PSiGate Merchant Tools

Version 1.0.5

Introduction

PSiGate's **Merchant Tools** are designed to enable merchants who use our gateway to manage their users, orders, transactions, settlements and store configuration settings. Merchants navigate the **Merchant Tools** through a secure web interface that includes menus and panels.

Each menu item opens a panel that performs its related actions and this guide describes the purpose and function of each menu item, panel and panel object.

Accessing the Merchant Tools

To access the Merchant Tools,
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. Enter the *User ID* and *Password* that was assigned to you by your Merchant Tools administrator or enter the default *User ID* and *Password* assigned within the **Welcome Email** you received from PSiGate.
4. Click the "Login" button.

Frequently Asked Questions

How do I manually enter a new order?

If you have already recorded the details of a customer's order, you may not wish to enter an order with less detail.

1. Access the appropriate Store Index Screen.
2. Click the Express Order Store Index menu item.
   Within the Express Order Panel,
3. Enter an Order ID if you wish (PSiGate shall assign a unique Order ID if none is entered).
4. Enter the customer's contact information within the Name, Company and Email fields.
5. Enter the SubTotal, Tax Total and ShipTotal.
6. Verify your OrderTotal.
7. Select the action type taken when the order is submitted.
8. Enter the customer's credit card information within the Card Number and Expiration fields.
9. If applicable, enter the security code found on your customer's card within the Card ID Number field.
10. Enter any comments you may have regarding the order.
    Within the Order Confirmation Panel,
11. Review your order.
12. Click the Submit Order button if no changes are required.
    Within the Transaction Results Panel,
13. Review the results of your order.

How do I enter a new order with more detail?

An order received face to face, by 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.
3. Within the New Order Panel 1, enter Billing and Shipping information.
4. Click the Next button.
5. Within the New Order Panel 2, enter an Order ID if you wish (PSiGate shall assign a unique Order ID if none is entered).
6. Enter Item information.
7. Enter Tax, Shipping and any comments you may have regarding the order.
8. Select the action type taken when the order is submitted.
9. Enter the customer's credit card information within the Card Number and Expiration fields.

10. If applicable, enter the security code found on your customer's card within the Card ID Number field.
11. Click the Next button.
12. Within the Order Confirmation Panel, review your order.
13. Click the Submit Order button if no changes are required, within the Transaction Results Panel,
14. Review the results of your order.

How do I complete a previously authorized order?

1. Access the appropriate Store Index Screen,
2. Click the Confirm Orders menu item.
3. Within the Confirm Orders Panel, enter the dollar amount you wish to charge to the customer's card within the Confirm field. This amount must be less than the amount within the Authorized field.
4. Click the Confirm Selected Orders button.

How do I view the response of an order?

1. Access the appropriate Store Index Screen,
2. Click the View Orders or View Transactions menu item,
3. Within the View Orders or View Transactions Panel, submit a query from the corresponding Search Orders or Search Transactions Panel,
4. Click the Order whose response you wish to view,
5. Scroll thru the Order Details Panel of the Order you selected
6. Review the Authorization Summary within the Transaction Details subheading.

AVS, CardID, and IP Results
The Return Code shall be displayed in one of the following formats:
Approved Order - Y:CardAuthNumber:CardRefNumber:CardIDResult:AVSResult:IPResult
Declined Order - N:BankErrorCode:DeclineMessage

The first response in both formats (Y or N) states whether or not the order was approved. Declines may be due to the bank rejecting the card or a fraud error caught by your store's fraud settings.

Approved Orders
The CardAuthNumber is the authorization number that the card issuer has assigned to you to allow you to charge their client's card.
The CardRefNumber is the transaction request reference number assigned by your merchant acquirer's processor and is used to help PSiGate track your orders.
The CardIDResult is the response of the card's verification service. (i.e. CVV, CV2 etc.) Refer to the Appendix for the meanings of CardIDResult responses.
The AVSResult is the response of the applicable address verification service.

Refer to the Appendix for the meanings of AVSResult responses.
The IPResult is the response of PSiGate's IP to location checks.
Refer to the Appendix for the meanings of IPResult responses.

Declined Orders
If the card was declined, the card issuer assigns the BankErrorCode.
If the card failed a fraud check, PSiGate assigns the BankErrorCode.
The DeclineMessage is a summary of the error or fraud check.

How do I view the details of an order?

1. Access the appropriate *Store Index Screen*,
2. Click the Order link within any Order, Transaction or Settlement panel.

How do I cancel an order?

Canceling an order flags the order and attempts to release the reserved funds on the customer's card.

1. Access the appropriate *Store Index Screen*,
2. Click the *Confirm Orders* menu item.
3. Within the *Confirm Orders Panel*, select the Order you wish to cancel.
4. Click the *Cancel Selected Orders* button.

Note: You may only cancel an order if it has not been confirmed.

How do I refund a customer?

1. Access the appropriate *Store Index Screen*,
2. Click the *Credit Orders* menu item.
3. Within the *Credit Orders Panel*, enter the dollar amount you wish to credit to the customer's card within the *Credit* field. This amount must be less than the amount within the *Amount* field.
4. Click the Credit Selected Orders button.

How do I void a transaction?

Note: You may only void an order before its batch is settled. Batches automatically settle at midnight unless your store has been set to batch at a different time.

1. Access the appropriate *Store Index Screen*,
2. Click the *View Current Settlements* menu item.

3. Within the *Current Settlement Batch Panel*, select the Order you wish to void.
4. Click the *Void Selected Orders* button.

How do I block a potentially fraudulent customer?

1. Access the appropriate *Store Index Screen*,
2. Click the *Fraud Settings* menu item.
3. Within the *Fraud Settings Panel*, copy the customer's email, email domain, IP, IP Range, Card Number or Country and insert it within the appropriate Black List.

How do I block international orders?

1. Access the appropriate *Store Index Screen*,
2. Click the *Fraud Settings* menu item.
3. Within the *Fraud Settings Panel*, select White List from the IP Country White/Black List.
4. Click on the *View List* link.
5. Add the two character Country codes of the countries you allow.

How do I prevent duplicate transactions?

1. Access the appropriate *Store Index Screen*,
2. Click the *Fraud Settings* menu item.
3. Within the *Fraud Settings Panel*, enter an amount of time in seconds for the system to check for a duplicate.

How do I retrieve a credit card number?

Credit card numbers are confidential and only released by phone.
1. Contact PSiGate Merchant Services by calling 1-877-374-9444 ext. 301.
Our Merchant Services department shall verify whether or not you are authorized to receive private information pertaining to the merchant and relay the credit card number if you are an authorized contact.

How do I change my password?

1. When you do not have Super User permissions,
   a. Ask your Merchant Tools administrator or another user with Super User permissions to assign a new login or password for you.
2. When you have Super User permissions,
   a. Click the *Set up User Permissions* Merchant Index menu item.

Within the *User Permissions Panel,* enter the new password within the *Password* and *Confirm* fields

How do I modify the permissions of a user?

1. When you do not have Super User permissions,
   a. Ask your Merchant Tools administrator or another user with Super User permissions to add permissions to your user profile.
2. When you have Super User permissions,
   a. Click the *Set up User Permissions* Merchant Index menu item.
   b. Enable or disable the permissions for the selected user.

Is AVS, CVV or Verified by Visa supported by the new payment engine?
Yes. To view the results of each fraud verification tool,
Refer to the question, "Where can I view the response of an order?"

How do I view a breakdown of my sales?

Within the *Merchant Index Screen*,
1. Click the *View Store Statistics* menu item.
2. Select to view statistics by Account, Credit Card Type, Item or Region.

Screens and Panels

Login Screen

The *Login Screen* is the first screen that you encounter.
Successful verification of your login information is required to access the Merchant Tools.

	Object	Description/Instruction
A	*CID* field	Enter your company's assigned unique customer identification number.
B	*User ID* field	Enter your *User ID* (aka. User Name or Login). Initially, a default *User ID* is assigned to your company thru our **Welcome Email**. An administrator with Super User permissions (See *User Permission Panel*) may create or modify employee or affiliate user IDs, passwords and permissions including the default *User ID*.
C	*Password* field	Enter your assigned password.
D	Login button	Click the "Login" button to submit your *CID*, *User ID* and *Password* so you may access the **PSiGate Merchant Tools**.

Merchant Index Screen

The *Merchant Index Screen* is displayed once you have successfully logged in to the **Merchant Tools**. From this screen, you may view store statistics, modify user permissions, view user logs, access a store's index screen or log out of the **Merchant Tools**.

	Object	Description/Instruction
A	Main Menu	Returns you to the *Merchant Index Screen* from a store statistic, user permission or user log panel.
B	View Store Statistics	Displays the *Store Statistic Option Panel*.
C	Setup User Permissions	Displays the *User Permissions Panel*.
D	View User Log	Displays the *User Log Panel*.
E	Logout	Logs you out of the **Merchant Tools**.
F	Store	Lists store accounts associated with the merchant. Click on the "Store" or "View Reports" link of the store you wish to manage to open the *Store Index Screen,* where you may perform any of the following functions: - Create, confirm, view or credit an order - View transaction requests - View settlements - Configure general, fraud and email settings
G	Currency	Displays the currency that the store account's funds are settled.
H	Go to StoreReports	Click "View Reports" to go to the Store Index Screen as in **F** .

Store Statistic Options Panel

The *Store Statistic Options Panel* allows merchants to specify the way they view their sale statistics.
For a given time period, sale statistics may be displayed by account, credit card type, item, and region.

	Object	Description/Instruction
A	Account	Select this option to display statistics of each account associated with your company.
B	Credit Card Type	Select this option to display each store's credit card type sale statistics.
C	Item Sales	Select this option to display item sale statistics for each store.
D	Region	Select this option to display regional sale statistics for each store.
E	Time Period options	Select the date and time range of the sale statistics you wish to view from this menu.
F	Submit button	Click the "Submit" button to submit your selections and view the statistical report that you specified.

Account Statistics Panel

Account Statistics

04/01/2005 – 04/19/2005

(A) Store ID	(B) Curr	(C) Confirmed Sales	(D) Credits	(E) Void
PSiGateTest	CAD	1.00	0.00	0.00

(F) Back to Store Statistics

The *Account Statistics Panel* displays sale statistics by store account.

	Object	Description/Instruction
A	Store ID	Displays the ID of the store whose statistics are displayed within the same row and to the right of this column.
B	Currency	Displays the currency of the store.
C	Confirmed Sales	Displays the total dollar amount of approved *Sales* or confirmed *PreAuth* transactions (*PostAuths*) processed through the store.
D	Credits	Displays the total dollar amount of credited transactions within the corresponding store account.
E	Void	Displays the total dollar amount of voided transactions within the corresponding store account.
F	Back to Store Statistics button	Click the "Back to Store Statistics" button to go back to the *Store Statistic Options Panel*.

Credit Card Type Statistics Panel

The *Credit Card Type Statistics Panel* displays sale statistics by credit card type.

	Object	Description/Instruction
A	Store ID (Curr)	Displays the ID and currency of the store.
B	CC Type	Displays the type of credit card (ie. Visa, MasterCard, Amex, Diners Club or Discover) whose statistics are displayed within the same row and to the right of this column.
C	Sales	Displays the total dollar amount of *Sale* transactions.
D	PreAuths	Displays the total dollar amount of *PreAuth* transactions.
E	PostAuths	Displays the total dollar amount of *PostAuth* transactions.
F	Forced PostAuths	Displays the total dollar amount of *Forced PostAuth* transactions.
G	Credits	Displays the total dollar amount of *Credit* transactions.
H	Voids	Displays the total dollar amount of *Void* transactions.
I	Back to Store Statistics button	Click the "Back to Store Statistics" button to go back to the *Store Statistic Options Panel*.

Item Sales Statistics Panel

The *Item Sales Statistics Panel* displays sale statistics by item.

	Object	Description/Instruction
A	Store	Indicates the store that received the item sales within the subsequent table.
B	Item ID	Displays the ID of the item sold whose statistics are displayed within the same row and to the right of this column.
C	# of Units	Displays the quantity of sold units of an item.
D	% of Units	Displays the percentage of sold units of an item versus all units sold of that item.
E	% of Sales	Displays the percentage of the dollar amount sold of an item versus the total dollar amount sold of all items.
F	Total Sales	Total dollar amount of sales made through the sale of this item.
G	Back to Store Statistics button	Click the "Back to Store Statistics" button to go back to the *Store Statistic Options Panel*.

Region Sales Statistics Panel

The *Region Sales Statistics Panel* displays sale statistics by country or region.

	Object	Description/Instruction
A	Store	Indicates the store that received the regional sales within the subsequent table.
B	Country	Displays the country whose statistics are displayed within the same row and to the right of this column.
C	Region	Displays the region whose statistics are displayed within the same row and to the right of this column. Regions may be a country's province, state or territory.
D	# of Sales	Displays the count of *Sale* or *PostAuth* transactions within a region.
E	% of Sales	Displays the percentage of sale*s* made to a region versus sales made to all regions.
F	Total Sales	Displays the total dollar amount of goods or services the store has sold to a region.
G	Back to Store Statistics	Click the "Back to Store Statistics" button to go back to the *Store Statistic Options Panel*.

User Permissions Panel

The *User Permissions Panel* allows a Super User to create a new user and change the password or permissions of a user.

	Object	Description/Instruction
A	New User button	Click this button to open the *New User Panel* to create a new user.
B	User ID drop down menu	Choose a User ID from the list to change that user's password or permissions.
C	UserID label	Displays the UserID referenced within
D	Password Confirmation fields	Enter your new password within the New User Password field and then re-enter that password within the confirm field.
E	Delete User button	Click this button to delete the current UserID.
F	Set Password button	Click this button to set the text inputted within the New User Password and Confirm fields as the new password for the corresponding User ID.
G	General Merchant Level Permissions	Set the user's general merchant level permissions. Select View User Log to allow the user to view the *User Log Panel*. Select View Graphs/Stats to allow the user to view the *Store Statistic Options Panel.* Select Super User to allow the user to manage the creation and permissions of users.
H	Account Management Merchant Level Permissions	Set the user's Account Management merchant level permissions. Select "Account Access" to allow the user to access the Account Management Account panels.

		Select "Charge Template Access" to allow the user to access the Account Management Charge Template panels. Select "Recurrent Charge Access" to allow the user to access the Account Management Charge panels. Select "Invoice Access" to allow the user to access the Account Management Invoice panels. Select Email "Setting Access" to allow the user to access the Account Management Email Reports panel.
I	Language menu	Select the language to display when a user navigates the *Merchant Tools*.
J	Save Merchant Level Permissions button	Updates the user's Merchant Level Permissions.
K	Permissions to process transaction requests	Select to allow a user to process a *Sale*, *PreAuth*, *PostAuth*, *Credit*, *Void* or *Forced PostAuth*.
	Permissions to view transaction requests	Select to allow the user to view the corresponding store's orders, transactions and settlements.
	Permissions to configure General, Fraud and Email settings	Select to allow the user to configure the corresponding store's general, fraud, email or account management settings.
L	Group User Permission	Select to allow the user to manage a transaction that they did not initiate.
M	Include in Statistics Permission	Select to allow the user to view the corresponding store's statistics.
N	Select All	Select to enable all store permissions.
O	Save Store Permissions	Click this button to update the user's store permissions.

New User Panel

The *New User Panel* allows a Super User to assign a User ID and Password to a new user.

	Object	Description/Instruction
A	User ID	Enter a new *User ID*.
B	Password	Enter a new *Password*.
C	Confirm Password	Re-enter the new password.
D	Create User	Click the "Create User" button to create a new user profile.

User Log Panel

The *User Log Panel* displays the date, time, User ID and action of a user who used the **Merchant Tools**.

	Object	Description/Instruction
	Object	Description/Instruction
A	Date	Displays the date and time of a log entry.
B	User ID	Displays the User ID that initiated a log entry.
C	Action	Displays a summary of the action performed by the user at the specified date and time.

Store Index Screen

The *Store Index Screen* allows a user to create, confirm, credit, search and view orders; search and view transactions; view current or past settlements; modify general, fraud or email settings and logout.

	Object	Description/Instruction

A	Return to Merchant Menu	Click this link to return to the *Merchant Index Screen*.
B	StoreID/Curr	Displays the selected store's ID and currency.
C	New Order	Click this link to go to the *New Order Panel 1*.
D	Express Order	Click this link to go to the *Express Order Panel*. The *Express Order Panel* enables you to quickly process an order with minimal data.
E	Confirm Orders	Click this link to go to the *Confirm Orders Panel*. The *Confirm Orders Panel* enables you to confirm (capture the funds) of a previously authorized order.
F	Search Orders	Click this link to go to the *Search Orders Panel*. The *Search Orders Panel* enables you to locate orders according to your search criteria.
G	Credit Orders	Click this link to go to the *Credit Orders Panel*. The *Credit Orders Panel* enables you to credit orders equal to or less than the amount confirmed.
H	View Orders	Click this link to go to the *View Orders Panel*. The *View Orders Panel* enables you to view orders according to your search criteria and work with the orders to *Work with Selected Orders Panel*.
I	View Transactions	Click this link to go to the *View Transactions Panel*. The *View Transactions Panel* enables you to view this month's transactions.
J	Search Transactions	Click this link to go to the *Search Transactions Panel*. The *Search Transactions Panel* enables you to locate transactions according to your search criteria.
K	View Settlements	Click this link to go to the *View Settlements Panel*. The *View Settlements Panel* enables you to view this month's settlements.
L	View Current	Click this link to go to the *View Current Settlement Batch Panel*. The *View Current Settlement Batch Panel* enables you to view the *Sale*, *PostAuth*, *Forced PostAuth* and *Credit* transactions that are waiting to be settled.
M	View History	Click this link to go to the *View Settlement History Panel*. The *View Settlement History Panel* enables you to view past settlements.
N	General Settings	Click this link to go to the *General Settings Panel*. The *General Settings Panel* enables permitted users to configure general settings.
O	Fraud Settings	Click this link to go to the *Fraud Settings Panel*. The *Fraud Settings Panel* enables permitted users to configure general settings.
P	Email Settings	Click this link to go to the *Email Settings Panel.* The *Email Settings Panel* enables permitted users to configure general settings.
Q	Logout	Click this link to logout.

New Order Panel 1

New Order Panel 1 allows you to create detailed new orders on behalf of your customer.

	Object	Description/Instruction
A	Billing information	Enter the customer's Billing information. **Note:** The Billing information should match the information in the database of the customer's card issuer.
B	Shipping information	Enter the Shipping information as indicated by the customer. **Note:** Place a check within this checkbox if the shipping information is identical to the billing information.

C	Next button	Click this button to advance to *New Order Panel 2*, where additional fields must be filled prior to submitting the new order.

New Order Panel 2

New Order Panel 2 allows you to enter payment information required to process an order.

	Object	Description / Instruction
A	Order ID field	Enter a unique order id to reference all transactions regarding this order. **Note:** You may leave the "*Order ID*" field blank to allow PSiGate to assign a random unique *Order ID*.
B	Number of Items menu	If you wish to submit *Item* information, select a number greater than zero. **Note:** When you set the "Number of Items" menu to a value greater than zero, the "Subtotal" field will be disabled and the sum of Item Totals shall be used to determine the total dollar amount of items or services purchased.
C	Item ID field	Enter the SKU, product, part or service ID purchased. **Note:** This is a required field if the "Number of Items" menu is set to a value greater than zero.
D	Description field	Enter a brief description of the item purchased. **Note:** This is a required field if the "Number of Items" menu is set to a

		value greater than zero.
E	Quantity field	Enter the number of units purchased with the *ItemID* specified in the "*Item ID*" field.
F	Price field	Enter the set purchase price of one unit with this *ItemID*.
G	Item Total	Displays the cost to fulfill the order according to the quantity and price specified.
H	Sub Total field	Enter the total dollar amount of items or services purchased, if the "Number of Items" menu is set to zero.
I	Tax fields	Enter the dollar amount of applicable taxes.
J	Ship Total field	Enter the dollar amount of applicable shipping charges.
K	Order Total field	Displays the calculated dollar amount of the order.
L	Comments field	Enter any comments you may have regarding the order.
M	Payment Type Option menu	Select the payment method of the order. Note: Currently, only a Credit Card payment method exists.
N	Payment Type	Displays the name of the abbreviated payment method selected from the Payment Type options.
O	Action menu	Select "*Sale*" to indicate that this order is to be authorized and charged. Select "*PreAuth*" to indicate that this order is to be authorized and funds reserved for confirmation. Select "*Forced PostAuth*" to indicate that this order is to be charged using the authorization number you enter within the "Authorization Number field".
P	Card Number field	Enter the customer's credit card number.
Q	Expiration Month/Year fields	Select the credit card's expiration month and year.
R	Card ID Number field	Enter the three or four-digit CVV number associated with the customer's card. CVV is an anti-fraud security feature to help verify that the customer is in possession of the credit card.
S	Authorization Number field	If applicable, enter the authorization number you received from your merchant acquirer pertaining to this transaction request.
T	Next button	Click this button to advance to *Order Confirmation Panel*, where you may review the order prior to its submission.

Order Confirmation Panel

The *Order Confirmation Panel* allows you to review your order prior to processing the order.

	Object	Description/Instruction
A	Submit Order button	Click this button to submit the new order information to the card-issuing network via PSiGate's payment engine.

Transaction Results Panel

The *Transaction Results Panel* allows you to view the results of your transaction.

	Object	Description/Instruction
A	Transaction Result	Returns APPROVED or DECLINED based on the response of the card issuer and your fraud settings.
B	Time	Returns the date and time the response to the order was received by PSiGate's payment engine.
C	Order ID	Returns the transaction's unique order id.
D	Return Code	Displays the Approval, Fraud, or Decline/BankError code returned by the payment engine or credit card issuing network. **Note:** An approval code includes the transaction result, card authorization number, reference number, Card ID result, AVS result and IP result in that order.
E	Message	Displays the Fraud, Decline or Error message associated with the "Return Code" returned by the engine.
F	Tax Total	Returns the dollar amount of applicable taxes.
G	Ship Total	Returns the dollar amount of applicable shipping charges.
H	Order Total	Returns the total dollar amount of the order.
I	Payment Type	Returns the payment method of the order. **Note:** Currently only the Credit Card payment method exists.
J	Card Type	Returns the credit card type derived from the credit card number.
K	Card Number	Returns the credit card number entered.
L	Action	Returns the requested transaction action.
M	TransRefNumber	Returns the unique transaction reference number. **Note:** When a user attempts to void a transaction, the *transrefnumber*

		references the transaction.
N	CardAuthNumber	Returns the real-time authorization number received from the card issuer.

Express Order Panel

The *Express Order Panel* allows you to quickly create a new order with minimum details on behalf of your customer.

	Object	Description/Instruction
A	Order ID field	Enter a unique ID to reference all transactions regarding this order. Leave the "Order ID" field blank to allow PSiGate to assign a random unique Order ID.
B	Name field	Enter the name that the customer has indicated as the name assigned to the credit card.
C	Company field	If applicable, enter the company name of the customer.
D	Email field	Enter the email address of the customer.
E	Sub Total field	Enter the total dollar amount of items or services purchased.
F	Tax Total field	Enter the dollar amount of applicable taxes.
G	Ship Total field	Enter the dollar amount of applicable shipping charges
H	Order Total field	Enter the total dollar amount of the order if you do not wish to submit the subtotal, tax total and ship total individually.

I	Payment Type menu	. the payment method of the order. Note: Currently only the Credit Card payment method exists.
J	Action menu	Select "*Sale*" to indicate that this order is to be authorized and charged. Select "*PreAuth*" to indicate that this order is to be authorized and funds reserved for confirmation. Select "*Forced PostAuth*" to indicate that this order is to be charged using the authorization number you enter within the Authorization number field.
K	Card Number field	Enter the customer's credit card number.
L	Expiry fields	Select the credit card's expiration month and year.
M	Card ID Number field	Enter the three or four-digit *CVV* number associated with the customer's card. *CVV* is an anti-fraud security feature to verify that your customer is in possession of the credit card.
N	Authorization Number field	If you received an authorization number from your merchant acquirer pertaining to this transaction request, enter it within this field.
O	Comments field	Enter any comments you may have regarding the order.
P	Submit button	Click this button to submit the express order information to the card-issuing network via PSiGate's payment engine.

Confirm Orders Panel

The *Confirm Orders Panel* allows you to complete an authorized order and charge your customer's card.

	Object	Description/Instruction
A	OrderID	Displays the unique id of an order. Click an "Order ID" link to view the order's details within the *Order Details Panel*.
B	Date/Time	Displays the date and time of an order.
C	UserID	Displays the user id of an order.
D	Name	Displays the customer name entered at the time of an order.
E	Amount	Displays the dollar amount authorized and reserved for confirmation.
F	Confirm field	Enter the dollar amount you wish to charge to the customer's credit card.
G	Comments field	Enter any comments you may have regarding an order.
H	Confirm Selected Orders button	Click this button to charge the customer's credit card for the dollar amount entered within the "Confirm" field.
I	Cancel Selected Orders button	Click this button to prevent future confirmation of an order and release the amount reserved on the customer's credit card if possible.

Credit Orders Panel

The *Credit Orders Panel* allows you to partially or fully refund your customer.

	Object	Description/Instruction
A	OrderID	Displays the unique id of an order. Click the "Order ID" link to view the order's details within the *Order Details Panel*.
B	Date/Time	Displays the date and time of an order.
C	UserID	Displays the user id of an order.
D	Name	Displays the customer name entered at the time of the order.
E	Amount	Displays the dollar amount currently charged to the customer's credit card.
F	Credit field	Enter the dollar amount you wish to credit to the customer's credit card.
G	Comments field	Enter any comments you may have regarding the order.
H	Credit Selected Orders button	Click this button to credit the customer's credit card for the dollar amount entered within the "Credit" field.

View Orders Panel

The *View Orders Panel* allows you to view orders, flag, unflag or blacklist an IP, email or credit card number.

	Object	Description/Instruction
A	OrderID	Displays the unique id of an order. Click the order id to view the order's details within the Order Details panel.
B	Date	Displays the date and time of an order.
C	Stage	Displays the current stage of an order. Order stages include: Reserved – funds have been reserved for the amount authorized. Completed – the order has been charged to the customer's credit card. Cancelled – reserved are now released.
D	UserID	Displays the *User ID* of an order.
E	Name	Displays the customer name entered at the time of the order.
F	Payment Type	Displays the payment method of the order. **Note:** Currently, only the Credit Card payment method exists.
G	Amount	Displays the total dollar amount of an order.
H	Work with Selected Orders button	Click this button to flag the order, unflag the order or add the email, IP or credit card number to the appropriate black list within the *Work with Selected Orders Panel*.

Order Details Panel

OrderID : 2005042015353700228

A Print This Order   B Print This Order as Invoice

Order Information

Date:	04/20/2005 15:35:37
UserID:	
Status:	Completed C Mark as Flagged
Bill To:	Sam Pull
Phone:	800-55QANDA
Email:	sampull@psigate.com
Fax:	
Items:	0
Sub Total:	69.97
Ship Total:	5.00
Tax Total:	5.78
Credits Issued:	0.00
Order Total:	80.75
D Credit Order For	[ ] Submit
Comments:	Sample

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

Tax Summary		
	Tax1:	5.78
	Tax2:	0.00
	Tax3:	0.00
	Tax4:	0.00
	Tax5:	0.00
	Tax Total:	5.78

Order Summary		
	Sub Total:	69.97
	Shipping Total:	5.00
	Credits Issued:	0.00
	Order Total:	80.75
D	Credit Order	[ ] Submit

Transaction Details:

Authorization Summary		
	Payment Type:	
	Card Type:	VISA
	Card Number:	411111...1111
	Expiry:	08/07
	Return Code:	Y:123456:0abcdef:M:X:NNN
	Card Authorization Number:	123456
	Processor Reference Number:	1bd35716fce3ff84
	AVS Result:	X
	CardID Result(CVV2):	M
	IP Result:	NNN
	IP Address:	192.168.2.69
	IP Country Code:	UN
	IP Region:	UNKNOWN
	IP City:	UNKNOWN
	Card XID:	
	Card CAVV:	
	Card ECI:	

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						
2005042015353700228	Thu Apr 21 11:45:11 EDT 2005		CC_VISA	PostAuth	Approved	Y:123456:0abcdef:M:X:NNN	80.75
Comments							

The *Order Details Panel* displays all of the information relevant to an order.

	Object	Description/Instruction
A	Print this Order button	Click this button to print the *Order Details Panel*.
B	Print this Order as Invoice button	Click this button to print the Order as an Invoice. See *Appendix A* for a sample of an Invoice.
C	Mark as Flagged button	Click this button to flag an order. Flagging an order draws attention to the order. The merchant determines the meaning of the flag. **Note:** When an order is flagged, this button will read, "Mark as Unflagged" and will remove the flag placed on the order.
D	Credit Order fields	Enter the dollar amount that you wish to refund and click the submit button to credit the customer's credit card.

Work with Selected Orders Panel

The *Work with Selected Orders Panel* allows you to flag, unflag and blacklist an Email, IP or Card Number.

	Object	Description/Instruction
A	Action options	Select "*Add to Black List: Email*" to add the order's email address to the store's email Black List. Select "*Add to Black List: IP*" to add the order's IP address to the store's IP Black List. Select "*Add to Black List: Card Number*" to add the order's card number to the store's card number Black List. Select "*Mark as Flagged*" to flag the order. Select "*Mark as Unflagged*" to unflag the order. Select "*Create Payment Account*" to use the data provided within the

		selected order(s) to create payment account(s) for future charges. You will advance to the **Account Management's** *Add Account* Panel. Click the "Skip this Order" button at the bottom of the *Add Account Panel* to advance past the currently selected order or click the "Save and Continue" button to save the order data to an account. The **Account Management's** *View Account Panel* will display to confirm the creation of new account(s). Select "*Add Credit Cards to Payment Account*" to use the credit card data provided within the selected order(s) to add credit card(s) to a payment account's list of cards available for use. The next screen will allow you to supply the AccountID that the card is to be applied.
B	Submit button	Click this button to submit the corresponding action request.

Search Orders Panel

The *Search Orders Panel* allows you to view orders that correspond to your search criteria and flag, unflag or blacklist those orders.

	Object	Description/Instruction
A	View	Select the "*All*" option to view all transactions within the specified time period. Select the "*Order ID*" option to view orders that were submitted with the

		same order id. Enter the order id you wish to view within the field to the right of the "*Order ID*" option. Select the "*User ID*" option to view orders that were submitted with the same user id. Enter the user id you wish to view within the field to the right of the "*User ID*" option.
B	Time Period	Select a time period to view orders. **Note:** All time periods relate to the Eastern Time Zone.
C	Order By	Select "*Time*" to sort orders by date and time. Select "*Value*" to sort orders by dollar amount. Select "*User ID*" to sort orders by user id. Select the "Ascending" option to: - order time-sorted orders from past to present. - order value-sorted orders from the lowest dollar amount to the greatest dollar amount. - order user id-sorted orders alphabetically from Z to A. Select the "Descending" option to: - order time-sorted orders from present to past. - order value-sorted orders from the greatest dollar amount to the lowest dollar amount. - order user id-sorted orders alphabetically from A to Z.
D	Records per page	Select the number of orders you would like to view within a page. You may choose to view 10, 15, 25, 50, 200 or 500 orders at once.
E	Submit Request	Click this button to generate the order view you have selected.

View Transactions Panel

The *View Transactions Panel* allows you to view transactions and their responses for this month.

	Object	Description/Instruction
A	OrderID	Displays the unique id of an order. Click the order id to view the order's details within the Transaction Details panel.
B	Date	Displays the date and time of a transaction.
C	UserID	Displays the user id of a transaction.
D	Type	Displays an abbreviated payment method and credit card type.
E	Action	Displays the requested action.
F	Approval	Displays whether a transaction request was Approved, Fraudulent or Declined.
G	Return Code	Displays the Approval, Fraud, Decline or Error code returned by the engine.
H	Details	Displays the customer's abbreviated credit card number and expiration month and year.
I	Amount	Displays the dollar amount of the transaction request.

Search Transactions Panel

The *Search Transactions Panel* allows you to view transactions according to your search criteria.

	Object	Description/Instruction
A	View options	Select the "*All*" option to view all transactions within the specified time period.
		Select the "*Credit Card*" option to view transactions that were submitted with the same credit card number.
		Enter the credit card number you wish to view within the field to the right of the "*Credit Card*" option.
		Select the "*User ID*" option to view transactions that were submitted with the same user id.
		Enter the *User ID* you wish to view within the field to the right of the "*User ID*" option.
B	Time Period	Select a time period to view transactions.
		Note: All time periods relate to the Eastern Time Zone.
C	Order By	Select "*Time*" to sort transactions by date and time. Select "*Value*" to sort transactions by dollar amount. Select "*User ID*" to sort transactions by user id.

		Select the "Ascending" option to: • order time-sorted transactions from past to present. • order value-sorted transactions from the lowest dollar amount to the greatest dollar amount. • order user id sorted-transactions alphabetically from Z to A. Select the "Descending" option to: • order time-sorted transactions from present to past. • order value-sorted transactions from the greatest dollar amount to the lowest dollar amount. • order user id-sorted transactions alphabetically from A to Z.
D	Records per page	Select the number of transactions you would like to view within a page. You may choose to view 10, 15, 25, 50, 200 or 500 transactions at once.
E	Submit Request	Click this button to generate the transaction view you have selected.

View Settlements Panel

The *View Settlements Panel* allows you to view settlements performed this month.

	Object	Description/Instruction
	Object	Description/Instruction
A	Date	Displays the date of a settlement performed this month.
B	Source	Displays the payment type of a settlement performed this month.
C	Number	Displays the total number of transactions to be settled on the date specified within the date column.
D	Amount	Displays the total dollar amount of transactions settled on the date specified within the date column.

View Current Settlement Batch Panel

The *View Current Settlement Batch Panel* allows you to view the transactions awaiting settlement.

	Object	Description / Instruction
A	OrderID	Displays Order IDs that are yet to be settled.
B	TransDate	Displays the date and time the transaction was initiated.
C	UserID	Displays the ID of the user who initiated the transaction.
D	Type	Displays the payment method and type.
E	Action	Displays the action performed
F	Details	Displays an abbreviated credit card number and its expiration date.
G	Approval	Displays the order's Approval return code.
H	Amount	Displays the total dollar amount of transactions to be settled.
I	Settle Current Batch button	Click the "*Settle Current Batch*" button to settle all transactions listed within this panel.
J	Void Selected button	Click the "*Void Selected*" button to void all selected transactions.

View Settlement History Panel

[SAME AS View Settlements Panel](#)

The *View Settlement History Panel* allows you to view past settlements.

	Object	Description / Instruction
A	Date	Displays the date of a past settlement
B	Source	Displays the payment type of a past settlement
C	Number	Displays the total number of transactions settled within a past settlement
D	Amount	Displays the total dollar amount of transactions settled within a past settlement

General Settings Panel

The *General Settings Panel* allows you to set contact information to display within an email receipt, restrict Host IPs and set the time a day's transactions are to be automatically settled.

	Object	Description/Instruction
A	Email Receipt Contact information fields	Enter the contact information that you wish to display within merchant confirmations and customer e-mail receipts.
B	Language menu	Select the language of a transaction response returned by PSiGate.
C	Restrict Host IP menu	Select "Yes" to only allow transaction requests from an IP address within the Allowed Host list.

		Select "No" to allow requests from any IP address.
D	Allowed Host list	Displays the Host IP addresses currently permitted to send transaction requests. Select a Host IP and click the "Remove Selected" button to remove that IP from the Allowed Host list. Enter an IP address within the field below the Allowed Host list and click the "Add" button to add an IP address to the Allowed Host list.
E	Auto Settlement	If you wish to automatically settle your transactions at a certain time each day other than midnight, the default settlement time, select "Yes" within the corresponding menu and enter the time of day in Eastern Time (EST) that your transactions will settle. **Note:** Transactions may only settle once each day. Transactions that are received after a day's auto settlement shall be included within the next day's settlement.
F	Save button	Click the "Save" button to update all changes made to the store's general settings.

Fraud Settings Panel

CC Fraud Settings

A Enabled CC Fraud Module: No

Real-Time Restrictions:

Type	**B** Allowed	**C** Limit	**D** Action
Sale	Yes	0.00	Decline
PreAuth	Yes	0.00	Decline
PostAuth	Yes	0.00	Flag
Credit	Yes	0.00	Decline
Void	Yes		

E Send e-mail to:

F **Maximum Limits:**

Sale Limit:	0.00
PreAuth Limit:	0.00
PostAuth Limit:	0.00
Credit Limit:	0.00

Daily Limits:

G Same Card Attempts:	3
H Same IP Attempts:	5
I Card Limit:	0.00
J IP Limit:	0.00
K Time Threshold:	60

L Duplicate Check: 120 Secs.

M **Black Lists:**

List	Enable	
Email	Yes	View List
Email Domain	Yes	View List
IP	Yes	View List
IP Range	Yes	View List
Card Number	Yes	View List

N **IP Fraud Rules:**

List	Enable	
Allow Unknown Ips	Yes	
White / Black Lists		
IP Country	No	View List
IP Region	No	View List
IP City	No	View List

Save

The *Fraud Settings Panel* allows you to modify the way the system responds to transactions you suspect to be fraudulent.

	Object	Description/Instruction
A	Enabled CC Fraud Module list	Select "*Yes*" to tell our system to adhere to settings within this panel. Select "*No*" to tell our system to ignore settings within this panel.
B	Allowed menu	Select "*Yes*" to allow real-time transaction requests of this type. Select "*No*" to prevent all real-time transaction requests of this type.
C	Limit field	Transactions amounts greater than or equal to the amount you enter within this field shall trigger the action you specify in the action drop-down menu. Void transaction requests may not be limited.
D	Action menu	Select an action from decline, flag or email and flag that shall be performed when a transaction amount is greater than the amount set within the limit field.
E	Send e-mail to field	Input the e-mail address that shall receive notifications of transactions whose actions are set to "email and flag".
F	Maximum Limit fields	Set the maximum transaction amount you allow for each transaction type. Set this field to "0.00" if you do not wish to have a maximum limit assigned to transactions of a certain type.
G	Same Card Attempts field	Enter the number of failed transactions allowed thru a credit card before that credit card is blocked.
H	Same IP Attempts field	Enter the number of failed transactions allowed thru an IP before that IP is blocked.
I	Card Limit field	Enter the daily dollar amount allowed thru a credit card before that credit card is blocked.
J	IP Limit	Enter the daily dollar amount allowed thru an IP before that IP is blocked.
K	Time Threshold	Enter the length of time in minutes to block a credit card or IP that is triggered by the same card attempts, same IP attempts, Card limit and IP limit fields.
L	Duplicate Check	Enter the amount of time in seconds to consider a transaction request having the same type, amount and card number to be a duplicate transaction.
M	Black Lists	Select "*Yes*" to enable the corresponding black list. Select "*No*" to disable the corresponding black list. Click the "View List" link to access the corresponding Black List Panel.
N	IP Fraud Rules	Select "Yes" to allow IP addresses that do not resolve to a location to process transaction requests. Select "No" to prevent IP addresses that do not resolve to a location from process transaction requests. Select "Blacklist" from the drop-down menu to specify the IP Country, IP Region or IP City black list panel you wish to access.

O		Select "*Whitelist*" from the drop-down menu to specify the IP Country, IP Region or IP City white list panel you wish to access. **Note:** To input a country into the IP Country list, enter the two-character ISO country code (Appendix E) returned within the *Order Details Panel*. To input a region into the IP Region list, enter the two-character ISO state/province code (Appendix F) or the full name of the region returned within the *Order Details Panel*. To input a city into the IPCity list, enter the full name of the city returned within the *Order Details Panel*. Click the "*View List*" link to access the corresponding black or white list IP location panel.
O	Save button	Click the "*Save*" button to update all changes made to the store's fraud settings.

Email Settings Panel

The *Email Settings Panel* allows you to configure the way our system sends customer and merchant email receipts.

	Object	Description/Instruction
A	Send Merchant Confirmations menu	Select "*Yes*" to allow PSiGate to send email confirmations of transaction requests to the merchant. Select "*No*" to prevent PSiGate from sending an email confirmation of a transaction request to the merchant. Enter within the "*to*" field, the email address that is to receive merchant email confirmations.
B	View Format link	Click the "View Format" link to change the email format of the Sale, PreAuth, PostAuth, Forced PostAuth, Credit or Void merchant email confirmations. Clicking this link will take you to the Email Format Panel of the corresponding merchant email confirmation.
C	Send Customer Receipts menu	Select "*Yes*" to allow PSiGate to send email receipts of transaction requests to the customer. Select "*No*" to prevent PSiGate from sending an email receipt of a transaction request to the customer. Enter the email address that is to display within the "*from*" field of the

		customer email receipt. **Note:** Customers are likely to respond to the customer email receipt by replying to the email address listed in this field.
D	Send menu	Select "*Yes*" to allow PSiGate to send a scripted email pertaining a specific transaction type. Select "*No*" to prevent PSiGate from sending a scripted email pertaining a specific transaction type.
E	View Format link	Click the "*View Format*" link to change the email format of the *Sale*, *PreAuth*, *PostAuth*, *Forced PostAuth*, *Credit* or *Void* customer email receipts. Clicking this link will redirect you to the *Email Format Panel* of the corresponding customer email receipts.
F	Save button	Click the "*Save*" button to update all changes made to the email settings.

Email Format Panel

The *Email Format Panel* allows you to modify the email receipts sent to the customer and merchant.

	Object	Description / Instruction
A	Subject field	Using text and XML tags, enter the text to display within the subject of the Email.
B	Body field	Using text and XML tags, enter the text to display within the body of the Email.
C	Trailer field	Using text and XML tags, enter the text to display within the trailer field of the Email.

Sample List Panel
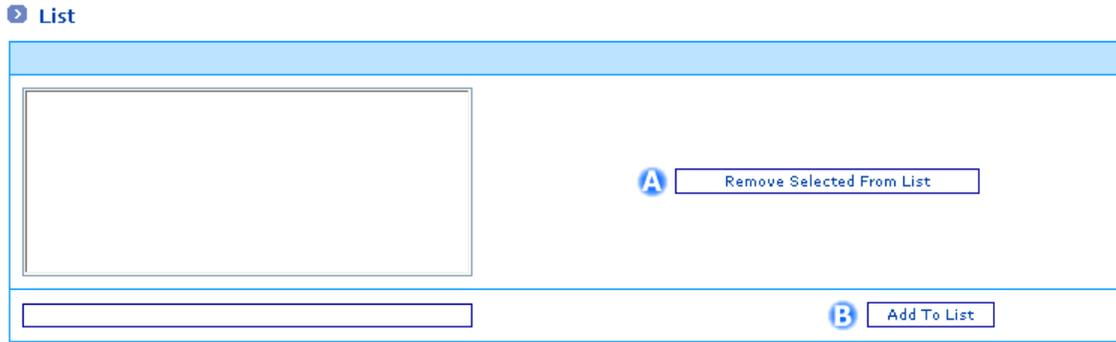
The *Sample List Panel* is a sample of a black or white list and allows you to add or remove emails, IPs or credit card numbers from the list.

	Object	Description / Instruction
A	Remove Selected from List button	Click the "*Remove Selected From List*" button to remove the selected IP, email, credit card number, etc. from the corresponding white or black list.
B	Add to List button	Enter an IP, email, credit card number, two-character country code, etc. into the Add field below the list. Click the "*Add to List*" button to add the inputted IP, email, credit card number, two-character country code, etc. to the corresponding white or black list.

Glossary of Terms

Below are definitions of terms that will help you to better understand this guide:

Gateway - A network node equipped for interfacing with another network that uses different protocols. PSiGate is your gateway provider and is equipped to interface with the card-issuing network so you may process your transactions.

Merchant – A business that sells goods, services or digital products online. This guide assumes that you (the reader) are a representative or an affiliate of a PSiGate merchant.

Merchant Acquirer – The institution that provided the Merchant with an internet Merchant account capable of receiving funds from online credit card purchases.

Customer – One who purchases goods, services or digital products from the merchant.

Card Issuer – The institution that issued the customer's card and authorizes purchases made with their client's card.

SuperUser – A representative of the merchant who has all of their Merchant Tools permissions enabled.

GroupUser – A representative of the merchant who may manipulate transactions initiated by another group user.

Store – For the purpose of this guide, your store is a PSiGate gateway account that settles successful transactions in a currency you designate.

Order – Orders are transactions that have been successfully approved.

Transaction – Transactions represent the process of a purchase or refund of a credit card.

Settlement – Settlements are batches of transactions that have been successfully sent to your Merchant Acquirer to deposit into your online Merchant Account.

PreAuth – A transaction request that asks the card issuer to authorize and reserve funds for the future purchase of the merchant's goods or service.

PostAuth – A transaction request that asks the card issuer to charge the cardholder's card for a previously authorized amount.

Sale – A transaction request that asks the card issuer to authorize and charge the cardholder's card.

Forced PostAuth – A transaction request that asks the card issuer to charge the cardholder's card if a valid authorization code is given.

Credit – A transaction request that asks the merchant acquirer to debit the merchant's account and credit the cardholder's account.

Void – A transaction request that asks PSiGate to not send a previous PostAuth, Sale, Forced PostAuth or Credit to your Merchant Acquirer. Voids may only be performed before the batch of transactions that it is apart of has been sent to your Merchant Acquirer and prevent your transaction request from being displayed on their credit card bill.

Appendix A – Sample Invoice

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 orders printed as an invoice.

Appendix B – AVS Response

AVS Code	Description
X (Match)	Address and 9-digit ZIP code match.
Y (Match)	Address and 5-digit ZIP code match.
A (Address Match)	Address matches; ZIP code does NOT.
W (Whole zip)	Address does NOT match; 9-digit ZIP code matches.
Z (5 digit Zip Match)	Address does NOT match; 5-digit ZIP code matches.
N (No Match)	Address does NOT match; ZIP code does NOT match.
U (Unavailable)	Information unavailable or card-issuing bank does not support AVS.
S (Unsupported)	Card-issuing bank does NOT support AVS.
R (Retry)	The system was unavailable or timed out.
E (Edit Error)	Transaction ineligible for AVS or edit error found.
' ' or _ (blank)	AVS NOT performed.

Appendix C – International AVS Response

AVS Code	Description
D (Match)	Street Address and Postal Code match for International Transaction
M (Match)	Street Address and Postal Code match for International Transaction
B (Address Match)	Street Address Match for International Transaction. Postal Code not verified due to incompatible formats
P (Postal Code Match)	Postal Codes match for International Transaction but street address not verified due to incompatible formats
C (No Match)	Street Address and Postal Code not verified for International Transaction due to incompatible formats
I (No Match)	Address Information not verified by International issuer
G (Not Supported)	Non-US. Issuer does not participate

Appendix D – Card ID Response

Card ID Results (CVV, CV2, etc.)	
Card ID Code	**Description**
M	Match
N	No match
P	Not processed
S	Not passed
U	Issuer does not support CardID verification
Blank	Not passed or not processed

Appendix E – Geo IP Response

Geo IP Results	First Character – Country match Second Character – Region match Third Character – City match
GeoIP Result	**Description**
Y	Match
N	No match

Appendix F – Two character ISO Country Codes

Code	Country	Code	Country
AF	Afghanistan	LS	Lesotho
AW	Aland Islands	LT	Lithuania
AL	Albania	LU	Luxembourg
DZ	Algeria	MO	Macau
AS	American Samoa	MG	Madagascar
AD	Andorra	MW	Malawi
AO	Angola	MY	Malaysia
AI	Anguilla	MV	Maldives
AQ	Antarctica	ML	Mali
AG	Antigua and Barbuda	MT	Malta
AR	Argentina	MH	Marshall Islands
AM	Armenia	MQ	Martinique
AW	Aruba	MR	Mautitania
AU	Australia	MU	Mauritius
AT	Austria	YT	Mayotte
AZ	Azerbaijan	MX	Mexico
BS	Bahamas	FM	Micronesia
BH	Bahrain	MC	Monaco
BB	Barbados	MD	Moldova
BD	Bangladesh	MA	Morocco
BY	Belarus	MN	Mongolia
BE	Belgium	MS	Montserrat
BZ	Belize	MZ	Mozambique
BJ	Benin	MM	Myanmar
BM	Bermuda	NA	Namibia
BS	Bahamas	NR	Nauru
BT	Bhutan	NP	Nepal
BW	Botswana	NL	Netherlands

BO	Bolivia	AN	Netherlands Antilles
BA	Bosnia and Herzegovina	NT	Neutral Zone
BV	Bouvet Island	NC	New Caledonia
BR	Brazil	NZ	New Zealand (Aotearoa)
IO	British Indian Ocean Territory	NI	Nicaragua
BN	Brunei Darussalam	NE	Niger
BG	Bulgaria	NG	Nigeria
BF	Burkina Faso	NU	Niue
BI	Burundi	NF	Norfolk Island
KH	Cambodia	MP	Northern Mariana Islands
CM	Cameroon	NO	Norway
CA	Canada	OM	Oman
CV	Cape Verde	PK	Pakistan
KY	Cayman Islands	PW	Palau
CF	Central African Republic	PS	Palestinian Territory, Occupied
TD	Chad	PA	Panama
CL	Chile	PG	Papua New Guinea
CN	China	PY	Paraguay
CX	Christmas Island	PE	Peru
CC	Cocos (Keeling) Islands	PH	Philippines
CO	Colombia	PN	Pitcairn
KM	Comoros	PL	Poland
CG	Congo	PT	Portugal
CD	Congo, Democratic Republic	PR	Puerto Rico
CK	Cook Islands	QA	Qatar
CR	Costa Rica	RE	Reunion
CI	Cote D'Ivoire (Ivory Coast)	RO	Romania
HR	Croatia (Hrvatska)	RU	Russian Federation
CU	Cuba	RW	Rwanda
CY	Cyprus	GS	S. Georgia and S. Sandwich Isles.
CZ	Czech Republic	KN	Saint Kitts and Nevis
CS	Czechoslovakia (former)	LC	Saint Lucia
DK	Denmark	VC	Saint Vincent & the Grenadines
DJ	Djibouti	WS	Samoa
DM	Dominica	SM	San Marino
DO	Dominican Republic	ST	Sao Tome and Principe
TP	East Timor	SA	Saudi Arabia
EC	Ecuador	SN	Senegal
EG	Egypt	SC	Seychelles
SV	El Savador	SL	Sierra Leone
GQ	Equatorial Guinea	SG	Singapore
ER	Eritrea	SI	Slovenia
EE	Estonia	SK	Slovak Republic
ET	Ethiopia	SB	Solomon Islands
FK	Falkland Islands (Malvinas)	SO	Somalia

FO	Faroe Islands	ZA	South Africa
FJ	Fiji	ES	Spain
FI	Finland	LK	Sri Lanka
FR	France	SH	St. Helena
FX	France, Metropolitan	PM	St. Pierre and Miquelon
GF	French Guiana	SD	Sudan
PF	French Polynesia	SR	Suriname
TF	French Southern Territories	SJ	Svalbard & Jan Mayen Islands
MK	F.Y.R.O.M. (Macedonia)	SZ	Swaziland
GA	Gabon	SE	Sweden
GM	Gambia	CH	Switzerland
GE	Georgia	SY	Syria
DE	Germany	TW	Taiwan
GH	Ghana	TJ	Tajikistan
GI	Gibraltar	TZ	Tanzania
GB	Great Britain (UK)	TH	Thailand
GR	Greece	TG	Togo
GL	Greenland	TK	Tokelau
GD	Grenada	TO	Tonga
GP	Guadaloupe	TT	Trinidad and Tobago
GU	Guam	TN	Tunisia
GT	Guatemala	TR	Turkey
GF	Guernsey	TM	Turkmenistan
GN	Guinea	TC	Turks and Caicos Islands
GW	Guinea-Bissau	TV	Tuvalu
GY	Guyana	UG	Uganda
HT	Haiti	UA	Ukraine
HM	Heard and McDonald Islands	AE	United Arab Emirates
HN	Honduras	UK	United Kingdom
HK	Hong Kong	US	United States
HU	Hungary	UM	US Minor Outlying Islands
IS	Iceland	UY	Uruguay
IN	India	SU	USSR (former)
ID	Indonesia	UZ	Uzbekistan
IR	Iran	VU	Vanuatu
IQ	Iraq	VA	Vatican City State (Holy See)
IE	Ireland	VE	Venezuala
IL	Israel	VN	Viet Nam
IM	Isle of Man	VG	Virgin Islands (British)
IT	Italy	VI	Virgin Islands (U.S.)
JE	Jersey	WF	Wallis and Futuna Islands
JM	Jamaica	EH	Western Sahara
JP	Japan	YE	Yemen
JO	Jordan	YU	Yugoslavia
KZ	Kazakhstan	ZM	Zambia

KE	Kenya	ZR	Zaire (See CD Congo, Democratic Republic)
KI	Kiribati	ZW	Zimbabwe
KP	Korea (North)		
KR	Korea (South)		
KW	Kuwait		
KG	Kyrgyzstan		
LA	Laos		
LV	Latvia		
LB	Lebanon		
LI	Liechtenstein		
LR	Liberia		
LY	Libya		

Appendix G – Two Character ISO State/Province code

United States			
Code	**State**	**Code**	**State**
AL	Alabama	MT	Montana
AK	Alaska	NE	Nebraska
AS	American Samoa	NV	Nevada
AZ	Arizona	NH	New Hampshire
AR	Arkansas	NJ	New Jersey
CA	California	NM	New Mexico
CO	Colorado	NY	New York
CT	Connecticut	NC	North Carolina
DE	Delaware	ND	North Dakota
DC	District of Columbia	MP	Northern Mariana Islands
FM	Federated States of Micronesia	OH	Ohio
FL	Florida	OK	Oklahoma
GA	Georgia	OR	Oregon
GU	Guam	PW	Palau
HI	Hawaii	PA	Pennsylvania
ID	Idaho	PR	Puerto Ricoc
IL	Illinois	RI	Rhode Island
IN	Indiana	SC	South Carolina
IA	Iowa	SD	South Dakota
KS	Kansas	TN	Tennessee
KY	Kentucky	TX	Texas
LA	Louisiana	UT	Utah
ME	Maine	VT	Vermont
MH	Marshall Islands	VI	Virgin Islands
MD	Maryland	VA	Virginia
MA	Massachusetts	WA	Washington
MI	Michigan	WV	West Virginia

MN	Minnesota	WI	Wisconsin
MS	Mississippi	WY	Wyoming
MO	Missouri		

Canada			
Code	**Province**	**Code**	**Province**
AB	Alberta	NU	Nunavut
BC	British Columbia	ON	Ontario
MB	Manitoba	PE	Prince Edward Island
NB	New Brunswick	QC	Quebec
NL	Newfoundland and Labrador	SK	Saskatchewan
NT	Northwest Territories	YT	Yukon
NS	Nova Scotia		

Appendix H – Email Format Dynamic Tags

Email Tag	Email Tag
<Store_StoreID>	<Sname>
<Store_CompanyName>	<Scompany>
<Store_Address1>	<Saddress1>
<Store_Address2>	<Saddress2>
<Store_City>	<Scity>
<Store_Province>	<Sprovince>
<Store_PostalCode>	<Scountry>
<Store_Country>	<Spostalcode>
<Store_PhoneNumber>	<Phone>
<Store_FaxNumber>	<Fax>
<Store_WebSite>	<Email>
<Store_ContactEmail>	<Comments>
<OrderID>	<Tax1>
<Time>	<Tax2>
<Bname>	<Tax3>
<Bcompany>	<Tax4>
<Baddress1>	<Tax5>
<Baddress2>	<TaxTotal>
<Bcity>	<ShippingTotal>
<Bprovince>	<SubTotal>
<Bcountry>	
<Bpostalcode>	