: 29.99
 Transaction ID: 116939278
 Service Sign-up Date: May 14, 2010

We recommend that you keep and print this email for your records and refer to the Transaction ID to identify the transaction.

Regards,
[OnlineStore](#)

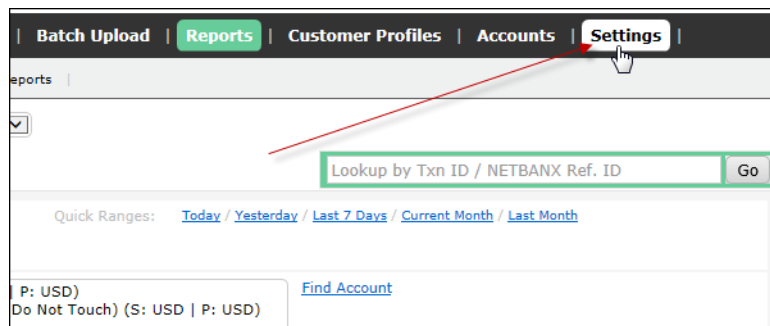
Email: CustomerService@OnlineStore.com
 Web: www.onlinestore.com
 Phone: 1-888-888-8888

Card Number: XXXXXXXXXXXXX0320
 Payment Amount: 29.99
 Transaction ID: 116939278
 Service Sign-up Date: May 14, 2010

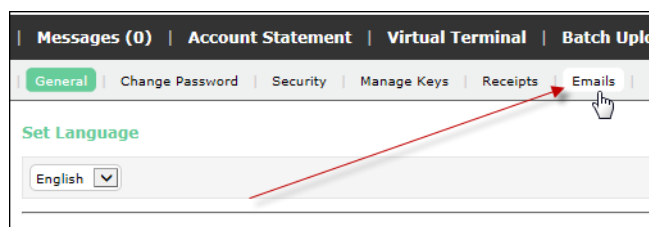
Sending confirmation emails

To send confirmation emails:

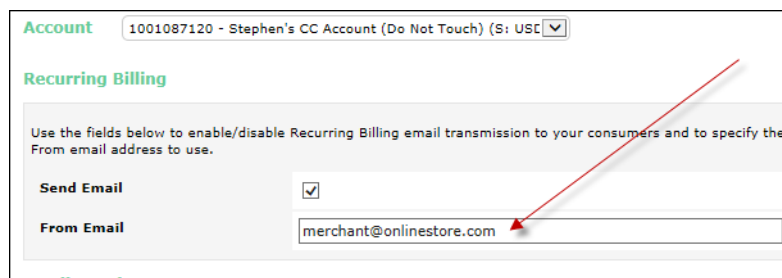
1. Click the Settings tab.



2. Click the Emails submenu.



3. On the Emails page, select the check box in the Send Email column beside the merchant account number for which you want to send confirmation emails for recurring transactions.



4. In the From Email field, enter the email address from which you want the confirmation email to be sent for that account.
5. Repeat this procedure for each account for which you want to send confirmation emails.
6. Click the Save button.

There are two cases in which Paysafe does not send a confirmation email:

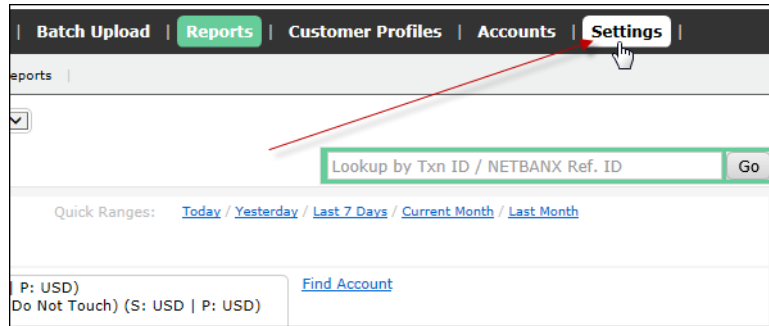
- If you do not complete the From Email field (above), which is the return address entered for the confirmation email
- If you leave the Email field blank in the General Information section when you create or edit your consumer (see *Creating a customer profile* on page 55)

Confirmation email templates

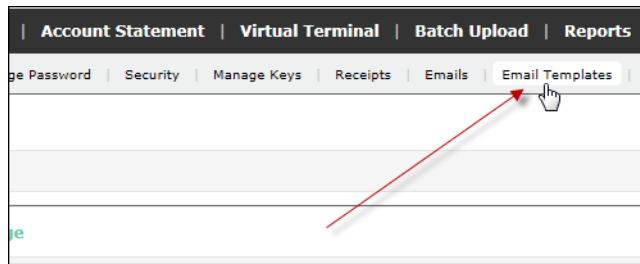
Paysafe sends a default confirmation email to your consumers each time a recurring transaction is processed. If you wish, you can create your own email template, which will then be used.

To create a confirmation email template:

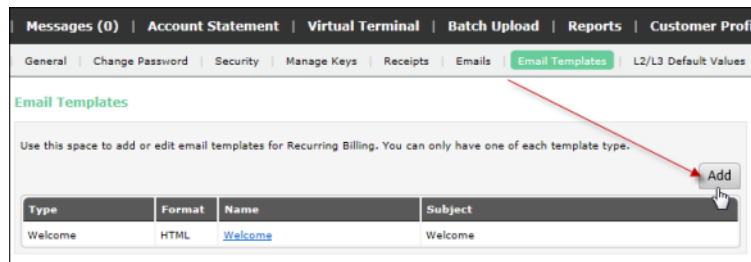
1. Click the Settings tab at the top of any back-office page.



2. Click the Email Templates submenu.



3. Click the Add button.



4. Select a Confirmation template from the Type drop-down list, and complete the Format, Name, Subject, and text fields. You can use the variables available on the right side of the Add Email Tem-

plate window to automate the text content of your email template. You can click the Preview button to see how the confirmation email will appear to your consumers.

5. Click the Save button.

Merchant files

Paysafe can provide you with two automated updates associated with recurring billing functions.

- Paysafe can provide you with daily confirmations indicating all recurring transactions that were processed for the day. The confirmation summary lists successful and failed transactions, as well as transactions that resulted in an error. In addition, the confirmation email has an attached CSV file containing transaction information. See *Confirmation file contents* on page 68 for details.
- Paysafe can notify you of billing records that contain either an expired credit card or a credit card that will expire within the next thirty days. This notification email allows you to contact the consumer affected in order to rectify the problem (e.g., get a new credit card number) before their next recurring transaction fails.

For more information on receiving these merchant files, see *Using Scheduled reports* on page 49.

Confirmation file contents

Each record in the confirmation file contains nine fields.

Table 9: Recurring Transaction Confirmation File Details

Field	Name	Data	Description
1	Consumer ID	String Max = 20	This is a consumer ID assigned by Paysafe. For example, in the Consumer Profiles tool in the merchant back office, this is the <i>Consumer ID</i> on the General Information page.
2	Billing Schedule ID	String Max = 20	This is billing schedule ID assigned by Paysafe. For example, in the Consumer Profiles tool in the merchant back office, this is the <i>Billing ID</i> on the Billing Records page.
3	Confirmation Number	String Max = 20	This is the confirmation number for the individual transaction (e.g., a credit card purchase) that was processed by Paysafe. For example, in the Web Services API, this is the <i>confirmationNumber</i> returned in the ccTxnResponseV1. In the activity report in the merchant back office, this is the Confirmation Number on the Transaction Details page.

Table 9: Recurring Transaction Confirmation File Details (Continued)

Field	Name	Data	Description
4	Billing Record Status	Enumeration	This is the status of the consumer's billing record. Possible values are: <ul style="list-style-type: none"> • ACTIVE • BATCH • DISABLED • SPD_ERR (suspended due to error) • SPD_FLR (suspended due to failure) • SPD_MERC (suspended by merchant) • SPD_RET (suspended due to a return or chargeback)
5	Transaction Status	Enumeration	This is the status of the transaction when it was processed. Possible values are: <ul style="list-style-type: none"> • SUCCESS – the transaction was processed successfully • ERROR – the transaction could not be processed (e.g., the card type provided did not match the card number) • FAILED – the transaction was processed but failed (The bank returned a decline response for the transaction)
6	Transaction Date	dateTime	This is the date and time the transaction was processed.
7	Transaction Amount	String Max = 999999999.99	This is the amount of the transaction processed.
8	Transaction Description	String Max = 1024	If the Transaction Status was ERROR, this is text describes why the transaction failed.
9	Billing Schedule Reference ID	String Max = 40	This is billing schedule ID you assigned for your own internal reference purposes. For example, in the Consumer Profiles tool in the merchant back office, this is the <i>Billing Reg. ID</i> on the Billing Records page.

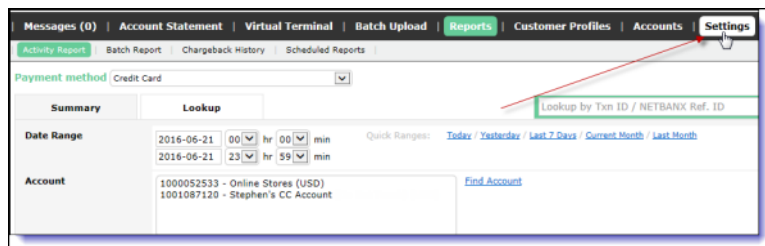
User administration

You can create users that are associated with the merchant for which you have been given user administration privileges. Once a user is created, you can also modify that user's characteristics at any time.

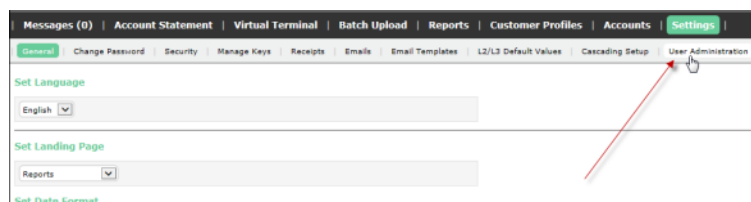
Creating a user

To create a user:

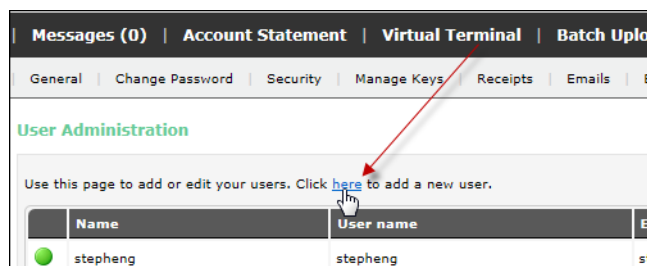
1. Click the Settings tab at the top of any back-office page.



2. Click the User Administration submenu. The User Administration page opens.



3. Click the link to add a new user.



4. On the Create User page, complete the following fields:
 - User name – This is the unique identifier for this user, used system-wide (e.g., j_smith_11). The user name is displayed at the top of the back office when the user is signed in.
 - Name – This is the user's name (e.g., Jane Smith).
 - Password/Confirm password – Enter and then confirm a password that the user will use to sign in to the back office. The user will have to change this password the first time they use it to sign in.
 - Status – From the drop-down list, select the use status. The default is Enabled.
 - Email address – This is the user's email address. It will be used for the password recovery process, if required.

- Allowed IP addresses – Enter one or more comma-separated IP addresses from which the user will be able to access the back office. If none is entered, then all IP addresses will be allowed.
- Roles – From the drop-down list, select one or more roles to assign to the user (e.g., using the Activity Reports or processing transactions with the Virtual Terminal).
- Accounts – From the drop-down list, select one or more merchant accounts to which the user will have access.

5. Click Create.

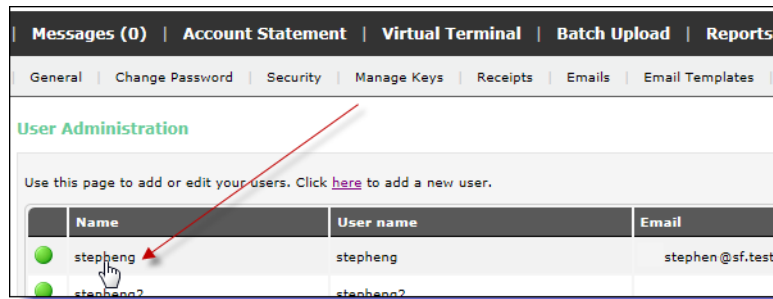
Modifying a user

You can modify any user that is associated with the merchant account for which you have been given user administration privileges. For example, you might want to change their status or modify their back office access privileges.

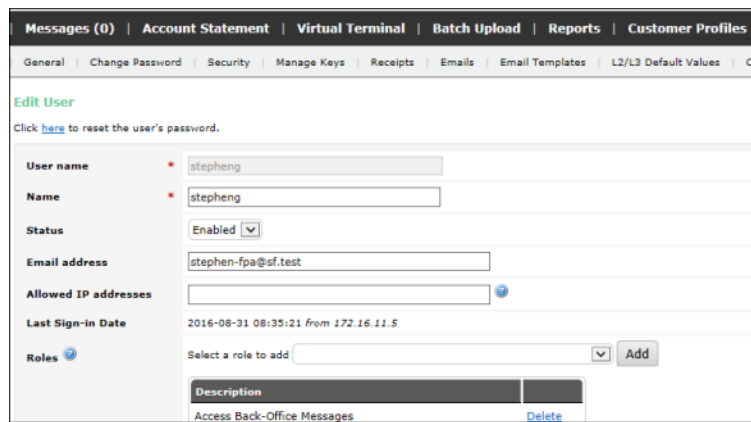
To modify a user:

1. Access the User Administration page in the back office.

2. Click the link in the row for the user you want to modify.



3. In the Edit User window, make the changes you need to the user profile. See *Creating a user* on page 70 for a description of the fields.



4. Click Save at the bottom of the page to save your changes.

Changing a user's password

You can use the User Administration tool to reset the password of any user associated with the merchant account for which you have been given user administration privileges. For example, a user might have forgotten their password and you would rather reset the password yourself than contact Paysafe Technical Support to do it.

To change a user's password:

1. Go to the Edit User page for the user whose password you want to change (see *Modifying a user* on page 71 for details).
2. Click the password reset link at the top of the page.

3. Enter a new password, and confirm it by re-entering it.

4. Click Save.

The user will have to change this password the first time they use it to sign in.

Configuring webhooks

A webhook allows you to define an HTTP callback to which a request will be posted when an event occurs that you want to be notified about. You can use the merchant back office to define the notification URL and select which events you wish to be notified about.

Paysafe currently supports webhooks for two APIs:

- Alternate Payments API – Used by merchants to process alternative payment methods other than credit cards and Direct Debit (e.g., Neteller). See *Alternate Payments API* on page 74 for details.
- Account Management API – Used by partners to board merchants to their platform. See *Account Management* on page 76 for details.



Not all merchants/partners are configured for these Paysafe APIs. If you have any questions, contact your account manager.

Webhooks notes

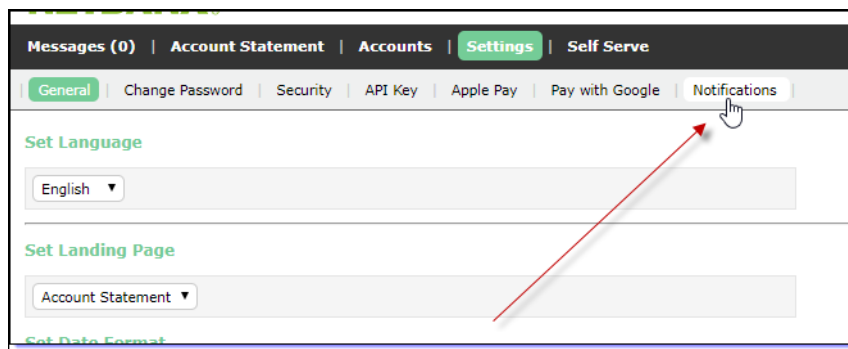
- All endpoint URLs need to be secure with HTTPS/SSL to ensure security.
- When the status of one of your events changes, e.g., merchant application or alternate payment transaction, Paysafe immediately sends a callback to your webhooks endpoint URL to inform you of the status change.
- To acknowledge the receipt of a webhook, Paysafe expects to get an HTTP status code of 200 from your endpoint. In case we receive any other HTTP status code, we will assume that you have not received the webhook and Paysafe will attempt to resend it at a later time.
- If the callback for that event status change fails (i.e., Paysafe does not get an acknowledgment of receipt with an HTTP status code of 200), Paysafe will make a maximum of 10 additional attempts to send a callback to that URL until successfully received – twice daily for 5 days.
- For the Account Management API, if the status of a different merchant application changes, and you are using the same webhooks URL for which some webhooks had failed, Paysafe will still make an initial callback attempt, and then 10 additional retries for that merchant account status change as well. In other words, Paysafe does not disable callbacks to a URL in the event that it fails for one merchant account. This is to ensure that notifications continue to be sent for subsequent events (i.e., other merchant applications) in case of a temporary issue with your endpoint.
- Because Paysafe does not have a notification method to alert you when callbacks are not reaching your endpoint URL, you should make sure to test your webhooks setup and the sustained availability of your endpoint. See *Testing webhooks* on page 78.

Alternate Payments API

Webhooks for the *Alternate Payments API* are useful for getting notified about the status of asynchronous requests. For example, if you processed a payment with an alternate payment method like NETELLER, you could receive callbacks when authorization is completed or declined, or if it timed out.

To configure Alternate Payments webhooks in the merchant back office:

1. Go to Settings>Notifications.



2. Select the Alternate Payments tab (if necessary).

Messages (0) | Account Statement | Virtual Terminal | Batch Upload | Reports | Settings

General | Change Password | Security | API Key | Notifications

Configure Webhooks

Alternate Payments

Account: 1001140950 - 423432 - EUR [Find Account](#)

☐ Select ALL Events

- ☒ AP_PAYMENT_CANCELLED
- ☒ AP_PAYMENT_COMPLETED
- ☐ AP_PAYMENT_ERRORED
- ☐ AP_PAYMENT_EXPIRED
- ☐ AP_PAYMENT_FAILED
- ☐ AP_PAYMENT_PROCESSING
- ☐ AP_REFUND_CANCELLED

Select Endpoint/Callback URL

3. Select an account from the Account drop-down list.

Messages (0) | Account Statement | Virtual Terminal | Batch Upload | Reports | Settings

General | Change Password | Security | API Key | Notifications

Configure Webhooks

Alternate Payments

Account: 1001140950 - 423432 - EUR [Find Account](#)

☒ Select ALL Events

- ☒ AP_PAYMENT_CANCELLED
- ☒ AP_PAYMENT_COMPLETED
- ☒ AP_PAYMENT_ERRORED
- ☒ AP_PAYMENT_EXPIRED
- ☒ AP_PAYMENT_FAILED
- ☒ AP_PAYMENT_PROCESSING
- ☒ AP_REFUND_CANCELLED

4. Select one or more events for which you want to receive callbacks for this merchant account. If you want to be notified of all events, select the Select ALL Events check box.

Messages (0) | Account Statement | Virtual Terminal | Batch Upload | Reports | Settings

General | Change Password | Security | API Key | Notifications

Configure Webhooks

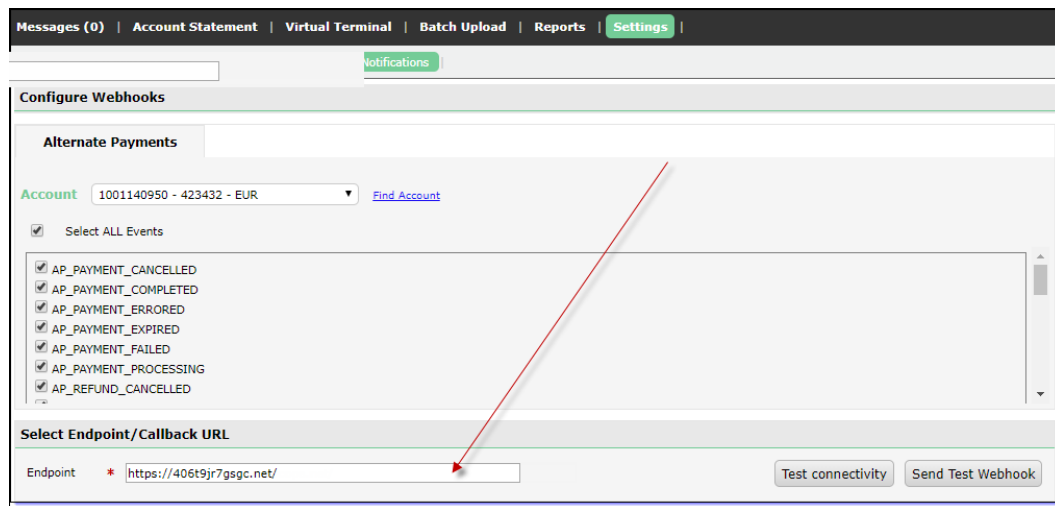
Alternate Payments

Account: 1001140950 - 423432 - EUR [Find Account](#)

☒ Select ALL Events

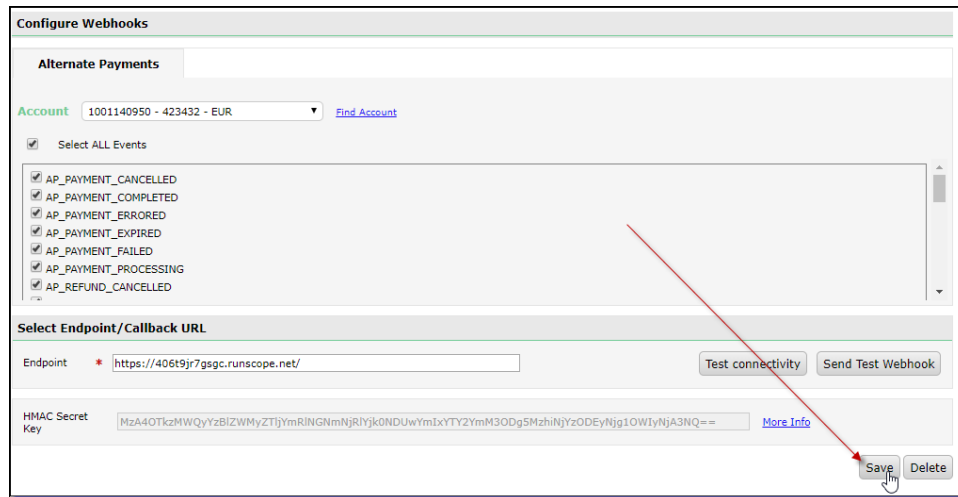
- ☒ AP_PAYMENT_CANCELLED
- ☒ AP_PAYMENT_COMPLETED
- ☒ AP_PAYMENT_ERRORED
- ☒ AP_PAYMENT_EXPIRED
- ☒ AP_PAYMENT_FAILED
- ☒ AP_PAYMENT_PROCESSING
- ☒ AP_REFUND_CANCELLED

5. In the Endpoint field, enter the endpoint at which you want to receive the callback.



The screenshot shows the 'Configure Webhooks' interface. At the top, there's a navigation bar with 'Messages (0)', 'Account Statement', 'Virtual Terminal', 'Batch Upload', 'Reports', and 'Settings'. Below this, there's a 'Notifications' tab. The main section is titled 'Configure Webhooks' and has a sub-section 'Alternate Payments'. Under 'Alternate Payments', there's an 'Account' dropdown menu showing '1001140950 - 423432 - EUR' and a 'Find Account' link. Below the account, there's a checkbox 'Select ALL Events' which is checked. A list of events is shown with checkboxes: AP_PAYMENT_CANCELLED, AP_PAYMENT_COMPLETED, AP_PAYMENT_ERRORED, AP_PAYMENT_EXPIRED, AP_PAYMENT_FAILED, AP_PAYMENT_PROCESSING, and AP_REFUND_CANCELLED. All are checked. Below the events, there's a section 'Select Endpoint/Callback URL' with an 'Endpoint' field containing 'https://406t9jr7gsgc.net/'. A red arrow points to this field. To the right of the field are buttons 'Test connectivity' and 'Send Test Webhook'.

6. Click the Save button.



The screenshot shows the 'Configure Webhooks' interface. At the top, there's a navigation bar with 'Messages (0)', 'Account Statement', 'Virtual Terminal', 'Batch Upload', 'Reports', and 'Settings'. Below this, there's a 'Notifications' tab. The main section is titled 'Configure Webhooks' and has a sub-section 'Alternate Payments'. Under 'Alternate Payments', there's an 'Account' dropdown menu showing '1001140950 - 423432 - EUR' and a 'Find Account' link. Below the account, there's a checkbox 'Select ALL Events' which is checked. A list of events is shown with checkboxes: AP_PAYMENT_CANCELLED, AP_PAYMENT_COMPLETED, AP_PAYMENT_ERRORED, AP_PAYMENT_EXPIRED, AP_PAYMENT_FAILED, AP_PAYMENT_PROCESSING, and AP_REFUND_CANCELLED. All are checked. Below the events, there's a section 'Select Endpoint/Callback URL' with an 'Endpoint' field containing 'https://406t9jr7gsgc.runscope.net/'. To the right of the field are buttons 'Test connectivity' and 'Send Test Webhook'. Below this, there's an 'HMAC Secret Key' field containing a long alphanumeric string. To the right of the key is a 'More Info' link. At the bottom right, there are 'Save' and 'Delete' buttons. A red arrow points to the 'Save' button.

You will now receive a callback for any of the events you have selected for that merchant account.



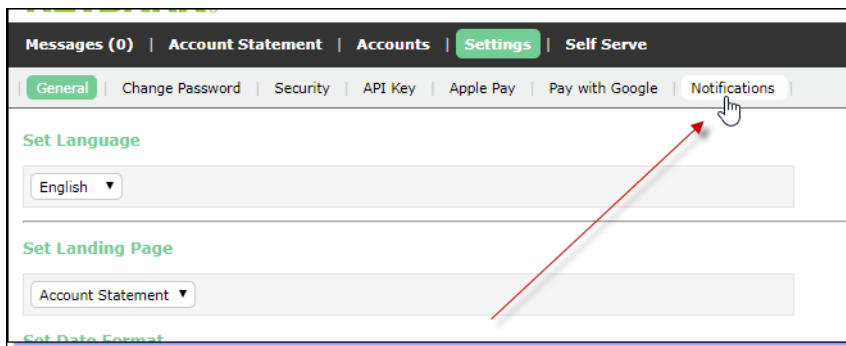
If you have multiple merchant accounts that process alternate payments, you must set up webhooks for each of them.

Account Management

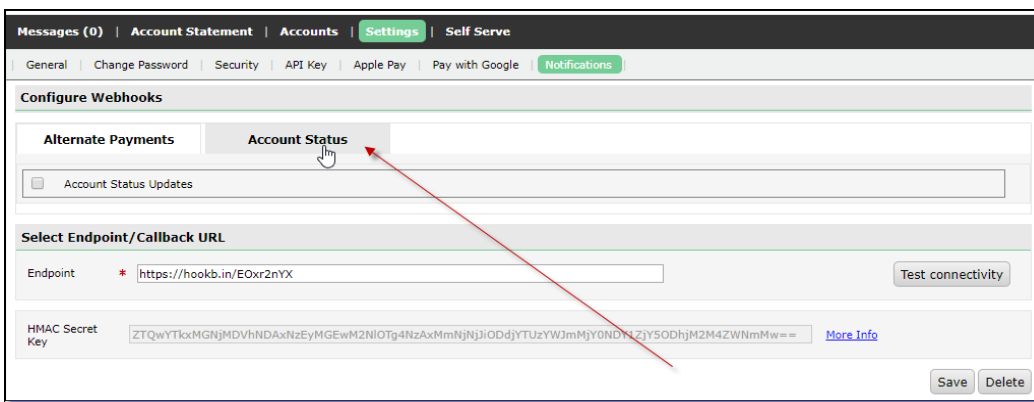
Webhooks for the **Account Management API** allow you to be informed automatically when the status of the application for the merchant you are onboarding changes, e.g., from Approved to Enabled.

To configure Account Management webhooks in the merchant back office:

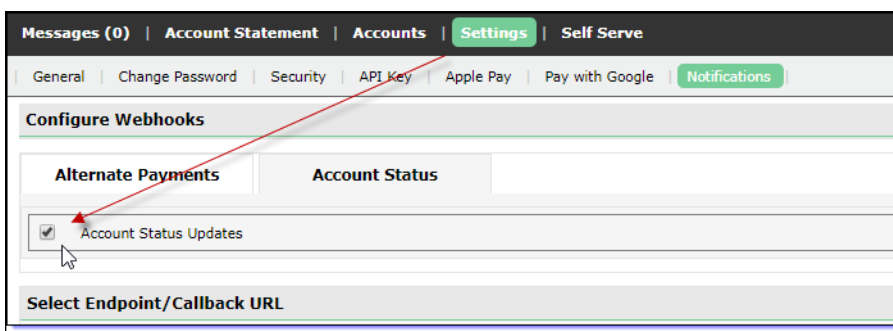
1. Go to Settings>Notifications.



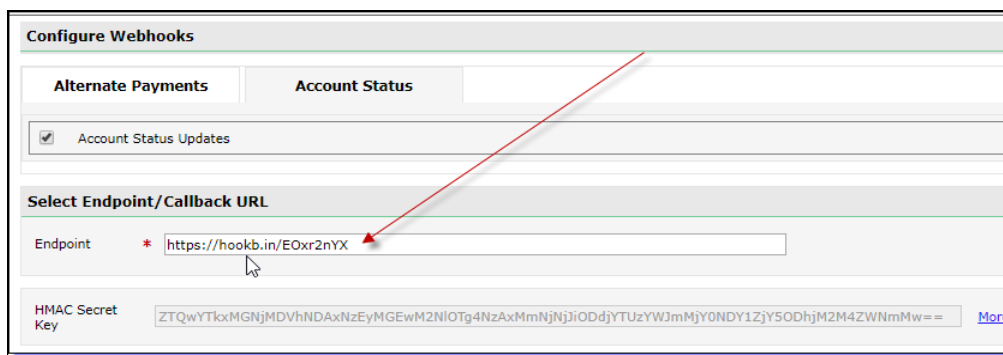
2. Select the Account Status tab (if necessary).



3. Select the Account Status Updates check box.

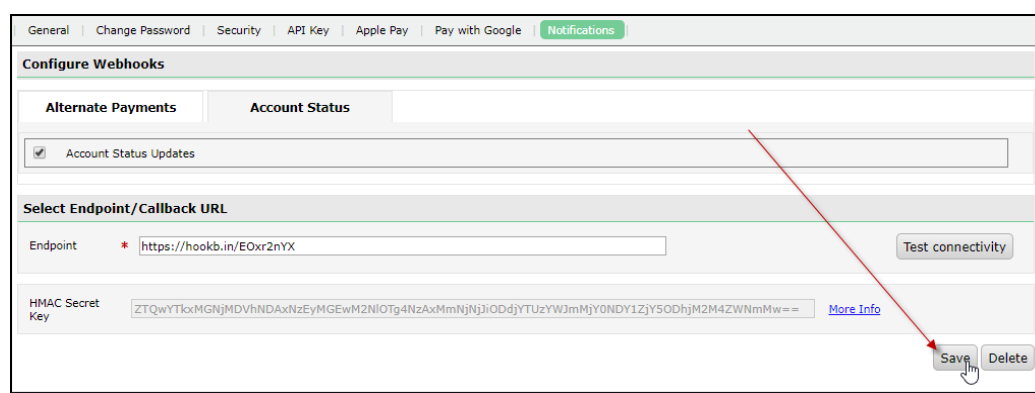


4. In the Endpoint field, enter the endpoint at which you want to receive the callback.



The screenshot shows the 'Configure Webhooks' interface with the 'Account Status' tab selected. Under 'Select Endpoint/Callback URL', the 'Endpoint' field is populated with 'https://hookb.in/EOxr2nYX'. A red arrow points to this field. The 'HMAC Secret Key' is also visible below.

5. Click the Save button.



This screenshot shows the same 'Configure Webhooks' form, but now with the 'Save' button highlighted by a red arrow. The 'Endpoint' field still contains 'https://hookb.in/EOxr2nYX'. The 'Test connectivity' button is also visible next to the endpoint field.

You will now receive a callback for account status updates for merchants you are onboarding.

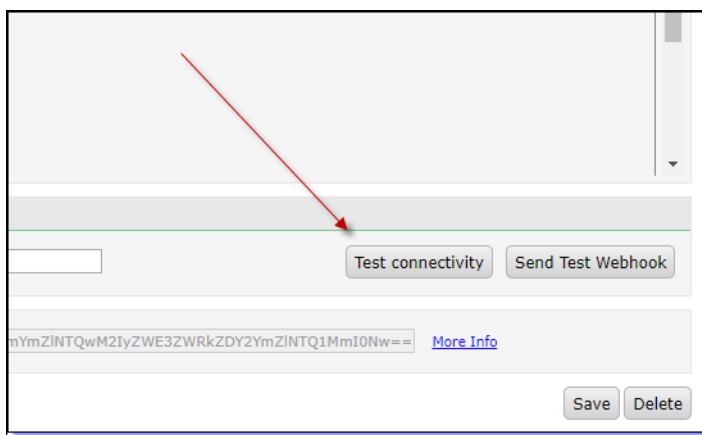
Testing webhooks

You can test your webhook setup in two ways:

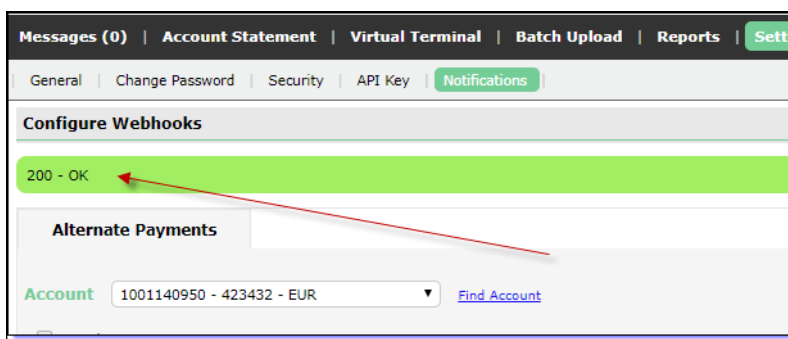
- Test connectivity to verify that the endpoint you entered can receive callbacks from Paysafe.
- For the Alternate Payments API only, send a test webhook to view the callback content at your endpoint.

Connectivity

To test connectivity, click the Test Connectivity button on the Configure Webhooks tab.



If your endpoint is active, you will see the 200 response in the UI.



The webhook payload for a connectivity request looks like this:

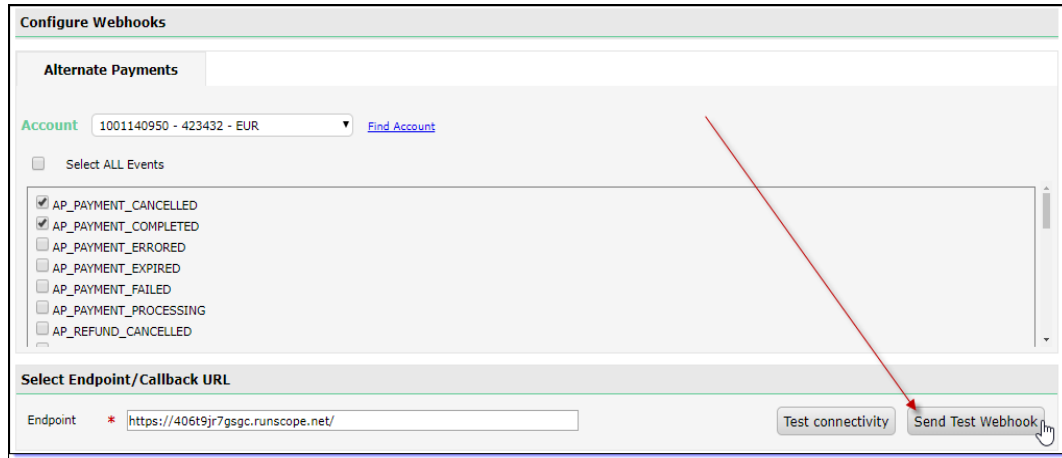
```
{
  "mode": "test",
  "eventDate": "2018-03-01T15:26:19Z",
  "eventType": "test",
  "attemptNumber": 1
}
```

You can view this payload at the URL you entered in the Endpoint field.

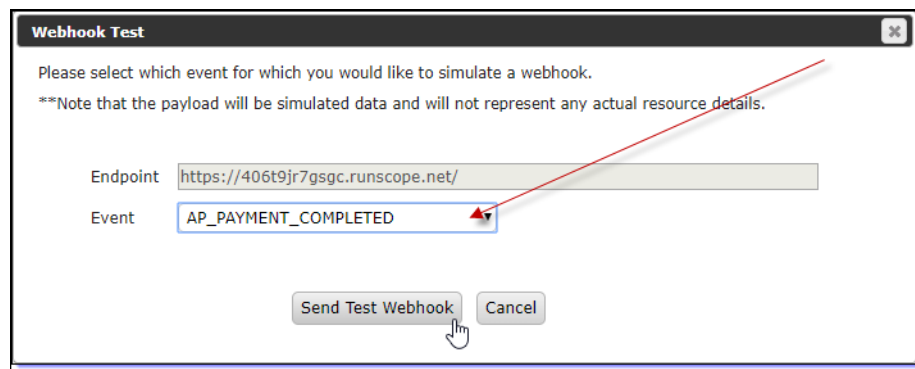
Test webhook events

To test webhook events for the Alternate Payments API:

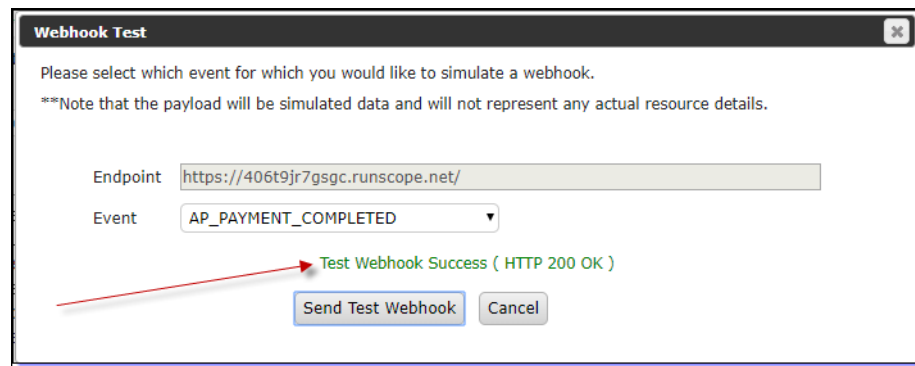
1. Click the Send Test Webhooks button on the Configure Webhooks tab.



2. From the Event drop-down list, select the event you would like to test.
3. Click the Send Test Webhook button.



If your endpoint is active, you will see the 200 response in the UI.



The webhook payload for a test request looks like this:

```
{
```

```
"resourceId": "69503b00-c9a2-4d11-b38a-ddc6b127e8b9",
"mode": "test",
"eventDate": "2018-03-06T16:04:52Z",
"eventType": "AP_PAYMENT_COMPLETED",
"attemptNumber": 1,
"payload": {
  "id": "69503b00-c9a2-4d11-b38a-ddc6b127e8b9",
  "accountId": "YOUR_ACCOUNT_ID",
  "merchantRefNum": "YOUR_REFERENCE_NUMBER",
  "paymentType": "IDEAL",
  "amount": 1000,
  "currencyCode": "EUR",
  "status": "COMPLETED",
  "txnTime": "2018-03-06T16:04:52Z"
},
"links": [
{
  "rel": "payment",
  "href": "http://api.paysafe.com/alternatepay-
ments/v1/accounts/YOUR_ACCOUNT_ID/payments/69503b00-c9a2-4d11-b38a-
ddc6b127e8b9"
}
]
}
```

You can view this payload at the URL you entered in the Endpoint field.

