



Account Manager

User's Guide

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Table of Contents

Copyright Notice.....	2
Table of Contents.....	3
Introduction.....	4
1.0 Essential How Tos	5
1.1 Accessing the Account Manager	5
1.2 How to create an account from start to finish	5
1.3 How to setup a charge with installments	6
1.4 How to disable a charge.....	6
1.5 How to suspend a charge	6
1.6 How to re-process a declined transaction	6
1.7 How to refund a charge.....	7
2.0 Menus and Panels	8
2.1 Account Management Menu.....	8
2.2 Add Account Panel	10
2.3 Account Details Panel.....	12
2.4 View Accounts Panel.....	14
2.5 Search Accounts Panel.....	15
2.6 Create Charge Template Panel.....	17
2.7 View Charge Templates Panel.....	19
2.8 Search Charge Templates Panel.....	20
2.9 Charge Details Panel.....	22
2.10 View Charges Panel.....	24
2.11 Search Charges Panel.....	25
2.12 View Invoice Summary Panel	27
2.13 Search Invoices Panel	28
2.14 Reporting Download Options Panel	30
Appendix A – Sample Invoice.....	31
Appendix B – Sample soon to expire card report.....	32
Appendix C – Sample soon to expire charge report	32
Appendix D – Sample monthly invoice report	32
Appendix E – Sample Customer Email Receipt.....	33

Introduction

PSiGate specializes in the integration and deployment of e-commerce payment service solutions. PSiGate's payment solutions enable automated and secure authorization and fulfillment of credit card and Interac Online transactions. PSiGate communicates directly with major Canadian and U.S. credit card financial institutions and supports businesses that wish to deploy an online storefront.

The Account Manager allows merchants to register customer payment accounts and store account information for future processing of one-time and recurring orders. Merchants may track customer transaction activity through invoices. Merchants may administer their accounts via the Account Manager online interface described within this document or via an application you create using information provided within the Account Manager API.

1.0 Essential How Tos

1.1 Accessing the Account Manager

To access the Account Manager,

1. Go to <https://secure.psigate.com>.
2. Enter the *CID* (Customer Identifier) assigned to you within the **Welcome Email** you received from PSiGate.
3. If your account has been opened for less than 90 days, enter the default *User ID* and *Password* provided to you within the **Welcome Email** you received from PSiGate otherwise enter the *User ID* and *Password* assigned by the merchant's Merchant Tools super user.
4. Click the "Login" button.
5. Select "Account Management" from the Main Menu.

1.2 How to create an account from start to finish

Create an account with an associated charge from within the Account Manager online interface following the steps below:

1. Select "Add Account" from the *Account Management Menu*.
2. Input account information within the *Add Account Panel*.
3. Click the "Save" button, which saves your account information and advances you to the *Account Details Panel*.
4. Input the credit card information of the card to be billed within the Card Holder, Card Number and Expiration date fields.
5. Click the "Add New Card" button.
6. Click the "Add New Charge" button or the "Add Charge From Template" button.

Add New Charge

Within a screen similar to the *Create Charge Template Panel*, the following steps are performed:

- 7a. Input a unique Recurring Billing Order ID.
- 8a. Input a description for the Charge.
- 9a. Select an Interval.
- 10a. Set the Trigger Time.
- 11a. Select the Process Type.
- 12a. Set the Installment Time.
- 13a. Set the Start Date.
- 14a. Set the End Date.
- 15a. Select a store from the Assign to drop down menu.
- 16a. Select the number of items included within the charge.
- 17a. Fill the Item Details for each charge.
- 18a. Click the Save button.

Add Charge From Template

Within a screen similar to the *View Charge Templates Panel*, the following steps are performed:

- 7b. Select the template you wish to assign to the account.
- 8b. Click the "Continue with Selected Template" button.

1.3 How to setup a charge with installments

Use installment processing to divide order payment into X equal payments.

To setup a charge with installments:

1. Set the "Process Type" of a charge or charge template to "Installment".
2. Set the Installment Time to the number of times you'd like the account to be charged for the charge amount.

Note: To charge an account X times and then Y times, you must create two charges and setup both for installment processing.

1.4 How to disable a charge

Disable charges to stop billing a client for a good or service.

To disable a charge:

1. Find the charge via *View Charges Panel* or *Search Charges Panel*.
2. Click on the "ChargeID" of the charge you wish to disable.
3. Click the "Disable" button.

➤ Status: Active Disable

1.5 How to suspend a charge

Suspend charges to temporarily disable a client's charge.

To suspend a charge:

1. Find the charge via *View Charges Panel* or *Search Charges Panel*.
2. Click on the ChargeID of the charge you wish to suspend.
3. Within the *Charge Details Panel*, set the "Start Date drop down" to the date you would like to reactivate the charge.
4. Click the "Update Charge" button.

1.6 How to re-process a declined transaction

An order received face-to-face, email, phone or fax may be manually entered into your store account.

1. Access the appropriate Store Index Screen.
2. Click the New Order Store Index menu item.

1.7 How to refund a charge

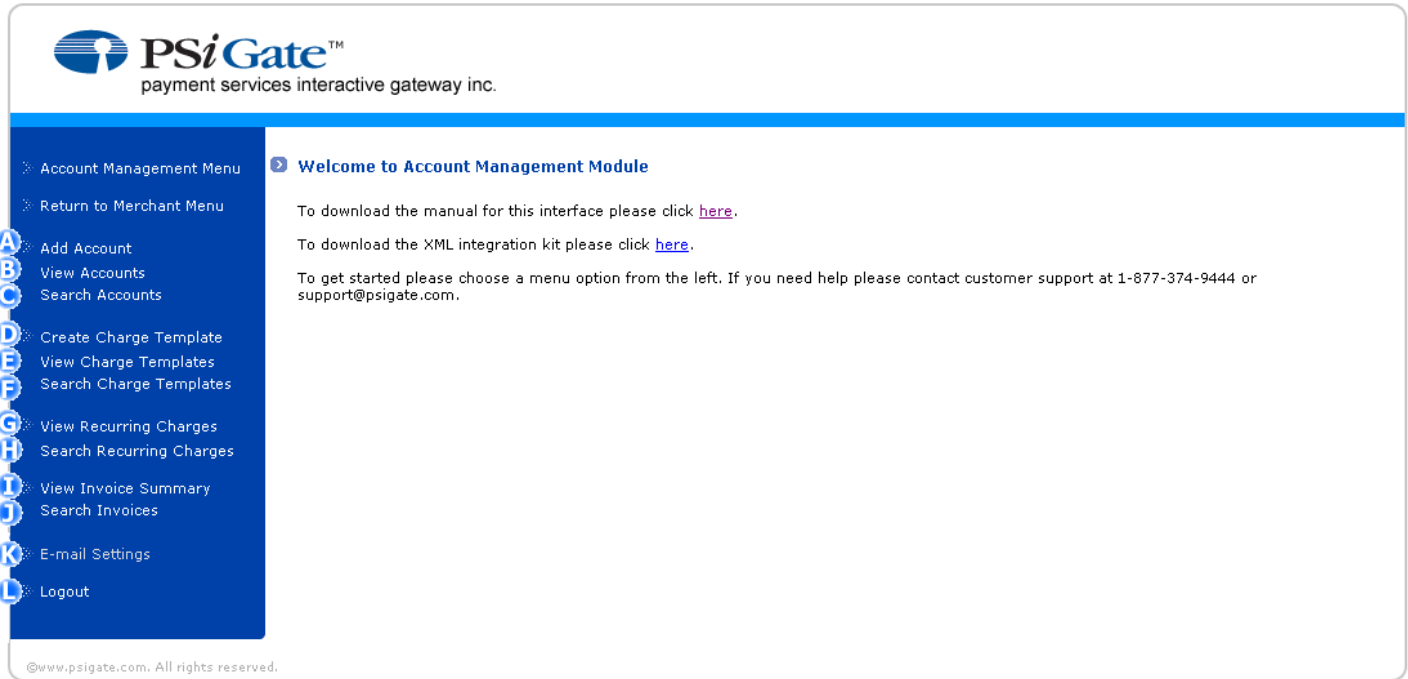
Perform refunds for charges within the Real Time interface.

To refund a charge:

1. From the *Account Manager Menu*, select “Return to Main Menu”.
2. Click the “StoreID” that received the charge.
3. Select “Credit Orders” from the *Store Menu*.
4. Place a checkmark within the checkbox beside the order you wish to refund.
5. Click the “Credit Selected Orders” button.
6. Select “View Transactions” from the menu.
7. Verify that your refund has been processed.
8. Modify the invoice status to “Refunded”

2.0 Menus and Panels

2.1 Account Management Menu



The *Account Management Menu* enables merchants to navigate the options available within the Account Management interface.

	Object	Description/Instruction
A	Add Account	Select to advance to the <i>Add Account Panel</i> . The <i>Add Account Panel</i> enables you to create a customer payment account that may be linked to charge templates and credit card data for future processing of payments.
B	View Accounts	Select to advance to the <i>View Accounts Panel</i> . The <i>View Accounts Panel</i> displays all customer payment accounts created thus far.
C	Search Accounts	Select to advance to the <i>Search Accounts Panel</i> . The <i>Search Accounts Panel</i> enables you to search for customer payment accounts.
D	Create Charge Template	Select to advance to the <i>Create Charge Template Panel</i> . The <i>Create Charge Template Panel</i> enables you to create charge templates that may be assigned to customer payment accounts.
E	View Charge Templates	Select to advance to the <i>View Charge Templates Panel</i> . The <i>View Charge Templates Panel</i> displays all available charge templates.
F	Search Charge Templates	Select to advance to the <i>Search Charge Templates Panel</i> . The <i>Search Charge Templates Panel</i> enables you to search for charge templates.

G	View Recurring Charges	Select to advance to the <i>View Recurring Charges Panel</i> . The <i>View Recurring Charges Panel</i> displays all recurring charges created thus far.
H	Search Recurring Charges	Select to advance to the <i>Search Recurring Charges Panel</i> . The <i>Search Recurring Charges Panel</i> enables you to search for recurring charges.
I	View Invoice Summary	Select to advance to the <i>View Invoice Summary Panel</i> . The <i>View Invoice Summary Panel</i> enables you to view all invoices processed within the current month.
J	Search Invoices	Select to advance to the <i>Search Invoices Panel</i> . The <i>Search Invoices Panel</i> enables you to search for invoices.
K	Logout	Click to log out of the <i>Account Management interface</i> .

2.2 Add Account Panel

New Payment Account

A AccountID:	<input type="text"/>
B Name:	<input type="text"/>
C Company:	<input type="text"/>
D Address1:	<input type="text"/>
E Address2:	<input type="text"/>
F City:	<input type="text"/>
G State/Province:	<input type="text" value="- Blank -"/>
H Other Region:	<input type="text"/>
I Country:	<input type="text" value="- Blank -"/>
J Other Country:	<input type="text"/>
K Zip/Postal:	<input type="text"/>
L Phone:	<input type="text"/>
M Fax:	<input type="text"/>
N Email:	<input type="text"/>
O Comments:	<input type="text"/>

P

The *Add Account Panel* enables you to create a new customer account that may be linked to charge templates and credit card data for future processing of payments.

	Object	Description/Instruction
A	AccountID field	Input a unique payment account identifier to reference the customer's account information. Note: If this field is left blank, PSiGate will assign a unique AccountID.
B	Name field	Input the name of the customer.
C	Company field	Input the company name of the customer.
D	Address1 field	Input the address of the customer.
E	Address2 field	Input the customer's additional address information.
F	City field	Input the city/town/district of the customer.
G	State/Province Drop down menu	Select the state/province (region) of the customer. Note: You must select a country from the Country drop-down menu before you select the state/province.
H	Other Region field	Input the customer's region if it cannot be found within the state/province drop down menu.
I	Country Drop down menu	Select the country of the customer.
J	Other Country field	Input the customer's country if it cannot be found within the country drop down menu.
K	Zip/Postal field	Input the zip/postal code of the customer.
L	Phone field	Input the contact phone number of the customer.
M	Fax field	Input the fax number of the customer.

N	Email field	Input the email address of the customer.
O	Comments field	Input any comments or special notes you may have with regards to the customer.
P	Save button	Click the 'Save' button to create the payment account.

2.3 Account Details Panel

A AccountID : 2008013011477

B Status: Active Disable

C Account Details

Account Details	
Name:	<input type="text"/>
Address 1:	<input type="text"/>
City:	<input type="text"/>
Zip/Postal:	<input type="text"/>
Phone:	<input type="text"/>
Email:	<input type="text"/>
Company:	<input type="text"/>
Address 2:	<input type="text"/>
State/Province:	<input type="text" value="- Blank -"/>
Country:	<input type="text" value="Blank"/>
Fax:	<input type="text"/>
Comments:	<input type="text"/>

D Update Account Detail

Direct Method of Payment

Serial No	Card Holder	Payment Type	Card Number	Exp MM/YY	Card Type	Status	Delete
F	<input type="text"/>		<input type="text"/>	01 / 08			Add New Card

Charge Details

Charge ID	Description	StoreID	Serial No	Interval	Trigger Date	Start Date	End Date	Amount
G								

H Add New Charge Add Charge From Template

Invoice Details

Invoice No.	Name	Invoice Date	Period	Invoice Total	Status
I					

The *Account Details Panel* enables you to create a new customer account that may be linked to charge templates and credit card data for future processing of payments. This panel is accessed by advancing from the *Add Account Panel* or by clicking on an AccountID within the *View Accounts Panel*.

	Object	Description/Instruction
A	AccountID label	The account identifier referenced for all information displayed within the <i>Account Details Panel</i> .
B	Status label & button	The current status of the account is a label. To change the status of the account, click the button.
C	Account Detail fields	The Account Detail fields display the account's general account information.
D	Update Account Detail button	Modify the Account Detail fields and click the "Update Account Detail" button to save your Account Detail changes.
E	Credit Card List	Lists credit cards associated with the account.
F	Credit Card input fields & Add New Card button	Input the credit card information of the account you wish the charges applied within the Card Holder, Card Number and Expiration date fields. Click the "Add New Card" button to save the inputted credit card information.
G	Charge List	Lists charges associated with the account.
H	Add New Charge button	Click this button to add a new charge to the account. You will advance to the <i>Create New Charge Panel</i> .

I	Add Charge From Template button	Click this button to add a new charge from a list of charge templates. You will advance to a screen similar to the <i>View Charge Templates Panel</i> where you may select a charge template to use as a charge for the account.
J	Invoice List	Lists invoices associated with the account.

2.4 View Accounts Panel

Payment Accounts

A Account ID **B** Name **C** Email **D** Status

E Filter

Account ID	Name	Email	Status
raveeAccountID2	ravee	rwerwe@sdjf.com	Active
2007110110141		rwerwe@sdjf.com	Active
2007110110142		rwerwe@sdjf.com	Active
2007110510143		rwerwe@sdjf.com	Active
2007110710144		rwerwe@sdjf.com	Active
2007110710145		rwerwe@sdjf.com	Active
2007110710146		rwerwe@sdjf.com	Active
2007110710147		rwerwe@sdjf.com	Active
2007110710148		rwerwe@sdjf.com	Active
2007110710149		rwerwe@sdjf.com	Active
2007110710150		rwerwe@sdjf.com	Active
2007110710151		rwerwe@sdjf.com	Active
2007110710152		rwerwe@sdjf.com	Active
2007110710153		rwerwe@sdjf.com	Active
2007110710154		rwerwe@sdjf.com	Active
2007110710155		rwerwe@sdjf.com	Active
2007110710156		rwerwe@sdjf.com	Active
2007110710157		rwerwe@sdjf.com	Active
2007111210158		rwerwe@sdjf.com	Active
2007111210159		rwerwe@sdjf.com	Active
2007111210160		rwerwe@sdjf.com	Active
2007111210161		rwerwe@sdjf.com	Active
raveeAccountID1	Ravee	rwerwe@sdjf.com	Active

G 1 2 3 4 5 6 7 >>

H Download this report

The *View Payment Accounts Panel* displays payment accounts ordered by AccountID.

By default, all payment accounts are displayed. Query fields may be used to further filter your payment account records.

	Object	Description/Instruction
A	AccountID query field	Input text into this field to use as a filter against the AccountID column of listed payment accounts.
B	Name query field	Input text into this field to use as a filter against the Name column of listed payment accounts.
C	Email query field	Input text into this field to use as a filter against the Email column of listed payment accounts.
D	Status drop down menu	Select a Status from this menu to use as a filter against the Status column of listed payment accounts.
E	Filter button	Click the 'Filter' button to filter out payment accounts that do not match your input.
F	Payment Account List	The filtered or non-filtered display of payment accounts.
G	Page selector	Click the number of the record page you wish to view. The number of records per page may be changed from the <i>Search Accounts Panel</i> .
H	Download this report button	Click the "Download this report" button to reveal the account reporting download options.

2.5 Search Accounts Panel

Payment Accounts

A View

<input type="radio"/> All	<input type="radio"/> Status <input type="text" value="Active"/>
<input type="radio"/> Account ID <input type="text"/>	<input type="radio"/> Name <input type="text"/>
<input type="radio"/> Email Address <input type="text"/>	<input type="radio"/> City <input type="text"/>
<input type="radio"/> State/Province <input type="text" value="Alberta"/>	<input type="radio"/> Country <input type="text" value="Canada"/>

B Order By

<input checked="" type="radio"/> Account ID	<input type="radio"/> Ascending
<input type="radio"/> Name	<input checked="" type="radio"/> Descending
<input type="radio"/> Status	

C Records per page:

D

E

The *Search Accounts* panel enables you to search for and display/download payment accounts according to your selected search criteria.

	Object	Description/Instruction
A	View	<p>Select the “<i>All</i>” option to view all payment accounts.</p> <p>Select the “<i>AccountID</i>” option to view all accounts that include the text inputted within the AccountID field.</p> <p>Select the “<i>Email Address</i>” option to view all accounts that include the text inputted within the Email Address field.</p> <p>Select the “<i>State/Province</i>” option to view all accounts that include the currently selected status within the Province drop down menu.</p> <p>Select the “<i>Status</i>” option to view all accounts that include the currently selected status within the Status drop down menu.</p> <p>Select the “<i>Name</i>” option to view all accounts that include the text inputted within the Name field.</p> <p>Select the “<i>City</i>” option view all accounts that include the text inputted within the City field.</p> <p>Select the “<i>Country</i>” option view all accounts that include the text</p>

		inputted within the Country field.
B	Order By	<p>Select “<i>AccountID</i>” to sort orders by date and time. Select “<i>Name</i>” to sort orders by dollar amount. Select “<i>Status</i>” to sort orders by user id.</p> <p>Select the “Ascending” option to: order AccountID-sorted orders either alphabetically from A to Z or numerically from 0 to ∞. order Name-sorted orders alphabetically from A to Z. order Status-sorted orders alphabetically from A to Z.</p> <p>Select the “Descending” option to: order AccountID-sorted orders either alphabetically from Z to A or numerically from ∞ to 0. order Name-sorted orders alphabetically from Z to A. order Status-sorted orders alphabetically from Z to A.</p>
C	Records per page drop down menu	<p>Select the number of accounts you would like to view within a page.</p> <p>You may choose to view 10, 15, 25, 50, 200 or 500 accounts at once.</p>
D	Search button	Click this button to generate the transaction view you have selected.
E	Download this report button	Click the “Download this report” button to reveal the account reporting download options.

2.6 Create Charge Template Panel

New Charge Template

Charge Details

A Charge Template ID:

B Charge Template Name:

C Interval:

D TriggerTime:

E ProcessType:

F InstallmentTimes:

G StartDate:

H EndDate:

I Number of Items

J *ItemID	K *Description	L Quantity	M Price	N Tax1	O Tax2	P Item Total
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>

The *Create Charge Template Panel* enables you to input and save charge template data that may be later selected payment accounts are created.

	Object	Description/Instruction
A	Charge Template ID field	Input a unique template identifier. You may wish to use a prefix/suffix combination for quick identification.
B	Charge Template Name field	Input a name for your template that you can easily reference.
C	Interval drop down menu	Select how often the charge will recur. Choose an interval option from OneTime, Daily, Weekly, Monthly, Quarterly or Annually.
D	Trigger Time drop down menus	Set what day within the interval you wish the charge to take place. Trigger time formats: OneTime ex. Jan. 23, 2008 Daily N/A Weekly ex. Wed Monthly ex. 23 Quarterly ex. Jan. 23 Annually ex. Jan. 23
E	Process Type drop down menu	Select how transactions shall be triggered. Choose a method of billing option from Automatic, Manual or Installment.
F	Installment Time drop down menu	Set the number of payments for charges with a ProcessType of "Installment". This menu is not applicable for the Automatic or Manual process types.
G	Start Date drop down menus	Set the date the Account Manager enables the charge.
H	End Date drop down menus	Set the date the Account Manager disables the charge.
I	Number of Items drop down menu	Input the number of items to be included within the charge. Max. 25 items.
J	Item ID field	Input a unique item identifier. This could be the SKU of the item.

K	Description field	Input a description of the item to be purchased.
L	Quantity field	Input a number from 0 to 999,999,999. You may enter 0 to display line item(s) within the customer's invoice.
M	Price field	Input the price of the item to be purchased.
N	Tax1 field	Input a tax dollar amount to be applied to the item. Note: Do not input a tax percentage into this field.
O	Tax2 field	Input a second tax dollar amount to be applied to the item. Note: Do not input a tax percentage into this field.
P	Item Total field	Display of the product of the Price multiplied by the Quantity. Note: The sum of all Item Totals must be greater than 0 for the charge to be valid.
Q	Save button	Click this button to add the inputted charge template to the list of available charge templates. You may select a charge template when creating a new account or when adding a recurring charge to an existing account.

2.7 View Charge Templates Panel

Charge Template

A	B	C	D	E	F	G
Template ID	Description	Interval	TriggerDate	StartDate	EndDate	Amount
<input type="text"/>	<input type="text"/>	- All -	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

H Filter

	Template ID	Description	Interval	TriggerDate	StartDate	EndDate	Amount
1	TEST-CT-0001	fdgfdsg	Monthly	12	2002.0.1	2007.1.3	0.00
2	TEST-CT-0001	fdgfdsg	Monthly	12	2002.0.1	2007.1.3	0.00
3	TEST-CT-0001	fdgfdsg	Monthly	12	2002.0.1	2007.1.3	0.00
4	TEST-CT-0001	fdgfdsg	Monthly	12	2002.0.1	2007.1.3	0.00
5	TEST-CT-0001	fdgfdsg	Monthly	12	2002.0.1	2007.1.3	0.00
6	TEST-CT-0001	fdgfdsg	Monthly	12	2002.0.1	2007.1.3	0.00
7	TEST-CT-0001	fdgfdsg	Monthly	12	2002.0.1	2007.1.3	0.00
8	TEST-CT-0001	fdgfdsg	Monthly	12	2002.0.1	2007.1.3	0.00
9	RPT-1234	reportq	Monthly	01	2002.01.06	2012.02.01	0.00
10	2007122710143523243				2007.12.01	2007.12.01	0.00

J 1 2 >>

K Download this report

The *View Charge Templates Panel* displays templates ordered by TemplateID.

By default, all payment accounts are displayed. Query fields may be used to further filter your template records.

	Object	Description/Instruction
A	Template ID query field	Input text to use as a filter against the TemplateID column of listed templates. The Template List will only display templates with this text.
B	Description query field	Input text to use as a filter against the Description column of listed templates. The Template List will only display templates with this text.
C	Interval drop down menu	Select an interval to use as a filter against the Interval column of listed templates. The Template List will only display templates with this text.
D	Trigger Date query field	Input text to use as a filter against the TriggerDate column of listed templates. The Template List will only display templates with this text.
E	StartDate query field	Input a date in the format “YYYY.MM.DD” to use as a filter against the StartDate column of listed templates.
F	EndDate query field	Input a date in the format “YYYY.MM.DD” to use as a filter against the EndDate column of listed templates.
G	Amount query field	Input a dollar amount to use as a filter against the Amount column of listed templates.
H	Filter button	Click the ‘Filter’ button to filter out templates that do not match your input.
I	Charge Template list	The filtered or non-filtered display of charge templates.
J	Page selector	Click the number of the record page you wish to view. The number of records per page may be changed from the <i>Search Templates Panel</i> .
K	Download this report button	Click the “Download this report” button to reveal the template reporting download options.

2.8 Search Charge Templates Panel

Charge Template

A View

☒ All
 ☐ Status

☐ Template ID
☐ Template Name

B Order By

☒ Template ID
 ☐ Ascending

☐ Template Name
 ☒ Descending

☐ Status

C Records per page:

D

E

The *Search Charge Templates Panel* enables you to search for and display/download charge templates according to your selected search criteria.

	Object	Description/Instruction
A	View	<p>Select the “<i>All</i>” option to view all charge templates.</p> <p>Select the “<i>AccountID</i>” option to view all charge templates that include the text inputted within the AccountID field.</p> <p>Select the “<i>Email Address</i>” option to view all charge templates that include the text inputted within the Email Address field.</p> <p>Select the “<i>Province</i>” option to view all charge templates that include the currently selected status within the Province drop down menu.</p> <p>Select the “<i>Status</i>” option to view all charge templates that include the currently selected status within the Status drop down menu.</p> <p>Select the “<i>Name</i>” option to view all charge templates that include the text inputted within the Name field.</p> <p>Select the “<i>City</i>” option view all charge templates that include the text inputted within the City field.</p> <p>Select the “<i>Country</i>” option view all charge templates that include the text inputted within the Country field.</p>
B	Order By	<p>Select “<i>TemplateID</i>” to sort charge templates by their Template ID.</p> <p>Select “<i>Template Name</i>” to sort charge templates by their Template Name.</p> <p>Select “<i>Status</i>” to sort charge templates by their Status.</p> <p>Select the “<i>Ascending</i>” option to:</p>

		<p>order TemplateID-sorted templates either alphabetically from A to Z or numerically from 0 to ∞.</p> <p>order TemplateName-sorted templates alphabetically from A to Z.</p> <p>order Status-sorted templates alphabetically from A to Z.</p> <p>Select the “Descending” option to:</p> <p>order TemplateID-sorted templates either alphabetically from Z to A or numerically from ∞ to 0.</p> <p>order TemplateName-sorted templates alphabetically from Z to A.</p> <p>order Status-sorted templates alphabetically from Z to A.</p>
C	Records per page drop down menu	<p>Select the number of templates you would like to view within a page.</p> <p>You may choose to view 10, 15, 25, 50, 200 or 500 templates at once.</p>
D	Search button	Click this button to generate the charge template view you have selected.
E	Download this report button	Click the “Download this report” button to reveal the template reporting download options.

2.9 Charge Details Panel

A Charge ID: 2008011713373723386

B Status : Active [Disable](#)

C Billing		D Payment	
Name:	Joe	AccountID:	TestAccount1
Company:	sdafsad	Serial No:	1
Address 1:	vbnv	Payment Method:	Direct Payment
Address 2:	dsfsdf	Payment Type:	Credit Card
City:	vbn	Card Holder:	Joe
State/Province:	Alberta	Card Number:	545454...5454
Zip/Postal:	M9bd3e	ExpMM:	01
Country:	Canada	ExpYY:	08
Phone:	9055677891	Card Type:	MC
Fax:	9055677891		
Email:	jadfa@dafs.sd	Billing Credit Card:	E 0 -- 1 -- MC -- 545454...5454 -- Joe
Comments:	dsf		

F [Update Billing Credit Card](#)

Charge Details

G RBName:

H Interval: **OneTime**

I Trigger Time: **Feb** **01** **2007**

J Start Date: **Jan** **01** **2008**

K End Date: **Jan** **01** **2008**

L Assign to: **teststore**

M [Update Charge](#)

Serial No	ItemID	Description	Quantity	Price	Tax1	Tax2	Item Total	Status	Delete
1	vbn	vbnm	4.00	6.00	0.00	0.00	0.00	Active	Disable Delete
2	sdf	sf	1.00	3.00	0.00	0.00	0.00	Active	Disable Delete
3	fdg	dg	1.00	101.00	10.00	20.00	0.00	Active	Disable Delete

O Number of Items **1**

*ItemID	*Description	Quantity	Price	Tax1	Tax2	Item Total
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00

S [Add Items](#)

The *Charge Details Panel* enables you to modify a charge. Clicking on a ChargeID within the *View Accounts Panel* or *Search Charges Panel* accesses this panel.

	Object	Description/Instruction
A	Charge ID label	The charge identifier referenced for all information displayed within the <i>Charge Details Panel</i> .
B	Status label & button	The current status of the charge is a label. The alternate status is a button. To change the status of the account, click the button.
C	Billing information	Display of general account information related to the viewed charge.
D	Payment information	Display of credit card information currently applied to the charge.
E	Billing Credit Card drop down menu	Select the credit card information used for the charge.
F	Update Billing Credit Card button	Click to update the payment information with the credit card information selected from the "Billing Credit Card" drop down menu.
G	RBName field	Input a name for the charge.
H	Interval drop down	Select how often the charge will recur. Choose an interval option from

	menu	OneTime, Daily, Weekly, Monthly, Quarterly or Annually.
I	Trigger Time drop down menu	Set the day within the interval you wish charge(s) to take place. Trigger time formats: OneTime ex. Jan. 23, 2008 Daily N/A Weekly ex. Wed Monthly ex. 23 Quarterly ex. Jan. 23 Annually ex. Jan. 23
J	Start Date drop down menu	Set the date the Account Manager enables the charge.
K	End Date drop down menu	Set the date the Account Manager disables the charge.
L	Assign to drop down menu	Select a store to process the charge.
M	Update Charge button	Click to update the charge information.
N	Registered Card list	List of credit card numbers registered to the account the charge is related.
O	Disable (Card) button	Click to activate or disable card information within the row to be used for this charge.
P	Delete (Card) button	Click to remove selected card information.
Q	Number of Items drop down menu	Input the number of items to be included within the charge. Max. 25 items.
R	Item input fields	Input Item information to specify the details of the charge item.
S	Add Items button	Save the inputted Item information to the charge.

2.10 View Charges Panel

View Charges

A **B** **C** **D** **E** **F** **G** **H** **I**

Charge ID	Description	AccountID	StoreID	Interval	Trigger Date	Start Date	End Date	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	- All -	- All -	<input type="text"/>	<input type="text"/>	<input type="text"/>	- All -

K **J** Filter

	Charge ID	Description	AccountID	StoreID	Interval	Trigger Date	Start Date	End Date	Status
1	2008042111071000021	2008042111071000021	Test1	htmlpostmerchantcap	Daily		04/01/2008	04/01/2008	Active
2	2008042111130300023	testing template	1234567	teststore	Weekly	Monday	04/01/2008	12/01/2008	Disabled
3	2008042111133200024	testing template	1234567	teststore	Weekly	Monday	04/01/2008	12/01/2008	Active
4	test-mmq	testing template	MMQureshi	teststore	Daily		04/01/2008	12/01/2010	Active
5	test-mmq2	for testing	Test1	htmlpostmerchantcap	Monthly	01	04/01/2008	04/01/2009	Active

1 - 5 Record(s) out of 5 Listed (5 in Database)

M Download this report

L 1

The *View Charges Panel* displays all charges ordered by ChargeID. By default, all charges are displayed. Query fields allow you to filter your charges.

	Object	Description/Instruction
A	Charge ID query field	Input text into this field to use as a filter against the ChargeID column of listed charges.
B	Description query field	Input text into this field to use as a filter against the Description column of listed charges.
C	AccountID query field	Input text into this field to use as a filter against the AccountID column of listed charges.
D	StoreID drop down menu	Select a StoreID from this menu to use as a filter against the StoreID column of listed charges.
E	Interval drop down menu	Select a Status from this menu to use as a filter against the Interval column of listed charges.
F	Trigger Date query field	Input text into this field to use as a filter against the Trigger Date column of listed charges.
G	Start Date query field	Input text into this field to use as a filter against the Start Date column of listed charges.
H	End Date query field	Input text into this field to use as a filter against the End Date column of listed charges.
I	Amount query field	Input text into this field to use as a filter against the Amount column of listed charges.
J	Filter button	Click the 'Filter' button to filter out charges that do not match your input.
K	Charge List	The filtered or non-filtered display of charges.
L	Page selector	Click the number of the record page you wish to view. The number of records per page may be changed from the <i>Search Charges Panel</i> .
M	Download this report button	Click the "Download this report" button to reveal the charge reporting download options.

2.11 Search Charges Panel

View Charges

A View

<input checked="" type="radio"/> All	<input type="radio"/> Interval - Blank -
<input type="radio"/> Charge ID <input type="text"/>	<input type="radio"/> Description <input type="text"/>
<input type="radio"/> Account ID <input type="text"/>	<input type="radio"/> ProcessType: Automatic

B Order By

<input checked="" type="radio"/> Charge ID	<input type="radio"/> Ascending
<input type="radio"/> Account ID	<input checked="" type="radio"/> Descending
<input type="radio"/> Status	

C Records per page: 10

D Search

E Download this report

The *Search Charges Panel* enables you to search for and display/download charges according to your selected search criteria.

	Object	Description/Instruction
A	View	<p>Select the “<i>All</i>” option to view all charges.</p> <p>Select the “<i>Charge ID</i>” option to view all charges that include the text inputted within the Charge ID field.</p> <p>Select the “<i>Account ID</i>” option to view all charges that include the text inputted within the Account ID field.</p> <p>Select the “<i>Interval</i>” option to view all charges that include the currently selected status within the Interval drop down menu.</p> <p>Select the “<i>Description</i>” option to view all charges that include the text within the Description field.</p> <p>Select the “<i>ProcessType</i>” option to view all charges that include the text inputted within the ProcessType drop down menu.</p>
B	Order By	<p>Select “<i>Charge ID</i>” to sort charges by date and time.</p> <p>Select “<i>Account ID</i>” to sort charges by dollar amount.</p> <p>Select “<i>Status</i>” to sort orders by user id.</p> <p>Select the “<i>Ascending</i>” option to:</p> <ul style="list-style-type: none"> order ChargeID-sorted charges either alphabetically from A to Z or numerically from 0 to ∞. order AccountID-sorted charges alphabetically from A to Z. order Status-sorted charges alphabetically from A to Z.

		<p>Select the “Descending” option to:</p> <ul style="list-style-type: none"> order ChargeID-sorted charges either alphabetically from Z to A or numerically from ∞ to 0. order AccountID-sorted charges alphabetically from Z to A. order Status-sorted charges alphabetically from Z to A.
C	Records per page drop down menu	<p>Select the number of charges you would like to view within a page.</p> <p>You may choose to view 10, 15, 25, 50, 200 or 500 charges at once.</p>
D	Search button	Click this button to generate the charges view you have selected.
E	Download this report button	Click the “Download this report” button to reveal the charge reporting download options.

2.12 View Invoice Summary Panel

View Invoices

04/01/2008 – 04/30/2008

A	B	C	D	E	F	G
Invoice No.	Name	Process Type	Invoice Date	Invoice Total	Status	
<input type="text"/>	<input type="text"/>	- All -	<input type="text"/>	<input type="text"/>	- All -	

I **H** Filter

Invoice No.	Payer Name	Process Type	Invoice Date	Invoice Total	Status

No record is found

J [Rebill Selected Outstanding Invoices](#)

K [Download this report](#)

The *View Invoices Panel* displays all invoices ordered by InvoiceNo. By default, all invoices are displayed. Query fields allow you to filter your invoices.

	Object	Description/Instruction
A	Filter fields	Input text into any field to use that field as a filter against the listed columns.
B	Invoice No. query field	Input text into this field to use as a filter against the Invoice No. column of listed invoices.
C	Name query field	Input text into this field to use as a filter against the Name column of listed invoices.
D	Process Type drop down menu	Select a process type from this menu to use as a filter against the Process Type column of listed invoices.
E	Invoice Date query field	Input text into this field to use as a filter against the Invoice Date column of listed invoices.
F	Invoice Total query field	Input text into this field to use as a filter against the Invoice Total column of listed invoices.
G	Status drop down menu	Input text into this field to use as a filter against the End Date column of listed invoices.
H	Filter button	Click the 'Filter' button to filter out invoices that do not match your input.
I	Invoice list	The filtered or non-filtered display of invoices.
J	Rebill Selected Outstanding Invoices button	Click the "Rebill selected outstanding Invoices" button to submit realtime transactions for all selected invoices.
K	Download this report button	Click the "Download this report" button to reveal the invoice reporting download options.

2.13 Search Invoices Panel

A View

<input type="radio"/> All	<input type="radio"/> Period <input type="text" value="- Blank -"/>
<input type="radio"/> Invoice ID <input type="text"/>	<input type="radio"/> Payer Name <input type="text"/>
<input type="radio"/> Account ID <input type="text"/>	<input type="radio"/> Process Type: <input type="text" value="Automatic"/>
<input type="radio"/> Amount <input type="text"/>	<input type="radio"/> Status: <input type="text" value="Paid"/>

B Time Period

<input checked="" type="radio"/> This Month	<input type="radio"/> Last Month	<input type="radio"/> Last <input type="text" value=""/> Days
<input type="radio"/> This Week	<input type="radio"/> Last 7 Days	
<input type="radio"/> Today	<input type="radio"/> Yesterday	
<input type="radio"/> From <input type="text" value="Nov"/> <input type="text" value="1"/> <input type="text" value="2007"/> To <input type="text" value="Nov"/> <input type="text" value="12"/> <input type="text" value="2007"/>		

C Order By

<input checked="" type="radio"/> Invoice ID	<input type="radio"/> Ascending
<input type="radio"/> Account ID	<input checked="" type="radio"/> Descending
<input type="radio"/> Period	

D Records per page:

E

F

The *Search Invoices Panel* enables you to search for and display/download invoices according to your selected search criteria.

	Object	Description/Instruction
A	View	<p>Select the “<i>All</i>” option to view all invoices.</p> <p>Select the “<i>Invoice ID</i>” option to view all invoices that include the text inputted within the Invoice ID field.</p> <p>Select the “<i>Account ID</i>” option to view all invoices that include the text inputted within the Account ID field.</p> <p>Select the “<i>Amount</i>” option to view all invoices that include the text inputted within the Amount field.</p> <p>Select the “<i>Period</i>” option to view all invoices that include the currently selected period within the Period drop down menu.</p> <p>Select the “<i>Payer Name</i>” option to view all invoices that include the text within the Payer Name field.</p> <p>Select the “<i>Process Type</i>” option to view all invoices that include the currently selected process type within the Process Type drop down menu.</p> <p>Select the “<i>Status</i>” option to view all invoices that include the currently</p>

		selected status within the Status drop down menu.
B	Time Period	Select a time period to view invoices. Note: All time periods relate to the Eastern Time Zone.
C	Order By	Select " <i>Invoice ID</i> " to sort invoices by invoice identification. Select " <i>Account ID</i> " to sort invoices by account identification. Select " <i>Period</i> " to sort invoices by period. Select the "Ascending" option to: order InvoiceID-sorted invoices either alphabetically from A to Z or numerically from 0 to ∞ . order AccountID-sorted invoices alphabetically from A to Z. order Period-sorted invoices alphabetically from A to Z. Select the "Descending" option to: order InvoiceID-sorted invoices either alphabetically from Z to A or numerically from ∞ to 0. order AccountID-sorted invoices alphabetically from Z to A. order Period-sorted invoices alphabetically from Z to A.
D	Records per page drop down menu	Select the number of invoices you would like to view within a page. You may choose to view 10, 15, 25, 50, 200 or 500 invoices at once.
E	Search button	Click this button to generate the invoice view you have selected.
F	Download this report button	Click the "Download this report" button to reveal the invoice reporting download options.

2.14 Reporting Download Options Panel

A Report Options

☒ CSV
 ☐ Comma delimited
 ☐ Tab delimited
 ☐ Semicolon delimited
 ☐ Space delimited
 ☐ Other

☒ Export Header
 ☒ zip

B Download Now

C Hide download options

The *Reporting Download Options* include export formats and options that control how reports are downloaded. This display is initially hidden within the view and search panels of Accounts, Charge Templates, Charges and Invoices. Click the “Download this Report” button at the bottom of any view or search panel to reveal these options.

	Object	Description/Instruction
A	Report Options (radio buttons and check boxes)	<p>Select the format you wish to receive the report by selecting the appropriate radio button. Mark the export option checkboxes to select the export options to apply to the download.</p> <p>Export formatting radio buttons:</p> <p>CSV – Select to generate a comma separated value data file with the extension “.csv”.</p> <p>Comma delimited – Select to generate a comma separated value data file with the extension “.txt”.</p> <p>Tab delimited – Select to generate a tab separated data file with the extension “.txt”.</p> <p>Semicolon delimited – Select to generate a semicolon separated data file with the extension “.txt”.</p> <p>Space delimited – Select to generate a space separated data file with the extension “.txt”.</p> <p>Other – Input an extension to assign to the data file.</p>
B	Download Now button	Click the Download Now button to initiate the download of the requested report according to the selected download options.
C	Hide download options button	Click this button to hide the Reporting Download Options within your panel.

Appendix A – Sample Invoice

OrderID : 2005042015353700228

Order Information	
Date:	04/20/2005 15:35:37
UserID:	
Status:	Completed

Billing		Shipping	
Name:	Sam Pull	Name:	Sam Pull
Company:	Q and A Inc.	Company:	Q and A Inc.
Address:	411 Somewhere Crt.	Address:	411 Somewhere Crt.
City:	Fakerton	City:	Fakerton
State/Province:	Alaska	State/Province:	Alaska
Country:	Usa	Country:	Usa
Zip/Postal:	Q4T4Y1	Zip/Postal:	Q4T4Y1
E-mail:	sampull@psigate.com		
Phone:	800-55QANDA		
Fax:			

ItemID	Description	Quantity	Price	Item Total
P10023	Black Pants	2	24.99	49.98
S10014	Green Shirt	1	19.99	19.99
Item Total				69.97

Order Summary	Sub Total:	69.97
	Tax Total:	5.78
	Shipping Total:	5.00
	Credits Issued:	0.00
	Order Total:	80.75

OrderID	Date	UserID	Type	Action	Approval	Return Code	Amount
2005042015353700228	Wed Apr 20 15:35:37 EDT 2005		CC_VISA	PreAuth	Approved	Y:123456:0abcdef:M:X:NNN	80.75
Comments	Sample						

The above display represents the format for printed invoices.

Appendix B – Sample soon to expire card report

Subject: Soon to expire Charge Report 2008-02 in next 2 month(s)

EXPIRY	RBCID	INTERVAL	RB_NAME
2008.02.01	2008011715150823391	E	Art Nouveau
2008.02.01	2008011816065723400	E	Art Deco
2008.02.01	2008012113355723403	E	Impressionist
2008.03.01	testpackage	D	Classical

Appendix C – Sample soon to expire charge report

Subject: Soon to expire Card Report 2008-02 in next 3 month(s)

CARD NUMBER	EXPIRY	CARD HOLDER
411111...1111	05/08	Testing 123
545454...5454	01/08	Testing 234
545454...5454	01/08	Testing 345
545454...5454	01/08	Testing 456
411111...1111	01/08	Testing 567
411111...1111	01/08	Testing 789
545454...5454	01/08	Testing 890
411111...1111	01/08	Testing 901
545454...5454	01/08	Testing 012
545454...5454	01/08	Testing 135
411111...1111	01/08	Testing 357
411111...1111	05/08	Testing 579

Appendix D – Sample monthly invoice report

Subject: Monthly Invoice Report 2008-02-04

INVOICE_NO	STATUS	EXEC_DATE	AMOUNT	RESPONSE
024287	8	2008.01.21	12.00	Y:TEST:TESTTRANS:M:X:
024289	8	2008.01.21	60.00	Y:TEST:TESTTRANS:M:X:
024290	8	2008.01.21	60.00	Y:TEST:TESTTRANS:M:X:
024291	8	2008.01.21	60.00	Y:TEST:TESTTRANS:M:X:
024292	8	2008.01.21	60.00	Y:TEST:TESTTRANS:M:X:
024293	8	2008.01.21	60.00	Y:TEST:TESTTRANS:M:X:
024294	8	2008.01.21	60.00	Y:TEST:TESTTRANS:M:X:
024295	8	2008.01.21	60.00	Y:TEST:TESTTRANS:M:X:
024296	8	2008.01.21	60.00	Y:TEST:TESTTRANS:M:X:
024297	1	2008.01.21	0.00	N:ERROR
024298	8	2008.01.21	60.00	Y:TEST:TESTTRANS:M:X:
024299	8	2008.01.21	60.00	Y:TEST:TESTTRANS:M:X:

Appendix E – Sample Customer Email Receipt

OrderID: Invoice-024288
Date : Mon Feb 04 13:28:04 EST 2008

Order Information

Bill To:

Bname: Joe
Bcompany: Smith
Baddress1: 12 Lawndale Rd.
Baddress2:
Bcity: Toronto
Bprov/State: Ontario
Bcountry: Canada
BPostalZipCode: L6S3J3

Ship To:

Sname:
SCompany:
Saddress1:
Saddress2:
Scity:
Sprov/State:
Scountry:
SPostalZipCode:

Phone: 9055674000
Fax: 9055674000
Email: support@psigate.com

Comments:

ProductNo	Desc	Qty	Price	Total
Seat	STE-3rd aisle	0	0.00	0.00
VIP	VIP	0	0.00	0.00
MEMBERSHIP	CAA	100	6,000.00	600,000.00

SubTotal:	600,000.00
Tax:	0.00
Shipping:	0.00
OrderTotal:	600,000.00

Transaction Details:

PaymentType: MC:#####5454:01/08
AuthCode: TEST
TransRefNo:
AVSResult: X
CardIDResult: M
IPResult:
IP: 0.0.0.0
IP Country: UN
IP Region: UN
IP Region Name: UNKNOWN
IP City: UNKNOWN

Transaction History

TransTime	TransactionType	FullTotal	CardSpan	ReturnCode
2008-02-04 13:28:07	SALE	600,000.00	545454...5454	Y:TEST:TESTTRANS:M:X: