### Business Process Procedures

#### 3.35 USING CYBERSOURCE ELECTRONIC BUSINESS CENTER

**Overview** These procedures walk an operator through the step-by-step process of using the CyberSource Electronic Business Center (CyberSource) as an analysis tool.

**Key Points** CyberSource is an important tool that can be used to assist in resolving student account issues. It is the gateway for all electronic processing of payments made through NovaConnect web. Using CyberSource, a cashier can:

- determine if a payment was successful
- determine when the payment was processed
- determine the identity of the cardholder (including address, email, and sometimes phone)
- determine if a refund was processed successfully
- use reverse troubleshooting to link a payee back to a PeopleSoft student account by using both CyberSource and the PeopleSoft ePayment Transaction Log

**Notes** Each campus has been assigned a unique username and password to access CyberSource. NCSS maintains administrative access over these accounts; therefore, if there is an issue with a username or password, or the account settings for CyberSource, contact NCSS for assistance.

Some campuses will have more access than others; for example, NCSS, the Controller’s Office, and the Manassas Business Office (as the campus directly responsible for more advanced troubleshooting of electronic payments) have the highest levels of access. However, every cashier on every campus has the ability to identify basic account issues and to use CyberSource as a tool to answer student inquiries.

**Directions**

**Step 1** Follow this URL to access the CyberSource login site: [https://ebc.cybersource.com](https://ebc.cybersource.com). The following page appears.

![CyberSource Login](image)
Merchant ID = vccnv280 (default – not case sensitive)
User Name = campus specific (see list below – case sensitive)
Password = campus specific (case sensitive) Each campus should assign one person to maintain the campus password.

Usernames for each campus are as follows:

ALBO       Alexandria
ANBO       Annandale
LOBO       Loudoun
MABO       Manassas
MEBO       Medical Education
WOBO       Woodbridge
VCCNV280   NovaConnect Support Services
CONTROL    Office of the Controller

Contact NCSS for password resets.

**Step 2**

After successfully logging in, the Welcome screen will appear.

On the left-hand side of the Welcome screen, select “Transaction Search”, then “General Search”.

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Step 3
The General Search screen appears.

Select the radio button for “Search for a field and a value”.

Choose “Merchant Reference Number” from the drop down menu.

Enter the reference number from the ePayment transaction log into the Merchant Reference Number.

Select Search.

Step 4
The basic information regarding the original payment(s) and refunds associated with this reference number display.
**Note**

The “Applications” column is color-coded. Items appearing in green were successful. Items appearing in red failed.

**Step 5**

To view more information related to the transaction, click the **“Request ID/Merchant Reference Number”** link. The Transaction Search Details screen appears.

The top part of the page displays information about the transaction. Important areas have been circled in the screenshot below.

**Field**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merchant Reference Number</td>
<td>Can be used to match transactions in the PeopleSoft ePayment Transaction Log.</td>
</tr>
<tr>
<td>Reply</td>
<td>Indicates the success of a transaction and if it failed, the reason for the failure.</td>
</tr>
<tr>
<td>Credit Card Settlement</td>
<td>Indicates whether a transaction was successfully processed at the bank. Successful transactions must have been both authorized and settled. That is indicated with an action of “TRANSMITTED” in the “Settled” field. Also, note that below this section, any further actions associated with this reference number, such as Credits, Voids, etc. will be listed.</td>
</tr>
</tbody>
</table>
The bottom part of the Transaction Search Details page displays billing information. Important areas have been circled in the screen shot below.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name, Address, Email Address, etc.</td>
<td>Provides important information about the cardholder, who is not always the student.</td>
</tr>
<tr>
<td>Expiration Date</td>
<td>The expiration date of the credit card used.</td>
</tr>
<tr>
<td>Reply Message</td>
<td>Another indication of whether a transaction was successful and if not, why it failed.</td>
</tr>
</tbody>
</table>