



CashBox[®] User Guide

CashBox 4.0.5
January, 2013

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CashBox[®] User Guide Preface

The **CashBox User Guide** is written for merchants (and their authorized users) who use the CashBox portal to search, view, and manage their CashBox products and data. This guide describes how to navigate and use the CashBox portal to handle Transaction processing for on-demand and recurring billing, define and manage Products and Billing Plans, and understand fraud management results for those merchants who employ ChargeGuard.

CashBox allows users to manage their online business Transactions with customers, and to create and edit Billing Plans, Products, and Customer Accounts. For more information about authorized users, Vindicia roles, and access control, see [Section 1.1: User Roles and Access Control](#).

This guide assumes you are not familiar with CashBox “objects,” so it describes them where appropriate. CashBox divides information into discretely-linked “objects,” such as **Accounts** that contain information about individual customers. Other objects include **Transactions**, which describe payment processor events, and **Chargebacks**, which record information about Transaction exceptions and resolutions.

Overview of the Vindicia Solution

Vindicia offers an integrated, on-demand billing and fraud management solution for online merchants through its CashBox and ChargeGuard services. Merchants can employ and access CashBox and ChargeGuard in one or both of the following ways, depending on their needs:

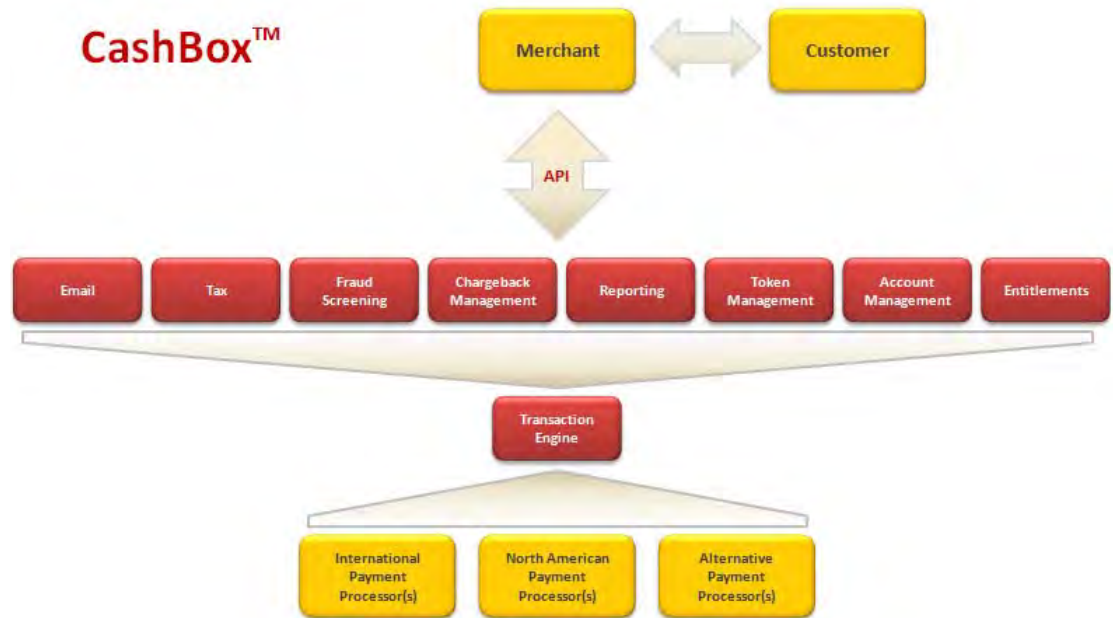
- The CashBox portal provides a merchant-friendly, ready-made, generic web-based interface to CashBox and ChargeGuard. Merchants control access to CashBox and ChargeGuard by assigning themselves and designated employees specific access roles that determine which pages they may access.

The CashBox API enables merchants with specialized data access needs to create customized interfaces from their Customer Support, Customer Self Service, Financial, and Business applications to CashBox and ChargeGuard. For more information about the CashBox API, contact your Vindicia Client Services representative.

Note: Using the CashBox portal to manipulate CashBox or ChargeGuard data if you have created a customized interface with the CashBox API may produce unintended results. For more information, see [Section 1.4: Using CashBox with Your Custom Application](#).

About CashBox

Vindicia CashBox is a best-of-breed billing system for creating and managing recurring and real-time payments, to enable online merchants to improve customer retention and maximize profits.



The following table highlights key CashBox features:

Table 0-1 Key CashBox Features

Feature	Description
Global Transaction Support	<ul style="list-style-type: none"> • Support for multiple payment methods, including credit cards, PIN-less debit cards, ACH, PayPal, and stored value cards. • Support for multiple processors and worldwide currencies. • Ability to send out customized billing messaging in multiple languages. • Native tax engine with support for merchant nexus and appropriate GST, VAT, or sales tax.
Payment Logic	<ul style="list-style-type: none"> • Automated billing anniversary management. • Payment capture logic and support for Account updates to minimize card breakage. • Payment failure analysis, management and notification. • Payment type shifting. • “Best time” monthly billing.
Flexible Merchandising	<ul style="list-style-type: none"> • Customizable billing messaging. • “Payment method required” trial logic. • Activation and deactivation logic. • Subscription life cycle management.

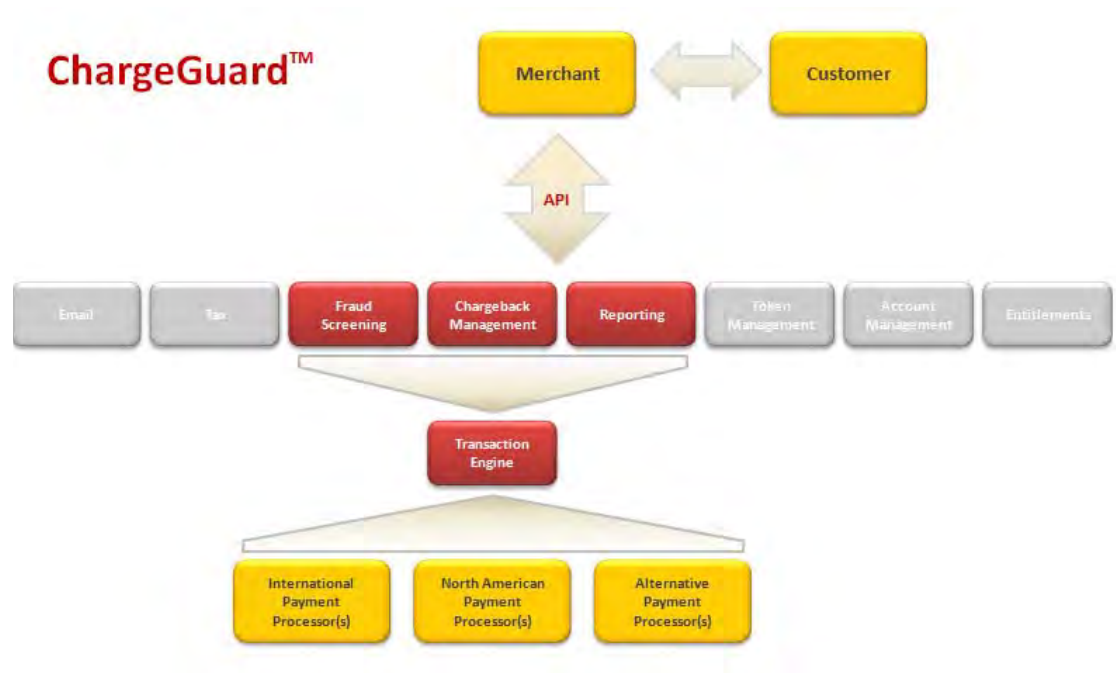
Table 0-1 Key CashBox Features (Continued)

Feature	Description
Scalability and Reliability	<ul style="list-style-type: none"> • Built to support millions of transactions. • Built-in scalability overhead of 5X current transaction run-rate. • 99.99+% uptime for all critical merchant-facing functions. • Hardware redundancy for all components. • Physical and network redundant infrastructure across geographic regions.
Billing Administration	<ul style="list-style-type: none"> • Web-based interface, makes changing key billing functions easy and accessible. <ul style="list-style-type: none"> • Add, update, and delete accounts, billing plans, and product offerings. • Manage critical aspects of your pricing plans. • Set rules around customer notifications. • Support for role-based access control.
Security and Compliance	<ul style="list-style-type: none"> • Advanced cryptographic key management. • Cryptographically-enforced permissions, roles and responsibilities. • Strong encryption protocols certified to FIPS 140-2. • Certified as a PCI Level 1 Service Provider. • Certified with SAS70 Type 2 to help merchants with SOX compliance.
Integrated Fraud Management	<ul style="list-style-type: none"> • Real-time fraud screening to determine chargeback probability. • Built-in chargeback management to recover lost revenues and determine root causes of fraud. • Automatic capture of CashBox Transactions and email activity.
Reporting	<ul style="list-style-type: none"> • Over a dozen reports focused on financial and business metrics. • Track affiliate revenue and payments. • Reports delivered online for integration into analytical engines through an API data pull. • Reports downloadable as CSV, for use in data spreadsheets.
Customer Support	<ul style="list-style-type: none"> • The CashBox interface allows customer support teams to rapidly update customer accounts. <ul style="list-style-type: none"> • Edit customer billing information. • Change payment methods or billing frequency. • Issue refunds. • Cancel accounts in the event of chargebacks or customer requests. • Support for role-based access control.

About ChargeGuard™

Vindicia ChargeGuard™ (Your Chargebacks. Our Problem.) provides automated fraud screening and chargeback management services that enable merchants to recover lost revenue. Prior to authorizing a Transaction, use Vindicia's fraud screening solution to calculate a real-time chargeback probability score, *then* decide whether to accept or reject that Transaction.

The ChargeGuard solution provides merchants with a tested approach to managing chargeback problems, by becoming the merchant's agent in fighting to have legitimate Transactions recognized.



ChargeGuard is a comprehensive service designed to stop chargeback-related revenue loss. ChargeGuard securely leverages the experience of our merchant network to prevent chargebacks before they occur, and to successfully fight them when they do. ChargeGuard protects your business after a Transaction has completed through our chargeback dispute service ChargeGuard.

When chargebacks occur, Vindicia assesses the information reported by the customer and the information reported by the merchant. If the chargeback appears legitimate, it will not be challenged. However, if a chargeback appears to be fraudulent, Vindicia will challenge the chargeback on behalf of the merchant.

1 Using the CashBox Portal

The CashBox portal is a web-based interface to the CashBox system. Navigating the portal follows the rules and conventions of navigating any other web-based interface. Click on a link to go to that page. Mouse over a menu item to open the pulldown menu. Enter data in text fields, and click the **Submit** button to save your changes and move on to the next page.

CashBox is similar to other web applications in that you should not use your browser's back and forward buttons to move through it. Doing so may result in lost or corrupted data. Be certain to use the interface **Submit** and **Cancel** buttons and links to other pages to move through CashBox.

CashBox Portal Workflow

To use the CashBox Portal:

- Designate your Authorized Users.
- Assign roles to your users to determine their level of access to your CashBox and ChargeGuard data.
- Request and receive an initial login and password for each designated Authorized User from Vindicia Client Services.
- Access the CashBox portal through the main Vindicia website.
- Log into the portal.
- Perform tasks.
- Log out.

Important! While the CashBox portal does not automatically link your internal database to the CashBox system; the CashBox API, an application programming interface (API) for CashBox, does provide this functionality.

Use the CashBox API to design a custom interface to create, edit and manage your customer Accounts, Transactions, Products, Billing Plans and AutoBills, and to link and synchronize your internal data with CashBox.

You may also use the CashBox API to integrate tasks performed through the CashBox portal with your own Customer Service, Customer Self-Service, Financial, and Business tools that perform merchant specific logic.

Caution: Using the CashBox *API* to create custom applications, and then giving authorized users access to your data through the CashBox *portal*, may create unexpected results if CashBox portal data entry bypasses your API implementation logic.

For more information about using the CashBox portal and the CashBox API together, see [Using CashBox with Your Custom Application](#).

1.1 User Roles and Access Control

During implementation, you may designate several contacts that are known as Authorized Users. One of these users must be named a Super User, and be able to manage your user access for CashBox, and to approve their ability to view and manipulate data for your CashBox data available through the CashBox UI.

The following table lists the default roles and associated privileges for each of the CashBox objects, reports, and Dashboard.

Table 1-1 CashBox User Roles and Privileges

	Customer Service	Customer Service Manager	Exception Analyst	Business User	Business Manager	Super User
Transactions	<ul style="list-style-type: none"> • Search • View • Refund 	<ul style="list-style-type: none"> • Search • View • Refund 	<ul style="list-style-type: none"> • Search • View • Refund • Refund Multiple 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View • Refund • Refund Multiple
Accounts	<ul style="list-style-type: none"> • Create • Search • View • Edit 	<ul style="list-style-type: none"> • Create • Search • View • Edit 	<ul style="list-style-type: none"> • Create • Search • View • Edit 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Create • Search • View • Edit
AutoBills	<ul style="list-style-type: none"> • Search • View • Create • Edit • Upgrade • Cancel 	<ul style="list-style-type: none"> • Search • View • Create • Edit • Upgrade • Cancel 	<ul style="list-style-type: none"> • Search • View • Create • Edit • Upgrade • Cancel 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View • Create • Edit • Upgrade • Cancel
Billing Plans	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View • Create • Edit • Delete 	<ul style="list-style-type: none"> • Search • View • Create • Edit • Delete
Rate Plans	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View • Create • Edit • Delete 	<ul style="list-style-type: none"> • Search • View • Create • Edit • Delete
Products	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View • Create • Edit • Delete 	<ul style="list-style-type: none"> • Search • View • Create • Edit • Delete

Table 1-1 CashBox User Roles and Privileges (Continued)

	Customer Service	Customer Service Manager	Exception Analyst	Business User	Business Manager	Super User
Campaigns	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View • Create • Edit • Delete 	<ul style="list-style-type: none"> • Search • View • Create • Edit • Delete
Tokens	<ul style="list-style-type: none"> • Search • View • Grant 	<ul style="list-style-type: none"> • Search • View • Grant 	<ul style="list-style-type: none"> • Search • View • Grant 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View • Create • Edit 	<ul style="list-style-type: none"> • Search • View • Create • Edit • Grant
Token Activity	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View
Reports	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • View All 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • View (CashBox Only) 	<ul style="list-style-type: none"> • View (CashBox Only) 	<ul style="list-style-type: none"> • View All
Dashboard	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • View All 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • View (CashBox Only) 	<ul style="list-style-type: none"> • View (CashBox Only) 	<ul style="list-style-type: none"> • View All
Chargebacks	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View • Download Spreadsheet 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View • Download Spreadsheet
Mandate	<ul style="list-style-type: none"> • View • Edit 	<ul style="list-style-type: none"> • View • Edit 	<ul style="list-style-type: none"> • View • Edit 	<ul style="list-style-type: none"> • View 	<ul style="list-style-type: none"> • View 	<ul style="list-style-type: none"> • View • Edit

The following table lists the roles and associated privileges for each of the CashBox objects, reports, and Dashboard for ChargeGuard Merchants. This table does not list CashBox objects which are not available to ChargeGuard-only merchants.

Table 1-2 ChargeGuard Merchant Roles and Privileges

	Transactions	Accounts	Chargebacks	Reports	Dashboard
ChargeGuard Customer Service	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None
ChargeGuard Customer Service Manager	<ul style="list-style-type: none"> • Search • View 	<ul style="list-style-type: none"> • Search • View • Edit 	<ul style="list-style-type: none"> • Search • View • Spreadsheet Download 	<ul style="list-style-type: none"> • View ChargeGuard Reports 	<ul style="list-style-type: none"> • View ChargeGuard Reports

1.1.1 Designating Authorized Users

Establish your list of Authorized Users, and their levels of access to your CashBox system, then contact Vindicia Client Services to create their user accounts. Vindicia will send unique login information directly to each of your authorized users. For first time access, each user is given a one-time system-generated password. When a user logs in for the first time, they are assigned a new system-generated password that meets Vindicia Payment Card Industry (PCI) and SAS70 security requirements.

1.1.2 Changing User Roles and Access

Your Super User may request a change in access levels or roles for your other authorized users as the need arises.

To request a change in access privileges or roles, contact Vindicia Client Services

1.1.3 Terminating Access for an Authorized User

Your Super User may terminate an authorized user's access privileges at any time.

To terminate access privileges for an Authorized User, contact Vindicia Client Services.

1.1.4 Protecting Password Security

Merchant authorized users must make every effort to protect the security of their user names and passwords.

- Do not store user names and passwords together.
- If you suspect that your password has been compromised, immediately contact Vindicia Client Services to request a password reset. Be ready to provide your user name.

Vindicia protects password security by automatically generating a new password for each user every 90 days. If a user logs in after a password has expired, CashBox assigns them a temporary, one-time, system-generated password. When the user logs on, they are then assigned another new, system-generated password that meets Vindicia PCI and SAS70 security requirements.

1.2 Accessing the CashBox Portal

Authorized Users access the CashBox portal from the Vindicia home page.

To reach the Vindicia website:

- Go to www.vindicia.com.

The Vindicia home page is displayed as shown below:

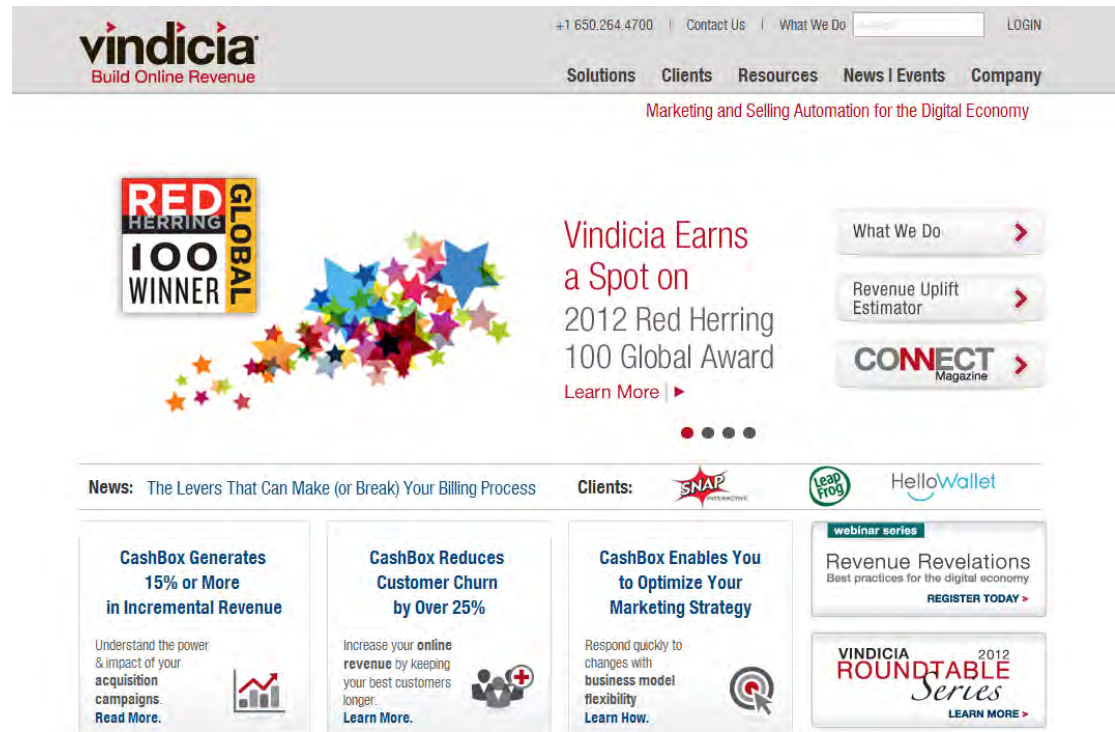


Figure 1-1 The Vindicia Home Page

To access the CashBox portal from the Vindicia home page:

- Click the **LOGIN** link located at the upper right corner of the page to open the CashBox Login page.

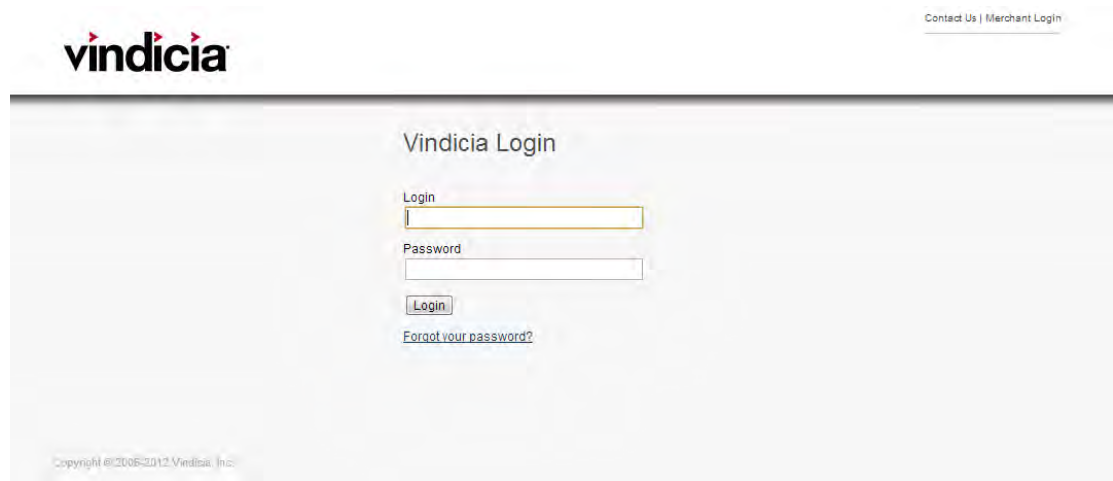


Figure 1-2 CashBox Login Page

Log in using your CashBox username and password, as provided by Vindicia Client Services. (If it is a first time login, CashBox will automatically generate a new password that meets PCI and SAS70 compliance.)

Note: Vindicia automatically generates a new password for each user every 90 days.

To log into the CashBox portal:

1. Enter your user name in the **Login** field.
2. Enter your password in the **Password** field. For increased security, passwords are masked.

Note: If you forget your password, click the **Forgot your password?** link. The portal prompts you for your login (either an email address associated with your account, or a non-email address). Enter your login and click the Submit button. Vindicia creates a temporary account password, and sends it to the email address associated with your account. When you log in with the temporary password, a new password is assigned to you and displayed for your reference.

3. Click the **Login** button to enter the portal.

If you enter an incorrect user name and/or password, a Login Error message is displayed on the Login Page, the login and password you entered are cleared, and you may re-enter your user name and password.

Note: If your login attempt fails more than three times, your account is locked and you must contact Vindicia Client Services to request a password reset.

If your user name and password are valid, the CashBox portal's home page is displayed:

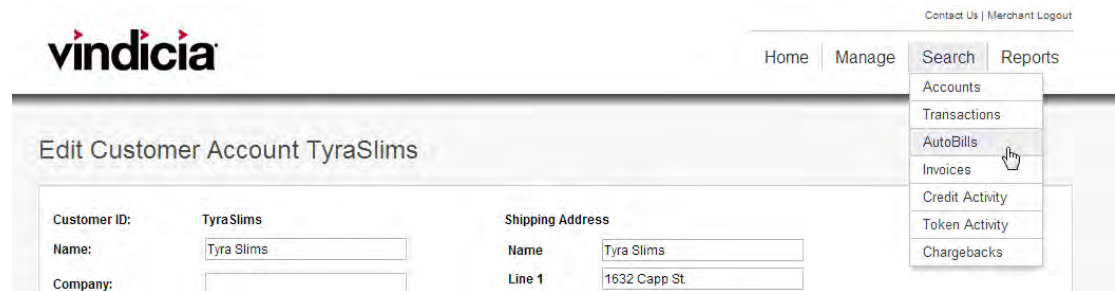


Figure 1-3 CashBox Search Menu

Your assigned user role will determine your menu bar and dropdown menus options. CashBox does not display areas of the system to which a user does not have access.

For maximum security, log out of CashBox every time you finish working with the system.

To log out of the portal:

1. Click **Merchant Logout**, located in the upper right corner the page.

CashBox logs you out of your session and displays a message screen informing you that you are logged out. From this page you may login again, or select **Home** to return to the main Vindicia site.

2. Exit your browser as an additional security precaution.

Best Practice: Always close your browser after logging out of any secure site, such as the CashBox portal. Even if you log off a secure website, some browsers may maintain your login and password information in their internal cache for as long as you run the browser, and some malware is designed to probe for this kind of information.

1.3 Navigating the Portal

The CashBox portal adheres to open industry standards for secure website access and navigation.

The CashBox menu bar is located beneath the **Merchant Login** link, and functions similarly to any other menu bar. For example, to search for Chargebacks, select **Chargebacks** from the **Search** menu, as shown in [Figure 1-3](#). CashBox also provides standard web application buttons and links for navigation.

Menu items shown in the navigation bar and the dropdown menus depend on your assigned User Role and its associated access. For more information about access roles and privileges, see [User Roles and Access Control](#).

Note: Do not use your browser's **Back** button to return to a previous page. Doing so may result in unexpected results, such as receiving a page expiration notice. Instead, always use the CashBox links and navigation buttons.

Using the Search Function:

1. Select the appropriate task from the navigation bar and dropdown menu. For example, to search for Accounts, select **Search > Accounts** to open the **Account Search** page, shown below.

The screenshot shows the Vindicia Account Search page. At the top right, there are links for 'Contact Us | Merchant Logout' and a navigation bar with 'Home', 'Manage', 'Search', and 'Reports'. The main heading is 'Account Search' with a 'Create New Account' link. The search form includes:

- Created Date Range: Two date pickers with 'To' between them.
- Merchant Customer ID: A text input field.
- Customer Name: A text input field.
- Customer Email: A text input field.
- Payment Method Type: A dropdown menu currently set to 'All'.
- Printer Friendly: A checkbox.
- CSV Download: A checkbox.
- A green 'Submit' button at the bottom.

Figure 1-4 The Account Search Page

2. Specify your search parameters, to reduce the amount of data returned by the search, and to pinpoint your query.

Note: If you do not specify search criteria, or if your criteria are too general, CashBox may return more data than your browser's cache can support.

If you must search or view large data sets, contact Vindicia Client Services.

- Click the **Submit** button to process your search, and launch the appropriate **List** page. For example, if you are searching Accounts, CashBox displays the **Accounts List** page, shown below.

Accounts for Anytime_TEST

CUSTOMER ID	NAME	EMAIL	ACCOUNT CRE...
JernIaconi	Jerry Iaconi		2012-05-07
TyraSlims	Tyra Slims	tslims@gmail.com	2012-05-07
Trace_Ultimate	Trace Galloway	trace@vindicia.com	2012-05-22
Mike_LifeLock	Mike Daley	mike@vindicia.com	2012-05-22
JohnDoe	John L Doe	john@doe.com	2012-05-22
john@home.com_EMIjz5	John Carbonite	john@home.com	2012-05-22
john@home.com_EMy884	John Carbonite2	john@home.com	2012-05-22
john@doe.com_EMrwk	John Carbonite3	john@doe.com	2012-05-22
fest101	test 101	ff	2012-05-23
DaveLow	Dave Low	dave@low.com	2012-05-23
RobLow	Rob Low	rob@low.com	2012-05-23
CarolLow	Carol Low	carol@low.com	2012-05-23
SteveMarks	Steve S Marks	steve@marks.com	2012-05-23
LisaMarks	Lisa Marks	lisa@marks.com	2012-05-23
dlIle	dl Ile	pp	2012-05-23
Billy_CommandCenter	Billy LifeLock	billy@vindiciadem...	2012-05-23
BobDown	Bob Down	p	2012-05-23
AD	AD	f	2012-05-23

Figure 1-5 The Accounts List Page

To sort the records returned in a List page:

- Click a column header to sort in ascending order based on the criteria in that column. For example, click the **Status** column header to sort by Status. Click the header again to sort in descending order.

To view details for an item in a list:

- Click the name of the item you wish to view to open the appropriate CashBox **Details** page.

1.4 Using CashBox with Your Custom Application

If your site uses the CashBox API to embed merchant-specific logic for billing activity, customer self-service, or customer service tools, and to connect to your internal data sources and other infrastructure, be aware that editing and creating objects with the CashBox portal may bypass your implementation logic, and create unintended results.

For example:

- If a Customer Service Representative uses the **Edit Account** page to change a billing address for a customer, the billing address will be modified in the CashBox system, but this change will not be reflected in your internal database.
- If a Business Manager uses CashBox to change a price, or to remove a payment option in a Billing Plan, that change will be propagated to every customer with an AutoBill that references that Billing Plan.
- Refunding a Transaction using the CashBox portal will not automatically cancel the associated AutoBill, or change the AutoBill entitlement status from **Good Standing** to **Stopped**.

To avoid unintended consequences when using both the CashBox portal and the CashBox API, be certain to have your technical team review all policies and procedures that pertain to your CashBox portal input.

2 CashBox Dashboard

The Dashboard allows you to create custom graphs of your CashBox data, and serves as the home page for CashBox. To return to the Dashboard from any point in CashBox, simply click the **Home** menu item.

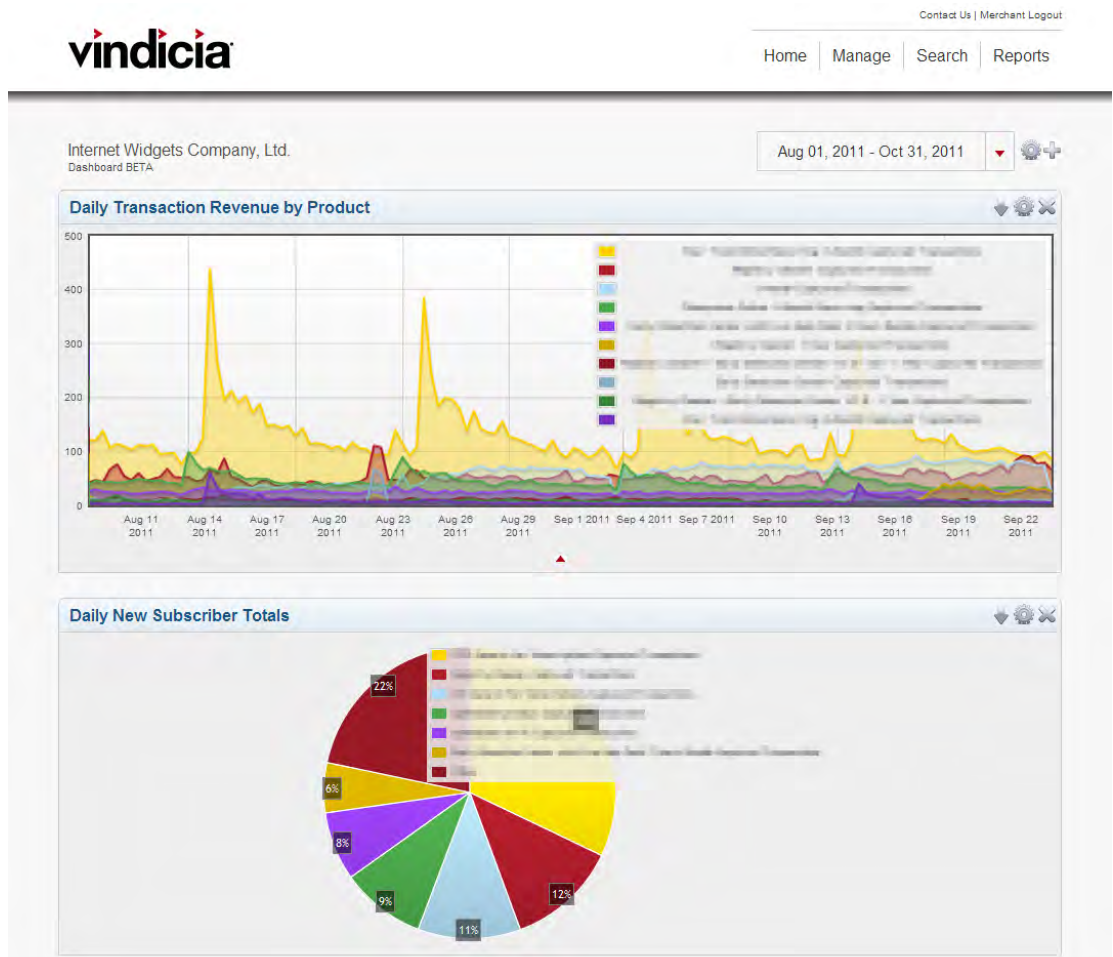


Figure 2-1 The CashBox Dashboard

2.1 Creating Graphs

All graphs shown in the Dashboard are generated for the same time frame, as selected at the top of the Dashboard.

To create Dashboard graphs:

1. Select a time frame.
 - Click the down arrow to the right of the date range to change the selected date range.
 - Click the gear to change the date range by selecting a pre-defined range:
 - Past Week
 - Past Month
 - Past Quarter
 - Past Year
 - Custom # of Days
 - Click **OK** to save your selection, and regenerate the graphs, or **Cancel** to close the window and return to the Dashboard.
2. Click the plus button to open the **Add Graph** window, and select a new graph.

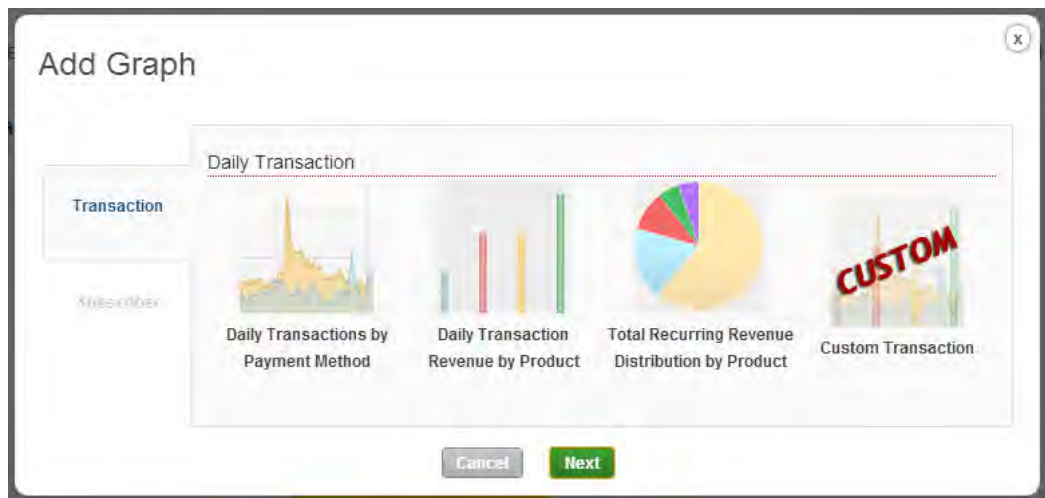


Figure 2-2 Add Graph: Transaction Window

3. Select **Transaction** to generate a graph based on your Transaction data, or **Subscriber** to generate a graph based on Subscriber data.
4. Select one of the pre-configured graphs, or select **Custom**, and click **Next** to open the **Edit Graph** window for that selection.

Figure 2-3 Add Transaction Graph Dialog

The **Add Graph** dialog allows you to define the parameters by which your graphs will be generated. Both pre-defined and custom graph parameters are editable. Pre-defined graphs simply come pre-loaded to produce the most commonly accessed CashBox data analysis.

5. Enter a **Graph Name**, and select a **Graph By**, **Status**, and **Summarize Data By** setting. (These options vary, according to whether you have selected to generate a **Transaction** or **Subscriber Graph**, and are described in more detail below.)

6. Select a **Graph Type**:

- **Bar**: standard bar graph (lined up side by side).
- **Bar (Stacked)**: standard stacked bar graph (stacked in front of one another).
- **Line**: includes data points, if checked.
- **Pie**: generates slices by the **Summarize Data By** selection.

7. Select whether or not to **Show Data Points**.

Note: The **Show Data Points** option is available only for the Line graph.

8. Select to **Aggregate By Day, Week, Month, or Year**.

9. Click **Show Filters** to add a filter to your data.

Select a Filter from the pulldown menu. (Available filters match those listed as aggregators for their respective Graph Type: Transaction or Subscription.)

Use the **All Values** and **Chosen Values** panes to define your filter.

Click the (minus) button to the right of a filter to remove it from the list.

Click **Add Filter** to add more filter parameters.

10. Click **Submit** to generate your graph.

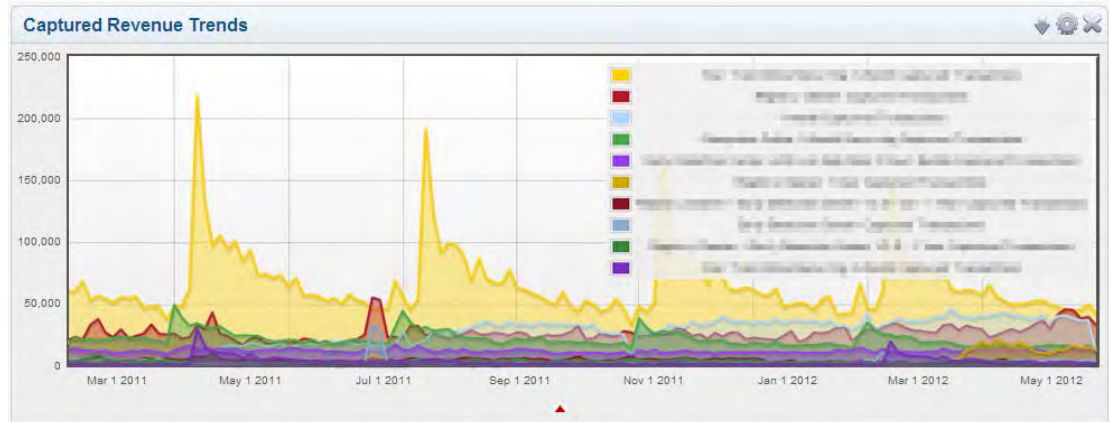



Figure 2-4 Custom Line Graph

From the graph's header bar:

- Click the down arrow to download the graphed data as a CSV file.
- Click the gear  to open the **Edit Graph** page, and change graph parameters.
- Click on the **X** to delete the graph from the Dashboard.

Click the down arrow beneath a graph to open the **Graph Options** pane, from which you may deselect elements shown in the graph, or add a **"Trending"** line to Line graphs. You may also select whether or not to fill the area under a Line graph with a matching wash, for greater visibility. (Pie charts do not offer these options.)

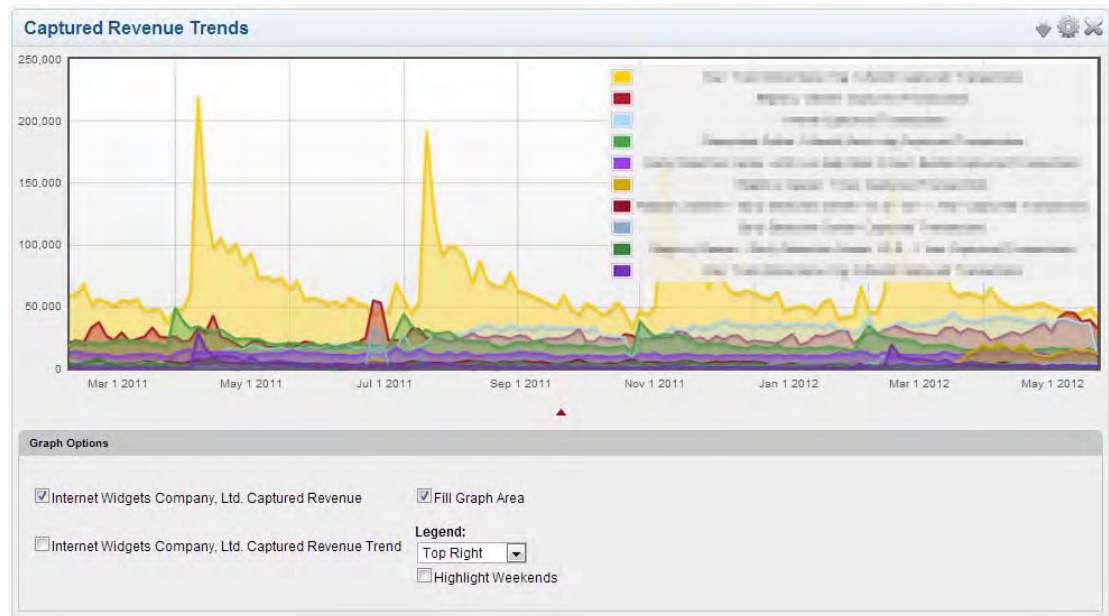


Figure 2-5 Graph Options Pane

The **Graph Options** pane lists all “Summarize Data By” types in your graph. For instance, selecting **Summarize Data by: Currency** will list all included **Currency Types** in the **Graph Options** pane.

The **Graph Options** pane also includes an option to reposition your Legend, and a **Highlight Weekends** checkbox. Select this checkbox to add grey bars to your graph, marking weekends.

The Dashboard is interactive.

- Drag and drop generated graphs to rearrange them in the Dashboard.
- Mouse over points in the graph to open an information text box for that point, with more detailed information.
- Drag the mouse to define a zoom area on a Line or Bar graph.
 - Click **Reset Zoom** to return to the original scale.

2.2 Transaction Graphs

CashBox offers three preconfigured Transaction graphs:

- Daily Transactions by Payment Method (line chart),
- Daily Transaction Revenue by Product (bar chart), and
- Total Recurring Revenue Distribution by Product (pie chart).

1. From the **Add Graph** window, select a Transaction Graph, and click **Next** to open the **Add Transaction Graph** dialog.

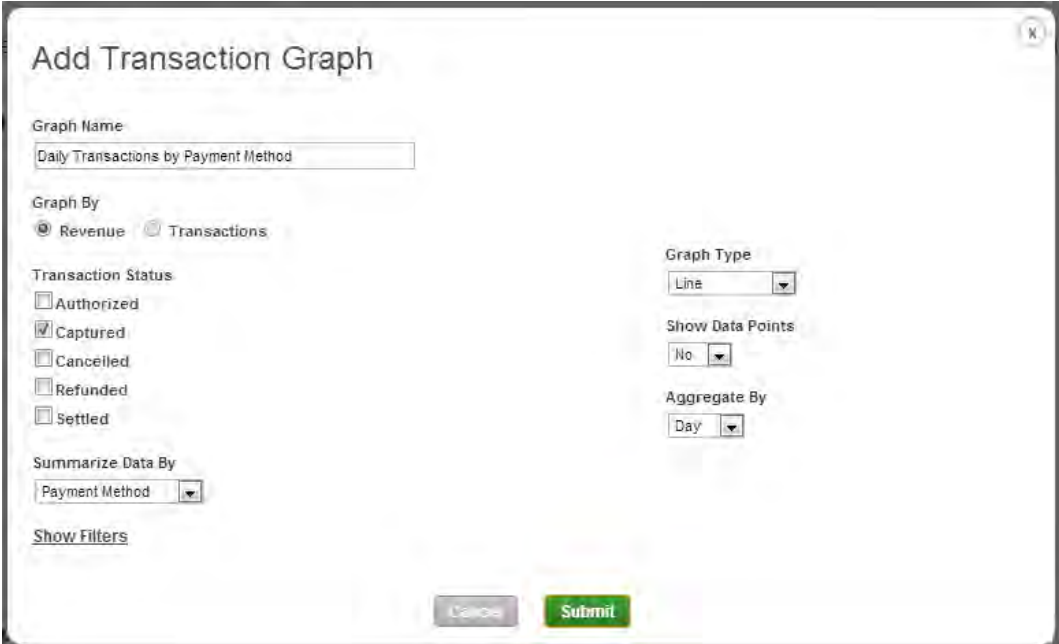


Figure 2-6 Add Transaction Graph Dialog

Note: This dialog is the same for all four Transaction graph types. It varies only in that the first three graph types come pre-populated with a **Graph Name** and option selections.

2. Enter or edit the **Graph Name**.
3. Select a **Graph By** setting: **Revenue**, or **Transaction**, which defines whether the Y-axis of the graph will show revenue, or number of transactions.

4. Select a **Transaction Status**.

Transaction Status indicates the status of the Subscriber or AutoBill. Possible values are:

- **Authorized:** shows Transactions authorized during the selected time period.
- **Cancelled:** includes both cancelled and failed Transactions for the selected time period.
- **Captured:** shows Transactions captured during the selected time period.
- **Refunded:** shows Transactions refunded during the selected time period.
- **Settled:** (Applies only to ChargeGuard.)

5. Select a **Summarize Data By** value.

- **Affiliate:** groups data by Affiliate ID listed on the Transaction.
- **Billing Cycle:** groups data by Billing Cycle number for the Transaction.
- **Billing Plan:** groups data by Billing Plan.
- **Country:** groups data by Country.
- **Currency:** groups data by Currency.
- **Division:** groups data by Chase Paymentech Division ID. (This field is available only for those who use Chase Paymentech as their Payment Processor.)
- **Division Number:** groups data by Chase Paymentech Division Number. (This field is available only for those who use Chase Paymentech as their Payment Processor.)
- **Payment Method:** groups data by the Payment Method for the Transaction.
- **Payment Processor:** groups data by Payment Processor.
- **Postal Code:** groups data by postal code.
- **Product:** groups data by Product.
- **Recurring:** groups data by recurring (AutoBill generated) vs. non-recurring (One-Time) Transactions.
- **Report Group:** groups data by Litle Report Group. (This option is available only for those who use Litle as their Payment Processor.)
- **Retry Cycle Number:** groups data by the retry cycle number of the Transaction. Selecting this option will include only AutoBill-generated Transactions in the graph.
- **Subaffiliate:** groups data by the Sub Affiliate ID listed on the Transaction.
- **Token:** groups data by Token Type.

6. Click the **Show Filters** link to open the **Data Series** pane, with which you may limit your data to specific values for the **Summarize Data By** fields.

7. Select a **Data Series** from the pulldown menu. (Fields available in this menu match those listed for the **Summarize Data By** menu, described above.)

- Select a **Data Type** from the **Data Series** pulldown menu.
- Use the **All Values** and **Chosen Values** panes to select the subsets of the data type to be included in your graph.

2.3 Subscriber Graphs

CashBox offers three preconfigured Subscriber graphs:

- Total New Paying Subscribers by Product (pie chart),
- Daily New Subscriber Totals (line chart), and
- Daily Cancelled Subscribers by Lifetime (bar chart).

1. From the **Add Graph** window, select a **Subscriber Graph**, and click **Next** to open the **Add Subscriber Graph** dialog.

Figure 2-7 Add Subscriber Graph Dialog

2. Enter or edit the **Graph Name**.

3. Select a **Subscriber Status**.

Subscriber Status indicates the status of the Subscriber or AutoBill. Possible values are:

- **Billed:** shows Accounts which were billed during the selected time period. Billing may or may not have been successful, which may be specified using the Summarize Data By filters described below.
- **Created:** shows Accounts created during the selected time period. The AutoBill start date may or may not have arrived, and the AutoBill may or may not have triggered its first billing cycle.
- **Started:** shows AutoBills with a start date during the selected time period.
- **Stopped:** shows AutoBills that were stopped (because the Billing Plan ended) or cancelled during the selected time period.

- **Total:** shows AutoBills which were in **New** or **Good Standing** status during the selected time period. This includes AutoBills that were in the **Billed**, **Created**, **Started** and **Upgraded** status, and others.
 - **Upgraded:** shows AutoBills which were upgraded during the selected time period.
4. Select a **Summarize Data By** value.
- **Affiliate:** groups data by Affiliate ID listed on the AutoBill.
 - **AutoBill Status:** (applies only to Subscriber Status = Stopped)
 - Hard Error:** The AutoBill stopped after going through its full retry cycle.
 - Stopped:** The AutoBill was cancelled using AutoBill.cancel.
 - **Billing Cycle:** groups data by Billing Cycle.
 - Initial Billing:** The subscription is in Billed status, and it was the AutoBill's first billing.
 - Second Billing:** The subscription is in Billed status, and it was the AutoBill's second billing.
 - Subsequent Billing:** The subscription is in Billed status, and it was a billing subsequent to the AutoBill's second billing.
 - **Billing Plan:** groups data by Billing Plan.
 - **Currency:** groups data by Currency.
 - **Free Billing:** groups data by whether or not the current Billing Period is Free.
 - **Free Trial?:** groups data by whether or not the AutoBill began with a Free Trial.
 - **Notified of Payment Failure?:** for Subscribers with status: Billed, groups data by whether or not the customer was previously notified of a payment failure.
 - **Num Billings:** groups data by the number of successful billing Transactions for the AutoBill.
 - **Payment Method:** groups data by the Payment Method type for the AutoBill.
 - **Payment Method Updated?:** for Subscribers with status: Billed, groups data by whether or not the Payment Method was updated during the listed Billing Cycle.
 - **Pre-notified?:** for Subscribers with status: Billed, groups data by whether or not the Subscriber was pre-notified for the listed Billing Cycle.
 - **Product:** groups data by Products included in the AutoBill.
 - **Refunded?:** for AutoBills with status: Cancelled, groups data by whether or not a refund was issued within 24 hours of the Transaction's success.
 - **Retry Cycle Number:** groups data by the retry cycle number of the Transaction. Selecting this option will include only AutoBill generated Transactions in the graph.
 - **Subaffiliate:** groups data by the Sub Affiliate ID listed on the AutoBill.
 - **Success/Failure?:** groups data based on whether or not an AutoBill with status: Billed billed successfully.
 - **Upgrade/Transition:** groups data based on whether the AutoBill is new, or an upgrade or transition from a previously existing AutoBill.

3 Accounts

The *Account* in CashBox represents your customer, and contains all the data necessary to provide them services, communicate with them, and charge them for one-time or subscription purchases.

Use CashBox to create, edit, or manage your CashBox customer Accounts.

Note: If you maintain customer information in both CashBox and your own database, be certain to coordinate updates made in CashBox with your internal records, to ensure that they remain synchronous. Use the CashBox API to directly link your CashBox portal information to your customer data.

For more information about the CashBox API, contact Vindicia Client Services.

Parent Child Account Relationships

CashBox supports two-level account hierarchies for payment and reporting; that is, you may define *parent* and *children* accounts. A parent can have multiple children, but a child may have only one parent, and a child may not be a parent to another Account.

A parent can pay for its own AutoBills or one-time transactions, or for any of its children's AutoBills or one-time transactions. (This is handled by allowing a parent's Payment Method to be on an AutoBill with the child's Account.)

Children may have Payment Methods that differ from their Parent's, and may use either theirs or their parent's to pay for their AutoBills.

When two accounts are linked or unlinked (as parent and child), an email will be sent to both.

3.1 Creating Accounts

Click the **Create Account** link from the **Account Search** or **Account List** page to open the **Create Customer Account** page, and create a new Account.

Figure 3-1 Create Customer Account Page

- Complete the fields as described in [Table 3-4: CashBox Account Parameters](#).
 - Click **Merchant Data** to enter custom data for the Account. (For more information, see [Section 4.2.3: Editing and Adding Custom Product Data](#).)
 - Click **Sales Tax Exemptions** to add tax exemptions for the Account.
 - Click **Add Payment Method** to add a Payment Method to the Account.
- Click **Submit** to create the new Account, and return to the **Account Search** page.

3.1.1 Working with Custom Data

Custom Data allows you to create and add customized information to your CashBox system.

Note: During the CashBox UI update process, some instances of this field will be titled **Custom object Data**, and some will be titled simply **Merchant Data**. In both cases, the operation and use of these fields are the same.

Custom Data is stored in CashBox as a pair of matched text strings, called *name-value* pairs. You may assign custom data to Billing Plans, Products, AutoBills, Accounts, and Tokens, each of which is associated with its own Custom Data list. For each of these

objects, CashBox stores a list of Names, which may be associated with text string Values. Use name-value pairs to help categorize or sort aspects of your system.

TIP: Use **Name** to define a category, and **Value** to define a specific item in that category. For instance, name-value pairs might be used to track your sales teams. Define a name-value pair with **Name** = “Office,” and Value equal to the city in which the office is located. Define a second name-value pair with **Name** = “Salesman,” and Value the name of specific salesmen. Assign name-value pairs Office-Chicago and Salesman-JSummers to Billing Plans to sort or search those plans both by the office in which they originated, and the salesman responsible for the account.

In all cases, click **Custom Data...** to open the pane, and view, remove, or edit custom data associated with the CashBox Product, Billing Plan, AutoBill, Account, or Token.

The pane will list all Name-Value pairs associated with the specific CashBox object.

If there is no Custom Data associated with the CashBox object, the pane displays only the **Add New Data...** button. (For example, there may be Custom Data associated with your Products, but not (yet) with your Billing Plans. In this case, the Custom Billing Plan Data pane on the Billing Plan pages will show only the **Add New Data...** button.) Click this button to add Custom Data, as desired.

The screenshot shows a pane titled "Merchant Data...". It contains two rows of data. The first row has "Name: State" and "Value: Virginia" with a "Delete" button to the right. The second row has "Name: School" and "Value: UVa" with a "Delete" button to the right. At the bottom of the pane is an "Add New Data..." button.

Figure 3-2 Merchant Data Pane

To add a new name-value pair:

- **Click Add New Data...**
- Use the **Name** pulldown menu to select an existing Name for the pair, or select **New Name** from the menu to open a field in which a new Name may be entered.
- Enter the desired text string for the pair in the **Value** field.

To change the Value associated with the name-value pair, simply edit the **Value** text field.

To delete a name-value pair assigned to the Account, click **Delete** to the right of the name-value pair.

Note: Delete removes the name-value pair from the Account, but does not delete the pair from your CashBox system.

3.1.2 Adding Sales Tax Exemptions

Tax Exemptions define the exemptions associated with a Customer Account.

Customers may provide you with tax exemption information that includes Tax Exemption ID, Jurisdiction (Country), Start Date, and End Date. If a customer with a tax exemption purchases a product that is ordinarily taxable, the tax will not be calculated. Merchants may enter tax exempt information in Accounts, and mark Accounts as tax exempt. CashBox will automatically take this information into account when calculating billing totals.

1. To add a Tax Exemption to an Account, click the **Sales Tax Exemptions...** link to open the pane.

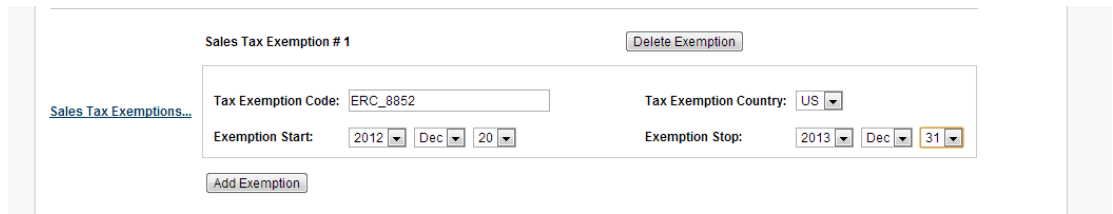


Figure 3-3 Add Sales Tax Exemption Pane

2. Enter any **Tax Exemption information** the Account holder has provided.
3. Click **Submit** to save your changes.

The following table describes the available Tax Exemption fields.

Table 3-1 Tax Exemption Fields

Field	Description
Tax Exemption Code	Displays the tax exemption ID code, provided by the Account holder.
Country	Specifies the country of jurisdiction for the tax exemption.
Start Date	Indicates the starting date that the tax exemption commences.
Stop Date	Indicates the projected ending date for the tax exemption, usually the date by which the owner of the Account must renew the tax exempt status.

3.1.3 Adding Payment Methods

Payment Methods define the way by which an Account pays for their AutoBills. Accounts may have several Payment methods associated with them, which are listed in order of preference. The first Payment Method listed for the Account is the Account's default payment method.

The Payment Method panes for an Account list the associated Payment Methods for the Account. These may be Credit Card, ECP, Direct Debit, Boletto, or Pay by Invoice. The **Payment Type** field lists the method as a link. For example, in [Figure 3-14](#), the Payment Type is **CreditCard (Active)**. Click on this link to view all Transactions associated with this credit card.

Payment Methods may be added to Accounts both as part of Account creation, and when editing the Account.

To add a new Payment Method to an Account:

1. Click **Add Payment Method** from the **Create** or **Edit Customer Account** page.
(Only *currency* Payment Methods may be added to an account through the **Edit Customer Account** page. To add Tokens as a Payment Type, go to **Manage > CashBox > Tokens**, and click **Create New Token**.)

Figure 3-4 Add Payment Method Pane

2. Select a Payment Type:

- CreditCard
- ECP
- DirectDebit
- Boletto
- Pay by Invoice
- Carrier Billing

Note: The fields listed for a Payment Method vary by Payment Type, and will update automatically when a new Payment Type is selected.

3. Select **Active: Yes** to allow the Payment Type to be used for Payments. Select **Active: No** to save the Payment Method, but deactivate it for use in future AutoBills.
4. Click **Merchant Data** to add new name/value pairs to the Payment Method. These may be used to sort or search your Payment Methods, or any Account or AutoBill associated with them.

The following table describes CashBox Payment Method parameters.

Table 3-2 CashBox Payment Method Parameters

Field	Description
Payment Method (n)	Lists a payment method associated with the Account. An Account may have one or more Payment Methods, each listed in its own pane, and numbered sequentially, where (n) indicates the order of payment method preference.
Payment Type	Indicates the Payment Method used on the Account. This field is required. Valid types include: <ul style="list-style-type: none"> • CreditCard • ECP • DirectDebit • Boleto • Pay by Invoice • PayPal • Token • Carrier Billing <p>Note: The Payment Method Types listed depend both on your CashBox configuration, and the Payment Methods supported by your payment processor(s). Descriptive fields vary depending on the specified Payment Method Type.</p>
Account Holder	Optional. The payee name associated with this payment method.
Billing Profile ID	Displays the merchant's unique ID associated with the Billing Profile for this Account.
Customer Specified Type	Optional. The Credit Card type supplied by the customer.
Customer Specified Description	Optional. The payment method description supplied by the customer.
All AutoBills Shall Use This Method	Select Yes to apply this Payment Method to all AutoBills for the Account. Default is No .
Merchant Specified Type	Optional. Payment Type information for a Pay by Invoice Payment Method.
Credit Card Number	Displays the blinded credit card number used for this payment method. Only the first 6 and last 4 digits of this number are displayed.
Credit Card Expiration	The expiration date of the credit card.
(ECP) Account Type	Indicates the type of bank Account used for ECP. Valid types include: <ul style="list-style-type: none"> • Consumer Checking • Consumer Savings • Corporate Checking

Table 3-2 CashBox Payment Method Parameters (Continued)

Field	Description
(ECP) Transaction Type	Indicates the types of Transactions supported. Valid values are: <ul style="list-style-type: none"> • Inbound: funds may be debited from the Account (to merchant). • Outbound: funds may be credited to the Account (from merchant). • InboundOutbound: funds may be debited from or credited to the Account. • Transfer: funds may be transferred between two Accounts (non-merchant Accounts).
(ECP) Routing Number	Displays the Bank Routing Number.
(ECP) Account Number	Displays the last four digits of the Bank Account Number. When an Account is first created, the entire bank account number is entered, then hashed, securely sent, and stored in the CashBox system. Thereafter, only the last 4 digits are displayed.
(Boleto) Fiscal Number	Displays the last four digits of the customer registration (CPF/CNPJ).
EDD Bank Sort Code	Displays the last four digits of the bank sort code. When an Account is first created, the entire bank sort code is entered, then hashed, securely sent, and stored in the CashBox system. Thereafter, only the last 4 digits are displayed.
Token Type	The kind of Token used for payment.
Token Description	The description of the Token Type used for payment.
Token Balance	Displays the current balance for the Token Type used for payment.
Billing Address	Optional. Billing address information for the customer. Although this field is optional in CashBox, you may require parts of the address for processing and to calculate applicable taxes. Merchants who charge taxes typically use the address information provided in the Shipping Address field for tax calculation, because that location is most likely where the Product will be used. If a Shipping Address is not provided, the Billing Address associated with the Payment Method is used instead.

3.2 Editing Accounts

Click the **Edit Account** link in the upper right corner of the **Account Details** page to open the **Edit Account** page, as shown below.

Customer ID: TyraSlims

Name: Tyra Slims

Company:

Email: tslims@gmail.com

Email Style: text/html

Language: EN

Currency: USD

Warn Before AutoBill: Yes

Shipping Address

Name: Tyra Slims

Line 1: 1632 Capp St.

Line 2:

Line 3:

City: San Francisco

State/Province: CA

ZIP: 94110

Country: UNITED STATES

Merchant Data...

Sales Tax Exemptions...

Add Payment Method

AutoBills: [Create New AutoBill](#)

PRODUCT	AUTOBILL ID	BILLING PLAN	TRANSAC...	START DATE	END DATE	BILLING DAY	STATUS
One Year of Premi...	SlimsPremium...	2MonthIntroToSta...	USD	2012-05-08	2012-08-17	2	New

Cancel All AutoBills for This Account...

Cancel Submit

Figure 3-5 Edit Customer Account Page: Customer Info

The **Edit Customer Account** page is divided into panes. The top pane allows you to modify customer information.

To edit Account information, simply edit the provided fields, scroll to the bottom of the page, and click **Submit** to save your changes.

Click the **Merchant Data** link to add customized name-value pairs to the Account. This information may be used to search and sort your Accounts. For more information, see [Section 3.1.1: Working with Custom Data](#).

The **Sales Tax Exemptions** pane allows you to add and modify sales tax exemptions for the Account.

Payment Method panes allow you to update, reorder, or delete existing payment methods, and add new payment methods. When more than one Payment Method is associated with a customer Account, they are listed in order of preference for use.

The **AutoBills** pane allows you to create new AutoBills for the Account.


For more information on the fields available in the **Edit Customer Account** page, see [Table 3-4: CashBox Account Parameters](#).

3.2.1 Editing Sales Tax Exemptions

Manage sales tax exemptions for an Account through the **Sale Tax Exemptions** pane, available from the **Create** and **Edit Account** pages.

If an Account has tax exemptions associated with it, the **Account Details** Page will include a **Tax Exemptions...** link. (If no exemptions are on file for the Account, the link will not be included in the page.) Click this link to view tax exemption information for the Account.

1. Click the **Sales Tax Exemptions...** link to open or close the Sales Tax Exemptions pane.



The screenshot shows a web interface for editing a sales tax exemption. At the top, it says "Sales Tax Exemption # 1" and has a "Delete Exemption" button. Below this is a form with the following fields: "Tax Exemption Code:" with a text input containing "ERC_8852"; "Tax Exemption Country:" with a dropdown menu showing "US"; "Exemption Start:" with three dropdown menus for year (2012), month (Dec), and day (20); and "Exemption Stop:" with three dropdown menus for year (2013), month (Dec), and day (31). There is an "Add Exemption" button at the bottom of the form. A link labeled "Sales Tax Exemptions..." is visible on the left side of the pane.

Figure 3-6 Sales Tax Exemptions Pane

2. Enter changes in the fields provided for an existing Exemption.
(For more information, see [Table 3-1: Tax Exemption Fields.](#))
3. Click **Delete Exemption** to delete an exemption.
Tax Exemptions may not be deactivated. To remove an Exemption from an Account you must delete it.
4. Click **Add Exemption** to add more exemptions.
5. Click **Submit** to save your changes, and return to the **Account Details** page.

3.2.2 Editing Payment Methods

CashBox allows you to edit the Payment Methods associated with an Account.

Note: The fields listed for a Payment Method vary by Payment Type, and will update automatically when a new Payment Type is selected.

Figure 3-7 Edit Customer Account Page: Payment Methods

To edit a Payment Method from the Edit Customer Account page:

1. Use the text fields to change existing information as desired.
(For more information, see [Table 3-2: CashBox Payment Method Parameters.](#))
2. Use the **Move Up** and **Move Down** buttons to re-order multiple Payment Methods. Payment Methods will be applied to AutoBills, by default, in the order in which they are listed on the Account.
3. Use the **Delete** button to delete unwanted or inaccurate Payment Methods.
4. Click **Merchant Data...** to add customized information for the Method.
5. Click **Add Payment Method** to add more Methods to the Account.
6. Click **Submit** to save your changes, or **Cancel** to discard them.

3.2.3 AutoBills Table

The AutoBills table, at the bottom of the **Edit Customer Account** page, lists details about the AutoBills associated with the customer Account, and allows you to create new AutoBills for the Account, and Cancel existing AutoBills.

PRODUCT	AUTOBILL ID	BILLING PLAN	TRANSAC...	START DATE	END DATE	BILLING DAY	STATUS
One Year of Premi...	SlimsPremium...	2MonthIntroToSta...	USD	2012-05-08	2012-08-17	2	New

Figure 3-8 Edit Customer Account Page: AutoBills

- Click **Create New AutoBill** to add another AutoBill to the Account.
- Click **Cancel All AutoBills for This Account** to remove all AutoBills from the Account.

To cancel an individual AutoBill, see [Section 7.5: Cancelling an AutoBill](#).

Creating New AutoBills on an Account

While the **Edit Account** page will not allow you to edit an existing AutoBill for an Account, it will allow you to add a new AutoBill to the Account.

Click **Create New AutoBill** to open the **Create New AutoBill** page, and add an AutoBill to this account.

For more information, see [Section 7.2: Creating an AutoBill on an Account](#).

Cancelling AutoBills

When you edit an Account, you may cancel all AutoBills associated with the Account.

Note: To cancel an individual AutoBill, see [Section 7.5: Cancelling an AutoBill](#).

AutoBill cancellation typically occurs when a customer requests a refund, when a customer no longer wants a Product or service, or when there is a chargeback associated with the customer Account. When you cancel all AutoBills, all future billing events are cancelled for that AutoBill. You may also specify that the customer should be immediately disentitled, or you can allow entitlement to continue until the AutoBills' end date.

To cancel all AutoBills associated with an Account, click **Cancel All AutoBills for this Account** to open a pane with cancellation options.

Note: AutoBills may not be reinstated once they are cancelled.

AutoBills: [Create New AutoBill](#)

PRODUCT	AUTOBILL ID	BILLING PLAN	TRANSAC...	START DATE	END DATE	BILLING DAY	STATUS
One Year of Premi...	SlimsPremium...	2MonthIntroToSta...	USD	2012-05-08	2012-08-17	2	New

[Cancel All AutoBills for This Account...](#)

Cancel ALL AutoBills For This Customer
 Send AutoBill Cancellation Notice

WARNING: AutoBill Cancellation is Permanent.

Entitlement Termination Option:

Allow Customer Access Until End Of Current Entitlement Period
 Terminate Customer Access Immediately

Figure 3-9 Cancel All AutoBills on an Account

1. Select cancellation options

- Check **Cancel ALL AutoBills for this Customer** to cancel all AutoBills for the Customer.

Note: Customers may have multiple Accounts.

- Check **Send AutoBill Cancellation Notice** to issue a Cancellation Notice to your customer.

Note: You must have both an email template and a statement template on file with Vindicia Client Services for this notice to be issued.

2. Select an **Entitlement Termination Option**.

- **Allow Customer Access Until End of Current Entitlement Period**, the default option, allows a customer continued access to a Product or service already paid until the current billing period ends (as specified in the AutoBill End Date).
- **Terminate Customer Access Immediately** cancels customer access to a Product or service as soon as you submit your changes to CashBox.

3. Click **Submit** to post all modifications to the Account, including cancelling all AutoBills, or click **Cancel** to discard your modifications.

Once an AutoBill is cancelled on an Account, the AutoBill Status is changed to **Stopped**.

Note: If CashBox has already submitted a billing Transaction on an AutoBill to the Payment Processor when you attempt to Cancel the AutoBill, the customer may be billed, even if Cancellation succeeds.

If this condition occurs when you cancel an AutoBill, CashBox displays the following warning message:

The AutoBill was successfully cancelled. However, the transaction listed below is being processed and was not able to be cancelled automatically. You may need to take additional steps to fulfill the customer's request.

Transaction ID: **<transaction_ID>**, Current Transaction Disposition Status: **<status>**

where:

<transaction_ID> is the Transaction identifier for the transaction that is in process.

<status> is one of the following:

- **New:** The transaction may result in a captured transaction because internal systems may have picked up the transaction for processing. This status can occur when the transaction payment method is CreditCard, ECP, PayPal, or Boletto.
 - **Authorized:** The Fiscal Number has been verified and the Boletto Bancario slip to print has been sent to the customer via the merchant. There is no way to cancel this transaction because the transaction is now in the customer's hand. This situation should not result in a billing event, because fulfillment is dependent on customer action. This status can occur when the payment method is Boletto.
 - **DepositRetryPending:** A retry is already being processed in the payment processor system that may result in a successfully completed transaction. There is no way to cancel retries that are being performed in payment processor systems. If there are sufficient funds in the customer's account, the transaction may be completed. This status can occur when payment method is ECP (ACH or CPA).
 - **AuthorizedPending:** The transaction has been submitted to the payment processor (ECP), or is waiting for the bank to respond (Boletto), and may result in a successfully completed transaction. There is no way to cancel the transaction.
 - **AuthorizationPending:** The transaction is awaiting authorization by the customer, and may result in a successful transaction if the customer completes the Authorization process (PayPal first time setup only).
-

3.3 Making Payments to an Account

CashBox allows you to enter information for payments made to Accounts by means other than through the automated system. These payments may be made by cash, check, services-in-trade, or any other acceptable method.

You may use the **Record Payment** page to manually enter payment information which will *not* pass through your Payment Processor, or to add payment information which *will* pass through your Payment Processor. For instance, if you accept a check or money order for payment, you may enter the payment information here, and deposit the check in your bank account. CashBox will track the payment record, but the transaction will not pass through your payment processor.

You may also use **Record Payment** to enter credit card payments, which *will* pass through your payment processor. If your customer has an outstanding invoice, and they authorize payment through a credit card you have already defined as a Payment Method for the Account, you may use the **Record Payment** page to apply that Payment Method to the Invoice. CashBox will run the Transaction through your Payment Processor, just as it would an automated, recurring payment for an AutoBill.

To access the **Record Payment** page, click **Make Payment** from the **Account** or **AutoBill Details** page.

Note: Clicking the **Make Payment** link for an Account paid in full will open a warning pane:

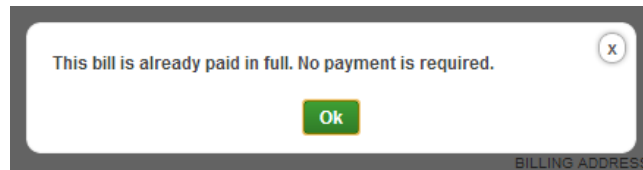


Figure 3-10 Warning: Paid in Full Pane

Record Payment

CUSTOMER ID: Invoice_LifeLock
 COMPANY: Home, Inc.
 EMAIL: john@small.com
 EMAIL STYLE: text/html
 LANGUAGE: EN
 CURRENCY: USD
 WARN BEFORE AUTOBILLING: Yes

BILLING ADDRESS
 NAME:
 ADDRESS:
 CITY:
 STATE/PROVINCE:
 COUNTRY:
 POSTAL CODE:

Amount Paid: 43.19
Currency: USD
Date: 06/21/2012
Payment ID: 06212012lh
Payment Type: Check
Account Number:

Payment Method: Check : Merchant Recorded
[Edit Account to Add New Payment Method](#)

Overage Disposition: Apply to Autobill Associated With Selected Invoice
Notation:

Cancel Submit

Figure 3-11 Record Payment Page

To Record a Payment:

1. Select a **Payment Method** from the pulldown menu.
 All Methods available to the Account will be listed, as well as:
 - Check: Merchant Recorded allows you to enter Check information.
 - Other: Merchant Recorded allows you to enter other information.
 Selecting a Payment Method dictates the fields available for payment information entry.
2. Depending on the **Payment Method** selected, enter payment details.
 - Enter the **Amount Paid**.
 - Select a **Currency** from the pulldown menu.
 - Enter a **Date** to record the payment.
 - Enter a **Payment ID**.
 - Enter a **Payment Type**. (**Note:** This is a merchant-defined text field. Be certain to be consistent in your naming practices, so that this field may be used to search or sort your Recorded Payments.)
 - Enter the **Account Number** to which the Payment should be made.
3. Click **Apply to all future AutoBills** to apply the selected method to all future AutoBills for this Account.

4. Select the Invoice to which this payment should apply.
The Invoice pane lists all open Invoices.
Click on an Invoice number to open the **Invoice Details** page for the Invoice.
5. Select the method by which any payment left after paying the Invoice will be applied:
 - **Apply to AutoBill Associated with Selected Invoice** will apply the overage to the selected Invoice's AutoBill.
 - **Apply to Oldest Invoice** will apply the overage to the oldest open Invoice associated with the Account.
 - **Apply to Credit** will apply the overage to the Currency Credit balance associated with the Account.
6. Use the **Notation** field to enter a note associated with the payment.
7. Click **Submit** to save your changes.

3.4 Searching for Accounts

To access Accounts, select **Search > Accounts** from the menu bar to open the **Account Search** page.

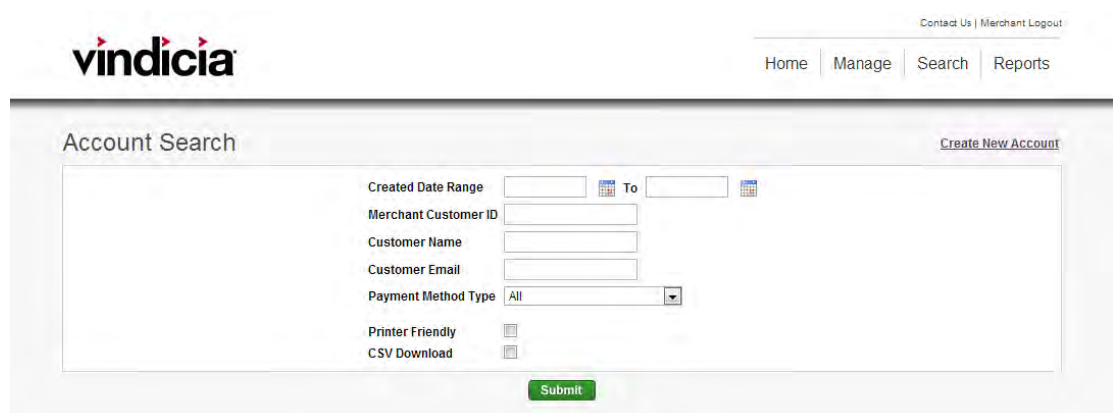


Figure 3-12 Account Search Page

The **Account Search** page allows you to specify criteria for the Account or group of Accounts you wish to view. For example, you might want to see all Accounts for customers named Smith, or see Accounts where the payment method is CreditCard and the last four digits of the customer's account number are 1111.

To search for a specific Account or group of Accounts:

1. Specify your search criteria on the **Account Search** page.
(Search fields are case sensitive.)
2. Check **Printer Friendly** to return your search results in a printable format, or **CSV Download** to download the results as a CSV file.
3. Click **Submit** to process your request.

The following table describes the available Account search parameters.

Table 3-3 Account Search Page Parameters

Field	Matches
Created Date Range	Define a range of creation dates to search. Use the Calendar picker to select your date range, or enter dates directly in the fields.
Merchant Customer ID	Enter the exact Customer ID to match. (Case sensitive.)
Customer Name	Enter part or all of customer name to match. (Case insensitive.)
Customer Email	Enter a complete email address to match. (Case insensitive.)
Payment Method Type	Select a payment type to match from the dropdown list. Depending on the Payment Method Type selected, CashBox displays additional information fields in which you must specify additional information. For example, if Payment Method Type is CreditCard , you must enter the last four digits of the credit card; if Payment Method Type is ECP , you must enter the bank routing and account numbers.

CashBox uses the information provided to generate a list of all Accounts that match your search criteria on the **Account List** page. [Figure 3-13: Accounts List Page](#) shows the results for searching for **Customer ID: Slims**.

CUSTOMER ID	NAME	EMAIL	ACCOUNT CRE...
JerryIaconi	Jerry Iaconi		2012-05-07
TyraSlims	Tyra Slims	tslims@gmail.com	2012-05-07
Trace_Ultimate	Trace Galloway	trace@vindicia.com	2012-05-22
Mike_LifeLock	Mike Daley	mike@vindicia.com	2012-05-22
JohnDoe	John L. Doe	john@doe.com	2012-05-22
john@home.com_EMIjz5	John Carbonite	john@home.com	2012-05-22
john@home.com_EMIjz84	John Carbonite2	john@home.com	2012-05-22
john@doe.com_EMnwjk	John Carbonite3	john@doe.com	2012-05-22
test101	test 101	ff	2012-05-23
DaveLow	Dave Low	dave@low.com	2012-05-23
RobLow	Rob Low	rob@low.com	2012-05-23
CarolLow	Carol Low	carol@low.com	2012-05-23
SteveMarks	Steve S Marks	steve@marks.com	2012-05-23

Figure 3-13 Accounts List Page

From the **Accounts List** page, click on the **Customer ID** to open the **Account Details** page for the selected AutoBill. Click **Create New Account** to create a new Account, or click **Download as CSV** to download the Account list as a CSV file.

3.5 Account Details

The **Account Details** page displays detailed information about the selected Account, divided into panes. The top pane lists general Account information, including the customer's name, contact information, language, and pre-billing warning preferences. The next pane lists the Payment Method associated with the Account. (If more than one Payment Method is associated with the Account, a pane will be shown for each method.) Information displayed will vary depending on the payment type described. For example, a Credit Card Payment Method will list the customer's credit card number, type, and expiration date, while a Token Payment Method will list the Token Type, Description, and Balance.

Details for Account TyraSlims [Create Account](#)
[Edit Account](#)
[Make Payment](#)

CUSTOMER ID: TyraSlims		SHIPPING ADDRESS	
NAME:	Tyra Slims	NAME:	Tyra Slims
COMPANY:		ADDRESS:	1632 Capp St.
EMAIL:	tslims@gmail.com	CITY:	San Francisco
EMAIL STYLE:	text/html	STATE/PROVINCE:	CA
LANGUAGE:	EN	COUNTRY:	US
CURRENCY:	USD	POSTAL CODE:	94110
WARN BEFORE AUTOBILLING:	Yes		

PAYMENT METHOD # 1...			
PAYMENT TYPE:	CreditCard (Active)	BILLING ADDRESS	
ACCOUNT HOLDER:	Samuel Iaconi	NAME:	Samuel Iaconi
BILLING PROFILE ID:	SamuallaconiVisa	ADDRESS:	779 Gough St.
CUSTOMER SPECIFIED TYPE:	JerryCollegeSupplies	CITY:	San Francisco
CUSTOMER SPECIFIED DESCRIPTION:	for Jerry's Books	STATE/PROVINCE:	CA
CREDIT CARD NUMBER:	433665XXXXX2854	COUNTRY:	US
CREDIT CARD EXPIRATION:	10/2015	POSTAL CODE:	94321
LAST ACCOUNT UPDATE REQUEST DATE:			
LAST ACCOUNT UPDATE RESPONSE:			
DATE OF LAST A/E RESPONSE:			
RESPONSE CODE(A/E):			

Figure 3-14 Account Details Page (Credit Card Payment Method)

PAYMENT METHOD # 2...			
PAYMENT TYPE:	Token (Active)	BILLING ADDRESS	
ACCOUNT HOLDER:	Trace Galloway	NAME:	19 Davies Drive
BILLING PROFILE ID:		ADDRESS:	
CUSTOMER SPECIFIED TYPE:		CITY:	Belmont
CUSTOMER SPECIFIED DESCRIPTION:		STATE/PROVINCE:	CA
TOKEN TYPE:	Support_Hours	COUNTRY:	US
TOKEN DESCRIPTION:	1 Free hour of support	POSTAL CODE:	94022
BALANCE:	100		

Figure 3-15 Account Details Page (Token Payment Method)

- Click **Create Account** to open the **Create Customer Account** page, and create a new Account.
- Click **Edit Account** to open the **Edit Customer Account** page, and edit customer or payment method information for the Account.
- Click **Make Payment** to open the **Record Payment** page, and make a payment to the account (to record a payment against an Invoice).

- Click on any highlighted text on the **Account Details** page to launch the **Details** window for the selected item.

Subsequent panes list AutoBills associated with the Account, Invoice History, Payment History, scheduled Future Transactions, Account Activity History, Rated Unit Event History, Token Activity and Balance, available Credit, and Children Accounts.

The following table lists and describes the fields available to **Accounts**.

Table 3-4 CashBox Account Parameters

Field	Description
Customer ID	Displays the unique, merchant-specified identifier for the customer associated with the Account.
Parent Account	Displays the Parent for the Account, when applicable.
Name	Displays the customer's full name. This name typically corresponds to the name associated with the payment method's Account holder, but it is not required.
Company	Displays the name of the company the customer is associated with.
Email	Optional. Displays the email address associated with the Account. If provided, the email address is used by CashBox to send billing notifications. While providing a value in this field is optional in CashBox, you may require it for your records.
Email Style	Identifies the format of email notifications sent to the customer. <ul style="list-style-type: none"> • Text/html. Email is sent in HTML format • Text/plain. Text is sent as plain text • UNDEF. Email preference is undefined. In these cases, CashBox sends notifications as text/html.
Language	Lists the two- or three-character IANA sub-tag registry standard language code corresponding to languages that have been loaded by the merchant into the system. CashBox uses this setting to determine which of its email templates to use when sending notification message to the customer. Note: CashBox supports ISO 639 language codes, but recommends the IANA codes.
Currency	Specifies the ISO-4217 three-letter format for the default currency used in customer Transactions. Currency code, _VT represents CashBox Tokens.
Warn Before AutoBill	Indicates whether pre-billing notifications are sent to the customer prior to automatic subscription-period renewal. <ul style="list-style-type: none"> • Yes generates pre-billing notification. • No does not generate pre-billing notifications. This setting only affects <i>pre-billing</i> notifications in CashBox. Other notifications (for example, success, expiration, and failure messages) are independent of this setting.

Table 3-4 CashBox Account Parameters (Continued)

Field	Description
Shipping Address	<p>Displays the Name, Address lines, City, State/Province, Country, and Postal Code used for shipping a Product to the customer. This address is not required, but some merchants may require portions of this address for payment processing. This address (full or portions) may also be used in the calculation of applicable taxes. Merchants who charge taxes typically use the Shipping Address as the first choice, because that is the location where the product will most likely be used.</p> <p>Note: If Shipping Address not provided, the Billing Address associated with the Payment Method is used for tax calculations.</p>
Merchant Data	Displays custom information associated with the Account.
Tax Exemptions	<p>Displays tax exemptions applied to the Account.</p> <p>Note: This field will be displayed only for those Accounts with a Tax Exemption filed against them.</p>
Payment Methods	<p>Lists the Payment Methods associated with the Account. Each Payment Method associated with the Account is displayed in its own pane.</p> <p>For more information on Payment Method parameters, see Table 3-2: CashBox Payment Method Parameters.</p>
AutoBills	Displays a tabular summary of the AutoBills associated with the Account. For more information, see Table 7-2: CashBox AutoBill Parameters .
Payment History	Displays a tabular summary of the Payments made against the Account.
Invoice History	<p>Displays a tabular summary of the Invoices generated for the Account. For more information, see Section 13.1: Working with Invoices.</p> <p>Note: This field will be displayed only for those Accounts with Pay By Invoice as an enabled Payment Type.</p>
Future Transactions	Displays a tabular summary of future scheduled billings for the Account. For more information, see Section 3.2: Editing Accounts .
Activity History	<p>Displays a tabular summary of the activity history for this Account. Activity information reported includes:</p> <ul style="list-style-type: none"> • Activity type • Date and time of activity • Activity details, if any <p>Billing events are either reported by the merchant, or generated by an AutoBill. Pre-defined event activities include: Login, Logout, Email, Call, URI access, Product delivery/Fulfillment, Service usage, Cancellation events, and Notes.</p> <p>Merchants may also define their own activity events to display in this field.</p> <p>For more information, see Section 3.2: Editing Accounts.</p>
Event History	Lists unbilled Rated Unit Events for the Account.

Table 3-4 CashBox Account Parameters (Continued)

Field	Description
Token Activity and Balance	<p>Displays a tabular summary of the Token activity and balance for this Account, if any. Token information reported includes:</p> <ul style="list-style-type: none"> • Date and time of activity • Transaction ID • Description, which describes type of token activity. • Amount • Token ID • Token Type • Balance <p>By default, Token Activity is listed from most recent activity to oldest.</p>
Credits	<p>Displays a tabular summary of the Credit available to the Account. This may include Token, Time, or Currency credits.</p>
Children Accounts	<p>Lists all Accounts identified as Children to this Account. (Children Accounts may use their Parent Account's Payment Method to pay for their AutoBills.)</p>

3.5.1 Sales Tax Exemptions

Sales Tax Exemptions list the exemptions associated with the Account. CashBox considers exemptions when calculating bills for taxable goods. If your Customer provides you with their tax exemption information, include it here.

For more information, see [Section 3.1.2: Adding Sales Tax Exemptions](#).

3.5.2 Payment Methods

Payment Methods define the means by which an Account pays for its Transactions. Payment Methods are listed in the order of their preferred use. Payment Method #1 serves as the default for the Account.

Click the **Payment Type** link to open the **Transactions List** page for that Payment Method.

For more information, see [Section 3.1.3: Adding Payment Methods](#).

3.5.3 AutoBills

The **AutoBills** table lists details for all AutoBills associated with the Account.

CashBox Accounts include information about payment methods; CashBox AutoBills define recurring billing events. The AutoBills section of the **Account Details** page displays tabular information about all AutoBills for the Account. For more information on these fields, see [Table 7-2: CashBox AutoBill Parameters](#).

To view detailed information about an AutoBill associated with the selected Account, click the **Product** or **Serial Number** field in the **AutoBills** table to open the **AutoBill Details** page. For more information, see [Section 7.7: AutoBill Details](#).

3.5.4 Payment History

The **Payment History** table lists details for all Payments made toward the Account.

This table provides an overview of payment events that have already occurred. To view more detailed information about the listed transactions, click the **Transaction ID** of the event to open the **Transaction Details** page for the selected event.

Note: The Payment History table displays ONLY Transactions conducted in currency, and not those processed in Tokens.

The following table describes the listed fields.

Table 3-5 Payment History Fields

Field	Description
Order #	Displays the Transaction ID associated with the payment request sent to the payment processor.
Date	Indicates the date of Transaction.
Product	Specifies the Product associated with the Transaction.
Status	Indicates the Transaction status of the payment transaction: <ul style="list-style-type: none"> • Captured: Payment processor successfully captured the Transaction. • Cancelled: Payment processor response indicated that the Transaction failed. • Refunded: The Transaction was successfully refunded, either fully or partially. • New: Transaction is created, but not yet submitted for payment. • Authorized: Transaction is successfully authorized and awaiting capture. • Auth Expired: Transaction was authorized, but no capture was made within the payment processor's authorization time frame, and the authorization has therefore expired. • Authorized for Validation: Transaction is successfully authorized for the Account. • Deposit Retry Pending: Transaction is being retried within the payment processor system (ECP Transactions only). • Authorized Pending: Transaction passed authorization with the payment processor, and the capture of funds is pending. • Undefined: Transaction has not yet been submitted to payment processor. This may be because the Transaction is currently in the middle of processing when viewed.
Curr	Lists the currency for the Transaction
Tx Amount	The tax collected.
Tx Refunds	The amount of the tax refund. If the Tx Refund amount is the same as the Tx Amount, the Transaction was fully refunded, and if Tx Refund is less than Tx Amount, the Transaction was partially refunded.

For more information about Transaction details, see [Table 11-5: CashBox Transaction Parameters](#).

3.5.5 Future Transactions

The **Future Transactions** table lists all pending Transactions for the Account.

The following table describes the listed fields.

Table 3-6 Future Transactions Fields

Field	Description
Date	Indicates the scheduled date of a future Transaction.
Product	Specifies the Product ID of the Product or service for which billing will occur.
CUR	The currency associated with the Transaction.
Amount	Lists the total amount to be billed, and the currency code for the Transaction

3.5.6 Activity History

The Activity History table lists all Activity for the Account, including payments made, email notifications sent, changes to the Account or its AutoBills, or Notes entered against the Account.

This table provides an overview of activities that have already occurred, either because of customer purchase, Product or service access, or customer service interaction. Use the links to generate a printer-friendly view of this table, or add a note to the activity history.

Click on an Activity **Type** to open the **Activity Details** page for the item.

The following table describes the listed fields.

Table 3-7 Activity History Fields

Field	Description
Type	<p>Specifies the type of activity recorded in this history event. Type is either a predefined type, or a custom merchant-defined activity added or created through the CashBox API.</p> <p>Predefined activity types are:</p> <ul style="list-style-type: none"> • Login • Logout • Email • Call • URL access • Product Delivery/Fulfillment • Service Usage • Cancellation Event • Note

Table 3-7 Activity History Fields (Continued)

Field	Description
Timestamp	Indicates the date and time of the activity's occurrence.
IP Address	Lists the IP address from which the customer initiated activity, if applicable.
Details	Specifies information relevant to the activity type. (For example, type of email notification sent, Serial Number of Product, template name, or template version and language.)

Activity Details for Claire Middleton, ClaireMiddleton

CUSTOMER ID:	ClaireMiddleton	CUSTOMER NAME:	Claire Middleton
ACTIVITY TYPE:	Note	TIMESTAMP:	2012-12-20 16:28:57.000000
ACTIVITY AUTHOR:	ewright_jwcl	IP ADDRESS:	

NOTES:

Spoke with Claire to resolve an intermittent access issue. Offered a one month credit for her trouble.

Figure 3-16 Activity Details Page

The **Activity Details** page lists the customer ID, customer name, the name of the merchant authorized user, if any, involved in the activity, and an customer email address, if any.

Click on the **Customer ID** to open the **Account Details** page.

Adding Notes to the Account's Activity History

1. Click the **Add Note to Activity History** link above the **Activity History** table to open the **Create New Activity: Note** page.

Create New Activity: Note

Customer ID:	TyraSlims	Customer Name:	Tyra Slims
Activity Type:	Note	Timestamp:	2012-12-20 16:31:42

Note...

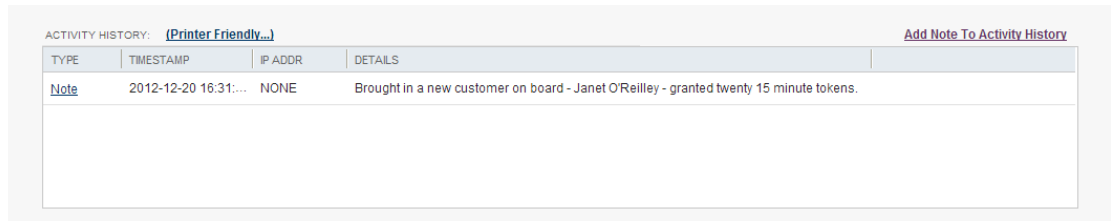
Brought in a new customer on board - Janet O'Reilly - granted twenty 15 minute tokens |

Maximum Characters: 4000 (You Have Characters Left)

Figure 3-17 Create New Activity Note Page

2. Enter the text for your note in the **Note...** text window. Notes are limited to 4000 characters. The number of characters remaining is displayed under the **Note...** window.
3. Click **Submit** to add your note to the Activity History for the Account, and return to the **Account Details** page, or click **Cancel** to discard your note.

For example, the note entered in [Figure 3-17](#) is displayed at the bottom on the Activity History list, as shown below.



The screenshot shows a table titled 'ACTIVITY HISTORY: (Printer Friendly...)' with a link 'Add Note To Activity History' in the top right corner. The table has four columns: TYPE, TIMESTAMP, IP ADDR, and DETAILS. A single row is visible with the following data: TYPE is 'Note', TIMESTAMP is '2012-12-20 16:31:...', IP ADDR is 'NONE', and DETAILS is 'Brought in a new customer on board - Janet O'Reilly - granted twenty 15 minute tokens.'

TYPE	TIMESTAMP	IP ADDR	DETAILS
Note	2012-12-20 16:31:...	NONE	Brought in a new customer on board - Janet O'Reilly - granted twenty 15 minute tokens.

Figure 3-18 Updated Activity History on the Account Details Page

3.5.7 Event History

The **Event History** table lists unbilled Rated Unit Events for the Account.

The following table describes the listed fields.

Table 3-8 Event History Fields

Field	Description
Event Time-stamp	The time at which the Event took place.
Product Name	The billed Product's name.
Rate Plan	The Rate Plan under which the Event occurred.
AutoBill	The AutoBill with which the Event is associated.
Amount	The number of Rated Unit Events consumed.

3.5.8 Token Activity and Balance

The **Token Activity and Balance** table lists all Token Activity against the Account, including Token grants, credits, and payments.

When an Account involves the use of Tokens, the **Accounts Detail** page displays information about the Token Activity and Token Balance(s) associated with the Account.

Click **Printer Friendly...** to display the Token Activity and Balance pane in a printer-friendly format.

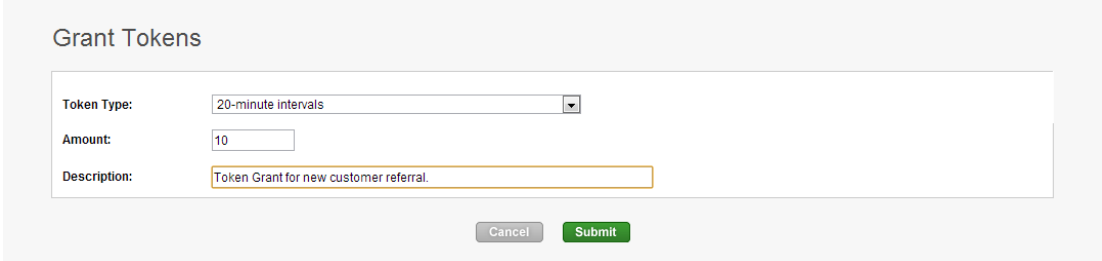
The following table describes the listed fields.

Table 3-9 Token Activity and Balance Parameters

Field	Description
Date	The date and time the activity occurred.
Transaction ID	The IDs of Transactions for a Product that granted tokens, refunded tokens, or that was transacted in tokens.
Description	Describes the Token activity. Possible values are: <ul style="list-style-type: none"> • Decrement • Purchase • Grant • Refund
Amount	The number of Tokens exchanged for the listed Activity.
Token ID	The Token ID.
Token Type	The Token Type.
Balance	Lists the current balance of the specified token type in the customer Account.
Note	Lists the Note associated with the Token Activity.

Granting Tokens to an Account

1. Click the **Grant Tokens** link above and to the right of the **Token Activity and Balance** table to open the **Grant Tokens** page.



The screenshot shows a web form titled "Grant Tokens". It contains three input fields: "Token Type" with a dropdown menu set to "20-minute intervals", "Amount" with a text box containing "10", and "Description" with a text box containing "Token Grant for new customer referral.". Below the fields are two buttons: "Cancel" and "Submit".

Figure 3-19 Grant Tokens Page

2. Select the type of Token to grant from the **Token Type** dropdown list.
3. Specify the number of Tokens to grant in the **Amount** box.
4. Enter a short description of the grant activity in the **Description** box.
5. Click **Submit** to grant, or **Cancel** to exit without granting.

If the grant is successful, CashBox displays a success message. Click **OK** to return to the **Account Details** page with an updated **Token Activity and Balance** table, listing the latest grant activity.

Note: When you manually grant tokens, there is no corresponding Transaction, and therefore no Transaction ID is displayed in the table.

3.5.9 Credits

The Credit table lists all Credit grants available to the Account. Credit grants may be Token or Currency based.

For more information, see [Chapter 8: Credits](#).

Granting Credit to an Account

Click the **Grant Credit** link to open the **Grant Credit** dialog, and add Credit to the Account.

Credits may be granted to an Account as a result of a Customer Service Call, a Customer Anniversary, or other offline activity. Accounts may be granted Token or Currency Credits, but may not be granted Time Credits. Once granted to the Account, these credits may be used toward AutoBills or One-Time Transactions.

3.5.10 Children Accounts

The **Children Accounts** table lists all Children to the Account.

Adding Children to an Account

To add a child to an Account, click **Add Children** by the **Children Accounts** table to open the **Add Child to Account** page.

The top part of the page lists existing children to the Account.

1. Click the Customer ID to open the **Account Details** page for the Account.
2. Click **Remove** to remove the child from the account.

The bottom part of the page allows you to add new children to the Account.

1. Enter the name of the Account you wish to add as a Child in the **Add Child** field.
2. Select a **Force** condition:
 - **True** replaces any parents that this child may already have with the selected account.
 - **False** does not replace any existing parents, and will issue a warning if any exist.
3. Select a Behavior:
 - **ReplaceOnAllAutoBills** makes the Parent's Payment Method the payer for all of the child's AutoBills.
 - **ReplaceOnlyFutureAutoBills** places the parent's payment method on all new AutoBills created for the child account. The child Account continues to pay for existing AutoBills, but the parent Account will pay for all of the Child's AutoBills created from this point forward.
4. Click **Submit** to add the child to the parent Account.
5. Repeat to add more children.

4 Products

A CashBox Product describes an item or service offered for purchase by an online merchant.

A Product may be a single item, or may be a bundled collection of multiple products. For example, a Product may be a monthly magazine subscription, or may include a monthly subscription, a new customer gift, and a one-time purchase. For more information on bundling products, see [Section 4.1.1: Creating Bundled Products](#).

A Product may be billed at a set price, or billed using a Rate Plan. For example, a set price Product would allow access to online content for the monthly fee of \$12.95. A Rated Product allows the first 100 minutes of use at \$.06 per minute, the second 100 minutes of use at \$.05 per minute, and anything over 200 minutes at \$.03.

For more information, see [Chapter 6: Rate Plans](#).

Use CashBox to create new Products, edit existing Products, add Products to AutoBills, and search and manage your existing Products.

4.1 Creating Products

To create new Products, select **Manage > Products** to open the **Manage Products** page, then click **Create New Product...** in the upper right corner of the page to open the **Create New Product** page.

The screenshot displays the 'Create New Product' form with the following sections and fields:

- Product ID:** LittleLeagueTimes
- Billing Statement ID:** Little League Times
- Tax Classification:** Other Taxable
- Default Billing Plan:** No Default Plan Selected
- Product Active:** Yes
- Start Of Life:** 06/30/2012
- End Of Life:** 09/30/2012
- Descriptions:** Description: Little League Times Monthly Subscription; Language: EN
- Prices:** Amount: 12.95; Currency/Token: USD
- Entitlements:** Available Entitlements list includes various webAccess identifiers. Entitlements included with Product: LLT Monthly Access.
- Token Grants:** Add Token Grant button.
- Bundled Products:** Available Products list includes various product IDs. Products included in Bundle list is empty.
- Custom Product Data:** Add New Data button.

Buttons at the bottom: Cancel, Submit.

Figure 4-1 Create New Product Page

1. Enter Product information.

- **Product ID:** enter a unique value to distinguish this Product from all others in your system. (Product SKUs are often used as the Product ID.)
- **Billing Statement ID:** enter a value for the **Billing Statement ID** *only* if you and your payment processor have agreed upon one. If you and your payment processor do not establish an ID, leave this field blank.

The **Billing Statement ID**, if provided, is used by your payment processor to identify the text to associate with a Transaction on your customer's billing statements.

Note: Merchants who use MeS, Litle & Co. or Chase Paymentech for payment processing may use this field to provide payment processor-specific information. For more information, see Appendix A: Custom Billing Statement Identifier Requirements in the **CashBox Programming Guide**.

- **Tax Classification:** select a **Tax Classification** from the dropdown list. Available fields include:
 - Downloadable Electronic Data
 - Downloadable Executable Software
 - Other Taxable
 - Physical Goods
 - Service
 - TaxExempt

CashBox uses the **Tax Classification** field, with nexus and tax rules provided during implementation, to calculate applicable taxes for your Product.

Note: If the Tax Classifications provided do not meet your needs, work with Vindicia Client Services to create custom definitions.

For more information about using a Product's Tax Classification, contact Vindicia Client Services.

- **Default Billing Plan:** Select a **Default Billing Plan** for the Product from the dropdown list.

Use this field to specify the recommended Billing Plan for use with a Product when creating an AutoBill. If you do not wish to specify a default Plan, leave this menu set to **No Default Plan Selected**.

Click the **Billing Plan Details** link to open a scrolling pane showing details for the selected Plan.

For more information, see [Chapter 5: Billing Plans](#).

- **Product Active:** Select **Yes** to mark the Product as active, or **No** to mark it inactive. (Use the CashBox API to access the Product Active field to determine whether to make a Product available for sale.)

- **Start of Life:** Select the date on which you wish to offer your new Product. (Use the CashBox API to access the Start of Life field to determine when to make a Product available for sale.)
 - **End of Life:** Select the date on which you wish your Product to expire. (Use the CashBox API to access the End of Life field to determine when to end a Product's availability to your customers in your online store.)
2. Click **Descriptions** to add a description for the Product. Multi-language descriptions may be defined for each Product.
 3. Select a pricing basis. (**Note:** A Product may have a Standard (set or flat) price, or a Rated (Tiered) price, but not both.)
 - Click **Standard Pricing** to add a default set price for the Product. Multiple prices, in multiple currencies, may be added for a single product.
 - Enter an **Amount**.
 - Select a **Currency** or **Token** from the pulldown menu.
 - Click **Add Price** to add multiple Prices for the Product. **Note:** A Product may have only one Price per Currency or Token Type.
 - Click **Rate Plan** to add a default Rate Plan for this Product. Only one Rate Plan may be selected per Product.
 - Select a **Default Rate Plan**.
 - For more information, see [Chapter 6: Rate Plans](#).
 4. Use the **Entitlements** pane to specify the rights that may be assigned to a customer for the Product.
 - For more information, see [Section 4.2.1: Editing and Adding Entitlements](#).
 5. Use the **Token Grants** pane to add Tokens as part of the Product definition.
 - Click **Add Token Grant**.
 - Select a **Token Type** from the pulldown menu, and add a **Quantity**. Click **Add Token Grant** to add multiple Token Types to the Product. Click **Delete** to remove the Token Type from the Product.

Adding Token Grants to a Product enables your customers to purchase these Tokens, as they would purchase any other object. Acquiring Tokens makes them available to the Account, to be used to pay an AutoBill, or to make another purchase.

For more information, see [Section 4.2.2: Editing and Adding Token Grants to Products](#).
 6. Use the **Bundled Products** pane to bundle other Products with this primary Product.
 - Click on a Product in the **Available Products** pane, and use the right arrow button to add it to the **Products included in Bundle** pane.

For more information, see [Section 4.1.1: Creating Bundled Products](#).
 7. Use the **Custom Product Data** pane to add custom information to your Product.

Custom Product Data is created as one or more name–value pairs, where **name** is a descriptive term for the data, and **value** is the more specific information for the name.

For more information, see [Section 3.1.1: Working with Custom Data](#).

8. Click **Submit** to create the new Product, or **Cancel** to delete your changes, and return to the **Manage Products** page.

For more information on the fields displayed, see [Table 4-3: CashBox Product Parameters](#).

4.1.1 Creating Bundled Products

Bundling Products allows you to offer special packages, in which multiple Products are included as a single item on the AutoBill. The Price for a Bundled Product is defined by the top-level Product, but this price may be overridden by the Billing Plan or AutoBill, if desired.

Note: Bundled Products may include any mix of available Pricing models.

To create a Bundled Product:

1. Click the **Create New Product** link in the top right of the **Manage Products** page.
 - Enter a **Product ID, Description**, and any other parameters you wish.
 - In the Prices pane, select **Standard Pricing** or **Rate Plan**. Enter a **Price**, and select a **Currency**, or select a **Default Rate Plan**.

Note: The price for a Bundled Product group is defined by the top-level Product. This allows you to create groups of Products that may be purchased for one set price.

2. In the **Bundled Products** pane, use the left and right arrows to move the Products you wish to be included in the Bundle from the **Available** to the **Included** scroll box. .

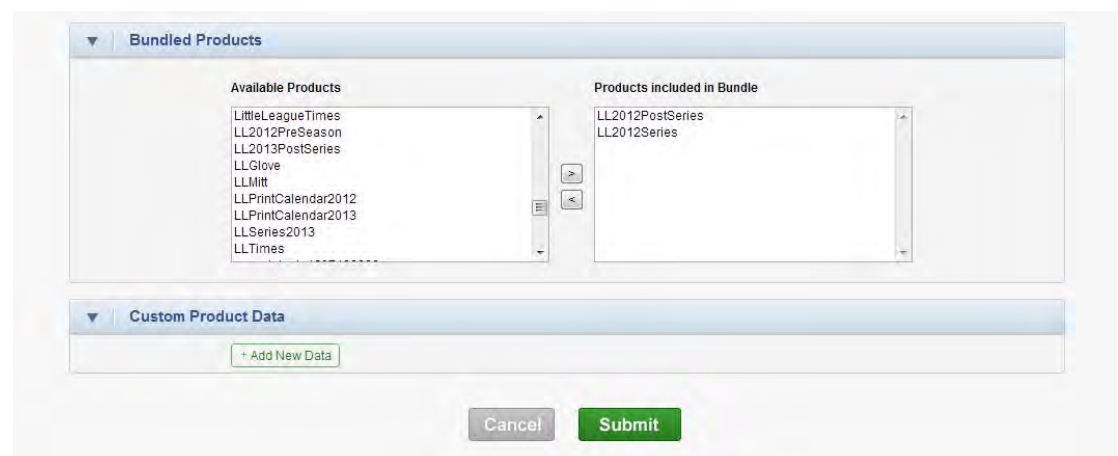


Figure 4-2 Create New Product: Bundled Products

3. Enter any other Product information you wish to add at this point. Click **Submit** to save your changes, and return to the **Manage Products** page.

Bundled Products are managed and edited the same as single Products. To edit a bundled Product, simply click the **Edit Product** link from any **Product Details** page.

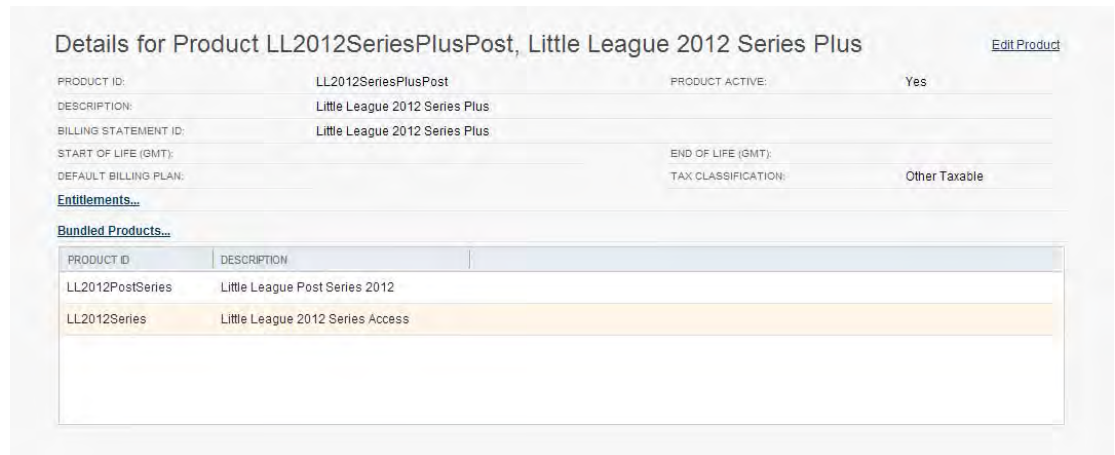


Figure 4-3 Bundled Product Details Page

4.2 Editing Products

To edit a Product, click the **Edit Product...** link from the **Product Details** page.

The screenshot shows the 'Edit Product' interface for 'LL2012SeriesPlusPost'. At the top right is a 'Delete Product' button. The main form contains several fields: 'Product ID' (LL2012SeriesPlusPost), 'Product Active' (Yes), 'Billing Statement ID' (Little League 2012 Series Plus), 'Start Of Life' (02/01/2012), 'Tax Classification' (Other Taxable), 'End Of Life' (09/30/2012), and 'Default Billing Plan' (No Default Plan Selected). A 'Billing Plan Details' link is below the last field. Below this is a 'Descriptions' section with a 'Description' field (Little League 2012 Series Plus) and a 'Language' dropdown (EN), plus an '+ Add Description' button. At the bottom are expandable sections for 'Prices', 'Entitlements', 'Token Grants', 'Bundled Products', and 'Custom Product Data'. 'Cancel' and 'Submit' buttons are at the very bottom.

Figure 4-4 Edit Product Details Page

1. Modify the existing data for your Product as desired.

Modify existing Products in response to an expanded Product line, or enhanced service offerings. For example, an existing Product may be granted additional Entitlements, or may be assigned a new Default Billing Plan.

Be aware when editing Products that CashBox allows you to edit all available fields. Be certain to coordinate your Authorized Users with access to the **Edit Product Details** page, so that unplanned changes are not made to established products. For instance, changing the Product ID, default Price, or Start of Life for an Active product might have unintended consequences.

2. Click **Submit** to edit the Product definition, or click **Cancel** to cancel your changes.

4.2.1 Editing and Adding Entitlements

An Entitlement defines the goods or services available to a customer, in response to a purchase or free offer. CashBox allows you to view, edit, and add Entitlements to Products and Billing Plans.

Adding an Entitlement to a Product allows you define the goods or services represented by the Product. You may assign entitlements to a Product, create new entitlements, or remove existing entitlements from a Product using the **Entitlements** pane that appears on both the **Create New Product** page and the **Edit Product Detail** page.

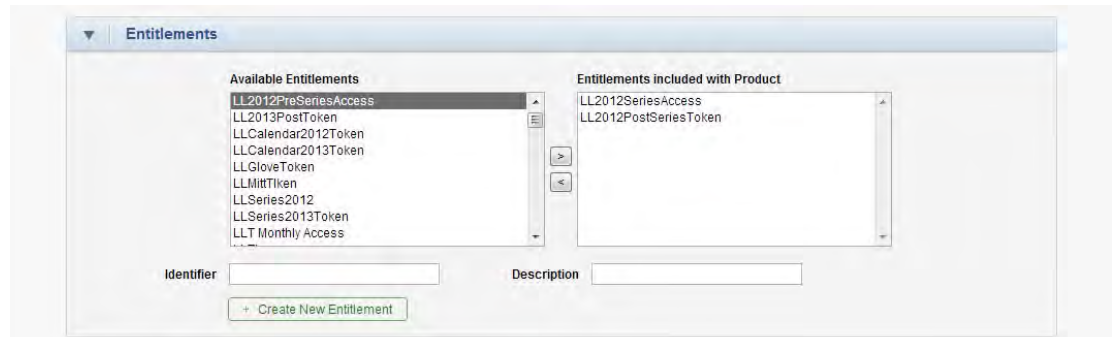


Figure 4-5 Edit Product Details: Entitlements

All entitlements that are defined anywhere in your CashBox system appear in this pane. Those that are not applied to the current product are listed in the **Available Entitlements** window; those that have been applied to the Product are listed in the **Entitlements Included with Product** window. For example, in [Figure 4-5](#), five Entitlements, **Pro Version**, **DataTransfer**, **IPAddress**, **IP_East**, and **IP_West** are applied to the Product.

To apply an existing Entitlement to a Product:

1. Highlight the entitlement to apply in the **Available** list box.
2. Click the **>** button to move the Entitlement from the **Available** list box to the **Included** list box, and apply the Entitlement to the Product.

To remove an entitlement from a Product:

1. Highlight the entitlement to remove in the **Included** list box.
2. Click the **<** button to move the Entitlement from the **Included** list to the **Available** list, and remove the Entitlement from the Product.

Note: Removing an Entitlement from a Product does not delete the Entitlement from your CashBox system.

To create a new entitlement and automatically apply it to a Product:

1. Enter a short title for the entitlement in the **Identifier** text box.
2. Enter a **Description** for the Entitlement.
3. Click **Add** to add the new entitlement to all available Entitlements for your CashBox system, and add it to the **Included** list box for this Product.

4.2.2 Editing and Adding Token Grants to Products

Tokens may be used as both Payment Methods and credit options. Add Tokens to a Product to grant Tokens to the Account when the Product is purchased. Purchasing a Product with a Token Grant increments the Token balance for that Token Type for the Account.

For more information, see [Chapter 9: Tokens](#), and [Chapter 8: Credits](#).

Note: Deleting a Token Type from a Product does not delete it from your CashBox system. The Token Type is still available to add to this or any other Product from the **Token Type** dropdown list.

To add or edit grants associated with a Product, click the **Credit Grants...** link on the **Create** or **Edit Product** page to open the **Credit Grants** pane.

4.2.3 Editing and Adding Custom Product Data

Custom Product Data allows you to associate custom name-value pairs to your Products. These may be used to search or sort Reports, or for internal tracking processes.

For more information, see [Section 3.1.1: Working with Custom Data](#).

4.3 Deleting Products

If a Product is no longer in use in your CashBox system, you may delete it. Trying to delete a Product still in use will generate warnings.

To delete a Product:

1. Click the **Delete Product** button at the upper right of the **Edit Product Details** page:

Figure 4-6 Edit Product Details Page: Delete Product

CashBox issues a warning that Product deletion cannot be undone.

Note: Once you delete a Product, the Product ID associated with the Product cannot be reused. To reserve a Product ID for reuse, edit the existing Product instead of deleting it.

Figure 4-7 Product Deletion Warning Message

2. Click **Submit** to delete the Product, or **Cancel** to return to the **Manage Products** page. If deletion is successful, CashBox displays a success message:

Figure 4-8 Product Deletion Success Page

3. Click **Continue...** to open the **Manage Products** page. For more information, see [Section 4.4: Searching for Products](#).

CashBox will not allow you to delete a Product that is used elsewhere in your CashBox system, for example, in an active AutoBill. If you try to delete a Product that is still in use, the system displays an error screen that lists the reasons that the deletion cannot occur. For example:

Product Deletion- PREMIUMYEAR, ONE YEAR OF PREMIUM SUPPORT

Product Deletion is Impossible Because of the Following Error(s):

ERROR: THIS PRODUCT IS USED BY ONE OR MORE AUTOBILLS.

AFFECTED AUTOBILLS:

PRODUCT	AUTOBILL ID	BILLING PLAN	TRANSAC...	START DATE	END DATE	BILLING DAY	STATUS
One Year of Premi...	SlimsPremium...	2MonthIntroToSta...	USD	2012-05-08	2012-08-17	2	New

DELETION ATTEMPT FAILURE

[Continue...](#)

Figure 4-9 Product Deletion Error Page

Use the information provided in the deletion error message to determine what you must do to delete the Product successfully. For example, in [Figure 4-9](#), to delete the Digital Widget Product, you must first edit the Product associated with the AutoBill, or cancel the AutoBill that makes use of the Product. Your ability to edit or cancel an AutoBill depends on the merchant authorized role or roles assigned to you. For more information, see [Section 1.1: User Roles and Access Control](#).

Click **Continue...** to return to the **Manage Products** page.

4.4 Searching for Products

To search for a specific Product or group of Products:

1. Click the **Search Products** link in the upper right corner of the Product list on the **Manage Products** page to display the **Product Search** page:

Figure 4-10 Product Search Page

2. Enter your desired search parameters in the fields provided.
(Leave all fields blank to search for all Products.)

The following table describes the available parameters.

Table 4-1 Product Search Page Parameters

Field	Description
Product ID (SKU)	Enter any part of a Product ID to match. Case insensitive.
Product Description	Enter any part of a Product Description to match. Case insensitive.
Product Status	Specify a Product status to search. <ul style="list-style-type: none"> • All Products returns <i>all</i> Product that match any other search parameters. • Active returns only <i>Active</i> Products that match any other search parameters. • Inactive returns only <i>Inactive</i> Products that match any other search parameters.

3. Click **Printer Friendly** to display your results in a printer friendly format.
4. Click **Choose display columns** to select the information you wish to display as a result of your search.

The following table describes the available print and results display options.

Table 4-2 Product Search Page Options

Field	Description
Printer Friendly	If checked, results of the search are displayed in a printable format.
Product ID (SKU)	Checked by default. Displays the ID or stock-keeping unit (SKU) for each Product.
Product Description	Checked by default. Displays a brief text description of each Product.
Product Status	Checked by default. Displays the status of each Product. Possible values are: <ul style="list-style-type: none"> • All Products • Active • Inactive
Start of Life (Date)	Displays the date from the Product's Start of Life field. If no value is displayed in this field, it is undefined.
End of Life (Date)	Displays the date from the Product's End of Life field. If no value is displayed in this field, it is undefined.
Default Billing Plan	Displays the Billing Plan associated with the Product. For more information, see Chapter 5: Billing Plans .

5. Click **Submit** to search. CashBox will process the request, and return the **Products List** page for your search results.

4.5 Managing Products

To access Products, select **Manage > Products** from the menu bar to open the **Manage Products** page.

Manage Products for Internet Widgets Company, Ltd.

[Create New Product...](#)
[Search Products...](#)
[Download as CSV](#)

PRODUCT ID ▲	DESCRIPTION	STATUS
LL2012Series	Little League 2012 Series Access	active
LL2012SeriesPlusPost	Little League 2012 Series Plus	active
LL2013PostSeries	Little League Post Series 2013 Access	active
LLGlove	Little League Glove	active
LLMitt	Little League Catchers Mitt	active
LLPrintCalendar2012	Little League Calendar 2012	active
LLPrintCalendar2013	Little League Print Calendar 2013	active
LLSeries2013	Little League 2013 Series	active
LLTimes	Little League Times Standard Subscription	active

Figure 4-11 Manage Products Page

Previously defined Products are listed, with their Product ID (SKU), Description, and Status. Use the **Manage Products** page to:

- Create a new Product. For more information, see [Section 4.4: Searching for Products](#).
- Search for a specific Product or group of Products. For more information, see [Section 4.4: Searching for Products](#).
- View details about a listed Product. For more information, see [Section 4.6: Product Details](#).
- Click the **Download as CSV** button to download your Product list to a comma-separated values (CSV) file, for use in spreadsheets or word-processing documents.

4.6 Product Details

From the **Products List** page, click on the **Product ID** or **Description** to open the **Product Details** page for the selected Product. Click **Download as CSV** to download the Product list as a CSV file.

To view details about a listed Product:

- Click the **Product ID** or **Description** of the Product you wish to view.

CashBox opens the **Product Details** page, as shown in [Figure 4-12](#), which allows you to view specific information about a selected Product. Click the **Edit Product** link to edit Product information. For more information, see [Section 4.2: Editing Products](#).

Details for Product LL2012SeriesPlusPost, Little League 2012 Series Plus		Edit Product	
PRODUCT ID:	LL2012SeriesPlusPost	PRODUCT ACTIVE:	Yes
DESCRIPTION:	Little League 2012 Series Plus		
BILLING STATEMENT ID:	Little League 2012 Series Plus		
START OF LIFE (GMT):	2012-02-01 00:00:00.000000	END OF LIFE (GMT):	2012-09-30 00:00:00.000000
DEFAULT BILLING PLAN:		TAX CLASSIFICATION:	Other Taxable
Entitlements...			
Bundled Products...			

Figure 4-12 Product Details Page

If the Product has a Default Rate Plan, Entitlements, Custom Product Data, Bundled Products, or Credits associated with it, CashBox will list the appropriate links. Click these links to open the pane, and display the associated information.

For more information, see the corresponding Chapter in this User Guide.

Note: The Product Prices, Entitlements, Bundled Products, and other links do not appear on all Product Details pages. These links appear only if the Product includes these properties.

The following table lists and describes CashBox Product parameters.

Table 4-3 CashBox Product Parameters

Field	Definition
Product ID	Required. A unique merchant-defined ID assigned to the Product. This value is often the product SKU (stock-keeping unit).
Billing Statement ID	<p>A merchant-specified, payment-processor specific identifier, which must conform to that payment processor's rules, that is sent with Transactions generated using this Product. The payment processor uses this value to determine the text that is displayed on the customer's credit card statement associated with the transaction.</p> <p>Do not change this value after you first assign it unless you do so at the request of your payment processor.</p> <p>Note: Merchants who use MeS, Litle & Co. or Chase Paymentech for payment processing may use this field to provide payment processor-specific information. For more information, see Appendix A: Custom Billing Statement Identifier Requirements in the <i>CashBox Programming Guide</i>.</p>
Tax Classification	<p>Required. The tax category for the Product. Options include:</p> <ul style="list-style-type: none"> • Downloadable Electronic Data • Downloadable Executable Software • Other Taxable • Physical Goods • Service • TaxExempt <p>CashBox uses the Tax Classification field, coupled with merchant nexus and tax rules (provided during implementation), to calculate appropriate taxes, if any.</p>
Default Billing Plan	<p>Required. The default Billing Plan for the Product.</p> <p>The Billing Plan specified here is used during AutoBill creation for the Select Default Billing Plan from Product option.</p>
Product Active	<p>The Product's Status: Active, or Inactive. This field lists the status of the Product, and may be used to control whether a Product is available for purchase.</p> <ul style="list-style-type: none"> • Yes indicates that a Product is currently active. • No indicates that a Product is not currently active.
Start Of Life	A beginning date and timestamp for the Product, which may be used to determine when to make the Product available on your storefront for purchase, or to indicate when billing for the Product is first valid.
End Of Life	An ending date and timestamp for a Product, which may be used to determine when to remove the Product from your storefront, or when a Product is no longer available for purchase.
Billing Plan Details	Click this link to view or hide Billing Plan details for the currently selected Default Billing Plan. For more information, see Section 4.3: Deleting Products .

Table 4-3 CashBox Product Parameters (Continued)

Field	Definition
Descriptions	Use this pane to view or add a brief description of the Product. The information in this field may be used in CashBox-generated email notifications and billing statements. (Use multiple Descriptions to address multiple languages.)
Prices	Use this pane to view or add a default Price or Rate Plan for the Product. Multiple flat rate Prices may be added for multiple Currency or Token Types.
Entitlements	Use this pane to view or add Entitlements for the Product. For more information, see Section 4.2.1: Editing and Adding Entitlements .
Token Grants	Use this pane to view or add Token Grants for the Product. For more information, see Chapter 8: Credits . Note: If a Product does not grant Credits, this link does not appear in the Product Details page.
Bundled Products	Use this pane to view or add Included Products to this Product.
Custom Product Data	Use this pane to view or add Custom Product information. For more information, see Section 3.1.1: Working with Custom Data .

5 Billing Plans

A Billing Plan describes a set of rules and conditions that determine when and how much to charge a customer for a recurring bill. Each of the following items describes a possible Billing Plan:

- Free for 15 days, followed by payments of 20 USD, 15 EUR, or 156 HKD per month.
- First 3 months at 10 USD per month, followed by payments of 25 USD per month.
- 45 USD, 29 EUR, 23 GBP, 48 AUD, 350 HKD, 61 SGD, 214 DKK, or 917 SKK per year.
- Free for 1 month, followed by payments of 50 Gold pieces per month.

The Billing Plan describes a generic set of billing instructions and rules, including supported currencies, time periods, and varying pricing rules, without reference to a particular Product, service, or customer purchase. Once created, a Billing Plan may be associated with Products (as the default Billing Plan for the Product), or with AutoBills. (An AutoBill references a Billing Plan, a customer Account, and a Product, and uses the information in those objects to generate automated billing and processing.)

Use CashBox to create new Billing Plans, edit existing Billing Plans, or delete Billing Plans.

5.1 Creating Billing Plans

To create a new Billing Plan, select **Manage > Billing Plans** to open the **Manage Billing Plans** page.

1. Click **Create New Billing Plan...** in the upper right corner of the page to open the **Create New Billing Plan** page.

Create New Billing Plan

Billing Plan ID: Billing Statement ID:

Description:

Transacted In:

Pre-Notify Days: Plan Active:

End Of Life: End Time (Hh:mm:ss):

Billing Period 1:

Cycle Duration: # Of Cycles: (*'0' indicates infinite*)

Notify On 1st Bill: Expire Warning Days:

Cost Per Cycle: Free:

Billing Period 2:

Cycle Duration: # Of Cycles: (*'0' indicates infinite*)

Notify On 1st Bill: Expire Warning Days:

Cost Per Cycle: Free:

[Add Bill Period...](#)

[Entitlements...](#)

[Merchant Data...](#)

Figure 5-1 Create New Billing Plan Page

2. Enter a unique value in the **Billing Plan ID** field to distinguish this Billing Plan from all others in your CashBox system.
3. Enter a value for the **Billing Statement ID** only if you and your payment processor have agreed upon one. If you and your payment processor do not establish an ID for your CashBox accounts, leave this field blank.

The **Billing Statement ID**, if provided, is used by your payment processor to identify your billing text to associate with a Transaction on customer billing statements.

Note: Merchants who use MeS, Litle & Co. or Chase Paymentech for payment processing may use this field to provide payment processor-specific information. For more information, see Appendix A: Custom Billing Statement Identifier Requirements in the **CashBox Programming Guide**.

4. Enter a brief text description of your new Billing Plan in the **Description** field. You may use this field to search for existing Billing Plans.
5. Use the **Pre-Notify Days** field to specify the number of days before the end of a billing period when CashBox should send an email notification to a customer about an upcoming billing event. Enter **0** (zero) if you do not want to send a pre-billing notification.
6. Set whether the Billing Plan is Active and available to AutoBills from the **Plan Active** dropdown list. Default is **Yes**.
 - Select **Yes** to indicate that a Billing Plan is available for use. Use this field to determine whether a Billing Plan should be made available as a subscription option on your online storefront.
 - Select **No** to indicate that a Billing Plan is not available for use.
7. Specify the date and time when the Billing Plan expires. Set the date in the **End of Life** field. Enter a time in the **End Time** field to specify the precise time on the End of Life date that the Billing Plan will expire. Use this field to determine whether a Billing Plan should be available as a subscription option on your online storefront.
8. Click the **Add Bill Period...** link to expand the Billing Period pane, and to create at least one Billing Period for the Billing Plan.

Billing Period 1: Delete This Billing Period

Cycle Duration: # Of Cycles: (*0 indicates infinite*)

Notify On 1st Bill: Expire Warning Days:

Cost Per Cycle: Free:

[Add Bill Period...](#)

Figure 5-2 Create Billing Plan: Add Bill Period

Billing Periods are active sequentially, according to the order in which they appear in the Billing Plan. The first Billing Period in the list will be active until it completes its defined number of cycles, after which the next Billing Period will become active.

The **Billing Period** pane allows you to set the number of days, months, or years in the billing period, specify the number of times the billing period will repeat, indicate whether an email notification is sent a certain number of days prior to the next billing date, and whether an expiration notice is sent prior to termination of a free trial period, if any, and indicate the cost of each billing cycle in a variety of currencies or Token Types. For more information, see [Section 5.2.1: Editing and Adding Billing Periods](#).

Note: Select the **Free** checkbox to mark the Billing Period as Free, and override any Billing Plan or Product prices associated with this period.

Click the **Add Bill Period** link to add multiple Billing Periods, if desired.

9. Click **Entitlements...** to specify the access rights granted to a customer by the Billing Plan. For more information, see [Section 5.2.2: Editing and Adding Entitlements](#).

Note: You may create, add, or change the entitlements assigned to a Billing Plan at any time.

10. Click **Merchant Data...** to add custom information to your Billing Plan. Merchant data is created as one or more **name-value** pairs, where **name** is a descriptive name for the data, and **value** is more specific information. For more information, see [Section 5.3: Deleting Billing Plans](#).

Note: You may create, add, or change the Merchant Data assigned to a Billing Plan at any time.

11. Click **Submit** to create the new Billing Plan, or **Cancel** to cancel creating a new Billing Plan.

5.2 Editing Billing Plans

1. Click the **Edit Billing Plan** link in the top right corner of the **Billing Plan Details** page to open the **Edit Billing Plan Details** page.

The screenshot shows the 'Edit Billing Plan Details' form. It is organized into several panels. The top panel contains general information: Billing Plan ID (2MonthIntroToStandardSub), Billing Statement ID (2 Month Introductory), Description (2 month intro, converts to standard), Transacted In (Currency), Pre-Notify Days (7), Plan Active (Yes), End Of Life (Today), and End Time (00:00:00). Below this are two 'Billing Period' panels. 'Billing Period 1' includes Cycle Duration (2 Month(s)), # Of Cycles (1), Notify On 1st Bill (No), Cost Per Cycle (0 USD), and Expire Warning Days (14). 'Billing Period 2' includes Cycle Duration (1 Month(s)), # Of Cycles (0), Notify On 1st Bill (No), Cost Per Cycle (39.95 USD), and Expire Warning Days (14). At the bottom, there are expandable sections for 'Entitlements...' and 'Merchant Data...', and 'Cancel' and 'Submit' buttons.

Figure 5-3 Edit Billing Plan Details Page

The **Edit Billing Plan Details** page is divided into panels. The top panel allows you to modify general information for the Billing Plan. The next panel(s) displays information for each Billing Period associated with the Billing Plan. Beneath that, expandable panes display Entitlements and Merchant Data associated with the Plan.

For more information on the available fields, see [Table 5-3: CashBox Billing Plan Parameters](#).

A Billing Plan may have one or more billing periods. If it does, each Billing Period and its subfields (Cycle Duration, # of Cycles, Notify on 1st Bill, Expire Warning Days, and Cost per Cycle) are displayed one below the other in numeric sequence in their own panels.

2. Modify the existing Billing Plan data as desired.

Editing Billing Plan fields allows you to quickly and efficiently expand Product lines and services. For example, you may edit an existing Billing Plan to add Billing Periods, or to change the Entitlements associated with the Plan. Be certain to control your Authorized User access, to prevent cross-purposes editing. For example, it may be detrimental to your workflow to change the **Billing Plan ID**, or **Billing Statement ID** for a Billing Plan that is linked to Products or AutoBills.

Billing Plans associated with an active AutoBill are *not* fully editable; only their Cost per Cycle may be changed.

For more information, see [Section 5.2.1: Editing and Adding Billing Periods](#), [Section 5.2.2: Editing and Adding Entitlements](#), and [Section 5.3: Deleting Billing Plans](#).

3. Click **Submit** to save your changes, and return to the Manage Billing Plans list page.

5.2.1 Editing and Adding Billing Periods

When creating a new Billing Plan, you must define at least one Billing Period for the Plan.

A billing period defines a set of billing behaviors associated with a Billing Plan. For example, if you wish to offer customers a free 30-day trial period, which culminates in a full price, one-year, renewable subscription, define two Billing Periods on a single Billing Plan. The first Billing Period grants “free Product access for 30 days.” The second Billing Period grants “one year of access, paid in full, and renewed annually.”

Billing Plans may include as many Billing Periods as desired. Billing Periods are active in the order in which they appear in the Billing Plan. That is, the first Billing Period will be in effect when the AutoBill is first activated, and will continue to be in effect until it has run its defined number of Billing Cycles. When the first Billing Period has completed, the next becomes active.

To create a new billing period:

1. Click the **Add Bill Period...** link on the **Create New Billing Plan** or **Edit Billing Plan Details** page.

CashBox opens a **Billing Period** pane, with editable text fields and pulldown menus that allow you to define a Billing Period.

The screenshot shows the 'Billing Period 1' configuration pane. It contains the following fields and controls:

- Cycle Duration:** A text input field with the value '3' and a pulldown menu set to 'Month(s)'.
- # Of Cycles:** A text input field with the value '3' and a note '(0 indicates infinite)'.
- Notify On 1st Bill:** A pulldown menu set to 'Yes'.
- Cost Per Cycle:** A text input field with the value '29.95', a pulldown menu set to 'USD', and a 'Delete' button.
- Free:** A checkbox that is currently unchecked.
- Expire Warning Days:** A text input field with the value '7'.
- Buttons:** A 'Delete This Billing Period' button in the top right corner and a '+ Add Cycle Cost...' button below the Cost Per Cycle field.
- Link:** An 'Add Bill Period...' link at the bottom left of the pane.

Figure 5-4 Billing Period Pane

2. **Cycle Duration** specifies the length of the billing period. Enter a number in the text field, and select **Day(s)**, **Month(s)**, or **Year(s)** from the pulldown menu to define the duration.

3. **Notify on 1st Bill** sets whether the customer should receive a Pending billing notification for the first billing period. The default is **No**.
 - Select **Yes** to generate a notification to the customer based on the Billing Plan's Pre-Notify Days field.
 - If the first Billing Period is free, or if the customer is sent another form of notification (such as a Welcome notice), select **No** from the pulldown menu to prevent your customer from receiving multiple or contradictory billing notices.
4. **Cost per Cycle** defines the price of the Billing Period. Enter a price, and select a currency from the pulldown menu.

Click **Add Cycle Cost...** to add Cost per Cycle fields to the Billing Period. Use multiple Cost per Cycles to specify multiple currencies, as appropriate for the locations where your Products will be sold.

Click **Delete** to remove the associated **Cost Per Cycle** from the Billing Period.
5. **# of Cycles** defines the number of times this billing Period will repeat. Enter 1 (one) to enable a single occurrence of the Billing Period. Enter 0 (zero) to repeat the cycle indefinitely.
6. **Expire Warning Days** defines the number of days before a subscription expires to send a warning notice to your customer. If this field is empty, no expiration notice will be sent.
7. Click the **Free** checkbox to indicate that the Billing Period is Free, regardless of the Products associated with it. (When creating an AutoBill, adding a Billing Period marked as **Free** will override any Billing Plan or Product price associated with the Period.)
8. Click **Submit** to create or modify the Billing Plan; click **Cancel** to discard changes.

Note: You may add as many Billing Periods to a Billing Plan as you like. The first Billing Period in the list will be used as the default when creating AutoBills.

To delete a billing period from a Billing Plan:

- Click the **Delete This Billing Period** button in the right corner of the Billing Period panel.

To modify an existing billing period:

1. Open the **Edit Billing Plan Details** page for the Billing Plan that contains the Billing Period you wish to modify.
2. Make changes as desired, then click **Submit** to save, or **Cancel** to discard your changes.

Note: If a Billing Plan is associated with an active AutoBill, only the **Cost per Cycle** field in each Billing Period is editable.

If a Billing Plan is associated with an active AutoBill, create a new Billing Plan, rather than editing the existing Plan.

5.2.2 Editing and Adding Entitlements

Entitlements describe the rights granted to a customer upon successful capture of an AutoBill. They may be associated with Accounts, Billing Plans or Products. Use the **Entitlements...** pane on the **Create New Billing Plan** or **Edit Billing Plan Details** page to assign entitlements to a Billing Plan, create new entitlements, or remove existing entitlements from a Billing Plan.

To view entitlements, click the **Entitlements...** link to expand the pane.

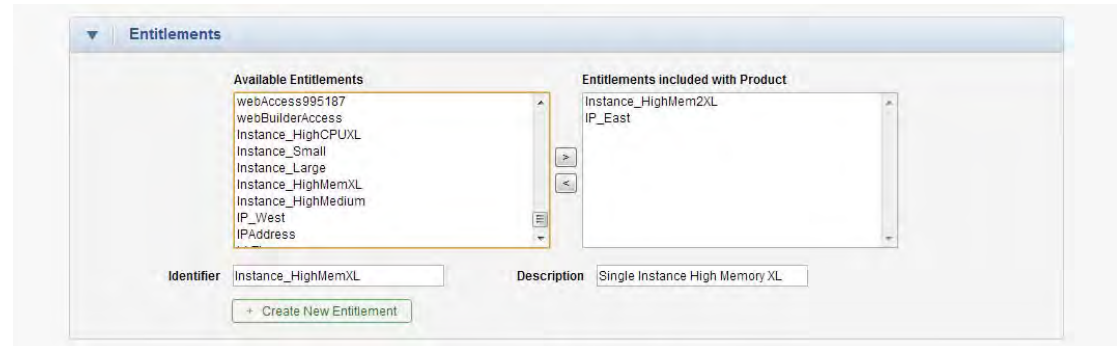


Figure 5-5 Entitlements Pane

The **Unselected** pane lists all entitlements listed in your CashBox system, and not currently associated with the listed Billing Plan. The **Selected** pane lists entitlements associated with the Billing Plan. Use the left and right arrows to move entitlements from one list to the other, and change their status.

To grant an existing entitlement to a Billing Plan:

1. Highlight the entitlement to grant in the **Unselected** list box.
2. Click the > button to move the entitlement to the **Selected** list box, and apply it to the Billing Plan.

To remove an entitlement from a Billing Plan:

1. Highlight the entitlement to remove in the **Selected** list box.
2. Click the < button to move the entitlement to the **Unselected** list box, and remove it from the Billing Plan.

Note: Removing an entitlement from a Billing Plan does not delete the entitlement from your CashBox system.

To create a new entitlement and automatically apply it to the Billing Plan:

1. Enter a short title for the entitlement in the **Identifier** text box.
2. Enter a longer description of the entitlement in the **Description** text box.
3. Click **Add** to add the new entitlement to the Billing Plan, and to the list of all available entitlements for your CashBox system.

The entitlement's identifier appears in the **Selected** list box, indicating both successful creation of the new entitlement, and its automatic application to the Billing Plan.

5.3 Deleting Billing Plans

Billing Plans may be deleted only if they are inactive, and not referenced by an AutoBill.

Note: Once you delete a Billing Plan, the Billing Plan ID associated with the Billing Plan cannot be reused. To maintain a Billing Plan ID, edit the existing plan rather than deleting it.

To delete a Billing Plan:

1. Click the **Delete Billing Plan link** at the upper right of the **Edit Billing Plan Details** page.

CashBox displays a message warning that Billing Plan Deletion may not be undone.

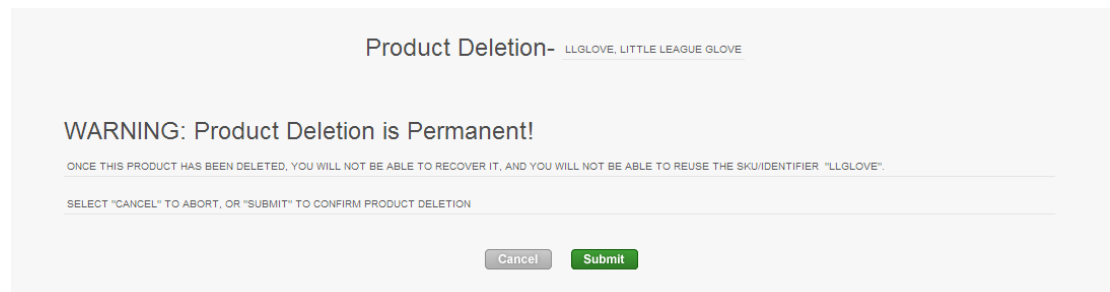


Figure 5-6 Billing Plan Deletion Warning Page

2. Click **Submit** to delete the Billing Plan, or **Cancel** to return to the **Manage Billing Plans** page.

If deletion is successful, CashBox displays a success message:

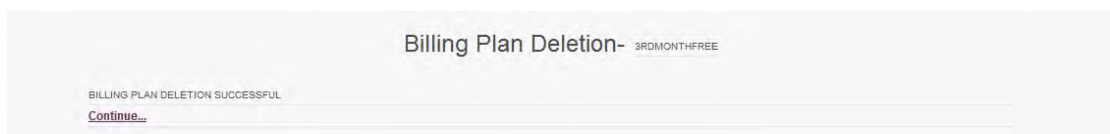


Figure 5-7 Billing Plan Deletion Success Page

3. Click **Continue...** to clear the message and return to the **Manage Billing Plans** page.

You may not delete a Billing Plan that is referenced by another object in the CashBox system, such as an active AutoBill or Product. If you try to delete a Billing Plan that is still in

use, the system displays an error screen that lists the reasons that the deletion cannot be completed. For example:

Billing Plan Deletion- BASE_PLAN_NO_DISCOUNT

Billing Plan Deletion is Impossible Because of the Following Error(s):

ERROR: THIS BILLING PLAN IS USED BY ONE OR MORE AUTOBILLS.

AFFECTED AUTOBILLS:

PRODUCT	AUTOBILL ID	BILLING PLAN	TRANSAC...	START DATE	END DATE	BILLING DAY	STATUS
test product	model_autobill...	base_plan_no_di...	USD	2011-07-25	2011-11-09	25	Good Standing

DELETION ATTEMPT FAILURE

[Continue...](#)

Figure 5-8 Billing Plan Deletion Error Page

Use the information provided in the deletion error message to determine what must be done to delete the Billing Plan successfully. For example, if deletion fails because a Billing Plan is in use by an AutoBill, the AutoBill must be cancelled before the Billing Plan may be deleted.

Click **Continue...** to return to the **Manage Billing Plans** page.

5.4 Searching for Billing Plans

To search for a specific Billing Plan or group of Billing Plans:

- Click the **Search Billing Plans** link in the upper right corner of the **Manage Billing Plans** page to display the **Billing Plan Search** page:

Figure 5-9 Billing Plan Search Page

You may search for Billing Plans by Billing Plan ID, Billing Plan Description, Customer Billing Identifier, Billing Plan Status, or Billing Plan Transaction type.

Table 5-1 Billing Plan Search Page Parameters

Field	Description
Billing Plan ID	Specify a (complete) Billing Plan ID to search for. Case insensitive.
Billing Plan Description	Specify all or part of a Billing Plan Description on which to search. Case insensitive.
Customer Billing Identifier	Specify a customer ID to search for. Case insensitive.
Billing Plan Status	Select a Billing Plan status for which to search. Selections are: <ul style="list-style-type: none"> All Billing Plans Active Billing Plans Inactive Billing Plans
Transacted In	Select the transaction method used to bill with this plan. <ul style="list-style-type: none"> Any (default) returns all Billing Plans that match other search criteria, regardless of billing method. Token returns only Billing Plans that are billed in Tokens. Currency returns only Billing Plans that are billed in Currency.

CashBox uses the information provided to generate a list of all matching Billing Plans within your CashBox system. If you do not provide any search criteria, all Billing Plans in your account will be returned.

After entering Search parameters, click the **Choose display columns** link to display a list of check boxes that allow you to specify the information you wish to display on the **Billing Plans List** page when CashBox returns your search, and to indicate if the results should be displayed in a printer-friendly format.

The following table describes the available print and results display options.

Table 5-2 Billing Plan Search Page Display Options

Field	Description
Printer Friendly	Displays search results in a printable format.
Billing Plan Identifier	Checked by default. When checked, lists the ID for each Billing Plan.
Billing Plan Description	Checked by default. When checked, displays a brief text description of each Billing Plan, if defined.
Billing Plan Status	Checked by default. When checked, displays the status of each Billing Plan in the results: Active , or Inactive .
Customer Billing Identifier	If checked, displays the customer ID associated with each Billing Plan, if defined.
Pre-Notify Days	If checked, displays the number of days prior to a billing date that a billing renewal statement should be sent to customers subscribed to the listed Plan.
End of Life (Date)	If checked, displays the date on which the Billing Plan should expire, if the date has been defined.
Transacted In	If checked, displays the method used to bill with this plan: Currency or Token .

To search for a specific Billing Plan or group of related plans:

1. Enter your search criteria.
2. Check the desired search display options.
3. Click the **Submit** button to process your search, and open the **Billing Plans List** page.

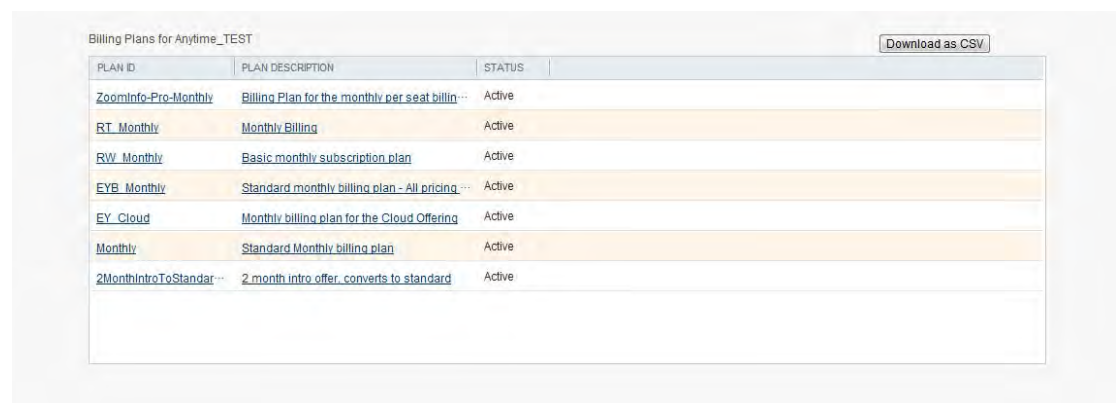


Figure 5-10 Billing Plans List Page

5.5 Managing Billing Plans in CashBox

To access Billing Plans, select **Manage > CashBox > Billing Plans** to open the **Manage Billing Plans** page.

PLAN ID	PLAN DESCRIPTION	STATUS	TRANSACT...
EYB_Monthly	Standard monthly billing plan - All pricing...	Active	Currency
EY_Cloud	Monthly billing plan for the Cloud Offering	Active	Currency
Monthly	Standard Monthly billing plan	Active	Currency
RT_Monthly	Monthly Billing	Active	Currency
RW_Monthly	Basic monthly subscription plan	Active	Currency
Pro-Monthly	Billing Plan for the monthly per seat billin...	Active	Currency

Figure 5-11 Manage Billing Plans List Page

Existing Billing Plans are displayed in tabular format, listing **Plan ID**, **Plan Description**, **Status**, and **Transacted In**, which lists whether a Billing Plan is billed in currency, or in custom tracking units (Tokens). (For more information, see [Chapter 9: Tokens](#).)

Use the **Manage Billing Plans** page to:

- Create a new Billing Plan. See [Section 5.3: Deleting Billing Plans](#).
- Search for a specific plan or group of plans. See [Section 5.4: Searching for Billing Plans](#).
- View details about a listed Billing Plan. See [Section 5.6: Billing Plan Details](#).
- Download your Billing Plan list to a comma-separated values (CSV) file, for use in spreadsheets or word-processing documents. Simply click the **Download as CSV** button, and you will be prompted with a standard **Save As...** dialog.

5.6 Billing Plan Details

You can view detailed information about any Billing Plans you see listed on the **Billing Plans List** page.

- The **Billing Plan Details page** lists specific information about the selected Billing Plan, and provides a link to the **Edit Billing Plan Details** page, from which the Plan may be edited or deleted. (For more information, see [Section 5.2: Editing Billing Plans](#), and [Section 5.3: Deleting Billing Plans](#).)

Details for Billing Plan 2MonthIntroToStandardSub, 2 month intro, converts to standard [Edit Billing Plan](#)

PLAN IDENTIFIER:	2MonthIntroToStandardSub	BILL STATEMENT ID:	2 Month Introductory
DESCRIPTION:	2 month intro, converts to standard	PLAN ACTIVE:	Yes
TRANSACTIONED IN:	Currency	END OF LIFE:	
PRE-NOTIFY DAYS:	7		

BILLING PERIOD:	1 ...	FREE:	yes
CYCLE DURATION:	2 Month	# OF CYCLES:	1
NOTIFY ON 1ST BILL:	No	EXPIRE WARNING DAYS:	14
COST PER CYCLE:	0 USD		

BILLING PERIOD:	2 ...	FREE:	no
CYCLE DURATION:	1 Month	# OF CYCLES:	infinite
NOTIFY ON 1ST BILL:	No	EXPIRE WARNING DAYS:	14
COST PER CYCLE:	39.95 USD		

Figure 5-12 Billing Plan Details Page (Currency)

Figure 5-12 shows the **Billing Plan Details** page for a Billing Plan where each billing cycle is paid in currency. Billing plans may also be based on Token transactions, as illustrated below:

Details for Billing Plan 20MinutesUse, 20 minutes in-game time [Edit Billing Plan](#)

PLAN IDENTIFIER:	20MinutesUse	BILL STATEMENT ID:	20 minutes in-game time
DESCRIPTION:	20 minutes in-game time	PLAN ACTIVE:	Yes
TRANSACTIONED IN:	Tokens	END OF LIFE:	
PRE-NOTIFY DAYS:	2		

BILLING PERIOD:	1 ...	FREE:	no
CYCLE DURATION:	1 Month	# OF CYCLES:	infinite
NOTIFY ON 1ST BILL:	No	EXPIRE WARNING DAYS:	
COST PER CYCLE:	120-minute intervals		

Figure 5-13 Billing Plan Details Page (Tokens)

For more information about Tokens, see [Chapter 9: Tokens](#).

For more information about Billing Plan fields, see [Table 5-3: CashBox Billing Plan Parameters](#).

A Billing Plan may have multiple billing periods, as shown in [Figure 5-12](#). Multiple Billing Periods are listed as they will be in effect chronologically, from first to last.

Click the **Entitlements...** and **Merchant Data...** links to show or hide additional information associated with the plan. For more information, see [Section 5.2.2: Editing and Adding Entitlements](#).

The following table lists and describes CashBox Billing Plan parameters.

Table 5-3 CashBox Billing Plan Parameters

Field	Definition
Billing Plan ID	<p>Required. Specifies a unique ID for the Billing Plan.</p> <p>Do not change the Billing Plan ID unless absolutely necessary, as existing records in the CashBox database may reference the current ID.</p> <p>Note: You may not reuse a previously assigned Billing Plan ID when creating a new Billing Plan, even if the old Billing Plan that used the ID is deleted. If you attempt to do so, CashBox returns an error message and does not create the new Billing Plan.</p>
Billing Statement ID	<p>Optional. Specifies a payment-processor specific identifier, that is sent with Transactions generated using this Billing Plan. This identifier must conform to the payment processor's rules. The payment processor uses this value to determine the text that is displayed on the customer's credit card statement associated with the transaction.</p> <p>A Billing Statement ID entered when creating a Billing Plan may be subsequently overridden by a Billing Statement ID specified in the Product, an AutoBill or Transaction.</p> <p>Do not change this value unless your payment processor requests it.</p> <p>Note: Merchants who use Litle & Co. or Chase Paymentech for payment processing can use this field to provide payment processor-specific information.</p> <p>For more information, see Appendix A: Custom Billing Statement Identifier Requirements in the <i>CashBox Programming Guide</i>.</p>
Description	<p>Optional. An informative description of the Billing Plan.</p>
Transacted In	<p>Required. Specifies the payment method used by the Billing Plan: Currency (the default), or Tokens.</p>
Pre-Notify Days	<p>Required. Specifies the number of days prior to a billing period that a pre-billing notification is sent to a customer who has an AutoBill that uses this Billing Plan for a Product. If Pre-Notify Days is set to 0 (zero), then a pre-billing notification is not sent for this Billing Plan.</p> <p>Note: Visa guidelines recommend that this value be at least 7 days.</p>
Plan Active	<p>Optional. Indicates whether a Plan is active (Yes), or inactive (No).</p> <p>Use the Plan Active field as needed, for example, to control when a Billing Plan is available to associate with a Product or AutoBill.</p>
End of Life	<p>Optional. A date stamp that custom merchant applications can use as needed, for example to indicate when a Billing Plan is no longer available. If this field is empty, there is no end date for the Billing Plan.</p> <p>Enter a date greater than or equal to today's date, or click Today to insert the current year, month, and day.</p>
End Time (hh:mm:ss)	<p>Optional. A timestamp to be used as needed, for example, in conjunction with End of Life to indicate when a Billing Plan is no longer available.</p> <p>Default is midnight, Pacific Standard Time, on the End of Life date.</p>

Table 5-3 CashBox Billing Plan Parameters (Continued)

Field	Definition
Add Bill Period...	<p>Required. Click this link to create at least one billing period for the Billing Plan. Billing periods set the length of time in a billing cycle, the cost per cycle, and specify notification milestones for each period. For more information, see Section 5.2.1: Editing and Adding Billing Periods.</p> <p>Note: If the Billing Plan is not associated with an active AutoBill, Billing Periods may be edited. If the Billing Plan is in use by an active AutoBill, only the Cost per Cycle may be modified.</p>
Cycle Duration	<p>Required. Indicates the duration of the billing period. Duration is specified as a number and a period of days, months, or years. For example “8 Day” specifies an eight-day billing period.</p> <p>Note: If the Billing Plan is in use by an active AutoBill, this field may not be edited.</p>
Notify on 1 st Bill	<p>Required. Indicates whether an upcoming billing notification is sent to the customer for the first billing period. Default is No, meaning no notification will be sent.</p> <p>Note: If the Billing Plan is in use by an active AutoBill, this field may not be edited.</p>
Cost per Cycle	<p>Required. Indicates one or more amount /currency or token/quantity pairs that define the cost charged the customer for the billing period.</p> <p>If the Billing Plan is transacted in currency, then each currency type appears only once in a billing period.</p> <p>Default type is USD or _VT.</p> <p>Note: If the Billing Plan is transacted in tokens, then each token type appears only once in a billing period, and only one token type may be used to bill in each cycle.</p>
# of Cycles	<p>Required. Specifies the number of times this billing cycle repeats. 0, the default, indicates that the billing cycle repeats indefinitely.</p> <p>Note: If the Billing Plan is in use by an active AutoBill, this field may not be edited.</p>
Expire Warning Days	<p>Required. Indicates the number of days before the Billing Period ends that an Expiration notice should be sent to a customer. This field is related to the Warn on Expiration setting in an AutoBill. For more information, see Section 7: AutoBills in the CashBox API Guide.</p> <p>Note: If the Billing Plan is in use by an active AutoBill, this field may not be edited.</p>
Free	<p>Selecting this checkbox marks the Billing Period as Free, regardless of the Products associated with it in an AutoBill. For more information, see Section 7.2: Creating an AutoBill on an Account.</p>
Add Cycle Cost...	<p>Optional. Click this link to add another Cost per Cycle set to the billing period.</p>
Entitlements...	<p>Optional. Click this link to view and add Billing Plan Entitlements. Entitlements may be used to specify access rights associated with the Billing Plan. For more information, see Section 5.2.2: Editing and Adding Entitlements.</p>
Merchant Data...	<p>Optional. Click this link to view and add custom Billing Plan information. For more information, see Section 5.3: Deleting Billing Plans.</p>

6 Rate Plans

Rate Plans allow you to create pricing structures which vary by the number of items purchased. They allow you to define pricing Tiers, which define one price for the first number of a given Product, and a different price for subsequent blocks of the same Product. Rate Plans also allow you to define an included number of items, at no additional charge, and set minimum and maximum Billing Cycle charge limits, if you like.

For example, a Rate Plan may be designed such that each Billing Cycle allows access to 50 GB of storage for \$12 per month. The first 100 GB after the initial 50 are billed at \$.20/GB per month; the next 100 are billed at \$.15/GB per month; and anything over 200 GB is billed at \$.10/GB per month.

With Rate Plans, Product pricing varies by the number of items used; whereas the price per Product, no matter the number of items used, is stable in a flat pricing system.

6.1 Rate Plan Types

Rate Plans may be one of two types: License based (Seat Based), or Usage based.

- Pre-pay, License based models, allow customers to purchase individual licenses, or packages of licenses, the price for which is defined by the Rate Plan.
- Post-pay, Usage based models, configure CashBox to calculate your customer's bill based on their usage during the Billing Period, and the defined Rate Plan.

With **License Based** Rate Plans, Products are priced according to Pricing Tiers, based on the number of Licenses purchased. When the AutoBill is first created, the number of Licenses it purchases may be entered, and the first Transaction immediately processed. This allows customers to pre-pay for Entitlements granted by the AutoBill.

With **Usage Based** Rate Plans, Pricing Tiers are created which calculate charges based on the number of items used. Entitlements are granted in advance of use, and customers are charged and billed according to the number of items used during the previous Billing Cycle. Usage Based Rate Plans are, therefore, post pay.

As with other CashBox pricing structures, Entitlements are granted by AutoBills in good standing, based upon their inclusion of Entitlement-granting Products or Billing Plans. In both standard and License-Based pricing plans, a number of Product Items is purchased at the beginning of each Billing Cycle. Upon successful completion of the Billing Transaction, Entitlements are granted for the following Billing Cycle.

Note: Rate Plan pricing is metered in units called Rated Unit Events. Each Event may be a single user license, a minute of phone use, or a gigabyte of storage space, depending upon the Unit of measure defined for the Rate Plan. For the purposes of the Rate Plan, an Event is not a moment in time, but a reported number of Rated Units.

In Usage-Based pricing plans, the number of use-events are reported throughout each Billing Cycle. The Account is then billed according to the number of items consumed during the *previous* Billing Cycle, and granted Entitlements for the following. Although use based Rate Plans are billed in arrears, Entitlements are determined in advance. That is, a successful Billing Event will entitle your customer for their next Billing Cycle.

With Usage Based pricing, use the CashBox API to report each access event to CashBox. At the end of the Billing Cycle, both the Rate Plan's Pricing Tier structure and the number of events logged will be used to determine the price to be billed.

Note: Neither Entitlement verification nor use Event logging is automated through CashBox with Rate Plans. Work with Vindicia Client Services for more information to manage Entitlements for Rate Plans.

6.2 Creating Rate Plans

From the **Manage Rate Plan** page, click **Create Rate Plan** to open the **Create New Rate Plan** page.

Note: Both Usage Based and License Based Rate Plans use the same Tiered pricing rules.

Create New Rate Plan

Rate Plan ID: Active:

Description: Model:

Unit: Charge Customer: and set

Singular: the Rate Price:

Plural:

Rate Tiers

Currencies/Tokens: --

Min Fee: USD Max Fee: USD

Included Units: Tier Levels have:

Tier Name

Begins at Level: Rate Price: USD

Ends at Level:

Tier Name

Begins at Level: Rate Price: USD

Ends at Level:

Custom Rate Plan Data

Figure 6-1 Create New Rate Plan Page

To create a Rate Plan:

1. Enter descriptive Rate Plan information.
 - Enter a **Rate Plan ID**. (Required.)
 - Enter a **Description**.
 - Select a **Unit**, or **Create a New Unit**. **Note:** You must define both the singular and the plural form of your Unit's name, for use in CashBox Billing Statements, Reports, and other customer correspondence. (Required.)
 - Select whether the Rate Plan will be **Active** on creation.
2. Define the Plan's billing parameters.

(**Note:** These parameters apply to both usage- and license-based Rate Plans.)

 - Select a Rate Plan **Model: usage based**, or **license based**.

Usage Based Rate Plans calculate your customer's bills based on the number of Units consumed over the course of a Billing Period. Your customer is billed after access occurs.

License Based Rate Plans charge your customer based on a pre-defined number of licenses for your product. Your customer is billed in advance of access.

Note: If no new Events are reported for a Billing Cycle, License Based Rate Plans will repeat the previous Billing Cycle's reported use level; Usage Based Rate Plans will be reset to zero.

If new Events are recorded, License Based Rate Plans *replace* the old reported use value with the new; Usage Based Rate Plans *add* the new value to the old, for a new total number of reported Events.

For more information on reporting Rate Plan Events, see the **CashBox API** and **Programming Guides**.

- Define the basis for the Rate Plan's calculations: **per unit**, or by a **flat fee**.

per unit calculates charges per individual unit (multiplies the number of units reported for a Billing Cycle, by the appropriate Tier Price).

flat fee calculates charges per Tier (charges the defined Tier Price, based on the number of reported units, without additional calculation).
- Define how the Rate Plan will determine charges for the Billing Cycle: by **each respective Tier**, or by the **highest applicable Tier**.

Charges may be determined by the Price for the Tier at which individual Units occurred, or by the Price for the Tier at which the total number occurred.

Setting the Rate Price **for each respective tier** calculates charges based on the Tier in which *individual* Units occur.

Setting the Rate Price **to the highest applicable Tier** calculates charges based on the Tier in which the *total* number of Units for the Billing Cycle occur.
- Define the **Currencies** (or **Tokens**) for which the Plan will be available.
- Set the minimum and/or maximum charge that will be levied, per Billing Cycle, if desired. If these fields are defined, your customer will not be charged less than the **Min Fee**, or more than the **Max Fee**, for any given Billing Cycle, no matter their access level.

- Enter the number of Rated Units that will be included, without charge, for each Billing Cycle.

Note: If a **Min Fee** is not defined for the Rate Plan, be certain to define a Price for the associated Billing Plan, or your customers will not be charged for any use falling within the **Included Units** parameter.

- Select the number of decimal places to which your units will be measured. This decimal position will define both the boundaries for this Rate Plan's Tiers, and the unit of accuracy that will be applied to logged access events. (CashBox will automatically round the total of any reported Units to this degree of accuracy before calculating Billing Cycle charges.)

3. Define the Rate Plan Tiers.

- Enter a **Tier Name**. (Required.)
- The **Begins at Level** is automatically calculated for each Tier, based on the **Ends at Level** for the previous Tier, plus one defined decimal place. The **Begins at Level** for the first Tier is 0 + your selected decimal value.
- Enter an **Ends at Level**. This is the sequential number of the last Unit that will be included in this Tier.

Note: The final Tier in every Rate Plan ends at an infinite Level, to ensure that all levels of use will be included in the Plan.

- Define a **Rate Price** for the Tier, for each Currency selected in your Plan's Billing parameters. This value will be used to calculate the charge per Billing Cycle for the Rate Plan. (Required.)

4. Click **Add Tier** to add a new Tier to the Plan, if desired.

5. Add **Custom Rate Plan Data**, if desired.

6. Click **Submit** to save your changes, and create the Rate Plan.

Note: Rate Plan charges are calculated using the following sequence:

1. The number of Units reported for the Billing Cycle is totaled.
2. If a number of Included Units has been defined, that number is subtracted from the total.
3. The remaining reported Units are distributed in the appropriate Tiers, based upon the Begins and Ends at Levels for each Tier.
4. Tier charges are calculated, based on the Logic defined for the Rate Plan, and a total charge for the Billing Cycle determined.
5. This total is compared to the Min and Max Fees, if defined, and the resulting charge is levied against the AutoBill.

For more information on the fields available to Rate Plans, see [Table 6-1: CashBox Rate Plan Parameters](#).

6.2.1 Rate Plan Examples

For all examples, enter Rate Plan information, including the Rate Plan ID, Description, and Unit names, before defining the following Billing and pricing Tier parameters.

Example 1: Create a Rate Plan which charges a premium for high-use customers. For instance, in a support call system, charge customers who call fewer than 1000 times \$95 per call, but charge customers who call more than 2500 times \$375 per call.

- Select **Model: usage based.**
- Charge customer **per unit**, and set the **Rate Price** to the **highest applicable Tier.**
- Leave the **Included Units**, **Min Fee** and **Max Fee** fields blank.
- Select **Tier Levels have: 0 decimal places.**
- Create three Tiers:
 - The first Tier defines 1-999 (calls) at \$95. (**Tier Name: Minimal Use. Ends at Level: 999. Rate Price: 95 USD.**)
 - The second Tier defines 1000-2499 (calls) at \$275; (**Tier Name: Moderate Use. Ends at Level: 2499. Rate Price: 275 USD.**)
 - The third and final Tier defines more than 2500 calls at \$375. (**Tier Name: Excessive Use. Rate Price: 375 USD.**)

Example 2: Create a Rate Plan which offers a discount for greater volume, but prices items according to a stepped, rather than sliding, pricing structure. For example, buy the first 100 stickers at \$.10 each, and get the second hundred at \$.05 each.

Note: Stickers may be purchased in any number, but, with a flat fee model Rate Plan, the charge levied will always be the Rate Price for the applicable Tier, no matter the number of reported Rated Unit Events within that Tier.

- Select **Model: usage based.**
- Charge customer a **flat fee**, and set the **Rate Price** to **each respective Tier.**
- Leave the **Min Fee** and the **Max Fee** fields blank.
- Leave **Included Units** blank, and select **Tier Levels have: 0 decimal places.**
- For Tier 1, set **Ends at Level** to **100**, and **Rate Price** to **\$10**, and click **Add Tier.**
- For Tier 2, set **Rate Price** to **\$5.**

Note: With this Rate Plan model, customers will be entitled to unlimited access once they reach the highest Tier pricing.

Example 3: Create a Licensing Plan which charges \$295 (each) for the first 5 seats, and \$275 for each additional seat.

- Select **Model: license based.**
- Charge customer **per unit**, and set the **Rate Price** for **each respective Tier.**
- Leave both the **Min Fee** and the **Max Fee** fields blank.
- Leave the **Included Units** field blank, and set the **Tier Levels** to **0 decimal places.**
- For Tier 1, enter **Ends at Level: 5**, and **Rate Price: \$295.**
- For Tier 2, enter **Rate Price: \$275.**

6.3 Editing Rate Plans

From the **Rate Plan Details** page, click **Edit Rate Plan** to open the **Edit Rate Plan** page.

Edit Rate Plan

Rate Plan ID: Active: Model:

Description: Charge Customer: and set for each respective tier

Unit: Singular: Plural:

Rate Tiers

Currencies/Tokens:

Min Fee	Max Fee
<input type="text" value="15"/> CAD	<input type="text" value="100"/> CAD
<input type="text" value="10"/> GBP	<input type="text" value="100"/> GBP
<input type="text" value="10"/> USD	<input type="text" value="100"/> USD

Included Units: Tier Levels have:

Tier Name

Begins at Level	Rate Price
<input type="text" value="1"/>	<input type="text" value="3"/> CAD
<input type="text" value="100"/>	<input type="text" value="0.25"/> GBP
	<input type="text" value="0.25"/> USD

Tier Name

Begins at Level	Rate Price
<input type="text" value="101"/>	<input type="text" value="0.25"/> CAD
<input type="text" value="infinite"/>	<input type="text" value="0.2"/> GBP
	<input type="text" value="0.25"/> USD

Custom Rate Plan Data

Figure 6-2 Edit Rate Plan Page

All available fields, for both Active and Inactive Rate Plans, may be edited. Be aware that changing an Active Rate Plan may have unintended consequences.

Note: You may edit Rate Plans which have unbilled Events logged against them. CashBox will bill according to the Rate Plan as it is defined when the Billing Cycle ends. If a Rate Plan changes during a Billing Cycle, the final pricing for the Cycle will be applied.

Defined currencies may not be deleted from an Active Rate plan.

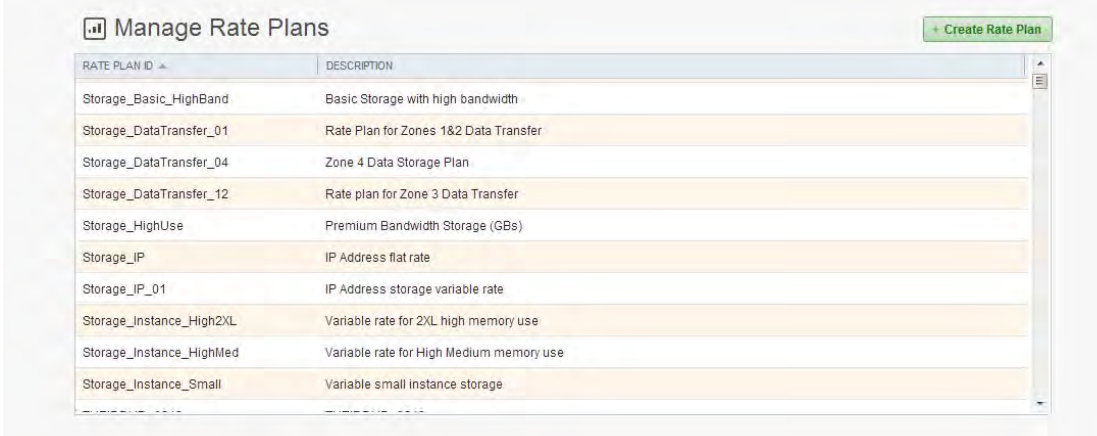
Make any changes desired, and click **Submit**.

6.4 Uploading Rated Unit Events

Rated Unit Events may be uploaded through the CashBox 4.0 API. For more information, see Chapter 8: Working with Rate Plans in the *CashBox Programming Guide*. (Work with your Vindicia Client Services representative to integrate this information with your CashBox system.)

6.5 Managing Rate Plans

To access your Rate Plans, go to **Manage > Rate Plans** to open the **Manage Rate Plans** page.



The screenshot shows the 'Manage Rate Plans' page. At the top right, there is a green button labeled '+ Create Rate Plan'. Below the header, there is a table with two columns: 'RATE PLAN ID' and 'DESCRIPTION'. The table contains the following rows:

RATE PLAN ID	DESCRIPTION
Storage_Basic_HighBand	Basic Storage with high bandwidth
Storage_DataTransfer_01	Rate Plan for Zones 1&2 Data Transfer
Storage_DataTransfer_04	Zone 4 Data Storage Plan
Storage_DataTransfer_12	Rate plan for Zone 3 Data Transfer
Storage_HighUse	Premium Bandwidth Storage (GBs)
Storage_IP	IP Address flat rate
Storage_IP_01	IP Address storage variable rate
Storage_Instance_High2XL	Variable rate for 2XL high memory use
Storage_Instance_HighMed	Variable rate for High Medium memory use
Storage_Instance_Small	Variable small instance storage

Figure 6-3 Manage Rate Plans Page

The **Manage Rate Plans** page lists all existing Rate Plans for your CashBox system.

Use this page to examine your existing Rate Plans, select a Rate Plan for a more detailed display, or create a new Rate Plan.

From the **Manage Rate Plans** page you may:

- Click **Create Rate Plan** to open the **Create New Rate Plan** page.
- Click on a header to sort your list.
- Click on a **Rate Plan ID** to open the **Rate Plan Details** page.

6.6 Rate Plan Details

The **Rate Plan Details** page lists information about a specific Rate Plan. To access this page, simply click the **Rate Plan ID** from any page on which it is shown.

RATE PLAN ID	Storage_Basic	ACTIVE	No
DESCRIPTION	Basic Storage Rates (GB)	MODEL	Usage Based
UNIT SINGULAR	gigabyte	Charge customer per unit and set the Rate Price to each respective tier	
UNIT PLURAL	gigabytes		

MIN FEE	MAX FEE	TIERS	TIER PRICE
15 CAD	100 CAD	INCLUDED UNITS	
10 GBP	100 GBP	0-30	
10 USD	100 USD		
		UNDER 100 GBS	UNDER 100 GBS
		1-100	.3 CAD .25 GBP .25 USD
		OVER 100 GBS	OVER 100 GBS
		101+	.25 CAD .2 GBP .25 USD

Figure 6-4 Rate Plan Details Page

The following table lists and describes the parameters available to Rate Plans.

Table 6-1 CashBox Rate Plan Parameters

Field	Definition
Rate Plan ID	Required. Specifies a unique ID for the Rate Plan. Do not change the Rate Plan ID unless absolutely necessary, as existing records in the CashBox database may reference the current ID.
Rate Plan Description	An informative description of the Rate Plan.
Unit	Select an existing Unit from the pulldown menu, or create a new Unit, by defining both its singular and plural names. (These names will appear in customers' Billing Statements.)
Active	Indicates whether a Rate Plan is active (Yes), or inactive (No). Use the Active field to control whether a Rate Plan is available for use.
Model	Select a billing model: usage based , or license based . usage based: calculates the fee per Billing Cycle based on the number of Rated Units reported during the Billing Cycle. license based: calculates the fee per Billing Cycle based on the last reported number of Rated Units for the AutoBill.
Charge Customer	Defines how the value entered in the Rate Price (Tier Price) field will be interpreted. per unit calculates charges per individual unit (multiplies the number of units reported for a Billing Cycle, by the appropriate Tier Price). flat fee calculates charges per Tier (charges the defined Tier Price, based on the number of reported units, without additional calculation).

Table 6-1 CashBox Rate Plan Parameters (Continued)

Field	Definition
the Rate Price	<p>The calculation method by which this Rate Plan will determine the price to bill for a Billing Cycle.</p> <p>for each respective Tier multiplies the number of Rated Unit Events for the Billing Cycle by the Rate Price for the Tier in which they occurred.</p> <p>for each respective Tier calculates the charge by Tier use. That is, if a Tiered Plan is defined as \$2 for 0-9 units, and \$1 for 10-100 units, a customer who uses 15 units will be charged $\\$2 \times 9 + \\$1 \times 6 = \\$24$.</p> <p>to the highest applicable Tier multiplies the total number of Rated Unit Events for the Billing Cycle by the price for the Tier in which the total number occurs.</p> <p>For the 15 units used in the example above, to the highest applicable Tier would calculate the charge by multiplying 15 units by \$1, for a total charge of \$15.</p>
Currencies/Tokens	The Currencies or Token Types for which the Rate Plan is defined.
Min Fee	The minimum fee that will be charged for every Billing Cycle, regardless of use.
Max Fee	The maximum fee that will be charged for every Billing Cycle, regardless of use.
Included Units	The number of Units that will be included with the Plan for each Billing Cycle. These Units will not be used in billing calculations, and are included with every Billing Cycle for the duration of the Plan's application to a Product in an AutoBill.
Tier Levels have (decimal places)	<p>Defines the number of decimal places to which CashBox will round reported Rated Unit Event totals. (This number affects the value displayed for the Begins at Level, as well as the manner in which CashBox will calculate Billing Cycle charges for Rate Plan priced Products.)</p> <p>For example, given a total of 346.26961:</p> <p>0: rounds to the nearest integer. (346)</p> <p>2: rounds to the nearest hundredth. (346.27)</p> <p>Note: You may use the CashBox API to set this value to a negative number. While positive numbers round to the right of the decimal point, negative numbers round to the left of the decimal point.</p> <p>For example: -2: rounds to the nearest hundred. (300)</p>
Begins at Level	The first number of Units for which the price for this Tier in the Rate Plan will be applied. This number is calculated by adding the previous Tier's Ends at Level, and a single unit as defined by the Tier Levels have value.
Ends at Level	The last number of units for which the price for this Tier in the Rate Plan will be applied.
Custom Rate Plan Data	<p>Displays custom information associated with the Rate Plan.</p> <p>For more information, see Section 3.1.1: Working with Custom Data.</p>

7 AutoBills

In CashBox, a customer's subscription to a Product is managed through an **AutoBill**. The AutoBill combines a customer **Account**, a **Product**, and a **Billing Plan** to describe the customer's subscription. An AutoBill automates billing notifications and recurring billing over the life of the subscription, so that you do not have to do so manually. AutoBills generate and submit Transactions to payment processors, and the resulting Transactions, related amounts, status, currencies, and other data are displayed in the Transaction, Chargeback, and Account views to which they apply. Results may also be referenced in email notifications sent to your customers, and in reports.

Use CashBox to create, view, edit, and cancel AutoBills.

Note: You may edit AutoBills in CashBox, but any changes you make to your AutoBills using the CashBox portal will not be propagated to your internal, proprietary database. For more information on integrating your custom applications with CashBox, see the ***CashBox API Reference Guide***.

7.1 AutoBill Line Items

CashBox supports multiple Products on AutoBills. Products may be added to or removed from an AutoBill at any time. If a Product is added or removed in the middle of a billing cycle with the **ProRate** option selected, CashBox can determine the prorated amount to charge or refund, based on the point in the billing cycle and the effective/billing dates of the AutoBill.

Multiple items on the same AutoBill will bill at the same time, and will appear as one accumulated charge against the customer's payment method.

Products may be single items, or Product Bundles, and may appear multiple times on a single AutoBill for any Billing Period.

Products may be added to an AutoBill for multiple billing cycles, or added permanently. Products may be removed for the current billing cycle only, or removed permanently.

7.2 Creating an AutoBill on an Account

When you edit an Account, you may add one or more AutoBills as desired.

To create a new AutoBill:

1. Go the **Account Details** page for the Account for which you wish to create an AutoBill.
2. Click the **Create AutoBill** button at the top of the page, to open the **Create New AutoBill** page:

Create New AutoBill

Customer Name:	Tyra Slims	Billing Status:	New
Customer ID:	TyraSlims	Entitlement(S) Active:	Yes

Rebill Name:	Annual Premium Support		
AutoBill ID:	SlimsPremiumSupportAnnual		
Start Date:	2012 Dec 27 Today	Start Time (Hh:mm:ss, GMT):	00 : 00 : 00
End Date:	2013 Dec 31 Today	End Time (Hh:mm:ss, GMT):	00 : 00 : 00
Billing Day:	2	Warn On Expiration:	Yes
Currency:	USD		
Invoice Format:	Attachment	Net Terms:	7
Invoice Template:	Prebilling Statement Standard		
Payment Method:	CreditCard : 433665XXXXX2654 (exp 10/2015)	Payment Method Details...	
Primary Product:	PremiumYear, One Year of Premium Support	Product Price Basis:	Added
Cycle Limit:	12	Product Price:	295.75
Rate Plan:	None: do not rate this product		
Billing Plan:	2MonthIntroToStandardSub, 2 month intro, convert	(Select Default Plan For Product)	Plan Details...
Campaign Code:			

[Merchant Data...](#)

Figure 7-1 Create New AutoBill Page

3. Enter AutoBill information.

- Enter a unique **AutoBill ID** for the new AutoBill.
- Enter a short, descriptive **AutoBill Name** to identify this AutoBill on customer Billing Statements.
- Select the **Currency** in which the AutoBill will be paid.
- Select an AutoBill **Start Date** to indicate when the AutoBill takes effect.

Note: When creating a new AutoBill, if the Start Date is within the *pre-billing notification* period (**Net Terms** field), and the Account receives pre-billing notifications, and the selected Billing Plan is set up to send notification for the first billing period, then the customer will be sent a pre-billing notification for the AutoBill. If the Start Date is within the *billing offset* (**Billing Plan, Expire Warning Days** field: the time between expiration and billing), the customer is billed immediately.

- Select a **Billing Day**: the day of the month on which billing should occur.
- Select whether to **Send Email on Expiration** of the AutoBill. (Emails will only be produced if Email templates have been supplied. See [Chapter 13: Billing Notifications and Templates](#) for more information.)

4. Enter Notification settings.

Note: Invoices will be sent *only* for AutoBills which use the **Pay by Invoice** Payment method. For all other Payment Method types, these fields are used to define Billing Statement settings.

- Use the **Invoice Format** field to define the Billing Statement Format.
- Use the **Invoice Template** field to define the Billing Statement Template.
- Use the **Net Terms** field to define the number of days before billing that notification will be sent.

- Select the **Invoice Format** for the AutoBill: **Attachment**, **Inline**, or **Do Not Send**.
- For Payment Method Type: **Pay by Invoice**, use the **Net Terms** field to define the number of days after the billing date that the Invoice will fall due.
(For any other Payment Method Type, use the **Net Terms** field to define the number of days before the billing day that the Billing Statement will be sent.)
- Enter the name of the **Invoice Template** to use for this AutoBill.

5. Enter a **Campaign Code**, if the AutoBill is to receive a Campaign discount.

6. Enter **Custom AutoBill Data**, if desired.

For more information, see [Section 3.1.1: Working with Custom Data](#).

7. In the Customer Account pane, select a **Payment Method** for the AutoBill.

8. In the Products pane, define a **Primary Product** for the AutoBill.

- Select a **Product**.
- Select the **Price Basis** for the Product: **Added**, or **Included**. Select **Added** to add the price of the Product to the price of the Billing Plan. Select **Included** to include the cost of the Product in the Billing Plan.

For more information, see [Section 7.2.1: Line Item Pricing for AutoBills](#).

- In the **Cycle Limit** field, enter the number of Billing Cycles during which the Product should be included in the AutoBill. If left blank, the Product will remain active until explicitly removed.
- If the **Price Basis** is **Added**, and you wish to override the Product's default Price, enter a **Price Override**.
- Select a **Rate Plan** for the Product, if appropriate.

Note: If you select a Rate Plan for the Product, both the **Product Price Basis** and the **Product Price** fields will be inactive, and the **Price Basis** will be set to **Added**.

Note: When working with Rate Plans, be certain that either the Billing Plan or the Rate Plan has an associated Price per Cycle for Units *included* with the Rate Plan. If neither the Billing Plan nor the Rate Plan assigns a charge to Units included with the Plan, Included Units will be free, and no charge will be levied against your customer until they surpass this number of Units.

- Select a Start Date for the Product, which is the date upon which the Product will become Active for the AutoBill.

9. Select a **Billing Plan** for the AutoBill.

Note that while the billing Plan pane offers details about the selected Billing Plan, these fields are not editable.

10. Click **Submit** to create the AutoBill, add it to the Account, and open the **AutoBill Details** page for the new AutoBill. Click **Cancel** to cancel your changes, and return to the **Edit Customer Account** page.

For more information on the fields displayed, see [Table 7-2: CashBox AutoBill Parameters](#).

7.2.1 Line Item Pricing for AutoBills

A Product may be defined with either Standard or Rated Pricing. Standard Pricing is a flat fee for the product. Rated Pricing is a sliding scale fee, based on the number of Product Units consumed. For example, Standard Pricing may set the cost of access at \$12.95 per month. Rated Pricing may set the cost of access at 10cents per minute for the first 500 minutes, and 5cents per minute for any number after the first 500.

AutoBills may contain any combination of Rated and Standard Pricing Products. The Price charged for the AutoBill is determined by its Primary Product selections.

For more information, see [Chapter 6: Rate Plans](#).

When adding Products to an AutoBill, you must define whether to define a Price for the Product, or to apply a Rate Plan. Options differ for Rated Products and flat rate Products.

The screenshot shows a form for defining a primary product. The fields are as follows:

- Payment Method:** CreditCard : 433665XXXXX2654 (exp 10/2015) [Payment Method Details...](#)
- Primary Product:** PremiumYear, One Year of Premium Support
- Product Price Basis:** Added
- Cycle Limit:** 12
- Product Price:** 295.75
- Rate Plan:** None: do not rate this product
- Billing Plan:** 2MonthIntroToStandardSub, 2 month intro, convert [\(Select Default Plan For Product\)](#) [Plan Details...](#)

Figure 7-2 Create New AutoBill: Primary Product Definition

To add a flat rate Product:

- Select a **Price Basis** for the Product:
 - **Included** includes the price of the Product in the original Billing Plan price, without adding any additional charges to the AutoBill.
 - **Added** adds the Product price to the Billing Plan price to determine the cost of the AutoBill.
- Using the **Cycle Limit** field, define the number of **Billing Cycles** for which the Product will be included in the AutoBill.
- If you have selected **Added** for the **Price Basis**, you may enter a **Product Price** for the AutoBill item, which will override the Product's default Price.

For instance, you may have a monthly subscription Billing Plan defined, which charges your customer \$40/month for a basic access. You may also have one Product defined that grants customers Web Magazine access for \$30/month, and a second Product defined which grants customers Blog access for \$20/month.

In defining the AutoBill, add the Billing Plan and one Product. To add the second Product, open the **Edit AutoBill Details** page, and click **Edit Items**. Then, add the second Product, and set both the **Web Magazine** product and the **Blog** product **Price Basis to Included**. Your customer will receive access to both Products for the Billing Plan Price of \$40/month.

Assign the **Price Basis** for both products to **Added**, and your customer will receive the same access for \$90/month.

Note: Selecting the **Free** checkbox when creating or editing a Billing Period will cause it to override any Billing Plan or Product price settings selected when creating an AutoBill. A Billing Period with the **Free** checkbox selected will *always* be free.

For more information, see [Section 5.2.1: Editing and Adding Billing Periods](#).

To add a Rated Product:

- Select a **Rate Plan** from the pulldown menu.
- Using the **Cycle Limit** field, enter the number of Billing **Cycles** for which the Product should be included on the AutoBill.
- If you wish, enter a Rated Unit Event to be added to the AutoBill.
 - Enter the number of Units to add in the **Unit Amount** field, and enter a **Description**, **Event ID**, and **Event Date**, if desired.

For more information, see [Chapter 6: Rate Plans](#).

7.3 Editing AutoBills

From the **Edit AutoBill Details** page you may make changes to the AutoBill, add or remove AutoBill items, or cancel the AutoBill.

To edit an AutoBill:

1. Click the **Edit AutoBill** link in the upper right corner of the **AutoBill Details** page to open the **Edit AutoBill Details** page.

Edit AutoBill Details

Customer Name: Tyra Slims	Billing Status: New	
Customer ID: TyraSlims	Entitlement(S) Active: No	

Rebill Name: <input type="text" value="Annual Premium Support"/>	
AutoBill ID: <input type="text" value="SlimsPremiumSupportAnnual"/>	
Start Date: <input type="text" value="2012 May 8 Today"/>	Start Time (Hh:mm:ss, GMT): <input type="text" value="00 : 00 : 00"/>
End Date: <input type="text" value="2012 Aug 17 Today"/>	End Time (Hh:mm:ss, GMT): <input type="text" value="00 : 00 : 00"/>
Billing Day: <input type="text" value="2"/>	Warn On Expiration: <input type="text" value="Yes"/>
Currency: <input type="text" value="USD"/>	
Invoice Format: <input type="text" value="Attachment"/>	Net Terms: <input type="text"/>
Invoice Template: <input type="text" value="Prebilling Statement Standard"/>	
Payment Method: <input type="text" value="CreditCard : 433665XXXXXX2654 (exp 10/2015)"/>	Payment Method Details...

AutoBill Items (Products)...	Edit Items
------------------------------	----------------------------

INDEX	PRODUCT ID	PRICE BASIS	START	END	CYCLES	CYCLES REMA...	AMOUNT	CURR	UNITS
0	PremiumYear	Added	2012-05-08 00:00:00		12	11	295.75	USD	

Billing Plan: <input type="text" value="2MonthIntroToStandardSub"/>	Plan Details...
Campaign Code: <input type="text"/>	
Merchant Data...	
Cancel AutoBill...	

Figure 7-3 Edit AutoBill Details Page

1. Enter any desired changes.
2. Click **Edit Items** to review, edit, add, or remove Products associated with the AutoBill. (For more information, see [Section 7.3.1: Adding Products to an AutoBill.](#))
3. Click **Merchant Data** to add custom information for the AutoBill.
4. Click **Cancel AutoBill** to open the **AutoBill Cancellation** pane, and set options to cancel the AutoBill.

Note: For record keeping purposes, AutoBills may not be deleted; they may only be cancelled.

- Click **Submit** to save your changes, or **Cancel** to discard them and return to the **AutoBill Details** page.

For more information on the available fields, see [Table 7-2: CashBox AutoBill Parameters](#).

7.3.1 Adding Products to an AutoBill

CashBox supports multiple Products on an AutoBill. Products may be added for multiple Billing Cycles, and may be priced in currency or tokens.

The screenshot shows the 'Edit Items for AutoBill' page for 'Annual Premium Support'. It includes fields for REBILL NAME, AUTOBILL ID, BILLING DAY, CURRENCY, PAYMENT METHOD, PRIMARY PRODUCT, and BILLING PLAN. Below these are two product configuration rows. Each row has a 'Product' dropdown, a 'Rate Plan' dropdown, a 'Price Basis' dropdown, a 'Cycles' input field, a 'Price' input field, and a 'Currency' dropdown with '+' and '-' buttons. The first row is for 'PremiumYear' with 'Added' price basis, 12 cycles, and a price of 295.75 USD. The second row is for 'LL2012Series' with 'Included' price basis and empty fields. At the bottom, there is an 'Update Option' dropdown set to 'Update Now, No Proration' and a note: 'Products with Rate Plans will not be prorated. The new Rate Plan will be applied to the next Billing Cycle.' There are 'Cancel' and 'Submit' buttons.

Figure 7-4 Edit AutoBill Items Page

To add Products to an AutoBill:

- From the **Edit AutoBill Details** page, click **Edit Items** to open the **Edit Items** page.
- Click the **+** (**Add Product**) button to the right of any listed Product to add a new Product.
- Select a **Product** from the pulldown menu.
- Define whether the Product will use a flat Rate, or a Rate Plan for its pricing.
 - For a flat rate, select **None: do not rate this Product** from the **Rate Plan** pulldown menu.
 - For a Tiered pricing structure, select a Rate Plan from the pulldown menu.

Note: Once saved, Products may not be changed from a Tiered to a flat rate pricing structure.
- Enter the number of Billing **Cycles** for which the Product should be included on the AutoBill.
- For flat rate Products:
 - Select a **Price Basis**.
 - Added:** Adds the price of the Product to the Billing Plan price.

- **Included:** Includes the price of the Product in the Billing Plan price, with no additional charge to your customer.
- Enter a **Price** for the Product (if desired).

Note: Use the **Price** field to override the Product's default Price, and define a price for the Product for this AutoBill *only*.

The screenshot shows a web interface for editing AutoBill items. It features two product entries. The first entry is 'PremiumYear' with a price of 295.75 USD and 12 cycles. The second entry is 'LL2012Series' with a price of 0 USD and 0 cycles. The 'Unit Amount' field is set to 'gigabytes' and the 'Event ID' field is empty. The 'Update Option' is set to 'Update Now, No Proration'. There are 'Cancel' and 'Submit' buttons at the bottom.

Figure 7-5 Edit AutoBill Items Page: Adding a Rated Product

7. For rated Products, record the AutoBill's first Rated Unit event (optional).

Note: CashBox offers the option to record Rated Unit Events that occur previous to the creation of the AutoBill. This option *must* be used to record the number of licensed seats purchased with the Rate Plan.

- Enter the selected number of Rated Units in the **Unit Amount** field.
 - Enter an **Event ID** to associate with this addition.
 - **Event Date:** enter the date the Event took place. (For multiple events, simply enter the total number of Units, and select a date prior to the creation of the AutoBill.)
 - Enter a **Description** for the entry.
8. Drag and drop **Product** lines to rearrange their order. The first product listed will be the primary Product for the AutoBill.
9. Select an **Update Option**.
- **Update Now, No Proration:** Adds/removes the Product to/from the AutoBill immediately, without prorating the price. The AutoBill will complete this Billing Cycle, at the old rate, but with entitlements to the new Product. The next Billing Cycle will bill at the new rate.
 - **Update Now, Prorate:** Adds/removes the Product to/from the AutoBill immediately, and prorates the charge or refund for the added or removed product for the remainder of the Billing Period. If the update causes the price of the AutoBill to increase, that difference will be reflected in a one-time charge added to the next AutoBill, which will be reflected in the customer's next bill.
 - **Update Next Billing Period:** Adds/removes the product at the beginning of the next billing period, and bills accordingly.

Note: Products with Rated Pricing may not be Updated.

10. Click **Submit** to save your changes, and return to the **AutoBill Details** page.

7.4 Upgrading an AutoBill

Upgrading an AutoBill allows you to add Products or change the Billing Plan for an AutoBill, without cancelling the original, or losing the customer history associated with the AutoBill.

Note: Only active AutoBills, with active Entitlements, may be Upgraded. Inactive AutoBills, and active AutoBills with inactive Entitlements, may be edited, but not Upgraded. AutoBills with Rate Plan priced Products may not be upgraded.

To upgrade an AutoBill:

1. Click the **Upgrade AutoBill** link in the upper right corner of the **AutoBill Details** page to open the **Upgrade AutoBill** page.

Figure 7-6 Upgrade AutoBill Page

The **Upgrade AutoBill** page contains two sections. The top pane lists information about the current AutoBill. The bottom pane provides fields with which you may upgrade or side-grade the AutoBill.

2. Assign the upgraded AutoBill a new **AutoBill ID**. This ID must be unique to your system, and different from the previous ID, if you wish to be able to track the entire history of the AutoBill, from original, to upgraded.
3. Change the **Product** or **Billing Plan**, as desired.
 - Click **Product Details** or **Plan Details** to open a **Details** pane for the selected Product or Plan.
 - Click **Select Default Plan for Product** to automatically enter the default Billing Plan for the selected Product.

4. Select an **Effective Date** for the change.
 - **Restart** makes the upgrade effective the start date of the original AutoBill. This allows you to bill your customer at the upgraded rate from the beginning of their subscription. CashBox may refund or charge any difference in fees, if desired.
 - **Today** makes the upgrade effective today. CashBox may be set to calculate and refund or charge any prorated difference between the original and the upgraded AutoBill, refunding the amount paid for the rest of the billing cycle under the old AutoBill, and charging the rest of the billing cycle at the new AutoBill rate.

Selecting **Effective Date: Today** also resets the billing date for the AutoBill.
 - **Next** begins the upgrade at the beginning of the next billing cycle, as defined in the Billing Plan.
 - **Integer** (0 - 100) backdates the upgrade to the beginning of the previous billing cycle, as defined by the integer. 0 begins the upgrade at the beginning of the next billing cycle. 1 begins the upgrade at the beginning of the last (current) billing cycle.
5. **Return Cost without performing upgrade** allows you to estimate the change in cost to your customer, without performing the upgrade. Select **Y** to return the cost estimate. Select **N** to proceed with the upgrade.
6. **Return any applicable funds to customer as a refund** allows you to return the difference in cost between the (paid) original AutoBill, and the (unpaid) upgraded AutoBill.

Upgrading an AutoBill will sometimes result in lowered cost to your customer. If the AutoBill is set to become effective in the past, or in the middle of the present billing cycle, your customer may have already paid for a more expensive AutoBill. This option allows you to refund the difference in cost between the old and the new AutoBill.

 - Select **Credit** to credit the customer's account with the difference, and apply it to future Billing Cycles.
 - Select **Refund** to refund the difference to your customer.

Note: Not all payment methods will automatically process refunds.
7. Select whether or not to **Pro Rate** incremental charges. Select **Y** to prorate the remainder of the billing cycle, and either refund or bill your customer for the difference. Select **N** to complete the current billing cycle at the current rate, and begin the new price effective at the beginning of the next billing cycle.

Note: This option is applicable only if an **Effective Date: Today** has been selected. Any other Effective Date selected will set the upgrade to occur at the beginning of a billing cycle, which will not, therefore, incur any prorated charges.
8. Click **Submit** to save your upgrade, or **Cancel** to return to the **AutoBill Details** page.

When you click **Submit**, the previous AutoBill status is set to Upgraded, the new, upgraded AutoBill is created, with any charges or refunds generated by the upgrade automatically added to it. Customers do not receive a cancellation notice for the old AutoBill.

For more information on the fields displayed, see [Table 7-2: CashBox AutoBill Parameters](#).

7.5 Cancelling an AutoBill

Use the **Edit AutoBill Details** page to cancel AutoBills. AutoBills are often cancelled when a customer requests a refund, decides they no longer want a service or Product, or if there is a Chargeback associated with the customer's Product or service purchase.

To cancel an AutoBill:

1. Click the **Cancel AutoBill...** link at the bottom of the **Edit AutoBill Details** page to open the **Cancel AutoBill** options pane.

Because AutoBill Cancellation cannot be undone, a warning message is displayed at the foot of the pane.

Figure 7-7 Cancelling an AutoBill

2. Check **Cancel AutoBill**.

Note: An AutoBill cannot be reinstated once it is cancelled.

3. To notify the customer of their AutoBill cancellation, check **Send AutoBill Cancellation Notice**.

4. Select an **Entitlement Termination Option**.

Allow Customer Access Until End of Current Entitlement Period, the default option, allows a customer continued access a Product or service already paid for during the current billing period.

Terminate Customer Access Immediately cancels customer access to a Product or service as soon as you submit your changes to CashBox.

5. Click **Submit** to cancel the AutoBill, or **Cancel** to exit without cancelling the AutoBill.

When you cancel an AutoBill, its **Billing Status** as reported on the AutoBill Details page is changed to **Stopped**, and **Entitlement(s) Active** is set to **Yes** or **No** depending on the **Entitlement Termination Option**. For example, [Figure 7-8](#) shows the **AutoBill Details** page for an AutoBill where the cancellation **Entitlement Termination Option is Terminate Customer Access Immediately**.

Details for AutoBill "Test_IC_Autobill", "Product for 500 Subscribers"

[Edit AutoBill](#)
[Upgrade AutoBill](#)
[Make Payment](#)

CUSTOMER NAME:	Test Account	BILLING STATUS:	Stopped
CUSTOMER ID:	IC_Test	ENTITLEMENT(S) ACTIVE:	Yes
AUTOBILL ID:	IC123456	REBILL NAME:	Test_IC_Autobill
AFFILIATE ID:		SUBAFFILIATE ID:	
START DATE (GMT):	2012-06-06 00:00:00 000000	END DATE (GMT):	2012-07-06 00:00:00
BILLING DAY:	6	WARN ON EXPIRATION:	Yes
CURRENCY:	USD	STATEMENT OFFSET:	
STATEMENT FORMAT:	Do Not Send	CARD NUMBER:	433665XXXXXX2654 (exp 05/2014)
STATEMENT TEMPLATE:		BILLING PLAN ID:	IC_500_Monthly
PAYMENT METHOD:	CreditCard		
PRIMARY PRODUCT ID:	IC_500_Subscribers		

[AutoBill Items \(Products\)...](#) [Edit Items](#)

Figure 7-8 AutoBill Details Page: Cancellation Results

The AutoBill status on the customer Account is also set to **Stopped** when you cancel an AutoBill, and all future billing dates associated with the AutoBill are removed.

For example, [Figure 7-9: Account Details Page: Cancellation Results](#), shows a cancelled AutoBill on the **Account Details** page.

Note: If you attempt to cancel an AutoBill on the same day that it is due to be billed, there is a small window of time during which a customer may still be billed even though cancellation succeeds. This condition occurs when CashBox has already submitted a billing Transaction on the AutoBill to a payment processor. If this condition occurs when you cancel an AutoBill, CashBox displays the following warning message:

“The AutoBill was successfully cancelled. However, the transaction listed below is being processed and was not able to be cancelled automatically. You may need to take additional steps to fulfill the customer’s request.

“Transaction ID: **<transaction_ID>**, Current Transaction Disposition Status: **<status>**”

where:

<transaction_ID> is the Transaction identifier for the transaction that is in process.

<status> is one of the following:

- **New:** The transaction may result in a captured transaction because internal systems may already have picked up the transaction for processing. This message can occur when the transaction payment method is CreditCard, ECP, PayPal, or Boleto.
 - **Authorized:** The Fiscal Number has been verified and the Boleto Bancario slip to print has been sent to the customer via the merchant. There is no way to cancel this transaction because the transaction is now in the customer’s hand. This situation should not result in a billing event because fulfillment is dependent on customer action. This message can occur when the payment method is Boleto.
 - **DepositRetryPending:** A retry is already being processed in the payment processor system that may result in a successfully completed transaction. There is no way to cancel retries that are being performed in payment processor systems. If there are sufficient funds in the customer’s account, the transaction may be completed. This message can occur when payment method is ECP (ACH or CPA).
 - **AuthorizedPending:** The transaction has been submitted to the payment processor (ECP) or is waiting for the bank to respond (Boleto), and may result in a successfully completed transaction. There is no way to cancel the transaction.
 - **AuthorizationPending:** The transaction is awaiting authorization by the customer, and may result in a successful transaction if the customer completes the Authorization process (PayPal first time setup only).
-

Details for Account IC_Test
[Create Account](#)
[Edit Account](#)
[Make Payment](#)

CUSTOMER ID: IC_Test	SHIPPING ADDRESS
NAME: Test Account	NAME: Test Account
COMPANY: Vindicia, Inc.	ADDRESS: 75 5th Avenue
EMAIL: test@anytime.com	CITY: New York
EMAIL STYLE: text/html	STATE/PROVINCE: NY
LANGUAGE: EN	COUNTRY: US
CURRENCY: USD	POSTAL CODE: 10001
WARN BEFORE AUTOBILLING: Yes	

PAYMENT METHOD # 1...

PAYMENT TYPE: CreditCard (Active)	BILLING ADDRESS
ACCOUNT HOLDER: Test Account	NAME: Test Account
BILLING PROFILE ID: Test	ADDRESS: 75 5th Avenue
CUSTOMER SPECIFIED TYPE: Personal	CITY: New York
CUSTOMER SPECIFIED DESCRIPTION: My Personal Card	STATE/PROVINCE: NY
CREDIT CARD NUMBER: 433665XXXXXX2654	COUNTRY: US
CREDIT CARD EXPIRATION: 05/2014	POSTAL CODE: 10001
LAST ACCOUNT UPDATE REQUEST DATE:	
LAST ACCOUNT UPDATE RESPONSE:	
DATE OF LAST A/E RESPONSE:	
RESPONSE CODE(A/E):	

AUTOBILLS:								
PRODUCT	AUTOBILL ID	BILLING PLAN	TRANSAC...	START D...	END DATE	BILLING D...	STATUS	PAYER ID
Product for 250 Su...	Test IC250	IC_250_Monthly	USD	2012-05-...	2012-06-...	31	Stopped	IC_Test
Product for 500 Su...	IC123456	IC_500_Monthly	USD	2012-06-...	2012-07-...	6	Stopped	IC_Test

Figure 7-9 Account Details Page: Cancellation Results

For more information about Accounts, see [Chapter 3: Accounts](#).

7.6 Searching for AutoBills

To access AutoBills, select **Search > AutoBills** from the menu bar to open the **AutoBill Search** page.

Figure 7-10 AutoBill Search Page

To search for a specific AutoBill or group of AutoBills:

1. Specify your search criteria.
2. Check **Printer Friendly** to return your search results in a printer-ready format.
3. Click **Choose display columns** to select the desired search display options.
4. Click **Submit** to process your search.

(You must provide some search criteria, or a Warning Message will be issued.)

CashBox processes your search and displays a list of AutoBills that match your criteria on the **AutoBills List** page:

Contact Us | Merchant Logout

Home | Manage | Search | Reports

AutoBills for Internet Widgets Company, Ltd. Download as CSV

AUTOBILL NAME	PRODUCT	AUTOBILL ID	CUSTOMER NAME	CUSTOMER ID	BILLING PLAN	START DATE	BILLING DAY	STZ
Annual Premium...	One Year of Premi...	SlimsPremium...	Tyra Slims	TyraSlims	2MonthIntroToSta...	2012-05-08	2	Ne
Little League 201...	Little League 201...	LL2012P&P	Tyra Slims	TyraSlims	2MonthIntroToSta...	2011-12-01	27	Ne

Figure 7-11 AutoBills List Page

The top portion of the **AutoBills List** page lists the selected information about all AutoBills that match your search criteria. From the **AutoBills List** page, click on the name of an AutoBill to open the **AutoBill Details** page, or click **Download as CSV** to download the page as a comma separated values file.

The bottom portion of the **AutoBills List** page displays two summary tables of information about AutoBills that match the search criteria:

Totals by Product

	Good Standing	New	Soft Error	Hard Error	Stopped	Upgraded	Grand Total
Little League 2012 Prel Season	0	1	0	0	0	0	1
One Year of Premium Support	0	1	0	0	0	0	1
Grand Total	0	2	0	0	0	0	2

Totals by Billing Plan

	Good Standing	New	Soft Error	Hard Error	Stopped	Upgraded	Grand Total
2MonthIntroToStandardSub	0	2	0	0	0	0	2
Grand Total	0	2	0	0	0	0	2

Figure 7-12 AutoBills List Page: Totals

The **Totals by Product** table summarizes the status of all listed AutoBills by Product. The **Totals by Billing Plan** table summarizes the status of all listed AutoBills by Billing Plan. For more information, see [Appendix B: Status Definitions](#).

The following table describes the available print and display options. For fields not listed here, see [Table 7-2: CashBox AutoBill Parameters](#).

Table 7-1 AutoBill Search Page: Display Options

Field	Description
Printer Friendly	If checked, results of the search are displayed in a printable format.
AutoBill Name	Checked by default. Displays the Name defined for the AutoBill.
AutoBill ID	Checked by default. Displays the AutoBill ID associated with the AutoBill.
Customer Email	If checked, displays the email address, if any, of the customer on the Account associated with the AutoBill.
Created Date	If checked, displays the date on which the AutoBill was created.
Billing Day	Checked by default. Displays the day of the month on which the customer is charged for each new billing period.
Status	Checked by default. Displays the (Billing) Status of the AutoBill. <ul style="list-style-type: none"> • For more information, see Table 7-2: CashBox AutoBill Parameters.
Disentitled	If checked, displays AutoBills for which customer access to the Product associated with the AutoBill is currently disabled.
Affiliate	If checked, displays the Affiliate ID for the Account associated with the AutoBill.

7.7 AutoBill Details

The **AutoBill Details** page lists specific information about the selected AutoBill. The page provides general information about the AutoBill, including customer and payment information, as well as the current status of the AutoBill, its duration, and its associated Products.

The page also includes Billing Plan Details, a list of Entitlements, and Billing and Credit Information.

Details for AutoBill "Annual Premium Support", "One Year of Premium Support"

[Edit AutoBill](#)
[Upgrade AutoBill](#)
[Make Payment](#)

CUSTOMER NAME: Tira Slims	BILLING STATUS: New	
CUSTOMER ID: TiraSlims	ENTITLEMENT(S) ACTIVE: No	
AUTOBILL ID: SlimsPremiumSupportAnnual	REBILL NAME: Annual Premium Support	
AFFILIATE ID: _____	SUBAFFILIATE ID: _____	
START DATE (GMT): 2012-05-08 00:00:00.000000	END DATE (GMT): 2012-08-17 00:00:00	
BILLING DAY: 2	WARN ON EXPIRATION: Yes	
CURRENCY: USD	NET TERMS: _____	
INVOICE FORMAT: Attachment	CARD NUMBER: 433665XXXXX2654 (exp 10/2015)	
INVOICE TEMPLATE: Prebilling Statement Standard	BILLING PLAN ID: 2MonthIntroToStandardSub	
PAYMENT METHOD: CreditCard		
PRIMARY PRODUCT ID: PremiumYear		

AutoBill Items (Products)... [Edit Items](#)

INDEX	PRODUCT ID	PRICE BASIS	START	END	CYCLES	CYCLES REMA...	AMOUNT	CURR	UNITS
0	PremiumYear	Added	2012-05-08 00:...		12	11	295.75	USD	

Billing Plan Details:

PLAN IDENTIFIER: 2MonthIntroToStandardSub	BILL STATEMENT ID: 2 Month Introductory
DESCRIPTION: 2 month intro, converts to standard	PLAN ACTIVE: Yes
TRANSACTION IN: Currency	END OF LIFE: _____
PRE-NOTIFY DAYS: 7	

BILLING PERIOD: 1 ...	FREE: yes
CYCLE DURATION: 2 Month	# OF CYCLES: 1
NOTIFY ON 1ST BILL: No	EXPIRE WARNING DAYS: 14
COST PER CYCLE: 0 USD	

BILLING PERIOD: 2 ...	FREE: no
CYCLE DURATION: 1 Month	# OF CYCLES: infinite
NOTIFY ON 1ST BILL: No	EXPIRE WARNING DAYS: 14
COST PER CYCLE: 39.95 USD	

FUTURE BILLINGS:

DATE	PRODUCT	CUR	TX AMOUNT
2012-08-02	ONE YEA...	USD	335.70
2012-09-02	ONE YEA...	USD	335.70
2012-10-02	ONE YEA...	USD	335.70
2012-11-02	ONE YEA...	USD	335.70
2012-12-02	ONE YEA...	USD	335.70

CREDIT: [Grant Credit](#)

ACTION	CREDIT TYPE	CURRENCY	AMOUNT	GRANTED DATE	SORT VALUE	DESCRIPTION	REASON

Figure 7-13 AutoBill Details Page

For more information on the listed fields, see [Table 7-2: CashBox AutoBill Parameters](#).

From the **AutoBill Details** page you can view details about the customer Account or the Payment Method for the AutoBill, and view entitlements and custom data related to the Product and Billing Plan associated with the AutoBill. You can also **Edit**, **Upgrade**, and **Make Payments** to AutoBills.

- Click the **Customer Name** or **Customer ID** to open the **Account Details** page for the Customer.
- Click the value in the **Payment Method** field to open the **Payment Method Details** page.

Fields displayed are specific to the Payment Method. For example, [Figure 7-14](#) shows Payment Method: CreditCard.

Details for Payment Method CreditCard - 433665XXXXXX2654 (exp 10/2015) [Edit](#)

[Payment Method Associated With Customer Account Tyra Slims \(Tyra Slims\)](#)

PAYMENT TYPE:	CreditCard (Active)	BILLING ADDRESS	
ACCOUNT HOLDER:	Samuel Iaconi	NAME:	Samuel Iaconi
BILLING PROFILE ID:	SamuellaconiVisa	ADDRESS:	779 Gough St.
CUSTOMER SPECIFIED TYPE:	JerryCollegeSupplies	CITY:	San Francisco
CUSTOMER SPECIFIED DESCRIPTION:	for Jerry's Books	STATE/PROVINCE:	CA
CREDIT CARD NUMBER:	433665XXXXXX2654	COUNTRY:	US
CREDIT CARD EXPIRATION:	10/2015	POSTAL CODE:	94321
LAST ACCOUNT UPDATE REQUEST DATE:			
LAST ACCOUNT UPDATE RESPONSE:			
DATE OF LAST A/E RESPONSE:			
RESPONSE CODE(A/E):			

Figure 7-14 Payment Method Details Page (Credit Card)

The following table lists and describes the fields available to AutoBills.

Table 7-2 CashBox AutoBill Parameters

Field	Description
Customer Name	Lists the customer associated with the Account.
Customer ID	Displays your unique ID for the customer Account associated with the AutoBill.
Billing Status	<p>Displays the status of the AutoBill.</p> <ul style="list-style-type: none"> • New: AutoBill exists, but has not yet billed the customer • Good Standing: Billing for the current billing period was successful • Stopped: Customer opted out or the AutoBill was cancelled. • Hard Error: Billing for current period resulted in a hard failure. If the renewal date is past, the customer is not entitled to Product access. • Soft Error: Billing resulted in a soft failure, and will be resubmitted at the next retry cycle. • Pending: Transaction is authorized, but payment has not yet been captured. • Pending Customer Action: Customer is currently redirected to the PayPal website for payment. Upon redirection to Vindicia, Status will be set to New. • Upgraded: Customer upgraded or side-graded to a new AutoBill. <p>Note: This field is read-only.</p> <p>For more information, see Appendix B: Status Definitions.</p>

Table 7-2 CashBox AutoBill Parameters (Continued)

Field	Description
Entitlement(s) Active	Displays the status of the entitlements associated with the AutoBill, if any. <ul style="list-style-type: none"> • Yes: Entitlements associated with the AutoBill are active. • No: Entitlements associated with the AutoBill are inactive. Note: This field is read-only.
Rebill Name	The Name for the AutoBill that will appear on your customers' billing statements.
AutoBill ID	Your unique identifier for the AutoBill.
Affiliate ID	Optional. Custom text field, which may be used to track your affiliates.
Subaffiliate ID	Optional. Custom text field, which may be used to track your sub-affiliates.
Start Date / Time (GMT)	Optional. The date and time the AutoBill takes effect. Default Start Time is midnight, Greenwich Mean Time, on the date specified in Start Date. Use this value to specify when the AutoBill may be activated.
End Date / Time (GMT)	Optional. The date and time on which the AutoBill will no longer be active. Default End Time is midnight, Greenwich Mean Time, on the date specified in End Date . Note: Do not use this field to change the End Date, as the End Date is controlled by the Billing Plan associated with the AutoBill.
Billing Day	Required. The day of the month on which the AutoBill is set to bill. If you select a number greater than the last day of a given month, the AutoBill will bill on the last day of that month.
Warn on Expiration	Optional. Sets whether a customer will be notified prior to an expiration date on the AutoBill (for example, prior to the end of a free trial period). <ul style="list-style-type: none"> • Yes: the default value, an expiration notification email will be sent if an expiration notification is configured for the merchant. • No: a notification will not be sent. This field is related to the Expire Warning Days setting in a Billing Plan.
Currency	Required. The ISO-4217 three-letter format for the default currency associated with the AutoBill. Note: For an AutoBill that is paid using tokens, Currency is displayed as _VT .
Statement Format	Defines the format in which statements will be emailed to your customers. <ul style="list-style-type: none"> • Attachment sends statements as PDF attachments to the statement email. • Do Not Send does not send a statement. • Inline sends statements as inline plain text.
Statement Offset	The number of days before a payment is processed that a billing statement should be sent to the customer.
Statement Template	The (uploaded) template used for billing statement emails.
Payment Method	Required. The primary Payment Method for this AutoBill. Includes the Payment Method Type, and the (hashed) Credit Card number, and expiration date, if applicable. For more information, see Table 3-2: CashBox Payment Method Parameters .
Primary Product	Required. The primary Product associated with the AutoBill. Click the Edit Items link to edit or add items to the AutoBill.

Table 7-2 CashBox AutoBill Parameters (Continued)

Field	Description
Product Price Basis	Required. Select whether the Price listed for the Product should be Added to the Price for the Billing Plan, or Included with the Price of the Billing Plan.
Cycles / Cycle Limit	The number of Billing Cycles for which the Product will be included with the AutoBill.
Product Price	The Product's price. By default, this field shows the price listed in the Product definition. Enter a new value in this field if you wish to override the default Product price for this AutoBill.
Rate Plan	Select a Rate Plan to be used to determine the Pricing structure for the Product.
Billing Plan	Required. Select a Billing Plan to be used for the AutoBill. Click Select Default Plan for Product to load the Billing Plan defined as the Product's default, if one exists. Click Plan Details for more information on the listed Billing Plan. Note: Once defined, this field is read-only. To upgrade the Billing Plan associated with an AutoBill, see Section 7.4: Upgrading an AutoBill .
Billing Plan Details	Lists information for the Billing Plan associated with the AutoBill. For more information on the fields listed, see Table 5-3: CashBox Billing Plan Parameters .
Campaign Code	Enter the Campaign Code to be applied to the AutoBill, if applicable.
AutoBill Items	The Products included in the AutoBill. For more information, see Chapter 4: Products .
Index	The indexed number for the included AutoBill Items. The AutoBill's primary Product will have Index: 0.
Product ID	The listed item's Product ID.
Price Basis	Defines how the price of the Product will be included in the AutoBill. <ul style="list-style-type: none"> • Added adds the price of the Product to the price of the Billing Plan for inclusion in the AutoBill. • Included includes the price of the Product in the price of the Billing Plan.
Start / End	The Start and End dates for the Product's availability.
Cycles	The total number of Billing Cycles for which the Product will be included with the AutoBill.
Cycles Remaining	The remaining number of Billing Cycles for which the AutoBill Item will remain on the AutoBill.
Amount	The Product's price. By default, this field shows the price listed in the Product definition. Enter a new value in this field if you wish to override the default Product price for this AutoBill.
Currency	The Currency listed for the Product.
Units	The number of Rated Units included with this AutoBill Item. For more information, see Chapter 6: Rate Plans

Table 7-2 CashBox AutoBill Parameters (Continued)

Field	Description
Future Billings	<p>Lists future scheduled Billings for the AutoBill, including the billing date, currency, and taxable amount. CashBox includes any applicable Campaign discounts in its calculations for Future Billings.</p> <p>For more information on the fields listed, see Section 3.5.5: Future Transactions.</p>
Credit	<p>Lists any Credits associated with the AutoBill.</p> <p>For more information on the fields listed, see Section 3.5.9: Credits.</p>
Merchant Data	<p>Customized text fields that may be used to search and sort your AutoBills.</p> <p>For more information, see Section 3.1.1: Working with Custom Data.</p>

8 Credits

CashBox allows you to allocate Credits to Accounts, AutoBills, and Products. Credits may be Token, time, currency, or Gift Card based, and may be managed through their timestamp, VID, or Sort Order.

When a transaction is processed using Tokens or currency, CashBox automatically deducts available Credits of the same type from the corresponding AutoBill or Account, before billing the designated Payment Method for the remaining balance. When Time Credit is allocated to an AutoBill, the AutoBill's billing process is delayed by the amount of time granted.

Add Credits to an Account or AutoBill using the CashBox Portal. (CashBox currently supports Gift Cards issued by InComm. Before accepting Gift Cards from your customers, you must first establish a working relationship with InComm, who will help you define your Gift Card parameters, including their redemption PINs.)

8.1 Credit Types

Credits may be Token, Gift Card, Time, or Currency based.

- **Tokens:** Tokens may be used as both payment methods, and credit options. Tokens are defined by their Token Type, which is assigned when you create your Tokens.

Tokens may be granted to AutoBills, Accounts, or Products manually, though the Portal, or they may be granted automatically when purchased by your customers for use in your billing system. For example, create a Product which grants Tokens. Your customers may then purchase this Product to add Tokens to their account. Assign that Token's Type as a Payment Method for an AutoBill, and CashBox will automatically process payment transactions using the customer's Token balance.

For more information, see [Chapter 9: Tokens](#).

- **Gift Card Credits:** Gift Cards may be applied to Accounts or AutoBills through the CashBox Portal. When applied to an Account, the Gift Card value will be listed as a credit on the Account, for redemption at the next AutoBill Billing Cycle. When applied to an AutoBill, the value of the Gift Card will be deducted from the total for the AutoBill, before the AutoBill is processed. If this results in a cash or Token credit to the AutoBill, that balance will be applied toward the next Billing Cycle, until the value of the Gift Card has been depleted. (CashBox supports the InComm Gift Card Processor. Work with InComm to create and redeem your Gift Cards.)
- **Time Credits:** Time credits may be granted to AutoBills, but not to Accounts or Products. When granting a time credit to an AutoBill, CashBox extends the Billing Period for the AutoBill, without incurring any additional charges to the customer. The Billing Date is also changed to reflect the new Billing Period end date.

Once granted, time credits remain on the AutoBill until what would have been the next Billing Date. On that date, they are redeemed, and Billing Period is extended by the amount of time included in the Credit, and the Billing Date is changed.
- **Currency Credits:** Currency Credits may be granted to both Accounts and AutoBills, but not to Products. Like Gift Card Credits, a Currency Credit against an Account or AutoBill will be used for the next AutoBill Transaction, until the value of the Grant is depleted.

8.2 Credit Allocation

CashBox Credits may be granted manually, through the Portal, or distributed automatically, when your customer purchases a Credit granting Product through your storefront.

The following table lists the four Credit Types, and the CashBox objects to which they may be granted.

Table 8-1 CashBox Credit Type Grants

	Account	AutoBill	Product
Currency	Yes	Yes	No
Gift Card	Yes	Yes	No
Time	No	Yes	No
Token	Yes	Yes	Yes

In all cases, Credit Activity is tracked by the Credit's VID, and by the Credit Activity's timestamp, allowing you to analyze your credit allocation and redemption process in detail.

8.3 Granting Credit

CashBox allows you to grant Credit directly to a Product, Account, or AutoBill.

Token Credits may be granted only for pre-defined Token Types. For more information on working with Tokens, see [Chapter 9: Tokens](#).

Time, or Interval Credits, allow you to add free time intervals to the AutoBill. Time granted as a Credit extends the next billing date, without an additional charge to the customer. Use Time Credits to compensate your customers for inconvenience, or reward them for referring new customers.

Currency and Gift Card Credits may be applied only to Accounts and AutoBills, and work in conjunction with the AutoBill's Payment Method toward Billing Transactions.

All Credits are individually managed by CashBox, so that they may be tracked through the system, allowing you to allocate Credit grants and revocations individually, by timestamp, VID, or Sort Value.

From the **Account** or **AutoBill Details** page, click the **Grant Credit** link at the top of the **Credits** pane, to open the **Grant Credit** dialog. For Products, click the **Credit Grants** link to open the pane, and edit the Credits granted the Product.

Granting Credit to an AutoBill

CashBox allows you to grant Currency, Time, and Token Credits to an AutoBill.

1. Select **Grant Credit** from the **AutoBill Details** page, to open the **AutoBill Grant Credit** dialog.

Grant Credit to AutoBill Annual Premium Support, One Year of Premium Support

Activity: Grant Credit ▾

Interval Credit Amount:

Years Months Weeks Days

Sort Value

Description

Reason

[Add New Data...](#)

Currency Credit:

Amount AutoBill Currency: USD

Sort Value

Description

Reason

[Add New Data...](#)

Note:

Figure 8-1 AutoBill Grant Credit Dialog

2. Select an **Activity** from the pulldown menu: **Grant Credit**, or **Redeem Gift Card**.
(Available fields will include only those Payment Methods associated with the Account to which this AutoBill is linked. For example, some Accounts do not include Tokens as Payment Methods; those Accounts will not list Tokens as an option in this dialog.)
3. To add a Token Credit, select the **Token Type** from the pulldown menu, and enter the number of Tokens to credit in the **Amount** field. (For more information, see [Chapter 9: Tokens](#).)
4. To add a Time Credit, select a time interval using the **Years, Months, Weeks, and Days** text fields.
 - Enter a **Sort Value** for the Credit. This value is used to determine the order in which Credits are redeemed.
 - Enter a **Description**, for tracking purposes.
 - Enter a **Reason**, for internal record keeping.
 - Click **Add New Data...** to add a name-value pair for the Credit Grant.
5. To add a Currency Credit, enter an **Amount** in the text field.
 - Enter a **Sort Value, Description, and Reason**, as described above.
 - Click **Add New Data...** to add a name-value pair for the Credit Grant.
6. Add a **Note** for the grant, if desired.

- Click **Submit** to save your credit grant to the AutoBill.

Granting Credit to an Account

CashBox allows you to grant Token and Currency Credits to Accounts.

(The **Grant Credit** dialog for Accounts mirrors that for AutoBills. It is presented separately here for clarity only.)

- Select **Grant Credit** from the **Account Details** page, to open the **Grant Credit** dialog.

Figure 8-2 Grant Credit Dialog: Accounts

- Select an **Activity** from the pulldown menu: **Grant Credit**, or **Redeem Gift Card**.
The dialog will update to reflect your selection.
- To redeem a Gift Card, enter the **Gift Card PIN** in the field provided.
- To grant Tokens, select the **Credit Token Type** from the pulldown menu, which lists all credit types defined for your CashBox system.
Enter the number of Tokens you wish to grant in the **Amount** field.
- To add a **Currency Credit**, enter an **Amount** in the text field.
 - Enter a **Sort Value**, **Description**, and **Reason**, as described for AutoBills, above.
 - Click **Add New Data...** to add a name-value pair for the Credit Grant.
- Add a **Note** to describe the Transaction.
- Click **Submit** to save your changes, and open the **Credit Grant** page for the Account, which lists their Total Credits.

Granting Credit to a Product

Products may be granted Token Credits.

Grant Tokens to a Product to enable customers to add Tokens to their Account by purchasing a Product. Acquiring a Product with a Token Grant adds the Token balance for that Token Type to the Account. Adding a Token-granting Product to an AutoBill adds the specified Tokens to the Account with each successful Billing.

For more information, see [Chapter 9: Tokens](#).

To add Token Grants to a Product, open the **Token Grants** pane on the **Create** or **Edit Product** page.

Figure 8-3 Edit Product Details: Credit Grants

The **Token Grants** pane lists Grants assigned to the Product, if any, and an **Add Token Grant** button. Each Token Grant associated with the Product is listed separately, with its own Token Type pulldown menu, a corresponding Quantity field, and a **Delete** button.

To edit an existing Token grant, select a new **Token Type** from the pulldown menu, or edit the **Quantity**.

Click **Delete** to remove a Token Grant from a Product.

Note: Deleting a Token Type from a Product does not delete it from your CashBox system. The Token Type is still available to add to this or any other Product from the **Token Type** dropdown list.

To add new Token Grants to the Product, click **Add Token Grant**.

- Select a **Token Type** from the pulldown menu, and enter the number of Tokens to grant in the **Quantity** field.

Multiple Tokens, of multiple Token Types, may be added to a single Product.

8.4 Redeeming Credit

CashBox automatically processes all credit redemption. Neither the CashBox API, nor the CashBox Portal allow you to manually redeem Credit. CashBox does, however, provide you with rules which you may use to determine the order in which your assigned Credits are redeemed.

CashBox processes Credit redemption in the following order:

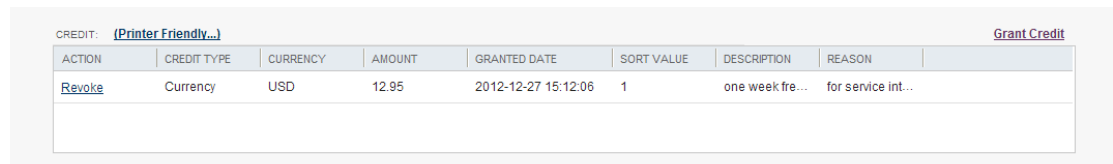
1. Time credits are redeemed before currency credits.
2. Credits automatically granted by CashBox are redeemed before those granted through the Portal, or using the CashBox API.
3. Credits granted manually, through the Portal or API, are redeemed based on Sort Value first. Use this value to define the order in which you would like Credits to be redeemed, from lowest to highest integer.
4. For Credits with the same Sort Value, Credits are redeemed based on Grant time, from oldest to most recent.

Credits may not be revoked after they've been redeemed, and they may not be redeemed after they've been revoked.

8.5 Revoking Credit

Credits may be revoked only after they have been granted, and before they have been redeemed.

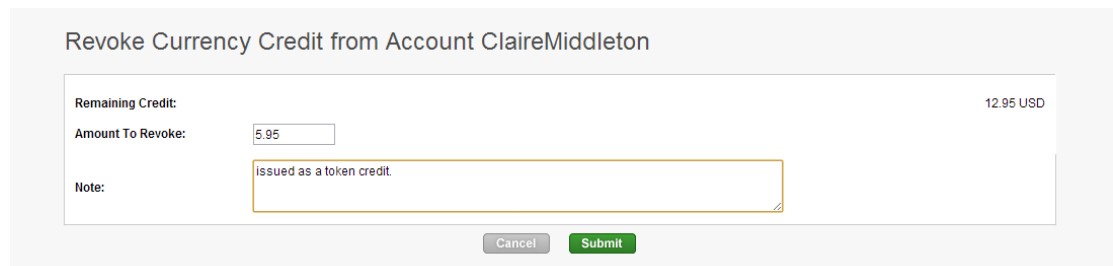
To revoke Credit from an AutoBill, go to the **AutoBill Details** page. The **Credits** pane will list all Credits granted to the AutoBill. Those which have not yet been redeemed will be listed with a **Revoke** button.



CREDIT: (Printer Friendly...)								Grant Credit
ACTION	CREDIT TYPE	CURRENCY	AMOUNT	GRANTED DATE	SORT VALUE	DESCRIPTION	REASON	
Revoke	Currency	USD	12.95	2012-12-27 15:12:06	1	one week fre...	for service int...	

Figure 8-4 AutoBill Details Page: Credits Pane

1. Click **Revoke** to open the **Revoke Credit** dialog.



Revoke Currency Credit from Account ClaireMiddleton

Remaining Credit: 12.95 USD

Amount To Revoke:

Note:

Figure 8-5 Revoke Credit Dialog

2. Enter the amount of Credit you would like to revoke from the Grant, add a note, if desired, and click **Submit**.

You may revoke all or part of a Credit Grant. The remainder of the Grant will remain associated with the AutoBill.

CashBox will open a confirmation page. Click **OK** to return to the **AutoBill Details** page, with the updated Credits pane.

8.6 Managing Credit

To manage your Credits, go to **Search > Credit Activity** to open the **Credit Activity Search** dialog.

Figure 8-6 Credit Activity Search Dialog

1. Enter your desired search parameters.

The following table lists available Search fields:

Table 8-2 Credit Activity Search Page Fields

Field	Matches
Date Range	Select a date range for the Credit Activity. This is the only mandatory search field.
Merchant AutoBill ID	Enter the AutoBill ID for which Credit Activity should be returned.
Merchant Customer ID	Enter the Customer ID for which Credit Activity should be returned.
Customer Name	Enter the Customer Name for which Credit Activity should be returned.
Customer Email	Enter the Customer Email address for which Credit Activity should be returned.
Gift Card SKU/UPC	Enter the Gift Card SKU/UPC for which Credit Activity should be returned.

Table 8-2 Credit Activity Search Page Fields (Continued)

Field	Matches
Gift Card PIN	Enter the Gift Card PIN for which Credit Activity should be returned.
Activity Type	Select the Activity Type you wish to search. <ul style="list-style-type: none"> • All: returns all Credit Activity. • Consumption: the Credit was used toward a one-time or recurring Transaction. • Gift Card Redemption: the Credit was added as a result of a Gift Card Redemption. • Gift Card Reversal: the Credit was removed due to the reversal of a previously redeemed Gift Card. • Grant: the Credit was added as the result of a manual Credit Grant. • Refund: the Credit was added as the result of a refund to a credit based Transaction. • Revocation: the credit was manually revoked.
Credit Type	Select the Credit Type you wish to search. <ul style="list-style-type: none"> • Time: returns only Time Credit Activity. • Tokens: returns only Token Credit Activity. • Currency: returns only Currency Credit Activity.

2. Check **Default** to return your results in standard HTML format, **Printer Friendly** to produce printable results, or **CSV download** to download your list as a CSV file.
3. Click **Choose display columns** to specify the information shown on the **Credit Activity List** page when CashBox processes your search.

The following table describes the available display options.

Table 8-3 Credit Activity Search Page: Display Options

Field	Description
Date	The Date the listed activity occurred.
Credit Type	The Credit Type involved in the Activity: Time, Token, Currency, or Gift Card.
Activity Type	The Activity Type listed: Consumption, Gift Card Redemption, Gift Card Reversal, Grant, Refund, or Revocation.
Amount	The amount of the listed Credit Activity.
Balance	The balance left in the Credit, after the listed Activity. When first created, a Credit's Amount and Balance field will match. If the Credit is used toward a billing Transaction, these two values will no longer match.
AutoBill ID	The AutoBill ID to which the listed activity applies.
Customer ID	The Customer ID to which the listed activity applies.
Customer Name	The Customer Name to which the listed activity applies.
Customer Email	The Customer ID to which the listed activity applies.

Table 8-3 Credit Activity Search Page: Display Options

Field	Description
Transaction ID	The Transaction ID for the listed activity.
Gift Card SKU	The Gift Card SKU for the listed activity.
Gift Card PIN	The Gift Card PIN for the listed activity.
Gift Card Status	Lists the current status of the Gift Card. <ul style="list-style-type: none"> • Active: the Gift Card is available for redemption. • Deactive: the Gift Card has been rejected by the payment processor; the Gift Card redemption was unsuccessful; or the Gift Card has been redeemed, and your redemption reversal was unsuccessful. • Redemption Pending: the Gift Card redemption is in process with the payment processor. • Unknown: CashBox cannot determine the status of the GiftCard. Either CashBox could not contact the Payment Processor, or it could not interpret the response from the Payment Processor.
Note	The Note added when the Credit was granted or revoked.
Granted Date	The date the Credit was Granted.
Sort Value	The Sort Value assigned to the Credit Activity.
Description	The Description added when the Credit was granted or revoked.
Reason	The Reason added for the Credit Activity.
Name/Value Pairs	The Name Value Pair(s) added to the Credit Activity.

Credit Activity for Internet Widgets Company, Ltd.

[Download as CSV](#)

DATE	CREDIT T...	ACTIVITY TYPE	UNITS	AMOUNT	BALANCE	AUTOBILL ID	CUSTOMER ID
2012-12-27 15:0...	Currency	Grant	USD	17.95	17.95		FinneganSam
2012-12-27 15:1...	Currency	Grant	USD	12.95	12.95		ClaireMiddleton

Figure 8-7 Credit Activity List Page

Click on a listed Credit Activity to open the **Credit Activity Detail** page.

Credit Activity Detail			
MERCHANT CUSTOMER ID:	FinneganSam	DATE:	2012-12-27 15:05:41.000000
MERCHANT CUSTOMER NAME:	Sam Finnegan	ACTIVITY TYPE:	Grant
AUTOBILL ID:		CREDIT TYPE:	Currency
AUTOBILL REBILL NAME:		GIFTCARD SKU:	
AMOUNT:	17.95 USD	GIFTCARD PIN:	
BALANCE:	17.95 USD	GIFTCARD STATUS:	
TRANSACTION:			
NOTE:			
GRANTED DATE:	2012-12-27 15:05:41.000000		
SORT VALUE:	1		
DESCRIPTION:	Customer Referral Grant		
REASON:	for bringing in Mary Sullivan		

Figure 8-8 Credit Activity Detail page

Note: In the **Credit Activity** list page, Names are listed as column headers, with the value for each activity listed in its row. In the **Credit Activity Detail** page, These name-value pairs are listed at the bottom of the page.

9 Tokens

CashBox Tokens allow you to support complex billing models that involve tracking units in addition to the fixed price billing cycles that CashBox supports. Use Tokens to define a type of merchant-specific tracking unit that can be incremented or decremented according to customer use (for example, airtime minutes, downloads, incentive points, storage space, gaming currency, etc.).

You may define any number of Tokens, and can manage each customer's associated balance of units by granting (incrementing), and decrementing Token counts through Products, Billing Plans, or AutoBills.

- Define Products which allow a customer to purchase Tokens, and Products which are priced in Tokens.
- Define Billing Plans which grant a customer Tokens, and Billing Plans which use Tokens as currency.
- Define AutoBills which exchange Tokens for Products or Cash.

Define one or more Token types, and designate them for use with a Product, Billing Plan, or AutoBill. When a customer purchases a Product with which Tokens are associated, grant the customer a certain number of units of each Token type as appropriate, and the Token type balances are stored as part of the customer's Account. For example, if a merchant has defined Token types for Downloads, Logins, and Storage, and has granted them to a Product that a customer purchases, then the Payment Method on the customer's Account page lists the balances for each separate Token type.

Use CashBox to search for Token Types, view detailed information about individual Tokens, and create new or edit existing Tokens.

Note: You may search for Tokens, or you may search for Token activity. Token activity occurs when Tokens are purchased by a customer, granted to a customer, refunded, or decremented by a customer service agent. For more information about searching for Token Activity, see [Section 9.5: Searching for Token Activity](#).

9.1 Creating Tokens

To create a new Token, select **Manage > Tokens** to open the **Manage Tokens** page, then

1. Click **Create New Token...** in the upper right corner page to open the **Create New Token** page.

Figure 9-1 Create New Token Page

2. Enter values in the Token ID and Token Description fields to establish the unique identifiers for your new Token. Token Description provides a customer-friendly name for the Token, and is available for use in email notifications. Multiple, language-specific descriptions are not supported within a single Token Type; create language-specific Token Types if multiple languages are required.
3. Click **Submit** to create the new Token, or **Cancel** to cancel creating a new Token.

The following table lists and describes the fields available to Tokens.

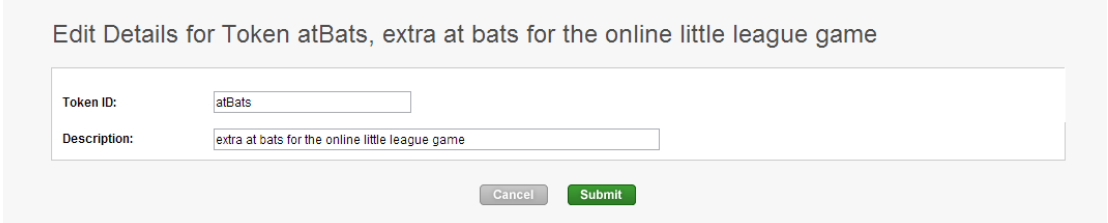
Table 9-1 CashBox Token Parameters

Field	Definition
Token ID	Required. The unique ID assigned to the Token by the CashBox user.
Description	A brief description of the Token. The information in this field is available as a token name tag that is used in CashBox-generated email notifications and billing statements.
Created	Indicates the date and time the Token was originally created.
Modified	If present, indicates the most recent date and time the Token definition was modified.

9.2 Editing Tokens

Use the **Edit Token Details** page to modify Token IDs or Descriptions, or add Merchant Data.

1. Click the **Edit Token** link in the upper right corner of the **Token Details** page.



Edit Details for Token atBats, extra at bats for the online little league game

Token ID:	<input type="text" value="atBats"/>
Description:	<input type="text" value="extra at bats for the online little league game"/>

Figure 9-2 Edit Token Details Page

2. Modify the existing data for your Token as desired.
3. Click **Submit** to save your changes and return to the **Manage Tokens** page, or **Cancel** to leave the Token unchanged.

9.3 Searching for Tokens

To search for a specific Token or group of Tokens:

- Click the **Search Tokens** link in the upper right corner of the Token list on the **Manage Token** page to display the **Token Search** page:

Figure 9-3 Token Search Page

Use the **Token ID** and **Description** fields to search for existing Tokens.

Table 9-2 Token Search Page Parameters

Field	Description
Token ID	Enter any part of a Token ID to match. Case insensitive.
Token Description	Enter any part of a Token Description to match. Case insensitive.

CashBox uses the information provided to generate a list of all matching Tokens in your CashBox system. If you have many Token types, this search may take some time to complete.

Click the **Choose display columns** text link to display a list of check boxes that allow you to specify the information you wish to display on the **Manage Token** page when CashBox processes your search, and to indicate if the results should be displayed in a printer-friendly format.

If you do not provide any search criteria, CashBox will display a confirmation dialog box asking if you really want to search for all Tokens:

The following table describes available print and results display options:

Table 9-3 Token Search Page: Display Options

Field	Description
Printer Friendly	If checked, results of the search are displayed in a format that you can print.
Token ID	Checked by default. When checked, displays the ID for each Token in the results.

Table 9-3 Token Search Page: Display Options

Field	Description
Token Description	Checked by default. When checked, displays a brief text description of each Token in the results. If no value is displayed in this field, it is undefined.
Token Creation Date	If checked, displays the date on which the Token was originally created.
Token Modification Date	If checked, displays the date on which the Token was last modified.

To search for a specific Token or group of related Tokens:

1. Specify search criteria on the **Token Search** page to narrow the number of Tokens returned.
2. Check any desired search display options on the **Token Search** page.
3. Click the **Submit** button to process your search request.

CashBox processes your search request and displays a list of Tokens that match your criteria on the **Token List** page. For example, [Figure 9-4: Token List Page: Search Results](#), shows the results from a search for all Tokens.



Tokens with description like coins Download as CSV

TOKEN ID	DESCRIPTION
Coins	Magical, special coins for use with banking app
30SilverCoins	30 in game silver Coins
30BronzeCoins	30 in game Bronze Coins
90SilverCoins	90 in game Silver Coins
90BronzeCoins	90 in game Bronze Coins
30GoldCoins	30 in game Gold Coins
90GoldCoins	90 in game Gold Coins

Figure 9-4 Token List Page: Search Results

From the **Token List** page you can:

- Click the **Download as CSV** button to download your Token list to a comma-separated values (CSV) file, for use in spreadsheets or word-processing documents.
- Click on a Token ID to open the **Token Details** page for that token.

9.4 Managing Tokens

To access and manage your Tokens, select **Manage > Tokens** from the menu bar to open the **Manage Tokens** page.

The screenshot shows the Vindicia web interface for managing tokens. At the top left is the Vindicia logo. On the top right, there are links for 'Contact Us | Merchant Logout' and a navigation menu with 'Home', 'Manage', 'Search', and 'Reports'. Below the navigation is the title 'Manage Tokens for Internet Widgets Company, Ltd.' and two buttons: 'Create New Token...' and 'Search Tokens...'. A 'Download as CSV' button is located below the search button. The main content is a table with two columns: 'TOKEN ID' and 'DESCRIPTION'. The table contains ten rows of token information.

TOKEN ID	DESCRIPTION
10HoursPlay	10 hours in game play
1HourPlay	1 hour in game play
20-minute intervals	20 minute time allotments
30BronzeCoins	30 in game Bronze Coins
30GoldCoins	30 in game Gold Coins
30SilverCoins	30 in game silver Coins
90BronzeCoins	90 in game Bronze Coins
90GoldCoins	90 in game Gold Coins
90SilverCoins	90 in game Silver Coins

Figure 9-5 Manage Tokens Page

Existing Tokens types defined in your CashBox system are displayed in tabular format, listing their (unique) Token ID and Token Description.

Use the **Manage Tokens** page to:

- Create a new Token. For more information, see [Section 9.6: Token Details](#).
- Search for a specific Token or group of Tokens. For more information, see [Section 9.6: Token Details](#).
- View details about a listed Token. For more information, see [Section 9.6: Token Details](#).
- Download your Token list to a comma-separated values (CSV) file, for use in spreadsheets or word-processing documents. Simply click the **Download as CSV** button, and you will be prompted with a standard Save As... dialog.

9.5 Searching for Token Activity

In addition to managing Tokens themselves, you may also view how your Tokens are being used in your Transactions. Token activity occurs when the quantity of a Token type associated with a customer Account changes. Quantities may be incremented or decremented in response to direct customer action (purchase), a customer service interaction (grant or refund), or an automated AutoBill event (decrement, grant, or purchase).

Note: Token grant activities increase (increments) the quantity of a Token type associated with a customer Account, while decrement activities decrease the quantity.

Purchase and Refund activity may either increment or decrement Token Type quantity, depending on the nature of the activity. For example, if a customer purchases a Product that grants Tokens directly, the number of that Token Type is incremented in the customer's Account. If, instead, the customer has a number of Tokens in an Account, and uses them to purchase a Product (for example, a download) using Tokens, then the purchase results in a decrement of the Token quantity.

To search and view Token Activity in the portal, select **Search > Token Activity** from the menu bar to open the **Search Token Activity** page.

The screenshot shows the Vindicia portal interface for searching token activity. At the top right, there are links for 'Contact Us | Merchant Logout' and a navigation menu with 'Home', 'Manage', 'Search', and 'Reports'. The main heading is 'Search for Token Activity (Internet Widgets Company, Ltd.)'. The search form includes the following fields and options:

- Date Range: Two date pickers with 'To' between them.
- Merchant Transaction ID: Text input field.
- Merchant Customer ID: Text input field.
- Customer Name: Text input field.
- Customer Email: Text input field.
- Token ID: Dropdown menu with 'All' selected.
- Token Activity Type: Dropdown menu with 'All' selected.
- Choose display columns...: A section with checkboxes for:
 - Date
 - Customer ID
 - Customer Name
 - Customer Email
 - Token ID
 - Transaction ID
 - Amount
 - Activity Type
 - Description
 - Note
- Submit: A green button at the bottom of the form.

Figure 9-6 Token Activity Search page

CashBox uses the information provided to generate a list of all matching Token Activity associated with your CashBox system. If you do not provide any search criteria, all Token Activity from your account is returned.

1. Use the **Date Range** field to narrow Token Activity searches to those that occurred within a specified period of time.

2. Enter other search parameters, as desired, in the fields provided.

(Leave all fields blank to search for all Products.)

Table 9-4 Token Activity Search Page Fields

Field	Description
Merchant Transaction ID	Enter the complete Transaction ID, including any leading and trailing zeros. Case sensitive.
Merchant Customer ID	Enter the complete Merchant Customer ID, including leading and trailing zeros. Case sensitive.
Customer Name	Enter part or all of customer name to match. Case insensitive.
Customer Email	Enter the entire email address of the customer. Case insensitive.
Token ID	Enter part or all of the Token ID to match. Case insensitive.
Token Activity Type	Select the type of Activity to search for. Choices include: <ul style="list-style-type: none"> • All, the default, returns results for all types of Token activity. • Decrement reports activity involving decreasing Token quantities. • Purchase reports activity involving customer Token purchase activities. • Grant reports activity involving granting Token quantities to customer(s). • Refund reports activity involving refunds of Token quantities.

In addition to specifying search criteria on the Token Activity Search page, you can click the **Choose display columns** text link to display a list of check boxes that allow you to specify the information you want to display on the Manage Products page when CashBox processes your search, and to indicate if the results should be displayed in a printer-friendly format.

The following table describes the available print and results display options:

Table 9-5 Token Activity Search Page: Display Options

Field	Description
Printer Friendly	If checked, results of the search are displayed in a format that you can print.
Date	Checked by default. When checked, displays the date of the activity.
Customer ID	Checked by default. When checked, displays the ID of the customer affected by the activity.
Customer Name	Checked by default. When checked, displays the name of the customer.
Customer Email	Checked by default. When checked, displays the email address of the customer.
Transaction ID	Checked by default. When checked, displays the transaction ID related to the Token activity, if applicable. Not all Token activity is related to transaction processing, so this field may be empty even if this box is checked.
Amount	Checked by default. When checked, displays the amount related to the Token activity.
Token Type	Checked by default. When checked, displays the type of the Token.
Token ID	Checked by default. When checked, displays the ID of the Token to which the listed Activity Type applies.
Activity Type	Checked by default. When checked, displays the activity related to the Token. Activity Types include: <ul style="list-style-type: none"> • Decrement • Purchase • Grant • Refund
Description	Checked by default. When checked, displays the Token description.
Note	Checked by default. When checked, displays a note associated with the specific Token for which activity is reported, if any.

To search for a specific Token activity or group of related Token activities:

1. Specify search criteria on the **Token Activity Search** page to narrow the number of activities returned by your search.
2. Check any desired search display options on the **Token Activity Search** page.
3. Click the **Submit** button to process your request.

CashBox processes your search request and displays a list of Token Activities that match your search criteria on the **Token Activity List** page.

Token Activity for Internet Widgets Company, Ltd.

[Download as CSV](#)

DATE	CUSTOMER ID	NAME	EMAIL	TRANSACTION ID	ACTIVITY TYPE	AMOUNT	TOKEN ID	NOTE	DESCRIPTION
2012-12-20	TyraSlims	Tyra Slims	tslims@...		Grant	10	20-minut...	Token Gr...	20 minute time a
2012-12-31	ClaireMiddleton	Claire Middleton			Grant	1	90GoldC...	awarded ...	90 in game Gold
2012-12-31	ClaireMiddleton	Claire Middleton			Grant	1	90GoldC...	awarded ...	90 in game Gold
2012-12-31	ClaireMiddleton	Claire Middleton			Grant	1	90GoldC...	awarded ...	90 in game Gold

Figure 9-7 Token Activity List Page

A summary of all Token Activity results arranged by Activity Type and Token ID appears at the bottom of the page.

You may download the information shown on the **Token Activity List** page to a CSV file.

To download the Token Activity list to a CSV file:

- Click the **Download as CSV** link.

Your browser displays its standard **Save As** dialog, where you are prompted to provide a name for the downloaded file, and to specify a location to store it.

9.6 Token Details

The **Token Details** page lists information about specific Tokens. To access this page, simply click the **Token ID** from any page on which it is shown.

Click the **Edit Token** link to edit the listed Token.

MERCHANT CUSTOMER ID:	TyraSlims	DATE:	2012-12-20 16:40:09.000000
ACTIVITY TYPE:	Grant	AMOUNT:	10
TOKEN ID:	20-minute intervals	TOKEN DESCRIPTION:	20 minute time allotments
BALANCE:	10	NOTE:	Token Grant for new customer referral.

Figure 9-8 Token Details Page

10 Campaigns

CashBox Campaigns allow you to offer special discounts on your existing Products. These discounts may be currency or percentage based, and may be single purchase, or period based offers.

Use Campaigns to provide special offers, limited time pricing, or other targeted pricing structures to attract new customers, reward existing customers, or retain long term customers.

Because CashBox allows you to track Campaign Codes from generation to redemption, you may evaluate your Code distribution methods, your offers, and your targeted marketing strategies.

10.1 Campaign Types

Campaigns may be **Promotions**, or **Coupons**.

CashBox **Promotions** generate a single Campaign Code, which may be distributed to multiple customers. Promotions are discounts given over a period of time for a service or subscription, and affect multiple Billing Cycles, if desired. For example, a yoga studio may offer unlimited classes for three months at a set price. A Promotion code is not unique to individual users; and is typically publicly available, through newspapers, broadcast, or mass email.

A *rolling period Promotion* is offered for a set duration, which may be triggered at any point in time. For example, a cable company may offer three free months of a premium channel to new customers, whenever they sign up.

A *fixed period Promotion* has a specific start and end date, during which the discount is valid. For example, a cleaning service may offer a discounted monthly rate until May 1st, after which, rates will rise for everyone, regardless of how long they had received the promotional rate.

CashBox **Coupons** generate multiple unique Campaign Codes, each of which may be used a defined number of times. Coupons affect billing as a one-time discount. Coupon Campaigns are often highly targeted, and Coupon Code distribution and redemption may be tracked.

For both Coupons and Promotions, Campaign Codes may be

- broadly distributed in promotional materials, or sent directly to existing customers;
- time-limited, if desired, with a start date and an end date;
- designed to offer a reduced, fixed price, a percentage discount, or an extended free period.

The CashBox Portal offers a single page from which you may create Campaigns, from selecting the product(s), pricing change, and time frame, to defining the Campaign description and Series code.

The Portal also offers the **Campaign Redemption and Revenue Report**, which may be used to examine the effectiveness of the Campaign.

10.2 Campaign Code Generation and Distribution

Campaign Codes are the alphanumeric string a customer uses to redeem the special offer of the Campaign. CashBox will create Campaign Codes to your specification, and generate a list of codes that you may distribute. (CashBox does not manage the distribution of these codes to your customers.)

Campaign Codes include a prefix, called a series, which is defined before creating a Coupon or Promotion Campaign. Series must be unique within your defined Campaigns; that is, you may not use a series multiple times, or for different Campaigns.

A Promotion Campaign uses *only* this series for identification. Define this Series when setting up your Campaign.

A Coupon Campaign *appends* an alphanumeric string to the series, to uniquely identify individual Coupons. This string is generated by CashBox, and is the length specified while creating the Campaign. (These strings are non-sequential, randomly generated, and case insensitive.)

Promotions offer a *single* Campaign Code (defined by the Series, as described above), which may be used by multiple customers. Promotion discounts can be reflected in multiple Billing Cycles, and are restricted by AutoBill, in that CashBox will not allow a single Promotion code to be applied multiple times to the same AutoBill.

Coupons offer *multiple* Campaign Codes, which may be redeemed as many times as defined during Coupon Campaign creation. Coupon Codes are distributed individually, one per customer, and are applied to a single Billing Cycle.

10.3 Campaign application to Billing Transactions

CashBox automates the application of Campaigns to AutoBills.

To enable Campaigns, configure your storefront to accept a Campaign Code when your customer makes a purchase. Then, pass that Code to CashBox with other AutoBill information.

CashBox will validate the Code to make certain that the Campaign Code is accurate, that it is applicable to one or more Products on the AutoBill, and that it is still within its offer period. CashBox also checks to make certain that a Coupon Code has not yet been submitted more times than was allowed in its creation, and that a Promotion Code has not yet been used for the AutoBill to which it is applied.

CashBox will then automatically calculate any changes to the Billing Transaction, resulting from the redemption of a Coupon or Promotion Code, based on the Campaign details.

- Calculates the amount for the Billing Period(s), up to and including the total charge for the Period. (Campaigns will never result in a credit to the Account.)
- Calculates the sales tax based on the discounted, rather than the original amount, for both Promotions and Campaigns.
- Re-validates an applied Coupon or Promotion when upgrading, downgrading, or side-grading an AutoBill.
- Calculates the applicable Promotion or Coupon discount when prorating an Account during upgrade.

Campaign Codes on AutoBills with multiple Products adhere to the following rules:

- If the eligible Products (eligibility determined at Campaign creation) have a price basis of **Included**, it will apply the discount to the Billing Plan price.
- If the eligible Products have a price basis of **Added**, it will apply the discount to the most expensive Product.
- If the eligible Products are a combination of **Added** and **Included**, CashBox will automatically apply the Campaign to the Product which results in the greatest discount to the AutoBill.

Campaign discounts are "pre-tax." For example, on a bill that is \$100, with a 25% off promotion, and 10% sales tax, the total billed would be \$82.50.

product	\$100.00
Campaign discount	-\$25.00
sub-total	\$75.00
sales tax	\$7.50
total	\$82.50

Note that Credits work differently than discounts; discounts are pre-tax, and Credits are post-tax. In the example above, given a \$100 Product, and a \$25 Credit, CashBox would first calculate the taxed, billable amount ($\$100 + 10\% = \110), and then deduct the Credit ($\$110 - \$25 = \$85$), for a total of \$85.

Credits are always flat amounts, and are never a percentage of the total bill. For more information about granting and removing credits with CashBox, see [Chapter 10: Campaigns](#).

10.4 Creating Campaigns

To create a new Campaign, click **Create New Campaign** button in the upper right of the **Manage Campaigns** page to open the **Create New Campaign** page.

Figure 10-1 Create New Campaign Page

The **Create New Campaign** page is used to define the components of a Campaign. The options shown change depending on the type of Campaign selected (Coupon or Promotion).

Note: Most of these fields will never be visible to your customers. Your customers will see only the Campaign Series and Coupon Codes. Campaign details will be visible to your customers only if you expose them in your storefront.

1. Enter a descriptive **Campaign Name**.
2. Define a unique **Campaign ID** for your Campaign.
3. Define a unique **Series** for each Campaign. This series functions as the Promotion Code, and as a prefix to a generated random string for a Coupon Code.
4. Enter a short **Description**, if desired.
5. Select an **Offer Start** and **End Date**. These dates define the period during which a Campaign Code may be submitted for redemption. A Promotion may offer a discount which extends beyond this period, but the customer must redeem the Promotion Code within this period.

You may also use the date picker to specify a start and end time for your Campaign, if you like. Please note that these times are listed in Pacific Standard (or Daylight) Time.

For example, a Campaign Code for both rolling and fixed period Promotions must be submitted between the Offer Start and End Dates to be valid. In both cases, submitting the Promotion Code during this period will trigger the Campaign discount. For a rolling period Campaign, the discount will be applied for the defined length of the discount period. For a fixed period Promotion, the discount will be applied until the Promotion's end date.

6. Select the **Coupon** or **Promotion** radio button to define whether your Campaign will be a Coupon, or a Promotion. The Campaign options panes will reflect your selection.

The screenshot shows the 'Create New Campaign' interface. The 'Campaign Details' section includes fields for Campaign Name (PostNatalYoga), Campaign ID (PostNatal3Months), Series (MommyAndMeYoga), and Description (for new mothers, 3 month introductory offer). It also has Offer Start and End Date pickers (both set to 12/01/2012 00:00 and 12/31/2013 00:00 respectively) and radio buttons for Coupon and Promotion (selected). Below this is a 'Discounted Products' section with two panes: 'Products' (listing various IDs) and 'Discounted Products' (containing 'Infant-Hatha'). To the right is the 'Promotion Discount' section with a 'Discount Value' of 25%, a checked 'Percentage' checkbox, 'Rolling Period' selected with a value of 3 and 'Months' selected in the dropdown, and a checked 'New Subscriptions Only' checkbox. 'Fixed Period' and 'End' date fields are also present but not active. 'Cancel' and 'Submit' buttons are at the bottom.

Figure 10-2 Create New Campaign Page: Promotion

For Both Coupon and Promotion Campaigns:

1. Use the right and left arrows to move your selected products from the **Products** to the **Discounted Products** pane to select the Products eligible for this Campaign.
2. Define the **Discount Value**. Select a **Currency Code** from the pulldown menu, or select the **Percentage** checkbox to define whether the Campaign is a flat or a percentage discount, then enter a **Discount Value** in the field.
3. Click the **New Subscriptions Only** checkbox to limit the Campaign to new subscriptions, and to prevent it from being applied to existing AutoBills.

For Promotion Campaigns:

1. Select whether your Promotion will have a **Fixed** or **Rolling Period**.
 - A **Rolling Period** begins when your customer submits their Promotion Code to an existing subscription, or uses the Code in purchasing a new subscription. To define a Rolling Period, select a time basis from the pulldown menu (Hours, Days, Weeks, Months, Years, or Billing Cycles), and enter a number in the text field.
 - A **Fixed Period** is available for a limited amount of time. The Promotion ends on a specific date, after which there is no discount to participating customers, regardless of when they submitted their Promotion Code. To define a Fixed Period, enter an End date in the field provided.

Create New Campaign

Campaign Details

Campaign Name: Campaign ID:

Series: Description:

Offer Start Date: (PST) Coupon

Offer End Date: (PST) Promotion

Discounted Products

Products	Discounted Products
10433080	PrenatalSeries
112358	
11235813	
11235813_1186629430	
11235813_1186629523	
11235813_1186990539	
11235813_1187049014	
11235813_1187049154	
11235813_1187052466	

Coupon Discount

Discount Value:

Percentage

Activation: Requires activation before use

Coupon Codes

Number Of Codes:

Separator: Sample: MySeries-934sd533

Restrictions

Minimum Order:

Max Redemptions:

New Subscriptions Only

Figure 10-3 Create New Campaign Page: Coupon

For Coupon Campaigns:

1. Select the **Activation** checkbox to require that the Coupon Campaign be manually activated before use. If checked, use the **Campaign Details: Activate Campaign** button to activate the Campaign. Leave this checkbox unchecked to create a Coupon Campaign which is active at its start date.
2. Enter the **Number of (Coupon) Codes** to create for the Campaign.
3. Enter a **Separator** character to be used to separate the Campaign Series string and the Coupon string, if desired. Valid characters include any printable ASCII text symbol, that is neither a letter nor a number.
4. Enter the minimum Billing Period total (**Minimum Order**), below which the Coupon discount will not be applied.
5. Use the **Max Redemption** pulldown to set the maximum number of different AutoBills to which a single Coupon Code may be applied.

10.4.1 Generating Coupon Codes

When you click **Submit** to create a new Coupon Campaign, CashBox opens the **Campaign Details** window, with the newly created Campaign in the **Pending** state.

The screenshot shows the 'Details for Campaign PreMomYoga2' page. At the top right, the status is 'Pending'. Below the title are several action buttons: 'Activate Campaign', 'Cancel Campaign', 'Clone Campaign', 'Deactivate Campaign', 'Edit Campaign', and 'New Campaign'. The page is divided into several sections:

- Campaign Details:**
 - CAMPAIGN NAME: PreMomYoga
 - CAMPAIGN ID: PreMomYoga2
 - DESCRIPTION: Prenatal Yoga as Starter Kit
 - OFFER START DATE: 2012-06-15 00:00:00 (PST)
 - OFFER END DATE: 2013-06-15 00:00:00 (PST)
 - CAMPAIGN TYPE: Coupon
- Coupon Codes:**
 - COUPON SERIES: MommyToBeHatha
 - NUMBER OF CODES: 500
 - MAX REDEMPTIONS: 1
 - Generate Coupon Codes button
- Products:** PrenatalSeries
- Discount:** DISCOUNT VALUE: 20%
- Restrictions:**
 - Minimum Order:
 - Max Redemptions: 1
 - New Subscriptions Only

Figure 10-4 Campaign Detail Page: Pending Status

Check to make certain that the parameters for your Campaign are accurate, and click **Generate Coupon Codes**.

CashBox will create the number of Codes specified for the Campaign, as randomly generated, 16 character alphanumeric strings. This process will run in the background, until it has completed, at which point the button will change to **Retrieve Coupon Codes**.

Note: After clicking **Generate Coupon Codes**, the **Campaign Details** page will show a status bar for the generation process. Once generation is in progress, you may navigate away from the page. The status bar will show the progress each time you return to the page, until code generation is complete, at which time it will allow you to download the codes.

When Code generation has completed, click the **Retrieve Codes** button to download your file of Coupon Codes.

Once you have retrieved your codes, you must click **Activate Campaign** to activate your campaign, and allow your customers to submit their Coupons.

Warning: Do not activate your Coupon Campaign before generating Coupon Codes. Once Active, Coupon Codes may be *regenerated* for a Campaign, but CashBox will not generate the initial set of Coupon Codes for a Campaign that has already been activated.

10.5 Editing Campaigns

To edit an existing Campaign, click on a Campaign listed in the **Manage Campaigns** page, to open the **Campaign Details** page.

Details for Campaign PostNatalSeries Status: Pending

Campaign Details		Coupon Codes	
CAMPAIGN NAME:	PostNatalYoga	COUPON SERIES:	RecentMommyYoga
CAMPAIGN ID:	PostNatalSeries	NUMBER OF CODES:	500
DESCRIPTION:	Post Natal Series as Starter	MAX REDEMPTIONS:	1
OFFER START DATE:	2012-12-01 00:00:00 (PST)	<input type="button" value="Generate Coupon Codes"/>	
OFFER END DATE:	2013-12-31 00:00:00 (PST)		
CAMPAIGN TYPE:	Coupon		

Products	Discount	Restrictions
PrenatalSeries	DISCOUNT VALUE: 20%	Minimum Order: Max Redemptions: 1 New Subscriptions Only

Figure 10-5 Campaign Detail Page: Coupons

This Campaign Details page lists the **Campaign** name and current **Status** at the top of the page.

The **Campaign Details** page will display a subset of the following buttons. Only those actions available to the current **Status** of your Campaign will be shown.

- Click **Activate Campaign** to activate the Campaign, allowing its Coupon Codes to be redeemed. (This option is displayed only for Pending or Inactive Campaigns.)
- Click **Cancel Campaign** to permanently cancel the Campaign, and all of its existing Campaign Codes.
- Click **Clone Campaign** to make a copy of the current campaign by opening and pre-populating the **Create New Campaign** page. To clone a Campaign, you must enter a unique Campaign Name, ID, and Series.
- Click **Deactivate Campaign** to temporarily disable the Campaign. When clicked, a confirmation dialog will be launched, which will warn that all remaining unused Coupons will be invalidated. If a Campaign is deactivated, customers entering the Codes for the Campaign will receive an error, and will not receive any previously applicable discount. (This option is displayed only for Active Campaigns.)
- Click **Edit Campaign** to open the **Edit Campaign** page, from which the parameters of an Inactive Campaign may be edited. (This option is displayed only for Pending or Inactive Campaigns.)
- Click **New Campaign** to open the **Create New Campaign** page.
- Click **Mark All Used** to mark all coupons **Used** so they cannot be redeemed. This button appears only if a campaign is Active and if Coupon Codes have been generated for the Campaign.

- Click **Regenerate** to invalidate all existing Campaign Codes, and generate new Codes. This button is available only if the Campaign Status is neither Active nor Cancelled, and if Coupon Codes have been generated for the Campaign.

Details for Campaign PostNatal3months Status: **Pending**

Campaign Details		Promotion Code	
CAMPAIGN NAME:	PostNatal3	SERIES:	MommyAndMeYoga
CAMPAIGN ID:	PostNatal3months		
DESCRIPTION:	for new mothers, 3 month intro offer		
OFFER START DATE:	2013-01-01 00:00:00 (PST)		
OFFER END DATE:	2014-01-01 00:00:00 (PST)		
CAMPAIGN TYPE:	Promotion		

Products	Discount	Restrictions
PrenatalSeries	DISCOUNT VALUE: 25% ROLLING PERIOD: 3 Months	New Subscriptions Only

Figure 10-6 Campaign Detail Page: Promotion

The Campaign Details panes list information specific to the Campaign, as defined in the **Create Campaign** page.

- **Number of Codes:** lists the number of Coupon Codes created for this Campaign.
- **Promotion Code:** lists the Series defined for this Campaign.
- **Campaign Codes:** lists the Campaign Codes generated for the Campaign.
- **Number of redemptions:** lists the number of Campaign Code redemptions.
- **% redeemed:** lists the percentage of available Campaign Code that have been redeemed.
- **Products:** lists the Products to which the Campaign discount may be applied.
- **Discount:** lists the Campaign's discount.
- **Restrictions:** lists whether the Campaign is available to All Subscriptions, or to New Subscriptions Only.

10.5.1 Editing Pending Campaigns

Click **Edit Campaign** to open the **Edit Campaign Details** page, and change settings for your Campaign.

Edit Details for Campaign

Campaign Details

Campaign Name: Campaign ID: PostNatal3months
 Series: Description:
 Offer Start Date: (PST) Coupon
 Offer End Date: (PST) Promotion

Discounted Products

Products: PHP5ClientTestProduct-yrtdad, PHP5ClientTestProduct-rtexjo, PHP5ClientTestProduct-ywmyk, PHP5ClientTestProduct-zcovzw, PHP5ClientTestProduct-zdmwxc, PHP5ClientTestProduct-zvmjfq, PremiumYear, Prod1_1310066947, Prod2_1310066947

Discounted Products: PrenatalSeries

Promotion Discount

Discount Value:
 Percentage
 Period Type: Rolling Period Months
 Fixed Period End: (PST)
 New Subscriptions Only

Figure 10-7 Edit Campaign Details Page: Pending Campaign

All fields may be edited for a Campaign that has not yet been activated, except for the Campaign's definition as a Coupon or Promotion.

10.5.2 Editing Active Campaigns

Active Campaigns must first be deactivated, before they may be edited.

Details for Campaign PostNatalSeries Status: Active

Campaign Details

CAMPAIGN NAME: PostNatalYoga
 CAMPAIGN ID: PostNatalSeries
 DESCRIPTION: Post Natal Series as Starter
 OFFER START DATE: 2012-12-01 00:00:00 (PST)
 OFFER END DATE: 2013-12-31 00:00:00 (PST)
 CAMPAIGN TYPE: Coupon

Coupon Codes

COUPON SERIES: RecentMommyYoga
 NUMBER OF CODES: 500
 MAX REDEMPTIONS: 1

Products

[PrenatalSeries](#)

Discount

DISCOUNT VALUE: 20%

Restrictions

Minimum Order:
 Max Redemptions: 1
 New Subscriptions Only


Figure 10-8 Campaign Details Page: Active Campaign

Click **Deactivate Campaign** to temporarily set its status to Inactive, then click **Edit Campaign** to open the **Edit Campaign** page, and change Campaign parameters.

After editing the Campaign's parameters, click **Activate Campaign** to reinstate it.

10.5.3 Cloning Campaigns

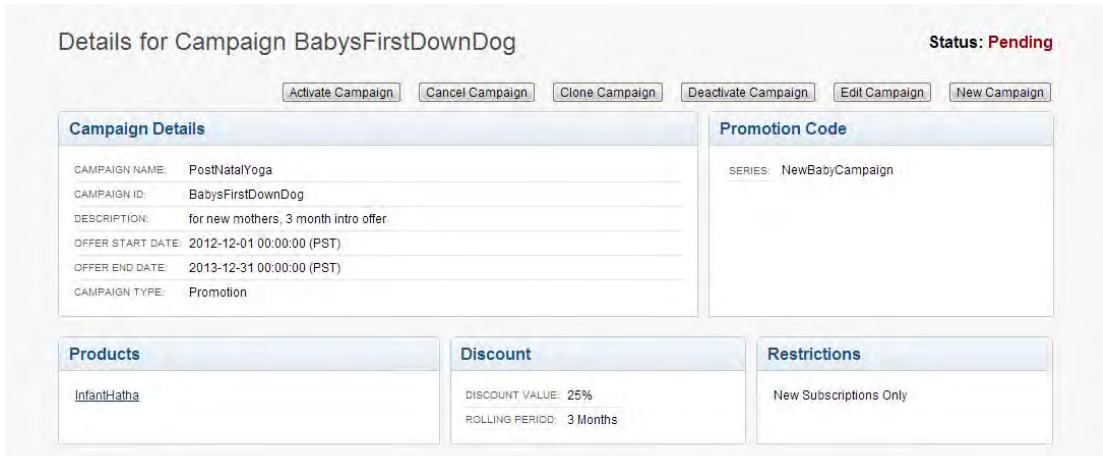
Click **Clone Campaign** to copy an existing Campaign, of any status.



The dialog box is titled 'Clone Campaign Dialog' and contains two input fields. The first field is labeled 'Campaign ID of new campaign:' and contains the text 'BabysFirstDownDog'. The second field is labeled 'Series ID of new campaign:' and contains the text 'NewBabyCampaign'. Below the fields are two buttons: 'Ok' (green) and 'Cancel' (grey). There is a close button (X) in the top right corner.

Figure 10-9 Clone Campaign Dialog

CashBox requires that every Campaign have a unique Campaign and Series ID. Enter a new Campaign ID and Series ID, and click **OK** to create your new Campaign, and open its **Campaign Details** page.



The screenshot shows the 'Details for Campaign BabysFirstDownDog' page. The status is 'Pending'. At the top, there are several buttons: 'Activate Campaign', 'Cancel Campaign', 'Clone Campaign', 'Deactivate Campaign', 'Edit Campaign', and 'New Campaign'. The page is divided into several sections:

- Campaign Details:**
 - CAMPAIGN NAME: PostNatalYoga
 - CAMPAIGN ID: BabysFirstDownDog
 - DESCRIPTION: for new mothers, 3 month intro offer
 - OFFER START DATE: 2012-12-01 00:00:00 (PST)
 - OFFER END DATE: 2013-12-31 00:00:00 (PST)
 - CAMPAIGN TYPE: Promotion
- Promotion Code:**
 - SERIES: NewBabyCampaign
- Products:**
 - InfantHatha
- Discount:**
 - DISCOUNT VALUE: 25%
 - ROLLING PERIOD: 3 Months
- Restrictions:**
 - New Subscriptions Only

Figure 10-10 Campaign Details Page: Clone Campaign

Note: All Clone Campaigns are created with status: Pending.

Click the **Edit Campaign** button to change the parameters for your clone campaign, if desired.

10.6 Managing Campaigns

To access your Campaigns, go to **Manage > Campaigns** to open the **Manage Campaigns** page.

Manage Campaigns for Internet Widgets Company, Ltd.

Create New Campaign

Download as CSV

CAMPAIGN NAME	ID	DESCRIPTION	TYPE	STATE	OFFER START (PST)	OFFER END (PST)	
SLOT00_1313538676	1	campaig...	Special Limited One-Time-Only ...	Promotion	Active	2011-08-16 16:51:...	2011-09-15 16:51:...
SLOT00_1313538752	1	campaig...	Special Limited One-Time-Only ...	Promotion	Active	2011-08-16 16:52:...	2011-09-15 16:52:...
SLOT00_1313539605	1	campaig...	Special Limited One-Time-Only ...	Promotion	Active	2011-08-16 17:06:...	2011-09-15 17:06:...
SLOT00_1313539737	1	campaig...	Special Limited One-Time-Only ...	Promotion	Active	2011-08-16 17:08:...	2011-09-15 17:08:...
SLOT00_1313539825	1	campaig...	Special Limited One-Time-Only ...	Promotion	Active	2011-08-16 17:10:...	2011-09-15 17:10:...
SLOT00_1313540723	1	campaig...	Special Limited One-Time-Only ...	Promotion	Active	2011-08-16 17:25:...	2011-09-15 17:25:...
SLOT00_1313541458	1	campaig...	Special Limited One-Time-Only ...	Promotion	Active	2011-08-16 17:37:...	2011-09-15 17:37:...
SLOT00_1313542943	1	campaig...	Special Limited One-Time-Only ...	Promotion	Active	2011-08-16 18:02:...	2011-09-15 18:02:...
SLOT00_1313543161	1	campaig...	Special Limited One-Time-Only ...	Promotion	Active	2011-08-16 18:06:...	2011-09-15 18:06:...
Special Limited One-Ti...	client_ca...			Promotion	Active	2011-08-16 18:35:...	2011-09-15 18:35:...
Special Limited One-Ti...	client_ca...			Promotion	Active	2011-08-17 12:34:...	2011-09-16 12:34:...

Figure 10-11 Manage Campaigns Page

Use the **Manage Campaigns** page to examine your existing Campaigns, select a Campaign for a more detailed display, or create a new Campaign.

From the **Manage Campaigns** page you may:

- Click **New Campaign** to open the **Create a New Campaign** page.
- Click on a header to sort your list.
- Click **Download as CSV** to download the page contents as a CSV file.
- Click on a **Campaign Name** to open the **Campaign Details** page.

A Campaign may be in one of the following states:

- **Cancelled:** the Campaign has been manually cancelled; its Campaign Codes are no longer valid.
- **Pending:** the Campaign's start date has not yet reached, and the Campaign Code may not yet be used.
- **Active:** the Campaign is well defined, and between its start and end dates.
- **Complete:** the Campaign's end date is in the past, and the Campaign may no longer be used.
- **Inactive:** the Campaign has been marked Inactive, and may not currently be used.

11 Transactions

A CashBox Transaction represents a request for the transfer of funds sent to Vindicia fraud screening, a ChargeGuard application, or a payment processor. A request includes a Payment Method, Account information (including a Billing Address), one or more Products, an amount, and a currency type. A Transaction is either inbound, from a customer's account to be deposited into a merchant's account, or outbound, from a merchant's account to a customer's account via ACH or ECP payment methods.

Transactions may be generated manually, using the CashBox API, or automatically by CashBox as part of an AutoBill or Refund. During processing, some Transactions may be cancelled before being submitted to a payment processor (for example, because the CashBox fraud screening score is above a certain threshold), others are used for ChargeGuard processing, and the remainder are forwarded to a payment processor. Each Transaction is maintained in the CashBox system.

A Transaction may be submitted in real-time (for Fraud Screening, Authorization, Validation, or Capture), or batch submitted (for an AutoBill). Transactions can also be sent to ChargeGuard in batch or real-time mode.

Use CashBox to search your Transactions, view details and activities associated with a single Transaction, or view aggregated results using Transaction reports. You may also issue refunds as appropriate or necessary against captured Transactions.

11.1 Searching for Transactions

To access your Transactions, select **Search > Transactions** to open the **Transaction Search** page.

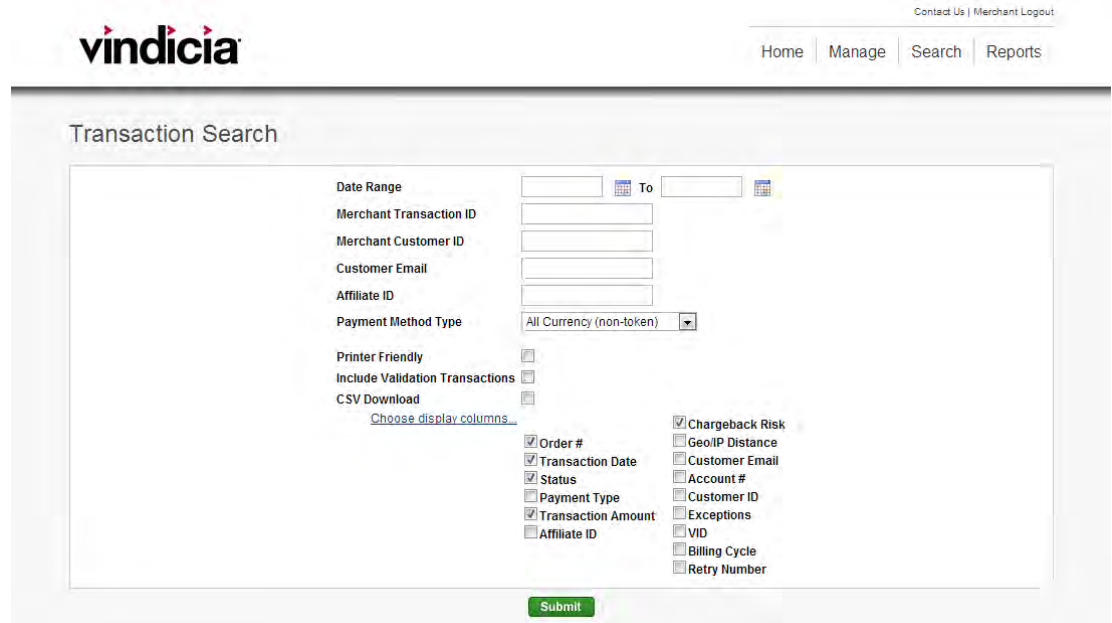


Figure 11-1 Transaction Search Page

1. Enter your desired search parameters, and use the checkboxes provided to select the data to display.

Note: If you want to view all transaction information associated with a particular customer, you may find it more useful to do an **Account Search** to display all AutoBills, Billing History and Activity History associated with the customer.

The following table lists available Search fields:

Table 11-1 Transaction Search Page Fields

Field	Matches
Merchant Transaction ID	Enter the complete Transaction ID, including any leading and trailing zeros. Case sensitive.
Merchant Customer ID	Enter the complete Merchant Customer ID, including leading and trailing zeros. Case sensitive.
Customer Email	Enter the entire email address of the customer. Case insensitive.
Affiliate ID	Enter the complete Affiliate ID. Case sensitive.
Payment Method Type	Select a payment type from the dropdown list. For more information on Payment Method fields, see Table 3-2: CashBox Payment Method Parameters
(Boleto) Fiscal Number	Enter the customer's full fiscal number ((CPF/CNPJ).
Credit Card Number	Enter either a full credit card number or the last four digits of the card.
Direct Debit Account Number	Enter a full or partial bank Account number.
Direct Debit Bank Sort Code	Enter the full bank sort code.
(ECP) Account Number	Enter either a full bank Account number or the last four digits of the Account number for the ECP.
(ECP) Account Routing Number	Enter the full bank routing number for the ECP.
PayPal Email Address	The email address associated with the PayPal account.

Check **Printer Friendly** to produce printable results. Click **Choose display columns** to specify the information shown on the **Transactions List** page when CashBox processes your search.

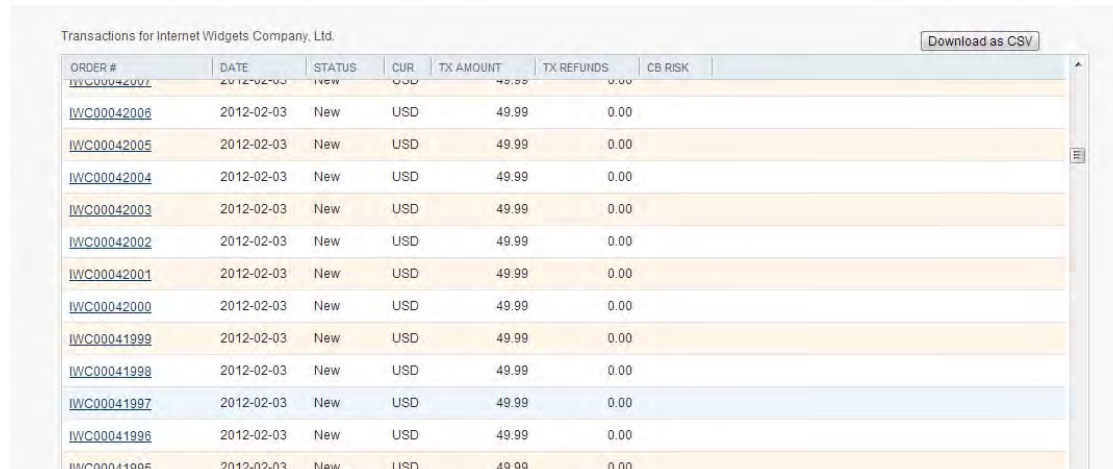
The following table describes the available display options.

Table 11-2 Transactions Search Page: Display Options

Field	Description
Order #	Checked by default. When checked, displays the order number for each listed Transaction in the search results.
Transaction Date	Checked by default. When checked, displays the Transaction date for each listed Transaction in the search results.
Status	Checked by default. When checked, displays the current status of each listed Transaction in the search results.
Payment Type	If checked, displays the Payment Method for the Transaction in the search results.
Transaction Amount	Checked by default. When checked, displays the monetary amount of each listed Transaction in the search results.
Affiliate ID	If checked, displays the affiliate ID of each listed Transaction in the search results, if any.
Chargeback Risk	Checked by default. When checked, displays the chargeback risk assigned to each listed Transaction in the search results.
Geo/IP Distance	If checked, displays the physical distance between the customer's IP address and the customer's billing address for each listed Transaction in the search results. Distance can be a factor in determining chargeback risk.
Customer Email	If checked, displays the email address associated with each listed Transaction in the search results.
Account #	If checked, displays the account number for the Payment Method associated with each listed Transaction in the search results.
Customer ID	If checked, displays the merchant-specific ID for the customer associated with each listed Transaction in the search results.
Exceptions	If checked, displays any exception related to each listed Transaction in the search results, if any.
VID	If checked, displays the Transaction VID.
Billing Cycle	Lists whether a Transaction was the initial or subsequent Billing Cycle on the AutoBill. 0 (zero) indicates an initial Billing Cycle; any number greater than zero indicates a subsequent Billing Cycle. Note: The Billing Cycle number is based on the Billing Plan, which may include free Billing Cycles. This number will include both free and paid Billing Cycles.
Retry Number	Lists the billing attempt. 0 (zero) indicates that the Transaction was captured on the first billing attempt; any number greater than zero indicates that the CashBox retention program was successful in capturing the transaction on a subsequent attempt.

2. Click the **Submit** button to process your search request.

CashBox processes your search request and displays a list of Transactions that match your criteria on the **Transaction List** page.



ORDER #	DATE	STATUS	CUR	TX AMOUNT	TX REFUNDS	CB RISK
IWC00042007	2012-02-03	New	USD	49.99	0.00	
IWC00042006	2012-02-03	New	USD	49.99	0.00	
IWC00042005	2012-02-03	New	USD	49.99	0.00	
IWC00042004	2012-02-03	New	USD	49.99	0.00	
IWC00042003	2012-02-03	New	USD	49.99	0.00	
IWC00042002	2012-02-03	New	USD	49.99	0.00	
IWC00042001	2012-02-03	New	USD	49.99	0.00	
IWC00042000	2012-02-03	New	USD	49.99	0.00	
IWC00041999	2012-02-03	New	USD	49.99	0.00	
IWC00041998	2012-02-03	New	USD	49.99	0.00	
IWC00041997	2012-02-03	New	USD	49.99	0.00	
IWC00041996	2012-02-03	New	USD	49.99	0.00	
IWC00041995	2012-02-03	New	USD	49.99	0.00	

Figure 11-2 Transaction List Page

In some cases you may see more information than you requested from the Search page. For example, if you request the amount of each Transaction, the **Transaction List** page also displays the Currency type in the **CUR** column. (Currency is displayed in ISO-4217 three-letter format.) When Transaction amounts are displayed, any refund amounts are also displayed. If a Transaction is fully or partially refunded, the Status column, when displayed, shows a status of "Refunded." The **Tx Amount** column always displays the original Transaction amount, and the **Tx Refunds** shows the refunded amount (which will always be less than or equal to the **Tx Amount**).

When displayed in search results, the **Transacted In** and **Token Type** fields show only that Tokens were used as a payment method for the Transaction. They will not indicate whether or not a Transaction resulted in granting Tokens to a customer. For information about viewing Token balances related to the customer Account associated with a Transaction, see [Section 9.5: Searching for Token Activity](#).

The Status column, when displayed, indicates the current processing state for each Transaction.

The following table describes CashBox Transaction statuses:

Table 11-3 Transaction List Page: Status Definitions

Status	Description
Captured	Payment processor successfully captured the Transaction.
Cancelled	The Transaction was cancelled because of a hard or soft failure, or because the merchant chose not to capture the transaction, for example, based on fraud screen result.
Refunded	The Transaction was successfully refunded, either fully or partially. The amount of the refund is displayed in the Tx Refund column to the right of the Tx Amount column. If the Tx Refund amount is the same as the Tx Amount, the Transaction was fully refunded, and if Tx Refund is less than Tx Amount, the Transaction was partially refunded.
New	Transaction is created, but not yet submitted for payment.
Authorized	Transaction is successfully authorized and awaiting a capture call.
Auth Expired	Transaction was Authorized, but no Capture was made within the payment processor's authorization time frame and the authorization has expired.
Authorized for Validation	Transaction is successfully validated (for example, \$1.00 authorization).
Deposit Retry Pending	Transaction is being retried within the payment processor system (ECP Transactions only).
Authorized Pending	Transaction passed authorization with the payment processor and the capture of funds is pending.
Authorization Pending	Transaction is created (customer clicked the PayPal button on a merchant site), but has not completed the PayPal payment process. Note: Customer has three hours to complete the transaction before it times out. If the transaction times out, Status remains Authorization Pending indefinitely.
Void	Transaction previously classified as Auth Expired has been reversed. Note: Voiding a transaction avoids Visa fees for Authorizations that are not captured.
Undefined (Status column is empty)	Transaction has not yet been submitted to payment processor. This may be because the Transaction is currently in the middle of processing when viewed.

A summary of all Transaction results totaled by Transacted In and Transaction status appears below the list of Transactions displayed on the Transaction List page. For example, [Figure 11-3: Transaction List Page: Totals](#) shows the totals for the list of Transactions shown in [Figure 11-2](#):

WVC00041989	2012-02-03	New	USD	49.99	0.00
WVC00041989	2012-02-03	New	USD	49.99	0.00

Totals by Currency Type	
New	119.40 EUR
Total	119.40 EUR
AuthorizedPending	120.00 NZD
Total	120.00 NZD
Authorized	325.75 USD
AuthorizedPending	24.00 USD
Cancelled	237.34 USD
New	96791.76 USD
Total	97378.85 USD (10.01 Refunded)

Figure 11-3 Transaction List Page: Totals

- Click the **Download results as CSV** link to download the Transaction list to a CSV file.
- Your browser displays its standard **Save As** dialog box, where you are prompted to provide a name for the downloaded file, and to specify a location to store it.
- Click **Issue Multiple Full Refunds...** at the upper right of the page to issue refunds on multiple listed transactions. For more information, see [Section 11.3: Transaction Details](#).
- Click an **Order #** to open the **Transaction Details** page for the selected Transaction. For more information, see [Section 11.3: Transaction Details](#).

11.2 Refunding Transactions

CashBox allows you to issue full or partial refunds against captured Transactions.

Refund requests are queued into batch jobs that are sent to payment processors periodically throughout the day. If you view a Refund before its batch job is completely processed, the **Refunds** field will list its status as **Pending**. After the refund is processed the status will change to **Complete**.

To refund a Transaction from the **Transaction Details** page, click **Issue Refund** at the top of the page to open the **Issue Refund** page.

Figure 11-4 Issue Refund Page (Currency)

3. Select the refund amount in the **Refund Amount** dropdown menu.

- **Full - Total Billed, <amount>** refunds the entire remaining amount of the Transaction

Note: **Full - Total Billed** is the only refund option available when a refund is issued for a Product that granted Tokens.

- **Partial - Specify % of Original Amount** allows you to specify a percentage of the original Transaction amount to refund. Enter the percentage you wish to refund in the field to the right of the menu, and check the amount CashBox calculates.
- **Partial - Specify Amount** allows you to specify the total amount of the refund. Enter the amount you wish to refund in the field to the right of the menu.

Note: Refund amounts are issued using the same currency as the original Transaction.

4. Enter a **Note**, if desired.

5. If Tokens are associated with a Product purchase through the Transaction, then the Refund Token Action dropdown allows you to specify how to handle refunding of Tokens. Options include:
- **None**, the default, leaves the current Token balance for the Transaction unchanged.
 - **Refund Negative Balance** decrements the current Token balance, which can result in a negative Token balance if the customer has already used some Tokens prior to the refund.
 - **Refund Zero Balance** decrements the current Token balance, but does not allow the Token balance to go below zero.

Note: The Refund Token Action dropdown does not appear for Transactions where payment is made in Tokens if there were no Tokens granted by the purchased Product.

6. The AutoBill Disposition panel allows you to handle the AutoBill associated with the Transaction you are refunding.
- Select **Cancel AutoBill associated with this Transaction** to cancel the AutoBill associated with the transaction. (If unchecked, the AutoBill will not be cancelled.)
 - Select **Send AutoBill Cancellation Notice** to send an AutoBill cancellation notice to the customer.
 - **Entitlement Termination Option** radio buttons allow you to choose between allowing customer continued access to the entitlements associated with the AutoBill through the end of the billing period, or to terminate customer access to entitlements immediately upon issuing the refund.
7. Click **Submit** to issue the refund and open the **Confirm Refund** page, or **Cancel** to back out of the refund process.

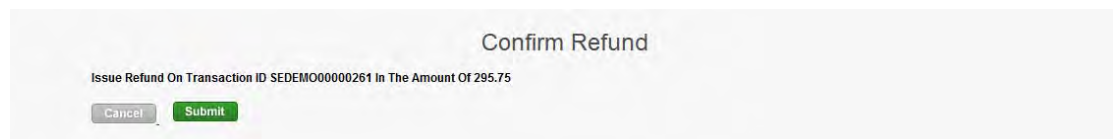


Figure 11-5 Confirm Refund Page

The **Confirm Refund** page gives you a final opportunity to proceed with the refund or to cancel it.

Click **Cancel** to cancel the refund process or **Submit** to proceed with the refund.

If the refund is successful, the **Refund Issued** page is opened.

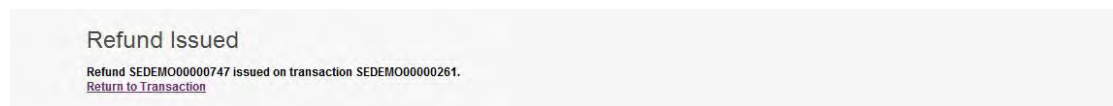


Figure 11-6 Refund Confirmation Page

CashBox will not issue refunds that exceed the amount of the original Transaction. Attempting to issue a refund in excess or the original amount will generate errors. CashBox will also not issue refunds against Cancelled Transactions, and will generate the appropriate warnings.

11.2.1 Issuing Multiple Full Refunds

If you are logged in as an Exception Analyst, CashBox allows you to issue multiple full refunds to selected Transactions.

To issue multiple refunds:

1. Go to **Search > Transactions**, and enter the relevant criteria in the **Transactions Search** page.
2. Click **Choose Display Options...**, and select the **Exceptions** checkbox.
Note: The **Exceptions** columns must be included in your query in order to issue multiple refunds.
3. Click **Submit** to process your search, and open the **Transaction List** page.
4. Click **Issue Multiple Full Refunds...**

The **Transaction List** page refreshes with a Refund column with check boxes to the left of each Transaction that can be refunded. A Transaction is eligible for refund only if it has not been previously partially refunded, and only if it is not associated with a previous Chargeback. A **Submit Multiple Full Refunds** button appears to the right above the list of Transactions.

REF...	ORDER #	DATE	STATUS	C...	TX AMOU...	TX REFU...	CB RI...	...	EX DATE	TX EX	EXC...
	00837536	2012-06-...	New	...	7.12	0.00	1			0.00	
	00838042	2012-06-...	New	...	7.12	0.00	1			0.00	
	00837737	2012-06-...	New	...	7.12	0.00	1			0.00	
	00838041	2012-06-...	New	...	7.12	0.00	1			0.00	
	00837732	2012-06-...	New	...	7.12	0.00	1			0.00	
<input type="checkbox"/>	00837430	2012-06-...	Captured	...	7.12	0.00				0.00	
<input type="checkbox"/>	00837431	2012-06-...	Captured	...	7.12	0.00				0.00	
	00837432	2012-06-...	Cancelled	...	7.12	0.00				0.00	
<input type="checkbox"/>	00837433	2012-06-...	Captured	...	7.12	0.00				0.00	
<input type="checkbox"/>	00837434	2012-06-...	Captured	...	0.00	0.00				0.00	
	00837435	2012-06-...	Cancelled	...	7.12	0.00				0.00	

Figure 11-7 Transaction List Page: Refund Checkboxes

5. Select the Transactions to refund.
6. Click **Submit Multiple Full Refunds** to process the refunds to submit your changes, and open the **Issue Refund** page.

Issue Refund

Order #:	00837430
Original Transaction Amount:	7.12
Email:	test@qq.com
Acct #:	426398XXXXX9299
Merchant Customer Id:	1332082655
AutoBill Serial Number:	ABPS_1332082657
Current AutoBill Status:	Good Standing
AutoBill End Date:	2012-09-18 00:00:00
Entitlement Status:	Inactive

Order #:	00837436
Original Transaction Amount:	10.53
Email:	qa@vindicia.com
Acct #:	422222XXXXX2220
Merchant Customer Id:	1334753140-can-32173
AutoBill Serial Number:	3_1334753140
Current AutoBill Status:	Good Standing
AutoBill End Date:	2012-07-19 00:00:00
Entitlement Status:	Active

Order #:	00837440
Original Transaction Amount:	0.56
Email:	qa@vindicia.com
Acct #:	375555XXXXX5556
Merchant Customer Id:	1337358129-us-4783
AutoBill Serial Number:	4_1337358129
Current AutoBill Status:	Good Standing
AutoBill End Date:	2012-07-19 00:00:00
Entitlement Status:	Active

Figure 11-8 Issue Refund Page: Multiple Transactions

The **Issue Refund** page lists detailed information about each Transaction selected to refund in a separate pane. Below these Transaction detail panes is a Note field, in which you may enter a single note about the refunds, which will be included with each Transaction's records.

The AutoBill Disposition pane allows you to select how the AutoBills associated with these refunds will be handled.

- **Cancel AutoBills associated with each Transaction listed above** will cancel all AutoBills associated with any of the refunded transactions listed above.
- **Send AutoBill Cancellation Notices** will send Cancellation Notices to any account holder of an AutoBill Cancelled as a result of these refunds.

Note: Cancellation Notices will only be set if you have enabled Billing Notifications. See [Chapter 13: Billing Notifications and Templates](#) for more information.

- Entitlement Termination Option:
 - **Allow Customer Access Until End of Current Entitlement Period** will allow the affected Entitlements to finish at their original end dates.
 - **Terminate Customer Access Immediately** will immediately terminate all affected Entitlements.

If any Transaction to be refunded uses Token grants, a dropdown menu, **Refund Token Action**, appears on the page. This dropdown menu allows you to select a refund action for all Token Grants associated with your selected Transactions. The menu offers the following choices:

Table 11-4 Refund Token Actions

Action	Description
None	Token grants remain unchanged when the refund is issued. Note: This is the default action that is taken if you do not select another option.
Refund Negative Balance	Allow a negative token balance when the refund is issued.
Refund Zero Balance	Do not allow token balance to go below zero when the refund is issued.

7. Click **Submit** to continue processing the refunds, or **Cancel** to end processing without issuing refunds.

CashBox displays a final **Confirm Refunds** page that includes an abbreviated list of the Transactions to refund, and the amount to be refunded for each Transaction.

8. Click **Submit** to submit the refunds for processing, or **Cancel** to end processing without issuing the refunds.

If the refunds are successfully submitted for processing, CashBox displays the **Refunds Issued** page.

Refunds Issued

Refund 00838206 issued on transaction 00837430.
AutoBill (Serial No. ABPS_1332082657) associated with Transaction 00837430 was successfully cancelled.
Refund 00838207 issued on transaction 00837436.
AutoBill 3_1334753140 was successfully cancelled. However, the transaction listed below is being processed and was not able to be canceled automatically. You may need to take additional steps to fulfill the customer's request.
Transaction ID: 00829237, Current Transaction Disposition Status: New

Refund 00838208 issued on transaction 00837440.
AutoBill (Serial No. 4_1337358129) associated with Transaction 00837440 was successfully cancelled.

[Return to Transaction Search](#)

Figure 11-9 Multiple Refunds Issued Page

11.3 Transaction Details

The **Transaction Details** page lists information about a single Transaction, including the date, time, and amount of the Transaction, the payment method, customer contact information, and shipping and billing address. Refund and Chargeback details, if any, appear at the top of the page. A tax exemption box is also displayed, when applicable.

For more information on the listed fields, see [Table 11-5: CashBox Transaction Parameters](#).

Transaction SEDEMO0000638

MERCHANT TRANSACTION ID: SEDEMO0000638

REFUNDS: No Refunds.
[Issue Refund](#)

TIMESTAMP: 2012-06-11 09:22:13.000000Z

AMOUNT: 10.84 USD

MERCHANT CUSTOMER ID: IC2

MERCHANT AFFILIATE ID:

DIVISION ID:

IP ADDRESS:

EMAIL: test@anitime.com

CUSTOMER TAX EXEMPTIONS: Not available

BILLING PERIOD START DATE: 2012-06-11 00:00:00

BILLING PERIOD END DATE: 2012-07-10 00:00:00

PAYMENT INFORMATION...

PAYMENT TYPE: [CreditCard \(Active\)](#)

ACCOUNT HOLDER: Test Account

BILLING PROFILE ID:

CUSTOMER SPECIFIED TYPE: VISA

CUSTOMER SPECIFIED DESCRIPTION:

CREDIT CARD NUMBER: 433667XXXXX2754

CREDIT CARD EXPIRATION: 03/2014

LAST ACCOUNT UPDATE REQUEST DATE:

LAST ACCOUNT UPDATE RESPONSE:

DATE OF LAST A/E RESPONSE:

RESPONSE CODE(A/E):

CVN CHECKED: No

AVS CODE:

CVN CODE:

PAYMENT PROVIDER RESPONSE: Successful: Approved

ORIGINAL CHARGEBACK RISK: -1

RISK EXPLANATION: The risk of this order could not be calculated. ([view details...](#))

LATEST CHARGEBACK RISK: -1

RISK EXPLANATION: The risk of this order could not be calculated. ([view details...](#))

[Update Latest Chargeback Risk](#)

SHIPPING NAME: Test Account

SHIPPING ADDRESS: 324 East 36 Street

SHIPPING CITY: New York

SHIPPING STATE/PROVINCE: NY

SHIPPING COUNTRY: US

SHIPPING POSTAL CODE: 10016

SHIPPING PHONE: 6465123817

SHIPPING(FAX) PHONE:

BILLING ADDRESS

NAME: Test Account

ADDRESS: 324 East 36 Street

CITY: New York

STATE/PROVINCE: NY

COUNTRY: US

POSTAL CODE: 10016

BILLING PHONE: 6465123817

BILLING(FAX) PHONE: 6465123817

TYPE	PRODUCT ID	DESCRIPTION	QTY	AMOUNT	CUR
Purchase	IC_250_Subscribers	RatePlan IC_250 0 Emails	1	10.00	USD
Purchase	VIN_SALES_TAX	Sales Tax total	1	0.84	USD
Purchase	VIN_SALES_TAX_CITY	Sales Tax City	1	0.44	USD
Purchase	VIN_SALES_TAX_DISTRICT	Sales Tax District	1	0.40	USD

LINE ITEMS:

TOKEN ACTIVITY: No Token Activity.

TIMESTAMP	DISPOSITION	NOTE
2012-06-11 09:22:13.000000	New	
2012-06-11 09:31:09.000000	Captured	T00

DISPOSITION HISTORY:

ACTIVITY HISTORY: No Activities Found.

Rated Unit Event Timestamp	Product ID	Rate Plan ID	AutoBill ID	Amount
2012-06-11T00:00:00-07:00	IC_250_Subscribers	IC_250	IC2_winezd2	1500 Emails
2012-06-11T00:00:00-07:00	IC_250_Subscribers	IC_250	IC2_winezd2	1000 Emails

RATED UNIT EVENT HISTORY:

Identifier	Value
vin:AutoBillVID	0e8ab5b652c9be51c48c2330e5a65dad051f904e
vin:MerchantAutoBillIdentifier	IC2_winezd2
vin:RetryNumber	0
vin:BillingCycle	0

PERSONAL IDENTIFIERS:

Figure 11-10 Transaction Details Page

Note: [Figure 11-10](#) shows the **Transaction Details** page for a credit card payment. The Payment Information section differs according to the payment method used.

To view a list of all Transactions associated with the Payment Type for the Transaction:

- Click the link in the Payment Type field. For example, if the Payment Type is a credit card, the link is CreditCard (Active) or CreditCard (Inactive).

CashBox opens the **Transactions List** page, which displays a list of all Transactions in your records where payment was made using the same payment method. For more information, see [Section 11.1: Searching for Transactions](#).

To view a list of all Transactions associated with the Customer Email address for the Transaction:

- Click the email address in the **Email** field.

CashBox opens the **Transaction List** page, which displays a list of all Transactions in your records that share a common customer email address.

To view details on the methods used to calculate chargeback risk for the Transaction:

- Click the **view details...** link to the right of the **Chargeback Risk Explanation** field. (If no risk was calculated, no link will be shown.)

A pane is displayed directly below the link, and the link is changed to **hide details...** The pane lists one or more factors that were used to calculate and assign a chargeback risk to the Transaction. To close the pane, click **hide details...**

To issue a refund for the Transaction:

- Click the **Issue Refund** link at the top of the Transaction Details page to open the **Issue Refund** page. For more information, see [Section 11.2: Refunding Transactions](#).

The following table lists and describes the fields included on the **Transaction Details** page.

Table 11-5 CashBox Transaction Parameters

Field	Description
Merchant Transaction ID	The unique identifier assigned to the Transaction sent to the payment processor.
Refunds	<p>Refunds issued against the Transaction.</p> <p>If No Refunds have been issued against the Transaction, click the Issue Refund link to open the Issue Refund page.</p> <p>If refunds have been issued against the Transaction, information is listed in tabular format, including the refund amount, currency type, date, refund status.</p> <p>For more information about the Refunds field, see Section 11.3.3: Refund Details.</p>
Timestamp	The date and time the Transaction was submitted.
Amount	The amount and currency of the Transaction.
Merchant Customer ID	The merchant's unique identifier for the customer.
Merchant Affiliate ID	Custom text field, which may be used to track your affiliates.
Division ID	The merchant ID at the payment processor.
IP Address	The IP address from which the order originated, if available.
Email	The customer's email address provided at the time of Transaction.
Customer Tax Exemptions	<p>Any customer tax exemptions applied to the Transaction. Listed information includes:</p> <ul style="list-style-type: none"> • Tax Exemption Code • Jurisdiction (country) • Start date • End date
Billing Period Start / End Date	The date that the Billing Period Start began / ended.
Chargebacks	<p>Lists Chargebacks issued against the Transaction. If no there are no Chargebacks associated with the Transaction, this field does not appear on the Transaction Details page.</p> <p>For more information about the Chargebacks fields, see Section 11.3.1: Chargeback Details.</p>
Payment Type	<p>The payment method used for the Transaction and a count of the number of previous transactions associated with this particular payment method. Valid types include:</p> <ul style="list-style-type: none"> • CreditCard • ECP • DirectDebit • PayPal • Boletto • EDD • Tokens
Account Holder	The name associated with the payment method used for this Transaction, if provided.
Billing Profile ID	The merchant's unique ID associated with the Billing Profile for this Transaction.
Customer Specified Type	The Credit Card type supplied by the customer, if provided.

Table 11-5 CashBox Transaction Parameters (Continued)

Field	Description
Customer Specified Description	The payment method description supplied by the customer, if provided.
Credit Card Number	The (hashed) credit card number used for this Transaction.
Credit Card Expiration	Expiration date of the credit card, if used for this Transaction.
Last Account Update Request Date	The date of the last (automated) Account Update request.
Last Account Update Response	The returned Response for the last Account Update request.
Date of Last A/E Response	The Date of the last Account Update Response. (A/E indicates whether the full Account , or only the Expiration date was updated.)
Response Code (A/E)	The Response Code for the last Account Update Response. (A/E indicates whether the full Account, or only the Expiration date was updated.)
(Credit Card) CVN Checked	For Credit Card payments, indicates whether the verification code was checked by the payment processor. Valid values are: <ul style="list-style-type: none"> • Yes: code was checked and verified • No: code was not checked
(Credit Card) AVS Code	For Credit Card payments, lists the Address Verification Service reason code and description returned by the payment processor.
(Credit Card) CVN Code	For Credit Card payments, lists the Card Verification Number reason code and description returned by the payment processor.
Account Type	For ECP payments, lists the type of bank Account: Consumer Checking, Consumer Savings, or Corporate Checking.
Payment Provider Response	Indicates the status of the payment provider and if an auth response was expected. Possible values are: <ul style="list-style-type: none"> • Transaction Successful: Approved • Transaction Declined: No Answer • Not Available
Original Chargeback Risk	The originally calculated probability that the Transaction would result in a chargeback or exception as calculated by CashBox if Chargeback Fraud Screening is enabled. <ul style="list-style-type: none"> • -2: an error occurred • -1: no risk determined • 0-100: percent chance of a chargeback or exception The date on which the original chargeback risk was calculated is displayed to the far right of the risk score. <p>Note: Use the data in the Original Chargeback Risk field, if any, and the data in the Latest Chargeback Risk field, described below, to calibrate a Chargeback Risk threshold.</p>
(original) Risk Explanation	Brief explanation of the Original Chargeback Risk score. If the Chargeback Risk is greater than 0, click the view details... link for a more detailed explanation.

Table 11-5 CashBox Transaction Parameters (Continued)

Field	Description
Latest Chargeback Risk	<p>Current probability that a Transaction will result in a chargeback or exception, as calculated by CashBox if Chargeback Fraud Screening is enabled for this merchant Account.</p> <ul style="list-style-type: none"> -2: an error occurred -1: no risk determined 0-100: percent chance of a chargeback or exception <p>The date on which the latest chargeback risk was calculated is displayed to the far right of the risk score.</p> <p>Note: Use the data in the Latest Chargeback Risk field, if any, and the data in the Original Chargeback Risk field, described above, to calibrate a Chargeback Risk threshold.</p>
(latest) Risk Explanation	Brief explanation for the Chargeback Risk score. If the Chargeback Risk is greater than 0, click the view details... link for a more detailed explanation.
Update Latest Chargeback Risk	Click this link to recalculate the latest chargeback risk. The new risk score and update date are displayed in the fields directly above the link.
Billing Address	Billing address information for the customer.
Shipping Address	Shipping address information for the customer.
Transaction Type (ECP only)	<p>For ECP payments, lists the type of Transaction.</p> <ul style="list-style-type: none"> Inbound: funds were debited from the Account, to the merchant. Outbound: funds were credited to Account from the merchant.
Routing Number (ECP only)	For ECP payments, lists the Bank Routing Number.
Account Number (ECP only)	For ECP payments, lists the (hashed) Bank Account Number.
Fiscal Number (Boleto only)	For Boleto payments, displays the last four digits of the customer's registration number (CPF/CNPJ).
Token Type (Token based Transactions only)	Displays the kind of Token used for payment.
Bank Sort Code (EDD only)	For EDD payments, lists the last four digits of the bank sort code.
Ri Code (EDD only)	For EDD payments, lists the Relevé d'Identité Bancaire (RIB) for transactions processed by French banks.
Country Code (EDD only)	For EDD payments, lists the (optional) ISO country code associated with the transaction.
Payment Mandate Received (EDD only)	<p>For EDD payments, indicates if a Payment Mandate for the transaction has been received.</p> <ul style="list-style-type: none"> Yes: mandate was received. (Click the link to download a PDF of the mandate.) No: mandate was not received.

The table at the bottom of the page provides a summary record of the Transaction, including the products purchased, and the records for the Transaction process.

LINE ITEMS:	<table border="1"> <thead> <tr> <th>TYPE</th> <th>PRODUCT ID</th> <th>DESCRIPTION</th> <th>QTY</th> <th>AMOUNT</th> <th>CUR.</th> </tr> </thead> <tbody> <tr> <td>Purchase</td> <td>IC_250_Subscribers</td> <td>RatePlan IC_250 0 Emails</td> <td>1</td> <td>10.00</td> <td>USD</td> </tr> <tr> <td>Purchase</td> <td>VIN_SALES_TAX</td> <td>Sales Tax total</td> <td>1</td> <td>0.84</td> <td>USD</td> </tr> <tr> <td>Purchase</td> <td>VIN_SALES_TAX_CITY</td> <td>Sales Tax City</td> <td>1</td> <td>0.44</td> <td>USD</td> </tr> <tr> <td>Purchase</td> <td>VIN_SALES_TAX_DISTRICT</td> <td>Sales Tax District</td> <td>1</td> <td>0.40</td> <td>USD</td> </tr> </tbody> </table>	TYPE	PRODUCT ID	DESCRIPTION	QTY	AMOUNT	CUR.	Purchase	IC_250_Subscribers	RatePlan IC_250 0 Emails	1	10.00	USD	Purchase	VIN_SALES_TAX	Sales Tax total	1	0.84	USD	Purchase	VIN_SALES_TAX_CITY	Sales Tax City	1	0.44	USD	Purchase	VIN_SALES_TAX_DISTRICT	Sales Tax District	1	0.40	USD
TYPE	PRODUCT ID	DESCRIPTION	QTY	AMOUNT	CUR.																										
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TOKEN ACTIVITY:	No Token Activity.																														
DISPOSITION HISTORY:	<table border="1"> <thead> <tr> <th>TIMESTAMP</th> <th>DISPOSITION</th> <th>NOTE</th> </tr> </thead> <tbody> <tr> <td>2012-06-11 09:22:13.000000</td> <td>New</td> <td></td> </tr> <tr> <td>2012-06-11 09:31:09.000000</td> <td>Captured</td> <td>T00</td> </tr> </tbody> </table>	TIMESTAMP	DISPOSITION	NOTE	2012-06-11 09:22:13.000000	New		2012-06-11 09:31:09.000000	Captured	T00																					
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ACTIVITY HISTORY:	No Activities Found.																														
RATED UNIT EVENT HISTORY:	<table border="1"> <thead> <tr> <th>Rated Unit Event Timestamp</th> <th>Product ID</th> <th>Rate Plan ID</th> <th>AutoBill ID</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>2012-06-11T00:00:00-07:00</td> <td>IC_250_Subscribers</td> <td>IC_250</td> <td>IC2_-winezfd2</td> <td>1500 Emails</td> </tr> <tr> <td>2012-06-11T00:00:00-07:00</td> <td>IC_250_Subscribers</td> <td>IC_250</td> <td>IC2_-winezfd2</td> <td>1000 Emails</td> </tr> </tbody> </table>	Rated Unit Event Timestamp	Product ID	Rate Plan ID	AutoBill ID	Amount	2012-06-11T00:00:00-07:00	IC_250_Subscribers	IC_250	IC2_-winezfd2	1500 Emails	2012-06-11T00:00:00-07:00	IC_250_Subscribers	IC_250	IC2_-winezfd2	1000 Emails															
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2012-06-11T00:00:00-07:00	IC_250_Subscribers	IC_250	IC2_-winezfd2	1000 Emails																											
PERSONAL IDENTIFIERS:	<table border="1"> <thead> <tr> <th>Identifier</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>vin.AutoBillID</td> <td>0e8ab5b652c9be51c48c2330e5a65dad051f904e</td> </tr> <tr> <td>vin.MerchantAutoBillIdentifier</td> <td>IC2_-winezfd2</td> </tr> <tr> <td>vin.RetryNumber</td> <td>0</td> </tr> <tr> <td>vin.BillingCycle</td> <td>0</td> </tr> </tbody> </table>	Identifier	Value	vin.AutoBillID	0e8ab5b652c9be51c48c2330e5a65dad051f904e	vin.MerchantAutoBillIdentifier	IC2_-winezfd2	vin.RetryNumber	0	vin.BillingCycle	0																				
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vin.MerchantAutoBillIdentifier	IC2_-winezfd2																														
vin.RetryNumber	0																														
vin.BillingCycle	0																														

Figure 11-11 Transaction Details Page: Summary

The following table lists and describes the summary table at the bottom of the **Transaction Details** page.

Table 11-6 CashBox Transaction Summary Parameters

Field	Description
Line Items	Lists any AutoBill Items included in the Transaction. For more information, see Section 11.3.4: Line Item Details .
Token Activity	Lists any Token activity associated with the transaction, such as customer purchases, refunds, or grants. For more information, see Section 11.3.5: Token Activity .
Disposition History	Lists Transaction status information and changes. For more information, see Section 11.3.6: Disposition History Details .

Table 11-6 CashBox Transaction Summary Parameters

Field	Description
Activity History	<p>Lists CashBox or customer activity, such as email notifications or payments, related to the Transaction. Activity History might include:</p> <ul style="list-style-type: none"> • Activity type. • Date and time of activity. • Activity details, if any. • <p>Events are either reported by the merchant, or generated by an AutoBill for billing events. Pre-defined event activities include: Login, Logout, Email, Call, URL access, Product delivery/Fulfillment, service use, service cancellation, and Notes.</p> <p>You may also define your own activity events to display in this field.</p> <p>For more information, see Section 11.3.7: Activity History Details.</p>
Rated Unit Event History	<p>Lists the Timestamp, Product ID, Rate Plan ID, AutoBill ID, and number of any Rated Unit Events listed for the Transaction.</p>
Personal Identifiers	<p>Lists any merchant-specific information about the Transaction, including custom information associated with the Transaction in the form of name-value pairs.</p> <p>Note: Click a value displayed as a link to see the AutoBill related to the Transaction.</p> <p>For more information, see Section 11.3.9: Personal Identifiers Details.</p>

11.3.1 Chargeback Details

If there are Chargebacks associated with a Transaction, the Chargeback information is shown at the top of the **Transaction Details** page. Each Chargeback is listed in a separate row in the table. For example:

Details for Transaction OLB04684239					Enter Chargeback
CHARGEBACKS:	Proc Recv'd Date	Chargeback ID	Reason Code	Amount	Status
	2012-06-08 07:00:00.000000	1698344024	83	36.01	New
MERCHANT TRANSACTION ID	OLB04684239				
REFUNDS:	No Refunds.				
TIMESTAMP:	2012-04-29 19:46:20.000000Z				

Figure 11-12 Transaction Details Page: Chargeback Panel

Chargeback data listed may include:

Table 11-7 Chargeback Field Details

Field	Description
Proc Recv'd Date	Timestamp (Date and Time) the Chargeback was acknowledged by the merchant processor.
Chargeback ID	Unique identifier for this Chargeback.
Reason Code	Reason for the Chargeback. For a full list of possible reason codes, see Table 12-3: Chargeback Status Definitions .
Amount	Amount of Chargeback
Status	Current status of the Chargeback. For a full list of Chargeback statuses and definitions, see Table 12-3: Chargeback Status Definitions .

Click the **Chargeback ID** to open the **Chargeback Details** page. For more information, see [Chapter 12: Chargebacks](#).

11.3.2 Chargeback Probability

If you have purchased Vindicia's ChargeGuard Fraud Screening package, the **Transaction Details** page shows **Original Chargeback Risk** and **Current Chargeback Risk** fields that assess the likelihood of a Chargeback, and **Chargeback Risk Explanation** fields that detail the reasons for the Chargeback risk score. For example

PAYMENT PROVIDER RESPONSE:	Successful: Approved		
ORIGINAL CHARGEBACK RISK:	-1	CALCULATED:	2012-06-21 19:54:51 UTC
RISK EXPLANATION:	The risk of this order could not be calculated. (view details...)		
LATEST CHARGEBACK RISK:	-1	CALCULATED:	2012-06-21 19:54:51 UTC
RISK EXPLANATION:	The risk of this order could not be calculated. (view details...)		
	Update Latest Chargeback Risk		
SHIPPING NAME:	Test Account		

Figure 11-13 Transaction Details Page: Chargeback Risk and General Explanation

Note: If a Transaction is associated in any way with a previous Chargeback in the Vindicia system, Chargeback Risk is always 100%.

Use the information in these fields to perform risk analysis and set your Chargeback Risk threshold appropriately.

Click **view details...** to see more information about the Chargeback risk calculation:

LATEST CHARGEBACK RISK:	22	CALCULATED:	2012-06-07 03:46:52.000000 UTC
RISK EXPLANATION:	<p>The risk of this order is medium. (hide details...)</p> <ul style="list-style-type: none"> • <explanation>: explanation: This order is low risk. This order is considered to be a little higher risk because the distance between the billing address and the user's actual location is larger than expected. The order is riskier because the country of the Bank Identification Number (This order is low risk. This order is considered to be a little higher risk because the distance between the billing address and the user's actual location is larger than expected. The order is riskier because the country of the Bank Identification Number) • <shipCityPostalMatch>: Shipping city and state match zipcode (Yes) • <cityPostalMatch>: Billing city and state match zipcode (Yes) • <shipForward>: Shipping address is in database of known risky mail drops (No) • <binMatch>: Country of issuing bank matches billing address country (No) • <freeMail>: Email address is from a free email provider (No) • <anonymousProxy>: IP address is an anonymous proxy (No) • <highRiskCountry>: IP address or billing address country is in a high risk country (No) • <distance>: Distance between IP address and billing address is 589 kilometers (589) • <countryMatch>: IP address and billing address are in same country (Yes) • <binNameMatch>: (NA) • <binPhoneMatch>: (NA) • <countryCode>: (US) • <custPhoneInBillingLoc>: (NotFound) • <ip_city>: (Eddington) • <ip_isp>: (Fairpoint Communications) • <ip_latitude>: (44.8262) • <ip_longitude>: (-68.6934) • <ip_org>: (Fairpoint Communications) • <ip_region>: (ME) • <maxmindID>: (M6DFA1TX) • <proxyScore>: (0) • <riskScore>: (11.35) • <score>: (2.29) <p>Update Latest Chargeback Risk</p>		

Figure 11-14 Transaction Details Page: Chargeback Risk Explanation Details

Note: If you have purchased Vindicia's ChargeGuard Fraud Screening package, you may set up your Transaction searches to display the Chargeback risk score for each Transaction directly on the **Transaction List** page.

For more information about setting display options on the **Transaction Search** page, see [Section 11.1: Searching for Transactions](#).

11.3.3 Refund Details

If there are refunds associated with a Transaction, their information is included on the **Transaction Details** page.

Listed information may include:

Table 11-8 Refunds Field Details

Field	Description
Amount	Amount refunded. CashBox supports both full and partial refunds. (The total amount refunded can never exceed the original Transaction amount.)
Cur or TYPE	Currency or Token Type used for the refund.
TS	Timestamp (Date and Time) of refund.
Status	Current status of the refund. Refunds are submitted to payment processors in batch mode. <ul style="list-style-type: none"> • Pending: Refund is queued in a batch job that has not yet been run. • Complete: Refund was processed by the payment processor.
Ref String	Data returned by the payment processor about the refund. This field is usually empty.
Ref ID	Transaction ID associated with the refund transaction sent to the payment processor.
Note	Any text entered in the Refund's Note field when the refund was processed.

11.3.4 Line Item Details

The **Line Items** pane lists all line items associated with the Transaction, including Products purchased, Charges added, and Tax amounts.



TYPE	PRODUCT ID	DESCRIPTION	QTY	AMOUNT	CUR
Purchase	IC_500_Subscribers	RatePlan IC_500 0 4.0 Tiers	1	14.00	USD
Purchase	VIN_SALES_TAX	Sales Tax total	1	1.17	USD
Purchase	VIN_SALES_TAX_CITY	Sales Tax City	1	0.61	USD
Purchase	VIN_SALES_TAX_DISTRICT	Sales Tax District	1	0.56	USD

TOKEN ACTIVITY: No Token Activity.

Figure 11-15 Transaction Details Page: Line Items Panel (Product)

Line Item information may include:

Table 11-9 Line Items Field Details

Field	Description
Type	Activity associated with the line item (e.g., an item is purchased).
Product ID	A Product ID or shop-keeping unit (SKU) for a line item associated with the Transaction.
Description	A short description of the line item.
Qty	Number of items of Type in this line item.

Table 11-9 Line Items Field Details (Continued)

Field	Description
Amount	Amount paid for the line item.
Cur	Currency used as payment for the Transaction, if currency was used. If Tokens were used instead, this column is not displayed.
Token	Token type used as payment for the Transaction, if Tokens were used. If currency was used instead, this column is not displayed.

11.3.5 Token Activity

When a Transaction involves Tokens, such as when a customer purchases a Product that includes Token grants, or a customer service agent grants Tokens to a customer, that information is recorded in the Transaction's Token Activity history, as listed on the **Transaction Details** page. Each Token Type is listed in a separate row in the table.

TOKEN ACTIVITY:	TIMESTAMP	ACTIVITY TYPE	QTY	TOKEN ID	TOKEN TYPE	NOTE
	2012-06-04 16:41:03	Purchase	-10	Coins	CashBox Shooter Coins	
	2012-06-04 16:41:03	Purchase	100	Bullets	CashBox Shooter Bullets	Token grant for product SKU...
	2012-06-04 16:41:03	Purchase	10	Missiles	CashBox Shooter Missiles	Token grant for product SKU...

Figure 11-16 Transaction Details Page: Token Activity Panel

Listed information includes:

Table 11-10 Token Activity Details

Field	Description
Timestamp	Date and time of the activity involving the specified Token type.
Activity Type	The kind of token activity: <ul style="list-style-type: none"> • Decrement • Purchase • Refund • Grant
Quantity	The number of units of a particular Token Type. If a merchant allows negative token balances, this number may be negative.
Token ID	The Token Type ID.
Token Type	Provides a user friendly name, if any, for the Token.
Note	Merchant-provided note, if any, about the token activity.

11.3.6 Disposition History Details

When a financial action affects a Transaction, the nature of that activity is recorded in the Transaction's disposition history, and on the **Transaction Details** page. For example, when a purchase Transaction made by credit card is successfully processed, the first entry in the **Disposition History** field is assigned a status of **Captured**.

TIMESTAMP	DISPOSITION	NOTE
2012-06-15 10:07:55.000000	New	
2012-06-15 10:10:46.000000	Captured	T00

Figure 11-17 Transaction Details Page: Disposition History Panel

Listed information includes:

Table 11-11 Disposition History Field Details

Field	Description
Timestamp	Timestamp (Date and Time) of the Transaction event.
Disposition	Status of the Transaction event. See Table 11-3: Transaction List Page: Status Definitions for a list of possible Transaction status settings and their meanings.
Note	Text note.

11.3.7 Activity History Details

When activity takes place against a Transaction, such as when an AutoBill notification is sent to a customer, or when a customer service representative adds a note about a customer interaction, that information is stored and listed on the **Transaction Details** page.

TYPE	TS	IP	DETAILS
Note	2012-05-07 17:39:05.000000	NONE	Brought a new customer - Janet O'Reilly on board - granted twenty 15 minute tokens.

Figure 11-18 Transaction Details Page: Activity History Panel

Listed information may include:

Table 11-12 Activity History Field Details

Field	Description
Type	The kind of activity recorded against the Transaction.
TS	Timestamp (Date and Time) that the activity occurred.
IP	IP address where the activity originated, if available.
Details	Specific information associated with the activity. For example, for CashBox email notifications, details include the email type, PSN or Serial Number of the AutoBill, email template name, email template version, and the two letter language code associated with the email template used.

11.3.8 Rated Unit Event History Details

If Rated Unit Events are included in this Transaction, CashBox displays them here.

For more information, see [Section 6.2: Creating Rate Plans](#).

Rated Unit Event Timestamp	Product ID	Rate Plan ID	AutoBill ID	Amount
2012-06-11T00:00:00-07:00	IC_250_Subscribers	IC_250	IC2_wlnezfd2	1500 Emails
2012-06-11T00:00:00-07:00	IC_250_Subscribers	IC_250	IC2_wlnezfd2	1000 Emails

Figure 11-19 Transaction Details Page: Rated Unit Event History Panel

Listed information may include:

Table 11-13 Rated Unit Event History Details

Field	Description
Rated Unit Event Timestamp	The timestamp for the Rated Unit Event.
Product ID	The Product ID associated with the Event.
Rate Plan ID	The Rate Plan ID associated with the Event.
AutoBill ID	The AutoBill ID associated with the Event.
Amount	The number and type of Units included in the Event.

11.3.9 Personal Identifiers Details

If a merchant provides name-value pair data to CashBox in relation to this Transaction, it is displayed in the Personal Identifiers field.

For more information, see [Section 5.3: Deleting Billing Plans](#).



Identifier	Value
vin:AutoBillID	ed28c8baa0a63dc941a93e621aa825727808e608
vin:MerchantAutoBillIdentifier	ICTest12345
vin:RetryNumber	0
vin:BillingCycle	0

Figure 11-20 Transaction Details Page: Personal Identifiers Panel

Listed information may include:

Table 11-14 Personal Identifiers Field Details

Field	Description
Identifier	Your custom identifier for the Transaction.
Value	A value assigned to an instance of the data for this Transaction.

Values displayed as links indicate that the value corresponds to an AutoBill associated with the Transaction. If your user role gives you access to AutoBills, click the link to view the AutoBill details. For more information, see [Chapter 7: AutoBills](#).

12 Chargebacks

A chargeback is a reversal of a credit card transaction, typically initiated when a customer disputes the legitimacy of a financial transaction with a merchant. When a chargeback occurs, the amount of the transaction in dispute is taken back from the merchant's account, often together with an additional bank payment processor fee, and the amount will not be returned unless the merchant can prove the original transaction is legitimate. If a merchant cannot prove the original transaction is legitimate, a merchant stands to lose the product sold, payment for the product, the transaction processing fees, applicable currency conversion commissions, and the penalty of additional chargeback processing fees, if any.

Because CashBox includes Vindicia's ChargeGuard (Your Chargebacks. Our Problem.), Vindicia fights, resolves, and wins chargebacks for you. Because you are configured to take advantage of the ChargeGuard Fraud Screening tools, chargeback protection begins the moment a customer engages in a transaction with you, because Vindicia calculates and reports the risk of a chargeback for the transaction at the time of the transaction. The chargeback risk and the explanation for the risk assessment are stored as part of the transaction record that you can view. (For more information about searching and viewing transaction records, see [Chapter 11: Transactions](#).)

If a chargeback occurs, it is stored in your merchant account as a separate CashBox Chargeback. A CashBox Chargeback encapsulates a detailed record of the chargeback and its history, including the original transaction or transactions it applies to. Use the CashBox portal to search for Chargebacks made against your merchant account, and you can view detailed information about individual Chargebacks. You can also download Chargebacks to a spreadsheet.

12.1 Searching for Chargebacks

Usually when you search Chargebacks you are looking for a specific subset of the Chargebacks registered against your merchant account. For example, you might want to see Chargebacks posted the previous day, or see all Chargebacks posted in the last month that involve a certain customer. The **Chargeback Search** page allows you to specify search criteria for the Chargeback or group of Chargebacks you wish to view.

To access the Chargebacks made against your merchant transactions, select **Search > Chargebacks** from the main menu bar to open the **Chargeback Search** page.

Figure 12-1 Chargeback Search Page

You must provide at least some search criteria on the **Chargeback Search** page, or a warning will be issued.

CashBox uses the information you provide to generate a list of all Chargebacks that match your search criteria. If your search criteria results in a large amount of data being returned the search may take some time to complete.

Best Practice: If your search criteria are too general, CashBox may return more data than your browser's cache size can support, and, therefore, more data than your browser can display.

If you must search or view large amounts of data, contact Vindicia Client Services.

Use **Processor Received Date Range** to narrow Chargebacks to those that occurred within a specified time period.

The following table lists the fields available to your Chargeback search.

Table 12-1 Chargeback Search Page Fields

Field	Matches
Merchant Transaction ID	Enter the complete Transaction ID, including any leading and trailing zeros.
Merchant Customer ID	Enter the complete Merchant Customer ID, including leading and trailing zeros.
Customer Email	Enter the entire email address of the customer.
Credit Card	Enter either a full credit card number, the first six and last four, or only the last four digits of the card.
Chargeback Case/Reference Number	Enter the full identifier for the Chargeback assigned by the merchant processor.
Chargeback ID	Enter the full CashBox identifier for the Chargeback. Case sensitive.

Click the **Choose display columns** link to display a list of check boxes that allow you to specify the information you wish to display on the **Chargeback List** page, and to indicate if the results should be displayed in a printer-friendly format.

The following table lists available Chargeback search options.

Table 12-2 Chargeback Search Page: Display Options

Field	Description
Printer Friendly	If checked, results of the search are displayed in a printable format.
Processor Received Date	Checked by default. When checked, displays the date and time the processor received the Chargeback notice from the issuing bank.
Chargeback ID	Checked by default. When checked, displays the full CashBox identifier for the Chargeback.
Merchant Transaction ID	If checked, displays the merchant Transaction ID of the Transaction associated with each Chargeback in the search results.
Merchant Customer ID	If checked, displays the merchant's customer ID for the customer associated with each Chargeback listed in the search results.
Merchant Transaction Data	If checked, displayed the original Transaction date of the Transaction associated with each Chargeback in the search results.
Credit Card	Checked by default. When checked, displays the blinded credit card number (first 6 and last 4 digits of the credit card number) associated with each Chargeback in the search results.
Original Chargeback Risk	If checked, displays the original chargeback risk calculation, if any. This value is only calculated and stored for merchants who have Chargeback Fraud Screening enabled.

Table 12-2 Chargeback Search Page: Display Options (Continued)

Field	Description
Code	If checked, displays the Address Verification Service code associated with the Chargeback.
CVN Code	If checked, displays the Card Verification Number code associated with the Chargeback.
Reason Code	Checked by default. When checked, displays the card issuer's reason code for the Chargeback. For a full list of possible reason codes, see Appendix C: Chargeback Reason Codes .
Amount	Checked by default. When checked, displays the monetary amount of each listed Chargeback in the search result.
Presentment Amount	Checked by default. When checked, displays the unconverted currency amount of the Chargeback.
Status	Checked by default. When checked, displays the current status of each listed Chargeback in the search results. For a full list of Chargeback statuses and definitions, see Table 12-3: Chargeback Status Definitions .
Bank Merchant ID	If checked, displays the merchant's account number with the merchant processor.
Affiliate ID	If checked, displays the affiliate ID of each listed Transaction in the search results, if any.
Division ID	If checked, displays the sub-division of the merchant ID, if any, by which some payment providers report or settle funds.
Current Chargeback Risk	If checked, displays the current chargeback risk calculation. This value is only calculated and stored for merchants who have Chargeback Fraud Screening enabled. Note: Checking this column may result in slower performance since the current risk is calculated in real time for each Transaction returned in the list.

To search for a specific Chargeback or group of related Chargebacks:

1. Specify your search criteria on the **Chargeback Search** page.
2. Check any desired display options.
3. Click **Submit** to process your search request.

CashBox processes your search request. If only a single Chargeback is returned, CashBox opens the **Chargeback Details** page; if multiple Chargebacks are returned, CashBox opens the **Chargeback List** page.

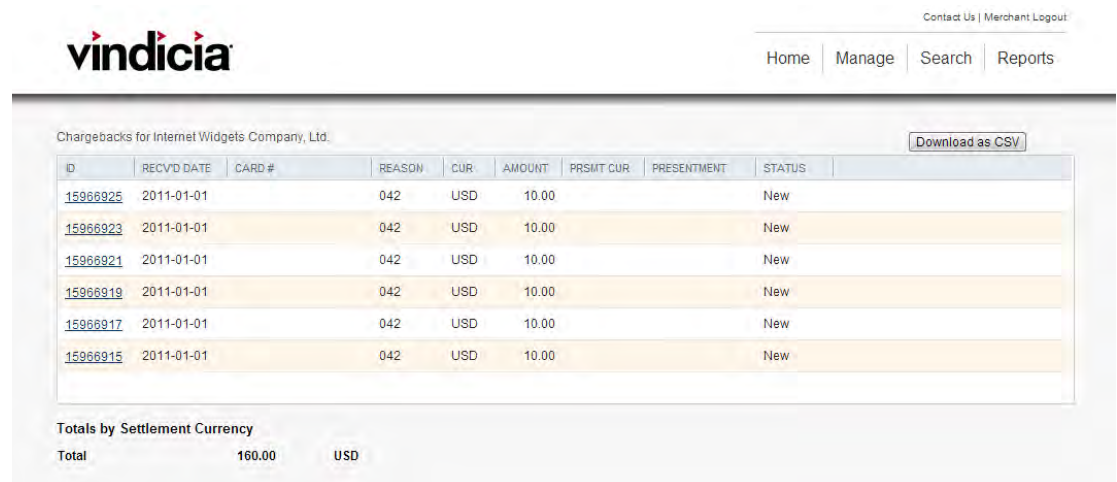


Figure 12-2 Chargeback List Page

The following table lists and describes the available chargeback Status states.

Table 12-3 Chargeback Status Definitions

Status	Definition
New	Vindicia has received the Chargeback, but has not yet processed it.
Retrieval	Vindicia received a Retrieval/Ticket Request for the Transaction.
Responded	Vindicia responded to a retrieval/ticket request for the Transaction.
Legitimate-Other	Vindicia is not challenging the Chargeback due to a merchant’s customer service/billing issue.
Legitimate-Fraud	Vindicia is not challenging the Chargeback because it appears to be a case of true (merchant) fraud.
Challenged	Vindicia has submitted rebuttal documents to the processor in an attempt to reverse the Chargeback, and is awaiting a response from the processor.
Appealed	Vindicia has successfully challenged the Chargeback, but the customer or issuing bank elected to continue the dispute.
Won	Vindicia successfully challenged the Chargeback in favor of the merchant.

Table 12-3 Chargeback Status Definitions (Continued)

Status	Definition
Lost	Vindicia challenged the Chargeback, but the processor determined that the Chargeback stands. No money will be transferred back to the merchant.
Expired	Vindicia cannot respond to the Chargeback because required documents or transaction information was received after the deadline.
Pass	Vindicia chooses not to challenge the Chargeback even though there is complete transaction and chargeback information.
Incomplete	Vindicia cannot yet respond to the Chargeback until missing details or information about the associated transaction are provided.
New-2 nd Chargeback	Vindicia has received a second Chargeback against a transaction previously charged back, disputed, and refunded. (Customers and payment processors are legally permitted to issue a second Chargeback if a merchant wins back the original Chargeback.)
Duplicate	Vindicia received and entered a duplicate Chargeback on a single transaction.
Pre-Arbitration	Visa only. The issuing bank indicates that a customer continues to dispute a Chargeback previously reversed in favor of the merchant, and offers the merchant an opportunity to return the funds to the customer before pursuing arbitration.
Pre-Arbitration Accept	Visa only. A customer continues to dispute a Chargeback previously reversed in favor of the merchant. Vindicia elects to return funds to the customer for the previously won Chargeback rather than pursuing arbitration.
Pre-Arbitration Decline	Visa only. A customer continues to dispute a Chargeback previously reversed in favor of the merchant. Vindicia indicates its willingness to engage in arbitration on behalf of the merchant.
Pre-Arbitration Won	Visa only. A disputed Chargeback slated for arbitration was reversed in favor of the merchant prior to entering arbitration.
Pre-Arbitration Pass	Visa only. The issuing bank indicated that a customer continued to dispute a transaction previously reversed in favor of the merchant. Even though there is complete Transaction and Chargeback information, Vindicia elects to accept the customer's continued dispute and return the funds to the customer rather than pursuing arbitration.
Arbitration	The Chargeback is in arbitration, and the card association will rule on the legitimacy of the Chargeback.

- Click the **Download results as CSV** link to download the listed information as a CSV file.
- Click a listed **ID** to open the **Chargeback Details** page for the selected Chargeback.

12.2 Downloading Chargeback Information

CashBox allows you to download a list of your Chargebacks as a CSV file, for external analysis and tracking.

To download Chargebacks, select **Reports > Spreadsheet Download** from the menu bar to open the **Spreadsheet Download** page.

Figure 12-3 Spreadsheet Download Page

Enter the timespan for which you would like to download Chargeback changes, select a download format, and click **Download File**.

Table 12-4 Spreadsheet Download Options

Field	Description
Download changes from	The timespan for which you would like to download Chargeback changes.
Filtering	If checked, restricts the information downloaded about each Chargeback to the Chargeback's final (current) status.
Download format	Specifies the format CashBox uses to generate the downloaded information: <ul style="list-style-type: none"> • Comma Delimited produces a text file where fields are separated by commas and records by return characters. This is the default download option unless you select another one. • Excel produces a download for direct use in Microsoft Excel. Check Compress download... to compress the downloaded file to a .zip file.

12.3 Chargeback Details

The **Chargeback Details** page lists specific information about a selected Chargeback, including Chargeback details, information about the primary Transaction against which the Chargeback applies, and associated Transactions, if any.

Chargeback: 16035622

Chargeback ID: 16035622	Case Number:
Merchant: Anytime_TEST	Reference Number:
Status: New	Status Change Time: 2012-05-02 15:01:47.000000
Amount: 18.00 USD	Posted Time: 2012-05-02 00:00:00.000000
Reason Code: MCRR	Processor Received Time: 2012-05-02 00:00:00.000000
Description: Retrieval	Vindicia Received Time: 2012-05-02 15:01:47.000000
	Bank Merchant ID:

[Disposition Log](#)

Primary Transaction Information [View Transaction](#)

Merchant Transaction ID:	SEDEMO00000304
Refunds:	No Refunds.
Timestamp:	2012-05-02 10:03:05.000000Z
Amount:	18.00
Merchant Customer ID:	test4
Merchant Affiliate ID:	
Division ID:	
IP Address:	
Email:	cjimenez@vindicia.com
Customer Tax Exemptions:	Not available
Billing Period Start Date:	
Billing Period End Date:	
Payment Information...	
Payment Type:	CreditCard (Active)
Account Holder:	Carlos Jimenez
Billing Profile ID:	
Customer Specified Type:	MASTERCARD
Customer Specified Description:	My Personal Card
Credit Card Number:	514535000004286
Credit Card Expiration:	03/2014
Last Account Update Request Date:	
Last Account Update Response:	
Date Of Last A/E Response:	
Response Code(A/E):	
CVN Checked:	No
AVS Code:	
CVN Code:	
Payment Provider Response:	Successful: Approved Update Latest Chargeback Risk
Shipping Name:	Carlos Jimenez
Shipping Address:	123 Main
Shipping City:	Dallas
Shipping State/Province:	TX
Shipping Country:	US
Shipping Postal Code:	99999
Shipping Phone:	
Shipping(FAX) Phone:	
	Billing Address
	Name: Carlos Jimenez
	Address: 123 Main
	City: Dallas
	State/Province: TX
	Country: US
	Postal Code: 99999
	Billing Phone:
	Billing(FAX) Phone:

TYPE	PRODUCT ID	DESCRIPTION	QTY	AMOUNT	CUR
Purchase	CBS_Bullet_Pack_1000	CashBox Shooter Bullet Pack x1000	1	20.00	
DiscountBeforeTax	VIN_CampaignDiscount	Campaign_Discount_2012-05-02 10:03:05	1	2.00	
Purchase	VIN_SALES_TAX	Sales Tax total	1	0.00	

TIMESTAMP	ACTIVITY TYPE	QTY	TOKEN ID	TOKEN TYPE	NOTE
2012-05-02 10:03:05	Purchase	1000	Bullets	CashBox Shooter Bullets	Token grant for product SKU...
2012-05-02 10:03:05	Purchase	10	Missiles	CashBox Shooter Missiles	Token grant for product SKU...

TIMESTAMP	DISPOSITION	NOTE
2012-05-02 10:03:04.000000	New	
2012-05-02 10:03:09.000000	Authorized	T00 - NA
2012-05-03 04:05:19.000000	Captured	

Activity History: No Activities Found.

Rated Unit Event History: No Rated Unit Events Found.

Personal Identifiers: No Personal Identifiers.

Associated Transactions:

No other transaction information associated with this chargeback.

Figure 12-4 Chargeback Details Page

The bottom of the Chargeback Details page includes a pane which summarizes the Chargeback history.

- **Line Items** lists the Charges and Products associated with the Transaction.
- **Token Activity** lists any Token activity associated with the transaction, such as customer purchases, refunds, or grants.
- **Disposition History** lists the current status of the Transaction as it moves through the payment processor.
- **Activity History** lists CashBox or customer activity, such as email notifications or payments, related to the Transaction.
- **Personal Identifiers** lists any merchant-specific information about the Transaction.

If there are other Transactions related to the primary Transaction, they are listed under **Associated Transactions** at the very bottom of the page.

The following table lists fields available on the **Chargeback Details** page:

Table 12-5 CashBox Chargeback Details Parameters

Field	Description
Chargeback ID	CashBox's unique database identifier for the Chargeback.
Case Number	The identifier for the Chargeback assigned by the merchant processor.
Merchant	Your company's name.
Reference Number	The secondary Chargeback identifier used by some payment processors, if provided.
Status	The current status of the Chargeback and date and time of the latest status. For more information, see Table 12-3: Chargeback Status Definitions .
Status Change Time	The date and time the status of the Chargeback was last changed.
Amount	The amount and currency of the Chargeback.
Posted Time	The date and time that the Chargeback case was received by Vindicia.
Reason Code	The reason code from the payment processor associated with the Chargeback. For more information, see Appendix C: Chargeback Reason Codes .
Processor Received Time	The date and time the processor received the Chargeback notice from the issuing bank.
Description	A detailed explanation of the reason code.
Vindicia Received Time	The date and time the Chargeback was received by Vindicia and entered into the system.
Bank Merchant ID	Your company's unique identifier with the payment processor.
Disposition Log	A link to a log that lists the disposition status history of the Chargeback. Information about the disposition status history is listed in tabular format. Details include: <ul style="list-style-type: none"> • Disposition Status • Timestamp of the latest status • Note, if any, about the status For more information, see Table 12-3: Chargeback Status Definitions .
Merchant Transaction ID	Your identifier for the primary Transaction identifier. Click View Transaction to display the details of the original transaction.
Refunds	Refunded amount(s) for the primary Transaction, if any. If refunds have been issued on the Transaction, information about the refunds is shown in tabular format. Details include: <ul style="list-style-type: none"> • Refund Amount • Currency Type • Date • Refund Status • Additional information, as appropriate For more information, see Section 11.3.3: Refund Details
Timestamp	The date and time the original Transaction occurred.

Table 12-5 CashBox Chargeback Details Parameters (Continued)

Field	Description
Amount	The amount and currency of the original Transaction.
Merchant Customer ID	The merchant's unique identifier for the customer Account.
Merchant Affiliate ID	Custom text field, which may be used to track your affiliates.
Division ID	The sub-division of the Merchant ID by which the payment provider reports or settles funds, if any.
Customer IP	The IP address the original order originated from, if captured and passed to Vindicia.
Email	The customer's email address. Also provides a count of previous transactions associated with this email address.
Customer Tax Exemption	The customer's tax exemption status. If tax exemption status is unknown, this field displays "Not Available."
Payment Type	The payment method used to finance the Transaction and a count of the number of previous transactions associated with this particular payment method. Valid types include: <ul style="list-style-type: none"> • CreditCard • ECP • DirectDebit • PayPal • Boleto • EDD • Tokens
Account Holder	The name associated with the payment method used for this Transaction.
Billing Profile ID	The merchant's unique ID associated with the Billing Profile for this Transaction.
Customer Specified Type	The Credit Card type supplied by the customer.
Customer Specified Description	The payment method profile description supplied by the customer.
Credit Card Number	The credit card number used for this Transaction, if a credit card is used as the payment method for this Transaction. When the customer enters this number, it is hashed, securely sent, and stored in the CashBox system. Thereafter, only the first 6 and last 4 digits of this number are displayed.
Credit Card Expiration	Expiration date of the credit card, if a credit card is used as a payment method for this Transaction.
(ECP) Account Type	Type of bank Account (Consumer Checking, Consumer Savings, or Corporate Checking), if ECP is used as the payment method for this Transaction.

Table 12-5 CashBox Chargeback Details Parameters (Continued)

Field	Description
(ECP) Transaction Type	<ul style="list-style-type: none"> The types of Transactions supported, if ECP is used as the payment method for this Transaction. Valid values are: <ul style="list-style-type: none"> Inbound: funds can be debited from Account (to merchant) Outbound: funds can be credited to Account (from merchant) InboundOutbound: funds can be debited or credited from/to Account Transfer: Funds can be transferred between two Accounts (non-merchant Accounts). Note: This type is not currently supported.
(ECP) Routing Number	Required field, specifying the Bank Routing Number for an ECP
(ECP) Account Number	Required field, specifying the Bank Account Number. When this number is entered it is hashed, securely sent, and stored in the CashBox system. Thereafter, only the last 4 are displayed.
(Boleto) Fiscal Number	Displays the last four digits of the customer's registration number (CPF/CNPJ).
(EDD) Bank Sort Code	Displays the last four digits of the bank sort code.
Token Type	Displays the Token Type used for payment.
Token Description	Displays the description for Token Type used for payment.
Token Balance	Displays the current balance for the Token Type used for payment.
Billing Address	<p>The Billing address information for the customer that may include the customer's Name, Address lines, City, State/Province, Country and Postal Code.</p> <p>Although this field is optional in CashBox, merchants may require parts of the address to process , and to calculate applicable taxes. Note that merchants who charge taxes typically use the address information provided in the Shipping Address field to calculate taxes, because that is the location where the Product will most likely be used.</p>
(Credit Card) CVN Checked	<p>Indicates whether the verification code was checked by the payment processor.</p> <ul style="list-style-type: none"> Yes: code was checked and verified No: code was not checked
(Credit Card) Code	The Address Verification Service reason code and description returned by the payment processor.
CVN Code	The Card Verification Number reason code and description returned by the payment processor.
Payment Provider Response	<p>Indicates the status of the payment provider and if an auth response was expected.</p> <ul style="list-style-type: none"> Transaction Successful: Approved Transaction Declined: No Answer Not Available

Table 12-5 CashBox Chargeback Details Parameters (Continued)

Field	Description
Shipping Information	<p>The shipping address information for the customer, including:</p> <ul style="list-style-type: none"> • Customer's Name • Address • City • State/Province • Country • Postal Code <p>Although this field is optional in CashBox, merchants may require parts of the address to process , and to calculate applicable taxes. Note that merchants who charge taxes typically use the address information provided in the Shipping Address field to calculate taxes, because that is the location where the Product will most likely be used.</p>
Line Items	Lists the items, Products, or services associated with the Transaction.
Disposition History	Lists Transaction status information and changes.
Activity History	<p>Lists all events associated with the Transaction. Activity History might include:</p> <ul style="list-style-type: none"> • Activity type • Date and time of activity • Activity details, if any <p>Events are either reported by the merchant, or generated by an AutoBill for billing events. Pre-defined event activities include: Login, Logout, Email, Call, URL access, Product delivery/Fulfillment, service use, service cancellation, and Notes.</p> <p>You may also define your own activity events to display in this field.</p>
Personal Identifiers	<p>Optional, customized, merchant-specific information associated with the Transaction in the form of name-value pairs.</p> <p>Note: Click a value displayed as a link to see the AutoBill related to the transaction. For more information, see Section 5.3: Deleting Billing Plans.</p>
Associated Transactions	Other Transactions that are related to the primary Transaction that is associated with the Chargeback.

On the Chargeback Details page, you may also:

- View a list of all Transactions associated with the Payment Method displayed for this Transaction.
- View the details about the primary Transactions associated with the Chargeback.
- View a list of all Transactions associated with the Customer Email address displayed for this Transaction.

To view a list of all Transactions associated with the Payment Type for the Transaction:

- Click the link in the Payment Type field. For example, if the Payment Type is a credit card, the link is CreditCard (Active) or CreditCard (Inactive).

CashBox opens the **Transactions List** page, which displays a list of all Transactions in your records where payment was made using the same payment method. For more information, see [Section 11.1: Searching for Transactions](#).

To view details on the primary Transaction associated with the Chargeback:

- Click the **View Transaction** link on the right side of the Chargeback Details page to open the **Transaction Details** page for the Primary Transaction.

To view a list of all Transactions associated with the Customer Email address for the Transaction:

- Click the email address in the **Email** field.

CashBox opens the **Transaction List** page, which displays a list of all Transactions in your records that share a common customer email address.

12.3.1 Refunds

Any refunds associated with the primary Transaction are listed in a **Refunds** pane.

AMOUNT	CUR or TYPE	TS	STATUS	REF STRING	REF ID	NOTE
18.00		2012-06-21 15:53:13	BRD Pending		SEDEMO00000748	

Figure 12-5 Chargeback Details Page: Refunds Pane

Listed information includes:

Table 12-6 Refunds Field Details

Field	Description
Amount	Amount refunded. CashBox supports both full and partial refunds, such that the total amount refunded can never exceed the original Transaction amount.
Cur	Currency used for the refund Transaction.
TS	Timestamp (Date and Time) of refund.
Status	Current status of the refund. (Refunds are submitted to payment processors in batch mode.) <ul style="list-style-type: none"> Pending: Refund is queued in a batch job that has not yet run. Complete: Refund was processed by the payment processor.
Ref String	Data returned by the payment processor about the refund. (This field is usually empty.)
Ref ID	Transaction ID associated with the refund transaction sent to the payment processor.
Note	Any text entered in the Refund's Note field when the refund was processed.

12.3.2 Line Items

If there are one or more Products associated with a Transaction, then the Product information is displayed in tabular form on the Transaction Detail page in the Line Items field. Each line item is listed in a separate row of the table. For example:

TYPE	PRODUCT ID	DESCRIPTION	QTY	AMOUNT	CUR
Purchase	CBS_Bullet_Pack_1000	CashBox Shooter Bullet Pack x1000	1	20.00	
DiscountBeforeTax	VIN_CampaignDiscount	Campaign_Discount_2012-05-02 10:03:05	1	2.00	
Purchase	VIN_SALES_TAX	Sales Tax total	1	0.00	

Figure 12-6 Chargeback Details Page: Line Items Pane

Line Item information includes:.

Table 12-7 Line Items Field Details

Field	Description
Type	Activity associated with the line item..
SKU	A Product ID or shop-keeping unit (SKU) for a line item associated with the Transaction.
Description	A short description of the line item.
Qty	Number of items of Type in this line item.
Amount	Amount paid for the line item.
Cur	Currency used for the Transaction.

12.3.3 Viewing Disposition History Details

Every financial action taken against a Transaction is recorded as **Disposition History**, and listed on the **Chargeback Details** page in chronological order.

	10:03:05		
	TIMESTAMP	DISPOSITION	NOTE
Disposition History:	2012-05-02 10:03:04.000000	New	
	2012-05-02 10:03:09.000000	Authorized	T00 - NA
	2012-05-03 04:05:19.000000	Captured	
Activity History:	No Activities Found.		

Figure 12-7 Chargeback Details Page: Disposition History Pane

Listed information includes:

Table 12-8 Disposition History Field Details

Field	Description
Timestamp	Timestamp (Date and Time) of the Transaction event.
Disposition	Status of the Transaction event. See Table 11-3: Transaction List Page: Status Definitions for a list and description of Transaction status settings.
Note	Optional information provided by the payment processor related to the Transaction, including payment processor reason code.

12.3.4 Activity History

Non-financial activities related to Transactions, such as email billing notifications, or notes added to the Account or AutoBill, are saved as Activity History, and listed on the **Chargeback Details** page.

For an example of the Activity History pane, and a definition of the fields listed, please see [Section 11.3.7: Activity History Details](#).

12.3.5 Personal Identifiers

In addition to the Transaction information that CashBox and ChargeGuard track, merchants may create their own custom applications that use the CashBox and ChargeGuard API to handle Transactions and record additional data in the form of name–value pairs, where **name** is essentially a custom name, and **value** is the data contained in the field. If a merchant provides this data to CashBox or ChargeGuard through a custom application, it is displayed in the Personal Identifiers field for the primary Transaction on the Chargeback Details Page.

For an example of the **Activity History** pane, and a definition of the fields listed, please see [Section 11.3.9: Personal Identifiers Details](#).

13 Billing Notifications and Templates

CashBox can automatically issue customer notifications at predefined moments in the billing cycle, using customized templates. Templates may be defined to notify your customer of billing events (imminent, in-process, successful, or failed), to submit invoices, to warn of a pending subscription expiration, to inform of an overdue balance, or to simply keep them informed of changes in their subscription plan. Work with Vindicia Client Services to create templates to keep your customers informed and engaged in their relationship with your company and your products.

CashBox requires that you submit an email template, if you wish Billing and Invoicing notifications to be emailed to your customers. The email template contains the email *headers*; the Billing and Invoicing templates include the email *contents*.

Note:

- If you do not submit an email template, no notifications will be emailed to your customers.
- If you do not submit a billing or invoicing template, the corresponding notification will not occur. For example, if you do not submit a Soft Fail notification, CashBox will not notify the customer on a soft fail.
- If you do not set a preferred language for a template and an English template exists in the database, CashBox notifies the customer using the English template.
- If the **Pre-Notify Days** field in the **Billing Plan Details** is 0 or blank, CashBox will not issue a prebilling notification.

For more information on billing and invoicing events in CashBox, and on creating email templates, please see Chapter 9: Working with Customer Notifications in the **CashBox Programming Guide**.

13.1 Working with Invoices

CashBox allows you to visually access your generated invoices, and offers features through which existing invoices may be managed.

13.1.1 Searching for Invoices

Select **Search > Invoice** from the menu bar to open the **Invoice Search** dialog.

The screenshot shows the 'Invoice Search' dialog box. At the top left is the 'vindicia' logo. At the top right are links for 'Contact Us | Merchant Logout' and a navigation menu with 'Home', 'Manage', 'Search', and 'Reports'. The dialog itself has a title 'Invoice Search' and contains several input fields: 'Created Date Range' with 'To' and calendar icons, 'Invoice ID', 'Merchant Customer ID', 'Customer Name', 'Customer Email', 'Payment Method Type' (a dropdown menu set to 'All'), 'Printer Friendly' (checkbox), and 'CSV Download' (checkbox). A green 'Submit' button is centered at the bottom of the dialog.

Figure 13-1 Invoice Search dialog

Enter your desired parameters, and click **Submit** to generate the **Invoice Search Results** page.

The screenshot shows the 'Invoices for Internet Widgets Company, Ltd.' page. It features a table with the following columns: INVOICE ID, INVOICE DATE, STATUS, DUE DATE, CUSTOMER, AMOUNT, CHARGES, PAYMENTS, and CREDIT. A 'Download as CSV' button is in the top right. The table contains 10 rows of invoice data.

INVOICE ID	INVOICE DATE	STATUS	DUE DATE	CUSTOMER	AMOUNT	CHARGES	PAYMENTS	CREDIT
TestingNoPriceOnBillingPl...	2012-10-16	Open	2012-10-16	Forest Chump	...	0.00	30.00	0.00
a8b2d7ede4ef8f254e99f47...	2011-11-11	Due	2011-11-11	test_settle 1313098354	...	0.00	0.00	0.00
valq_1308178564-00000001	2011-12-15	Overdue	2011-12-15	Forest Chump	...	0.00	49.99	0.00
valq_1308179320-00000001	2011-12-15	Overdue	2011-12-15	Forest Chump	...	0.00	49.99	0.00
valq_1308179682-00000001	2011-12-15	Overdue	2011-12-15	Forest Chump	...	0.00	49.99	0.00
valq_1308339552-00000001	2011-12-17	Overdue	2012-01-16	Forest Chump	...	0.00	49.99	0.00
valq_1308342014-00000001	2011-12-17	Overdue	2012-01-16	Forest Chump	...	0.00	49.99	0.00
valq_1308523214-00000001	2011-12-19	Overdue	2012-01-18	Forest Chump	...	0.00	49.99	0.00
valq_1308528146-00000001	2011-12-19	Overdue	2012-01-18	Forest Chump	...	0.00	49.99	0.00

Figure 13-2 Invoice Search Results page

Viewing Invoice History

Go to the **Account Details** page to view Invoice History for an Account for the last 12 months.

INVOICE HISTORY:

[Download as CSV](#)

INVOICE ID	INVOICE DATE	STATUS	DUE DATE	CUSTOMER	...	AMOUNT	CHARGES	PAYMENTS	CREDITS
valq 1341008284-00000000	2012-06-29	Open	2012-07-29	Forest Chump	...	0.00	49.99	0.00	0.00

Figure 13-3 Account Details Page: Invoice History pane

The **Invoice History** pane on the **Account Details** page lists the last 12 months' of invoices for the customer's account, sorted by date (by default).

- Click on any header to sort the list by that column.
- Click on an Invoice number to open the **Invoice Details** page.
- Click **Record Payment** to enter a payment. (This link appears only if the Invoice is Due or Overdue.)
- Click **Reverse Payment** to reverse a payment. (This link will appear only if the Invoice has been paid.)

The list includes the following fields:

- **Invoice ID:** the Invoice ID number.
- **Invoice date:** the date the invoice was issued.
- **Status:** the status of the Invoice: Open, Paid, Due, Overdue, or Processing.
- **Payment due date:** the date payment is due.
- **Customer:** the Customer's name.
- **Amount:** the current balance due.
- **Charges:** the total amount of charges added during the last billing period.
- **Payments:** the total amount of payments applied to this invoice.
- **Credits:** the total amount of credits applied to this invoice.
- **Closed date:** the date the invoice was closed.

Invoice Details

Click on an Invoice ID to open the **Invoice Details** page.

Details for invoice valg_1341008284-00000000	
Previous Balance	
PREVIOUS BALANCE:	0.00
	(No Payments)
	0.00 Total
New Charges	
Test Product 1341008 - 2012-06-29 :	49.99
	49.99 Total
Taxes	
	(No Taxes)
	0.00 Total
Credits	
	(No Credits)
	0.00 Total
New Balance	49.99
View Invoice Image	

NAME:	Forest Chump
ADDRESS:	
CITY:	
STATE/PROVINCE:	
COUNTRY:	
POSTAL CODE:	
EMAIL:	devnull@vindicia.com
CURRENT BALANCE:	49.99
ACCOUNT ID:	maccid_1341008284
AUTOBILL ID:	1028082
BILLING PERIOD:	2012-06-29 - 2012-06-29
INVOICE NUMBER:	valg_1341008284-00000000
INVOICE CURRENCY:	USD
INVOICE DATE:	2012-06-29
INVOICE STATUS:	Open
DUE DATE:	2012-07-29

Figure 13-4 Invoice Details Page

The Invoice Details page lists the details of an invoice.

Note: This is not a saved copy of the Invoice sent to your customer. This is generated on the fly, using your submitted Invoice Template, and the information currently in the CashBox database for the listed Invoice.

- Hover over any item to display details for the item.
- Click on a Payment link to open the **Payment Details** page.
- Click on a Product name to open the **Product Details** page.
- Click on a credit to open the **Credit Granted** page.
- Click the **Account ID** number to open the **Account Summary** page.
- Click the **AutoBill ID** number to open the **AutoBill Details** page.
- Click **Record Payment** to enter a payment. (This link appears only if the Invoice is Due or Overdue.)
- Click **Reverse Payment** to reverse a payment. (This link will appear only if the Invoice has been paid.)

Viewing (emailed) Invoice Copies

CashBox allows you to view invoice facsimiles, and re-send them to your customers when necessary. The Invoice Image page shows rendered invoices, as sent to your customers. Invoices are created using either the CashBox Standard or Basic Invoice Template, or your own, custom Invoice Template. (For more information on Invoice Templates, see [Section 13.1: Working with Invoices.](#))

Click the **View Invoice Image** button on the **Invoice Details** page to open a facsimile of the Invoice sent to your Customer.

Internet Widgets Company, Ltd.		Invoice #: valg_1341008284-00000000	
Forest Chump 11235 Fibonacci St. San Mateo, CA 94403 US		Date: 2012-06-29	
Previous Balance			0.00
Payments			
Total Payments			0.00
Balance			0.00
Current Charges			
new_autobill_new_billing_plan1341008284	product 1341008284 default plan	x 1	49.99
	test product_1341008284_1	x 1	0.00
Total Current Charges			49.99
Credits			
Total Credits			0.00
Tax			0.00
Total Amount Due			49.99
Pay By			2012-07-29
eMail Address		<input type="text" value="devnull@vindicia.com"/>	<input type="button" value="eMail Invoice"/>

Figure 13-5 The Invoice Image Page

CashBox also offers an **Invoice Aging Report**, which allows you to monitor your outstanding Invoices' aging and payment history. For more information, see [Section 14.15: Invoice Aging Report.](#)

14 CashBox Reports

CashBox provides a Reports suite that allows you to examine your CashBox data as a spreadsheet. These reports may be customized for specific time frames, and to include select data, and may be exported as a CSV file.

14.1 Generating Reports

CashBox offers three report types:

- **Billing** reports allow you to analyze Transaction data.
- **ChargeGuard** reports (Your Chargebacks. Our problem.) allow you to document and analyze your chargeback activity, and the ChargeGuard team's actions on your behalf.
- The **Chargeback Spreadsheet** lists all chargebacks received during the specified time frame, as well as any status changes that may have been made to existing chargebacks.

To generate a Transaction Report, select **Reports > Billing** to open the **CashBox Reports** list page.

To generate ChargeGuard reports, select **Reports > ChargeGuard** to open the **ChargeGuard Reports** page.

To generate the Chargeback Spreadsheet, select **Reports > Spreadsheet Download** to open the **Spreadsheet Download** dialog.

14.1.1 Report Setup pages

Click the name of a report to launch the setup page for that report. Available search criteria varies from report to report, but the following rules apply to all reports:

- A wildcard character (%) may be used in fields marked with the character (%). Use this symbol to perform "begins with" (abc%), "ends with" (%abc) or "contains" (%abc%) searches.
- Select the CSV Download checkbox to download your report for use in a spreadsheet or word-processing document.
- Click Choose display columns to open a pane listing the data columns available for the report. Use the checkboxes to include or remove columns, as desired.

14.1.2 Results Page Navigation

Click **Submit** to generate the report, or select the **CSV Download** checkbox and click **Submit** to download the report as a CSV file.

CashBox Reports > Transaction Failure Detail Internet Widgets Company, Ltd.
New Search
Download as CSV

Page 1 of 1 (Total Lines Retrieved: 78)

Line	Merchant				Product Information		Payment Method	Type	Status
	Company	Customer	Affi	Sub-affi	ID	Name			
1		maccid_1340375117			1340375117_1	test product	CreditCard	MasterCard	Cancelled
2		maccid_1340375248			1340375248_1	test product	CreditCard	MasterCard	Cancelled
3	The QA::ObjUnit Company	maccid_1340375406			1340375406_1	test product	CreditCard	MasterCard	Cancelled
4		DheNSE			JClientTest-dkS8m4	Online application subscription number JClientTest-dkS8m4	Token	TOKID-Java31TEST-wP9	Cancelled
5		hw803_1340348398			abcd1234	WebSession Item 0	CreditCard	JCB Card	Cancelled
6		1X811E		_affiliate_A6u66b	JClientTest-VK3p2w	Online application subscription number JClientTest-VK3p2w	Token	TOKID-Java31TEST-w7x4	Cancelled
7		6W9K6c		_affiliate_0Q1W6N	JClientTest-yd9umB	Online application subscription number JClientTest-yd9umB	Token	TOKID-Java31TEST-AbuS	Cancelled
8		11Umhf		_affiliate_40QqQ8	JClientTest-495R1G	Online application subscription number JClientTest-495R1G	Token	TOKID-Java31TEST-UmCD	Cancelled
9		1340306328			1340306328	test product	CreditCard	MasterCard	Cancelled

- Results are broken into pages of 100 rows. Click the page numbers at the top of the page, or click **All** to see all rows on a single page.
 - Click on a column name to sort by the column in ascending or descending order.
 - Click the **New Search** link in the upper right to return to the **Report's Setup Page**, and generate a new Report.
 - Click the **CashBox Reports** link to return to the **CashBox Reports** page.
- (Note: Currency is not broken out unless specified in the search criteria.)

14.1.3 Best Practices

The greater the amount of information returned for a report, the longer it will take to generate the report. For example, if your company performs a significant number of Transactions per day, and you search for several months' worth of data, you might want to break the search into smaller periods. The browser's memory can be exceeded for reports with large number of Transactions processed. Also, the more data processing that is required, the longer the report will take to generate. Please be patient for large amounts of data.

14.2 Account Updater Response Code Report

The **Account Updater Response Code** report lists Account Updater responses for the selected payment provider and period of time. It lists card types, Country, Response Codes, and Total Updates for each response.

Figure 14-1 Account Updater Response Code Report Setup

Enter a date range, and click **Submit** to generate the report.

		Response Code			
Card Type	Country	A	C	E	TOTAL
MasterCard	US	0	2	0	2
Visa	US	3	0	1	4
TOTAL		3	2	1	6

Figure 14-2 Account Updater Response Code Report

This report includes the following fields:

Table 14-1 Account Updater Response Code Report Fields

Field	Description
Card Type	The type of credit card used for the Transaction.
Country	The country where the billing address for the Transaction is billed.
Response Code	Response for account update information from the payment processor.
Total	Totals by response codes and total responses processed.

The following tables provide the Account Update response codes for Paymentech and Litle.

Table 14-2 Paymentech Response Codes

Response Code	Description
A	Match made; a new account number.
C	Match made; account closed.
E	Match made; new expiration date.
G	Match made; encrypted account number; contact issuer for new encrypted account number. A new expiration date may be provided.
H	Match made; cardholder has requested that all recurring Transactions be stopped for this account number (Visa Europe only).
M	Match made; cardholder has requested that all recurring Transactions be stopped for this account number at this merchant (Europe only).
N	No match; Non-participating BIN (Visa only).
P	No match; Participating BIN (Visa only).
Q	Issuer requests merchant contact cardholder. (Visa U.S. only).
U	No match; Issuer not participating (Visa Europe only).
V	Account number and expiration date unchanged (Visa only).

Table 14-3 Litle Response Codes

Response Code	Description
191	The merchant is not registered in the update program.
500	The account number was changed.
501	The account was closed.
502	The expiration date was changed.
503	The issuing bank does not participate in the update program.
504	Contact the cardholder for updated information.
505	No match found.
506	No changes found.

14.3 Account Updater Summary Report

This report lists Account Updater activity for the selected date and ten previous days.

Figure 14-3 Account Updater Summary Report Setup

Enter a date, and click **Submit** to generate the report.

Date	Credit Card Type	Updates Requested by Card Type	Total Requests	Updates Received by Card Type	Total Updates	Transactions with Updated Cards Over Past 10 Days	Total Transactions
12-jun-21	MasterCard	0	0	0	0	Successful: 4, Failed: 0	Successful: 4 Failed: 4 Total: 8
	Visa	0		0		Successful: 0, Failed: 4	
12-jun-20	MasterCard	0	0	0	0	Successful: 0, Failed: 2	Successful: 0 Failed: 2 Total: 2
	Visa	0		0		Successful: 0, Failed: 0	
12-jun-19	MasterCard	0	1	0	1	Successful: 0, Failed: 14	Successful: 0 Failed: 14

Figure 14-4 Account Updater Summary Report

This report includes the following fields:

Table 14-4 Account Updater Summary Report Fields

Field	Description
Date	The date when the Account Updater was requested or received.
Credit Card Type	The type of credit card for which the update was requested or received.
Updates Requested by Card Type	The distribution of updates requested on a specific day for a specified card type.
Total Requests	The total number of update requests made that day.
Updates Received by Card Type	The number of updates received per card type for the specified day and for the previous 9 days.
Total Updates	The total updates received per day.
Transactions with updated cards over the past 10 days	Transactions on this date for cards that had been updated over the prior 10 days. <ul style="list-style-type: none"> • Successful indicates that the account was updated. • Failed indicates that the card was not updated
Total Transactions	The total number of successful, failed, and a combined total number for Transactions requested or received for a specified date for each card type. <ul style="list-style-type: none"> • Successful indicates that the account was updated. • Failed indicates that the card was not updated.

14.4 Active AutoBills Report

This report lists Account, Product, and Billing Plan information for AutoBills active within the selected time period.

Figure 14-5 Active AutoBills Report Setup

Enter a date range, select an Affiliate, and click **Submit** to generate the report.

Account VID	Account ID	AutoBill ID	Product ID	Start Date	End Date	# of Days
17c00492e3f855da792dc39aa075f5005d4fa371	BobUpndown	LL-vjirakmw	LittleLeagueTimes	2012-05-24	2012-06-07	15
17c00492e3f855da792dc39aa075f5005d4fa371	BobUpndown	LL-wsze9i8t	PremiumYear	2012-05-24	2012-06-07	15
17c00492e3f855da792dc39aa075f5005d4fa371	BobUpndown	LL-ttkiid9f	LittleLeagueTimes	2012-05-24	2012-06-07	15
17c00492e3f855da792dc39aa075f5005d4fa371	BobUpndown	LL-ipzq4ksc	PremiumYear	2012-05-24	2012-06-07	15
17c00492e3f855da792dc39aa075f5005d4fa371	BobUpndown	LL-62lz5pxe	LittleLeagueTimes	2012-05-24	2012-06-07	15
420907f7632ef4ecc3382e5b376a824a7befe70a	Janelngot	LL-xk11jjd	PremiumYear	2012-05-24	2012-06-07	15

Figure 14-6 Active AutoBills Report

This report includes the following fields:

Table 14-5 Active AutoBills Report Fields

Field	Description
Account VID	A globally unique identifier that is created by CashBox when you create an Account in the CashBox database.
Account ID	Merchant Account ID.
AutoBill ID	The unique identifier that describes the terms of a customer's recurring payments to a product or service.

Table 14-5 Active AutoBills Report Fields (Continued)

Field	Description
AutoBill Status	The current Status for the AutoBill. Values include: <ul style="list-style-type: none"> • Deferred • Good Standing • Hard Error • New • Soft Error • Stopped • Pending • Upgraded • PendingCustomerAction
Product ID	The Product ID from the customer's AutoBill, or as specified in the Transaction.
Start Date	The first day of the specified date range, if the AutoBill was active for the Account on that date. Otherwise, the Start Date will be the date the AutoBill was activated within that date range.
End Date	The last day of the specified date range if the AutoBill was active on that date. Otherwise, the end date will be the date that the AutoBill stopped being active within that date range.
Number of Days	The total number of days that this AutoBill was active within the specified date range.
Rate Plan ID	ID of the Rate Plan associated with the AutoBill.
Rate Plan Description	Description of the Rate Plan associated with the AutoBill.
Rated Unit Totals	The total number of Rated Units included with the AutoBill.
Rated Unit Name	The Name of the Rated Unit included with the AutoBill.

Each affiliate has a summary section for its products, as shown in the table below.

Table 14-6 Affiliate Summary Section

Field	Description
Summary	Totals of recurring payments.
Product ID	The Product ID from the customer's AutoBill, or as specified in the Transaction.
Number of Days recurring payments were in effect.	Total days that the product was active in the time period.

The bottom of the page includes a Grand Summary; a summary of the summaries of all AutoBill reports.

GRAND SUMMARY		
Product ID	# of Days	
CBS_Bullet_Pack_100		34
CBS_Shooter_Coins_750		3
LittleLeagueTimes		31
PremiumYear		99

Table 14-7 AutoBill Data Display

Field	Description
Product ID	The Product ID from the customer's AutoBill.
Number of Days	Total days that the product was active in the specified time period.

14.5 Billing Attempt Summary Report

This report lists billing attempt status for AutoBills during the selected time period, aggregated by Product, Affiliate, and Currency.. It lists total billing attempts, and summarizes successful and failed attempts with the total amount billed. It specifies first, second, and subsequent billing attempts.

This report may be used to determine whether retry attempts for soft failures, and using card updater, result in increased payment capture, and are therefore cost effective when compared with the fees associated with retries.

To determine success rate without retries (CashBox payment capture):

Divide (First Attempt Billing: Successful Attempts) by (First Attempt: Sub Total First Billing).

To determine CashBox payment capture success and card breakage rate:

Divide (Total Billing Attempts: Total Successful Billings) by (First Attempt: Sub Total First Billing).

Figure 14-7 Billing Attempt Summary Report Setup

Enter a date range, and click **Submit** to generate the report.

Line	Product Information		Merchant Information		Total Billings Attempts						Sub-Total First Billings	
	Product ID	Product Name	Affiliate ID	Currency	Total Billings Number	Total Billings Amount	Total Successful Billings Number	Total Successful Billings Amount	Total Failed Billings Number	Total Failed Billings Amount	Number	Amount
1	CBS_Bullet_Pack_100	CashBox Shooter Bullet Pack x100	undefined	_VT	37	111.00	37	111.00			37	111.00
	Subtotal				37		37				37	
2	IC_1000_Subscribers	Product for 1000 Subscribers	undefined	USD	1	20.57	1	20.57			1	20.57
	Subtotal				1		1				1	

Figure 14-8 Billing Attempt Summary Report

This report includes the following fields:

Table 14-8 Billing Attempt Summary Report Fields

Field	Description
Product ID	Product ID from the customer's AutoBill.
Product Name	Product Description from the customer's AutoBill.
Affiliate	Affiliate from the customer's AutoBill.
Currency	Currency of Transaction.
Number	Count of attempts.
Amount	Total billed for attempts.
Total Billings	Every billing attempt made.
Total Successful Billings	Attempts that resulted in successful payments.
Total Failed Billings	Attempts that resulted in Hard Fail or Soft Fail reason codes.
Total Billing Attempts	All attempts made during period specified (initial and retries; success and failures).
First Attempt Billing	Initial attempts (success and failures).
Second Attempt Billing	Second attempt (retries for failures from initial attempt).
Subsequent Attempt Billings	All other attempts (retries for failures from second attempt and any additional - if merchant has specified additional retries).
Subtotal	The Total for the listed Product's results.
Total	The Total for all listed Product's results.

14.6 BIN Analysis Report

This report summarizes the chargeback count by BIN for the selected Status and time period.

This report provides a breakdown of the chargebacks received by month by BIN (Bank Identification Number).

Use this report to identify the Issuing Banks that are generating the highest volume of chargebacks for your company.

Figure 14-9 Bin Analysis Report Setup

Select a date range, and specify the Chargeback Status, if desired. You may also limit your results to the 5, 10, 25, 50, or 100 most active Bank Identification Numbers (BINs) for the selected time period. Click **Submit** to generate the report.

- **Processor Received Date Range:** select the date range for the report results.
- **Status:** select a chargeback status (or multiple statuses) to return, if desired.
- **Top:** select a number to limit your return to the most active BINs.

See [Chapter 12: Chargebacks](#), for a complete list and description of chargeback statuses.

Month	BIN Number	Num CBs	% of Total CBs	Number Unique CCs
05/2012	433665	1	50.00%	1
05/2012	514535	1	50.00%	1

Figure 14-10 Bin Analysis Report

If fewer than the selected number of BINs were active during the time period selected, data on all active BINs will be listed.

The BIN Analysis report lists the following information:

Table 14-9 BIN Analysis Report Fields

Field	Description
Month	The month the chargebacks were received, based on processor received date.
BIN Number	The BIN (Bank Identification Number) from which the listed chargebacks originated.

Table 14-9 BIN Analysis Report Fields

Field	Description
Num CBs	The number of chargebacks received with the listed BIN.
% of Total CBs	The percentage of the total number of chargebacks received during the month that are represented by the indicated BIN. (Num CBs/Total Number of Chargebacks received during the month indicated * 100)
Number Unique CCs	The number of unique credit cards numbers involved in the listed chargebacks.

14.7 Campaign Redemptions Report

The Campaign Redemptions report lists Campaign redemptions, including both the Code redemption and the Transaction processing dates. This report allows you to evaluate the progress of your Campaigns, including the number of Campaign Codes redeemed by day and by product, and the resultant income and discount amounts.

This report lists both the date on which the Campaign Code was redeemed, and the date on which the Billing Transaction was processed, allowing you to track your campaign both by customer response time, and by revenue capture date.

Figure 14-11 Campaign Redemptions Report Setup

Enter search parameters, select the information to be displayed, and click **Submit** to generate the report.

20% Discount Redemptions
Anytime_TEST, 03/04/2012 to 06/14/2012

[New Search](#)
[Download as CSV](#)

Redemption Date	Revenue Date	Product	Redemption #	Redemption Rate	Revenue	Discount	Currency
05/23/2012	05/23/2012	LittleLeagueTimes	2	0.00%	176.00	44.00	USD
05/23/2012	05/23/2012	PremiumYear	2	0.00%	176.00	44.00	USD
05/24/2012	05/24/2012	PremiumYear	10	0.00%	200.00	50.00	USD
TOTALS			14		552.00	138.00	

Figure 14-12 Campaign Redemptions Report

This report contains the following fields:

Table 14-10 Campaign Redemptions Report Fields

Field	Description
Redemption Date	The date the Campaign Code was redeemed.
Revenue Date	The date the listed Transaction was captured.
Product	The Product to which the Campaign Code was applied.
Redemption #	The number of Campaign Codes redeemed on the date listed.
Redemption Rate	The percentage of existing Campaign Codes redeemed.
Revenue	The gross realized discount.
Discount	The currency value of the discount.
Currency	The currency selected for the Campaign.

14.8 Chargeback Reason Code Breakdown Report

This report breaks down the chargeback count, by month and by reason code, for a selected time period.

Use this report to help identify product and/or internal customer service issues that may be resulting in an increased chargeback rate.

[ChargeGuard Reports](#) > Chargeback Reason Code Breakdown Report

Please select the dates, merchants(s) for your report.

Processor Received Date Range: To

Payment Method:

Figure 14-13 Chargeback Reason Code Breakdown Report Setup

Select a Date Range, and a Payment Method, if desired, and click **Submit** to generate the report.

[ChargeGuard Reports](#) > Chargeback Reason Code Breakdown Report

Reason Code	Description	03/2012	04/2012	05/2012	06/2012
Visa					
VIRR	Retrieval	-	-	1	-
	Subtotal	-	-	1	-
MasterCard					
MCRR	Retrieval	-	-	1	-
	Subtotal	-	-	1	-
	Total	0	0	2	0

Figure 14-14 Chargeback Reason Code Breakdown Report

The Chargeback Reason Code Breakdown report lists the following information:

Table 14-11 Chargeback Reason Code Breakdown Report Fields

Field	Description
Reason Code	The reason code assigned to the chargeback by the Payment Processor.
Description	The Payment Processor's description of their reason code.
Month(s)	The month the chargebacks were received, based on Payment Processor received date.

14.9 Chargeback Spreadsheet

The Chargeback Spreadsheet (also referred to as the "Delta Since Report") lists all chargebacks received during the specified time frame, as well as any status changes that may have been made to existing chargebacks.

To generate the Chargeback Spreadsheet, select **Manage > Chargebacks > Spreadsheet Download** from the CashBox menu bar, to open the **Spreadsheet Download** dialog.

Spreadsheet Download

Use the form below to download a file from Vindicia listing the changes to your chargebacks. Choose the date below as well as the format you wish to receive the data.

Download Changes From: To:

Filtering: Display only terminal status

Download Format: Comma Delimited
 Excel

Compress download with zip?

[Download File](#)

Figure 14-15 Spreadsheet Download Dialog

- Select **Display only terminal status** to show only chargebacks with status: terminal.
- Select whether the results should be returned as a **Comma Delimited** or **Excel** file.
- If you create a report for a large date range, select **Compress download with zip** to compress your returned file's size.

Click **Download File** to open the standard **Save As...** dialog, and download your results.

Open the file or save it for future use.

Transaction ID	User ID	Amount	Chargeback Amount	Reason Code	Case Number	Reference Number	Merchant Number	Transaction Date/Time	Processor	Received Date/Time	Posted Date/Time	Status	Changed Date/Time
DEMO00000013	R222	18		721	A234E		5655555	2008-05-18 00:00:00	2008-05-19 00:00:00	2008-05-19 00:00:00	2008-05-19 10:44:57	00	2008-05-19 10:44:57
DEMO00000020	A111	12		713	28918		4444444	2008-05-18 18:29:03	2008-05-19 00:00:00	2008-05-19 00:00:00	2008-05-19 12:28:21	00	2008-05-19 12:28:21
DEMO00000023	A111	12		713	A1111		4444444	2008-05-17 20:50:11	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:31:28	00	2008-05-17 11:31:28
DEMO00000028	A111	12		713	A2222		4444444	2008-05-18 16:17:39	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:31:30	00	2008-05-17 11:31:30
DEMO00000028	8881111	5		7863	33333		4444444	2008-05-18 16:37:22	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:32:04	00	2008-05-17 11:32:04
DEMO00000029	7777	20		713	44444		4444444	2008-05-18 16:27:18	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:32:14	00	2008-05-17 11:32:14
DEMO00000029	A672888	1881		71	88888		5555555	2008-05-18 16:37:13	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:32:38	00	2008-05-17 11:32:38
DEMO00000029	A111	12		713	77777		4444444	2008-05-17 00:00:23	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:32:51	00	2008-05-17 11:32:51
DEMO00000031	7777	20		713	88888		4444444	2008-05-30 11:27:15	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:33:09	00	2008-05-17 11:33:09
DEMO00000031	A672888	20		71	55555		4444444	2008-05-23 14:31:54	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:33:22	00	2008-05-17 11:33:22
DEMO00000023	7777	20		713	44444		4444444	2008-05-18 16:37:18	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:34:52	00	2008-05-17 11:34:52
DEMO00000028	A672888	789		71	88888		5555555	2008-05-18 16:37:12	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:34:57	00	2008-05-17 11:34:57
DEMO00000028	A111	12		713	77777		4444444	2008-05-17 00:00:23	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:34:58	00	2008-05-17 11:34:58
DEMO00000028	A111	12		713	77777		4444444	2008-05-30 11:27:15	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:35:05	00	2008-05-17 11:35:05
DEMO00000031	A672888	20		71	55555		4444444	2008-05-23 14:31:54	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:35:08	00	2008-05-17 11:35:08
DEMO00000029	A111	12		713	22222		4444444	2008-05-18 16:37:25	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:35:10	00	2008-05-17 11:35:10
DEMO00000028	8881111	5		7863	33333		4444444	2008-05-18 16:37:22	2008-05-17 00:00:00	2008-05-17 00:00:00	2008-05-17 11:35:12	00	2008-05-17 11:35:12
DEMO00000013	R222	18		721	A234E		5655555	2008-05-18 00:00:00	2008-05-18 00:00:00	2008-05-18 00:00:00	2008-05-18 11:35:15	00	2008-05-18 11:35:15

Figure 14-16 Chargeback Spreadsheet as an Excel file

The Chargeback Spreadsheet lists the following information:

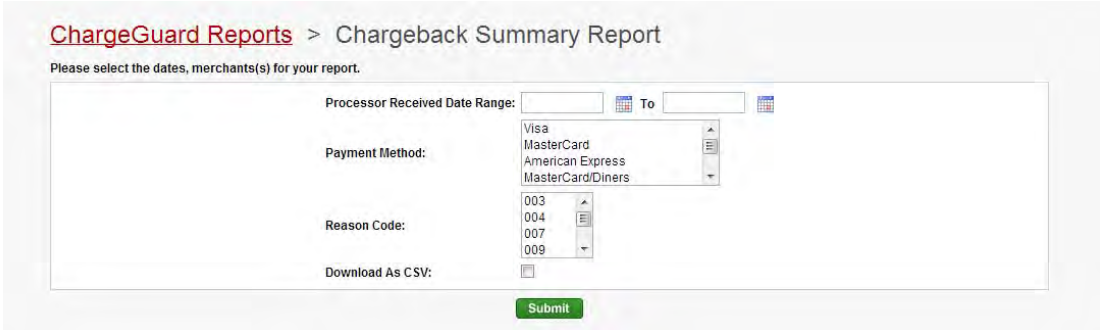
Table 14-12 Chargeback Spreadsheet Fields

Field	Description
Transaction ID	The unique identifier assigned to the transaction.
User ID	The unique identifier assigned to the customer.
Amount	The amount and currency of the original transaction.
Chargeback Amount	The amount and currency of the chargeback.
Reason Code	The reason code associated with the chargeback from the Payment Processor.
Case Number	Identifier for the chargeback assigned by your Payment Processor.
Reference Number	Optional. Used by some processors as a secondary identifier.
Merchant Number	Your company's unique identifier with the Payment Processor.
Transaction Date Time	The date and time the original transaction occurred.
Processor Received Date Time	The date that the chargeback was acknowledged by your Payment Processor.
Posted Date Time	The date and time the chargeback was received by Vindicia and entered into the system.
Status Changed Date Time	The date and time the status of the chargeback was changed. If the chargeback is new, this field is identical to the "Posted Date Time" field.
Chargeback Status	The current status of the chargeback. See Table 12-3: Chargeback Status Definitions in Chapter 12: Chargebacks .
Note	Any additional information concerning the chargeback that may have been noted by Vindicia Client Representatives.

14.10 Chargeback Summary Report

This report lists chargebacks received by your Payment Processor for the selected time period, including payment method, status, currency, reason code and average ticket.

It shows information concerning chargeback trends, and tracks Vindicia's success rate across multiple payment methods and currencies.



The screenshot shows a web interface for generating a Chargeback Summary Report. At the top, it says "ChargeGuard Reports > Chargeback Summary Report". Below this is a prompt: "Please select the dates, merchants(s) for your report." The form contains several fields: "Processor Received Date Range:" with two date pickers and a "To" label; "Payment Method:" with a dropdown menu showing "Visa", "MasterCard", "American Express", and "MasterCard/Diners"; "Reason Code:" with a dropdown menu showing "003", "004", "007", and "009"; and "Download As CSV:" with a checkbox. A green "Submit" button is located at the bottom right of the form area.

Figure 14-17 Chargeback Summary Report Setup

Select a Date Range, and Payment Method and/or Reason Code, if desired, and click **Submit** to generate the Report. (If you specify a Payment Method, the Report will list aggregated data as well.)

- **Processor Received Date Range:** select the range of dates for which you would like chargebacks returned. (**Note:** While you may define a date range by day (03/13/2010), the Chargeback Report Header will show only the month (03/2010).)
- **Payment Method:** select the Payment Method(s) for which you would like chargebacks returned.
- **Reason Code:** select the Reason Code(s) for which you would like chargebacks returned.
- **Download as CSV:** select this checkbox to download your results as a CSV file.

[Download as CSV](#)

	01/2012	02/2012	03/2012	04/2012	05/2012	06/2012	Totals
Total							
Total Chargebacks							
Total Chargebacks	0	0	0	0	2	0	2
Total Amount in USD	0.00	0.00	0.00	0.00	28.00	0.00	28.00
▶							
Chargebacks Disputed (status: challenged, won, or lost)							
Total Chargebacks Disputed	0	0	0	0	0	0	0
Total Amount Disputed in USD	0.00	0.00	0.00	0.00	0.00	0.00	0.00
As % of Total Chargebacks	0	0	0	0	0.00%	0	0.00%
▶							
Chargebacks Not Disputed (status: true fraud or valid chargeback)							
Total Chargebacks Not Disputed	0	0	0	0	2	0	2
Total Amount Not Disputed in USD	0.00	0.00	0.00	0.00	28.00	0.00	28.00
As % of Total Chargebacks	0	0	0	0	100.00%	0	100.00%
▶							
True Fraud Chargebacks							
Total Legit-Fraud Chargebacks	0	0	0	0	0	0	0
Total Amount Legit-Fraud in USD	0.00	0.00	0.00	0.00	0.00	0.00	0.00
As % of Total Chargebacks	0	0	0	0	0.00%	0	0.00%
▶							
Chargebacks Won (disputed and reversed in merchant's favor)							
Total Chargebacks Won	0	0	0	0	0	0	0
Total Amount Won in USD	0.00	0.00	0.00	0.00	0.00	0.00	0.00
As % of Total Chargebacks	0	0	0	0	0.00%	0	0.00%
▶							
Chargebacks Lost (disputed and NOT reversed in merchant's favor)							
Total Chargebacks Lost	0	0	0	0	0	0	0
Total Amount Lost in USD	0.00	0.00	0.00	0.00	0.00	0.00	0.00
As % of Total Chargebacks	0	0	0	0	0.00%	0	0.00%
▶							

Figure 14-18 Chargeback Summary Report

(All currencies included during the specified date range will be listed in the report.)

Click the red arrow to open a details pane for the selected field, which will break down the information shown by currency, listing individual sub-totals by:

- Quantity,
- Amount,
- Amount in USD, and
- As % of Total Chargebacks.

[ChargeGuard Reports](#) > Chargeback Summary Report

[Download as CSV](#)

	01/2012	02/2012	03/2012	04/2012	05/2012	06/2012	Totals
Total							
Total Chargebacks							
Total Chargebacks	0	0	0	0	2	0	2
Total Amount in USD	0.00	0.00	0.00	0.00	28.00	0.00	28.00
Quantity - USD							
Quantity - USD	0	0	0	0	2	0	2
Amount - USD							
Amount - USD	0.00	0.00	0.00	0.00	28.00	0.00	28.00
Amount - USD in USD							
Amount - USD in USD	0.00	0.00	0.00	0.00	28.00	0.00	28.00
As % of Total Chargebacks							
As % of Total Chargebacks	0	0	0	0	100.00%	0	100.00%
Chargebacks Disputed (status: challenged, won, or lost)							
Total Chargebacks Disputed	0	0	0	0	0	0	0

Figure 14-19 Chargeback Summary Report Details

The Chargeback Summary report lists the following information:

Table 14-13 Chargeback Summary Report Fields

Field	Description
Total Chargebacks	Lists the total number and USD value of chargebacks received for the selected reason code(s) during the time period specified (based on processor received date).
Chargebacks Disputed	Lists the total number of chargebacks disputed by Vindicia, their value in USD, and their percentage of total chargebacks received for the time period (based on processor received date). Disputed chargebacks include those with status: challenged, won, or lost.
Chargebacks Not Disputed	Lists the number of chargebacks received but not disputed by Vindicia for the time period specified (based on processor received date). Chargebacks not disputed include those with status: true fraud or valid chargeback. This pane also lists the information shown by: <ul style="list-style-type: none"> • True Fraud Chargebacks • Total Legit-Fraud Chargebacks • Total Amount Legit-Fraud in USD • As % of Total Chargebacks Click the red arrow to open panes listing this information by currency.
Chargebacks Won	Lists the number of chargebacks, for the selected reason code(s), that were received, challenged, and successfully reversed in the merchant's favor during the listed time period (based on processor received date).
Chargebacks Lost	Lists the number of chargebacks, for the selected reason code(s), that were received, challenged, and not reversed in the merchant's favor during the listed time period (based on processor received date).

14.11 Customer Entitlement Detail Report

This report lists active Accounts, and their current Entitlement status, for all AutoBills active during the selected time period.

Figure 14-20 Customer Entitlement Detail Report Setup

Enter a date range and Customer (optional), select the information you wish to be displayed, and click **Submit** to generate the report.

Transaction Log			Product Information	
Line	Date	Status	Product ID	Product Name
1	2012-06-02 00:10	Success	PremiumYear	One Year of Premium Support
2	2012-06-06 11:10	Success	IC_250_Subscribers	Product for 250 Subscribers
3	2012-06-06 13:09	Success	IC_250_Subscribers	Product for 250 Subscribers
4	2012-06-07 08:22	Success	IC_500_Subscribers	Product for 500 Subscribers

Figure 14-21 Customer Entitlement Detail Report

This report includes the following fields:

Table 14-14 Customer Entitlement Detail Report Fields

Field	Description
Date	Date of last status change.
Status	Entitlement status for customer.
Product ID	Product ID from the customer's AutoBill, or as specified in the Transaction. If the Transaction is not generated from an AutoBill and the Product is not defined in Cash-Box, this field will not be populated.
Product Name	Product description from the customer's AutoBill, or as specified in the Transaction. If the Transaction is not generated from an AutoBill and the Product is not defined in CashBox, this field will not be populated.
Customer	The Customer ID from the customer's Account.
Name	Customer name.
Company	Customer's company.

14.12 Deferred Income Summary Report

This report lists earned and outstanding income for the selected month. Use this report to determine what income can be recognized, and what income should be considered outstanding (in case of plan cancellation or refund), for Transactions associated with AutoBills that have billing plan cycles longer than 1 month. Earned and Liabile totals deferred per billing plan are only pertinent to billing periods that span more than one month.

All rows are displayed in results, subtotaled by Billing Plan (Tier) for Count, Earned, Liabile and Total.

Figure 14-22 Deferred Income Summary Report Setup

Enter a date, and click **Submit** to generate the report.

Tier	Month	Count	Earned	Liabile	Total
LL_CommandCenter_Annual	2012-05	1	12.40	136.45	148.85
LL_CommandCenter_Annual	Total	1	12.40	136.45	148.85
LL_LifeLock_Annual	2012-05	16	150.83	1659.17	1810.00
LL_LifeLock_Annual	Total	16	150.83	1659.17	1810.00
LL_Ultimate_Annual	2012-05	19	464.81	5112.92	5577.73
LL_Ultimate_Annual	Total	19	464.81	5112.92	5577.73

Figure 14-23 Deferred Income Summary Report

This report includes the following fields:

Table 14-15 Deferred Income Report Fields

Field	Description
Tier	Billing Plan Description.
Month	Month containing earned income relative to report date.
Count	Number of AutoBills with billing cycle > 1 month which had Transactions captured in the month.
Earned	Total revenue that can be considered bookable. (amount collected / # of months in the period) * (months outstanding) * count
Liabile	Total revenue that can be considered outstanding. (amount collected / # of months in the period) * (months remaining) * count
Total	Total revenue collected (earned + liable).

14.13 Email Notification Detail Report

This report lists all email notifications sent, their recipients, and their type, for the selected time period.

Figure 14-24 Email Notification Detail Report Setup

Enter search parameters, select information to be displayed, and click **Submit** to generate the report.

Line	Customer			Notify	
	ID	Email	Name	Date	Type
1	1234567890	shane@vindicia.com	Leigh Smith	2012-06-21 21:47	InitialSuccess
2	1234567890	shane@vindicia.com	Leigh Smith	2012-06-22 01:17	Success
3	81818181	shane@vindicia.com	Sam Student	2012-06-21 21:11	Pre-billing
4	81818181	shane@vindicia.com	Sam Student	2012-06-21 21:37	Pre-billing
5	81818181	shane@vindicia.com	Sam Student	2012-06-21 21:37	InitialSuccess

Figure 14-25 Email Notification Detail Report

This report includes the following fields:

Table 14-16 Email Notification Detail Report Fields

Field	Description
Customer ID	The Customer ID from the customer's Account.
Customer Email	Email address of the customer to whom the notification was sent.
Customer Name	Customer name.
Notify Date	Date and time (Pacific Time) that the notification was sent.
Notify Type	Type of notification sent.

14.14 Exception by Affiliate Report

This report lists all Transaction exceptions (charge backs, declines, etc.), received during the selected time period, sorted by affiliate.

Totals, by page or All, provided for Exception Amount, Pre-Tax and Total Billed.

CashBox Reports > Exception by Affiliate Internet Widgets Company, Ltd.

Exception Date From To

Customer #

Affiliate/Cipher #

Sub-Affiliate #

Currency

Payment Method

CSV Download

Choose display columns...

- Affiliate ID RC Customer Name Total
- Sub-Affiliate Status Country Order Date
- Case# Product ID Order ID MOP
- Amt Product Name Pre-Tax Currency
- Exception Date Customer ID Tax

(Enter report search criteria or just click **Submit** for all records in the system.)

Figure 14-26 Exception by Affiliate Report Setup

Enter your search parameters, select the information you wish to be displayed, and click **Submit** to generate the report.

CashBox Reports > Exception by Affiliate Anytime_TEST
[New Search](#)

Page 1 of 1 (Total Lines Retrieved: 2)

Line	Affiliate Info		Exception Info				Product Info		Customer Info			Order ID	
	Affiliate ID	Sub-affiliate	Case#	Amt	Exception Date	RC	Status	Product ID	Product Name	Customer ID	Customer Name		Country
1				10.00	2012-05-02 00:00	VIRR	New					US	SEDEMO000002
2				18.00	2012-05-02 00:00	MCRR	New					US	SEDEMO000003
		Total		28									

Figure 14-27 Exception by Affiliate Report

This report includes the following fields:

Table 14-17 Exception by Affiliate Report Fields

Field	Description
Affiliate ID	Affiliate from the customer's AutoBill, or as specified in the Transaction.
Sub-Affiliate	Sub-Affiliate from the customer's AutoBill, or as specified in the Transaction.
Case #	Exception ID.
Amt	Amount of chargeback or exception.
Date	Date and time the Transaction was processed.
RC	Reason code associated with chargeback or exception.
Status	Current status of chargeback or exception.
Product ID	Product ID from the customer's AutoBill, or as specified in the Transaction. If the Transaction is not generated from an AutoBill and the Product is not defined in Cash-Box, this field will not be populated.
Product Name	Product Description from the customer's AutoBill, or as specified in the Transaction. If the Transaction is not generated from an AutoBill and the Product is not defined in CashBox, this field will not be populated.
Customer ID	ID of the customer associated with the exception.
Customer Name	Name of the customer associated with the exception.
Country	Customer Country.
Order ID	Order Info Transaction ID of the Transaction.
Pre-Tax	Amount before tax of original Transaction.
Tax	Tax calculated for original Transaction.
Total	Total Billed, Amount plus Tax for original Transaction.
Order Date	Order Info date of original Transaction.
MOP	(Method of Payment) Payment Method used (e.g., Credit Card, ECP, PayPal).
Currency	Currency of Transaction.

14.15 Invoice Aging Report

The **Invoice Aging** report lists outstanding invoices, and their current age. (An invoice begins to age when it is created, and stops aging when it is paid.)

To generate an Invoice Aging Report, select **Reports > CashBox > Invoice Aging** to open the **Invoice Aging Report** setup dialog.

Invoice Aging Internet Widgets Company, Ltd.

Merchant Transaction ID

Merchant Customer ID

Customer Email

Affiliate ID

Payment Method Type

CSV Download

Choose display columns... Invoice ID 30 Days

Invoiced 60 Days

Due Day 90 Days

Customer 120 Days

Current 180 Days

Figure 14-28 Invoice Aging Report Setup

Enter your search parameters, select the information you wish to be displayed, and click **Submit** to generate the report.

Invoice Aging
Anytime_TEST

[New Search](#)

Invoice ID	Invoiced	Due Date	Customer	Current	30 Days	60 Days	90 Days	120 Days	180 Days
PremiumSupportAnnual-00000044	2012-06-22	2012-06-22	Trace Galloway	3					
PremiumSupportAnnual-00000000	2012-06-02	2012-06-02	Tyra Slims	7					
JS_Invoice-00000000	2012-05-24	2012-05-24	John Small	43.19					
LL-62to82ct-00000000	2012-05-23	2012-05-23	Dave Brows	148.85					
LL-n1xrk2f5-00000000	2012-05-23	2012-05-23	Dave Brows	148.85					
LL-8xd7xe88-00000000	2012-05-23	2012-05-23	Dave Brows	148.85					

Figure 14-29 Invoice Aging Report

The Invoice Aging report lists the following information:

Table 14-18 Invoice Aging Report Fields

Field	Description
Invoice ID	The unique, CashBox generated ID for the Invoice.
Invoiced	Original Invoice Date. This date reflects the invoice offset from the due date, as defined in your CashBox system.
Due Date	Original due date for the AutoBill.
Customer	The customer associated with the AutoBill.
Current	The amount due for the Invoice.
30 Days	The amount overdue by 30 to 60 days.
60 Days	The amount overdue by 60 to 89 days.
90 Days	The amount overdue by 90 to 119 days.
120 Days	The amount overdue by 120 to 179 days.
180 Days	The amount overdue by 180 or more days.

14.16 Outstanding Credits Report

The Outstanding Credits Report lists Credits granted to an Account or AutoBill, but not yet redeemed by the current date, for the selected Customer. This report searches across all Accounts and AutoBills for the entered ID.

Figure 14-30 Outstanding Credits Report Setup

Enter a Customer ID, select the information to be displayed, and click **Submit** to generate the report.

Customer ID	Customer VID	Customer Name	AutoBill ID	AutoBill VID	Grant Date	Grant VID
			IC4123456789	79f9af0175e1cc010e13fc7f9239b54f5756742	2012-06-11 10:43:20.000000	fdb5bfd5a558ce5d2c8b4179b2fd99c222-
SamFinnegan		Sam Finnegan			2012-05-09 15:54:29.000000	5a3f2f2c231d14558973f655a0644b4f29
MD-ACC-pl2wbvmy		Mike Daley			2012-03-21 15:03:18.000000	0f7f4348d580d91bd3faf10386c4294f6a
			IC41234567890	0ec39089ac912dc76d496aaf9e505e503417ebca	2012-06-11 11:04:20.000000	46a9e4e29ed3dfa19547a052a2d773164dc
			IC1234567	d9d78724374e17c9e70336b005f13805f70b2944	2012-06-06 13:13:49.000000	169865c960ba5e547dc1a6b624d2b7d09f
			IC1234567	d9d78724374e17c9e70336b005f13805f70b2944	2012-06-06 13:13:49.000000	30a5a6bec9e189cf5a85610c8c9aad3bb9

Figure 14-31 Outstanding Credits Report

This report contains the following fields:

Table 14-19 Outstanding Credits Report Fields

Field	Description
Customer ID	The Customer ID.
Customer VID	The Customer VID.
Customer Name	The Customer's name.
AutoBill ID	The ID for the AutoBill against which the Credit was granted.
AutoBill VID	The VID for the AutoBill against which the Credit was granted.
Credit Amount	The remaining Credit amount.
Credit Balance	The credit available to the Account or AutoBill.
Grant Date	The date the Credit was granted.
Grant VID	The VID for the Credit Grant.

Table 14-19 Outstanding Credits Report Fields (Continued)

Field	Description
Description	The Description entered with the Credit Grant.
Reason	The Reason entered with the Credit Grant.
Name/Value Pairs	The Name/Value Pair(s) entered with the Credit Grant.

14.17 Projections Detail Report

This report lists details for AutoBills to be billed during the selected time period..

Totals, by page or All, provided for Amount.

Figure 14-32 Projections Detail Report Setup

Enter the search parameters, select information to be displayed, and click **Submit** to generate the report.

Product Information			Affiliate Information	
Line	Product ID	Product Name	Affiliate ID	Customer ID
1	CBS_Bullet_Pack_100	CashBox Shooter Bullet Pack x100	trace_tokentest	Tr
2	LL_CreditMonitoring	LifeLock Credit Score Manager	Mike_LifeLock	Mi
3	IC_250_Subscribers	Product for 250 Subscribers	mtest	M
4	CBS_Bullet_Pack_100	CashBox Shooter Bullet Pack x100	trace_tokentest	Tr

Figure 14-33 Projections Detail Report

This report includes the following fields:

Table 14-20 Projections Detail Report Fields

Field	Description
Product ID	Product ID.
Product Name	Product Description.
Affiliate ID	Affiliate associated with AutoBills.
Customer ID	The Customer ID for AutoBill.
Customer Name	Name from customer account for AutoBill.
Date	Date of next billing for AutoBill.
Amount	Amount from Billing Plan for next AutoBill billing (note, tax is calculated at time of billing and is not included in this report).
Currency	Currency associated with the AutoBill and billing event.

14.18 Projections Summary by Affiliate Report

This report summarizes projected revenue by Affiliate for AutoBills to be billed during the selected time period. It lists expected numbers and amount by currency, aggregated by affiliate and product, for the next billing for AutoBills in the period provided.

Totals provided for Count and Amount, with Subtotals by Affiliate.

CashBox Reports > Projections Summary by Affiliate Internet Widgets Company, Ltd.

Currency: [Dropdown]

Next Activity Date From: [Calendar] To: [Calendar]

Product ID: [Text]

Product Name: [Text]

Affiliate ID: [Text]

Sub-Affiliate: [Text]

CSV Download:

Choose display columns...: Affiliate ID Amount
 Sub-Affiliate Currency
 Product ID
 Product Name
 Count

Submit

(Enter report search criteria or just click **Submit** for all records in the system.)

Figure 14-34 Projections Summary by Affiliate Report Setup

Enter your search parameters, select the information you wish to be displayed, and click **Submit** to generate the report.

CashBox Reports > Projections Summary by Affiliate Demo
New Search
Download as CSV

Line	Affiliate Information		Product Information		Total Projected Billings		
	Affiliate ID	Sub-affiliate	Product ID	Product Name	Count	Amount	Currency
1	USRates		4.0.0 Product ID	4.0.0 Description	2.00	8.00	USD
2	USRates	VTRates	4.0.0 Product ID Rated	4.0.0 Product Description Rated	1.00	4.00	USD
3			4.0.0 Product ID Token	4.0.0 Product Description	1.00	400.00	_VT
	Total				4	412	

Figure 14-35 Projections Summary by Affiliate Report

This report includes the following fields:

Table 14-21 Projections Summary by Affiliate Report Fields

Field	Description
Affiliate ID	Affiliate associated with AutoBills.
Sub-Affiliate	Sub-Affiliate from the customer's AutoBill, or as specified in the Transaction.
Product ID	The Product ID.
Product Name	Product Description.

Table 14-21 Projections Summary by Affiliate Report Fields

Field	Description
Count	Number of AutoBills of Product and Affiliate ID whose next Transaction is expected to be billed in the date range specified.
Amount	Total (in currency) expected from AutoBills of Product and Affiliate ID next Transactions.
Currency	Three letter ISO code for currency for AutoBills of Product and Affiliate ID.

14.19 Projections Summary by Product Report

This report summarizes projected revenue by Product for AutoBills to be billed during the selected time period. It lists expected numbers and amounts by currency, aggregated by product and affiliate, for the next billing for AutoBills in the period provided.

Totals, by page or All, provided for Count and Amount.

CashBox Reports > Projections Summary by Product Internet Widgets Company, Ltd.

Currency: [Dropdown]

Next Activity Date From: [Calendar] To: [Calendar]

Product ID: [Text]

Product Name: [Text]

CSV Download:

Choose display columns...: Product ID Currency
 Product Name
 Affiliate ID
 Count
 Amount

(Enter report search criteria or just click **Submit** for all records in the system.)

Figure 14-36 Projections Summary by Product Report Setup

Enter search parameters, select information to be displayed, and click **Submit** to generate the report.

CashBox Reports > Projections Summary by Product Demo
New Search
Download as CSV

Line	Product Information		Affiliate Information	Total Projected Billings		
	Product ID	Product Name	Affiliate ID	Count	Amount	Currency
1	4.0.0 Product ID	4.0.0 Description		2.00	8.00	USD
2	4.0.0 Product ID Rated	4.0.0 Product Description Rated		1.00	4.00	USD
3	4.0.0 Product ID Token	4.0.0 Product Description		1.00	400.00	_VT
	Total			4	412	

Figure 14-37 Projections Summary by Product Report

This report includes the following fields:

Table 14-22 Projections Summary by Product Report Fields

Field	Description
Product ID	Merchant Product ID.
Product Name	Product Description.
Affiliate ID	Affiliate associated with AutoBills.

Table 14-22 Projections Summary by Product Report Fields

Field	Description
Count	Number of AutoBills of Product and Affiliate ID whose next Transaction is expected to be billed in the date range specified.
Amount	Total (in currency) expected from AutoBills of Product and Affiliate ID next Transactions
Currency	Three letter ISO code for currency for AutoBills of Product and Affiliate ID.

14.20 PSN Audit List for Refunds Report

This report lists PSN or Serial Number information related to refund Transactions processed during the specified period of time. This information may be used to demonstrate product delivery, and is required for revenue recognition.

Totals, by page or All, provided for Pre-Tax and Total Billed.

CashBox Reports > PSN Audit List for Refunds Internet Widgets Company, Ltd.

Refund Date From: [] To: []

Currency: []

Payment Method: all

Customer: []

CSV Download:

Choose display columns...

- PSN
- Customer
- Date
- Payment Method
- Card Type
- Currency
- Pre Tax
- Tax Collected
- Total Billed
- Status

(Enter report search criteria or just click **Submit** for all records in the system.)

Figure 14-38 PSN Audit List for Refunds Report Setup

Enter your search parameters, select the information you wish to be displayed, and click **Submit** to generate the report.

CashBox Reports > PSN Audit List for Refunds Anytime_TEST
[New Search](#)

Page 1 of 1 (Total Lines Retrieved: 1)

Product Information			Refund Information							
Line	PSN	Customer	Date	Payment Method	Card Type	Currency	Pre Tax	Tax Collected	Total Billed	Status
1	IC_pydx99a	ICGL	2012-06-14 13:06:09	CreditCard	VISA	USD	19.00	1.57	20.57	UNKNOWN
	Total						19	1.57	20.57	

Figure 14-39 PSN Audit List for Refunds Report

This report includes the following fields:

Table 14-23 PSN Audit List for Refunds Report Fields

Field	Description
PSN	PSN (product serial number)/serial number associated with the refund Transaction.
Customer	The Customer ID from the customer's Account.
Date	Date and time the refund Transaction was processed.
Payment Method	Payment Method used (e.g., Credit Card, ECP, PayPal).
Card Type	Card type (if payment method is Credit Card). Card type is calculated based on credit card number and requires payment processor response - not shown in sample report because Transactions not submitted to live payment processor.
Currency	Currency of refund Transaction.
Pre Tax	Amount before tax.
Tax Collected	Tax calculated.
Total Billed	Amount plus Tax.
Status	Refund Transaction Status from the payment processor reason code. <ul style="list-style-type: none"> • 100 - Success - completed successfully, • 00 - Pending - pending until periodic refund batch job is run (daily)

14.21 PSN Audit List Report

This report lists PSN or Serial Number information related to Transactions processed during the specified period of time. This information may be used to demonstrate product delivery, and is required for revenue recognition.

Totals, by page or All, provided for Pre-Tax and Total Billed.

CashBox Reports > PSN Audit List Internet Widgets Company, Ltd.

Billing Date From: [] To: []

Currency: []

Payment Method: all

Customer: []

CSV Download:

Choose display columns...

- PSN
- Customer
- Date
- Payment Method
- Card Type
- Currency
- Pre Tax
- Tax Collected
- Total Billed
- Status

(Enter report search criteria or just click **Submit** for all records in the system.)

Figure 14-40 PSN Audit List Report Setup

Enter your search parameters, select the information you wish to be displayed, and click **Submit** to generate the report.

CashBox Reports > PSN Audit List Anytime_TEST
[New Search](#)

Page 1 of 1 (Total Lines Retrieved: 95)

Line	Product Information	Merchant / Affiliate	Billing Information							
	PSN	Customer	Date	Payment Method	Card Type	Currency	Pre Tax	Tax Collected	Total Billed	Status
1	PremiumSupportAnnual	MD-ACC-97so0byz	2012-04-02 12:22:23	CreditCard		USD	295.75	0.00	295.75	Success
2	PremiumSupportAnnual	MD-ACC-97so0byz	2012-05-02 00:00:02	CreditCard		USD	295.75	0.00	295.75	Success
3	PremiumSupportAnnual	trace_tokentest	2012-05-09 00:00:38	CreditCard		_VT	3.00	0.00	3.00	Success
4	PremiumSupportAnnual	trace_tokentest	2012-05-10 04:00:38	CreditCard		_VT	3.00	0.00	3.00	Success
5	LL-my1y2el2	DaveMiddleton	2012-05-23 14:24:33	CreditCard	VISA	USD	110.00	9.08	119.08	Success
6	LL-94winy95	ClareMiddleton	2012-05-23 14:24:34	CreditCard	VISA	USD	110.00	9.08	119.08	Success

Figure 14-41 PSN Audit List Report

This report includes the following fields:

Table 14-24 PSN Audit List Report Fields

Field	Description
PSN	PSN (product serial number)/serial number associated with the AutoBill.
Customer	The Customer ID from the customer's Account.
Date	Date and time the Transaction was processed.
Payment Method	Payment Method used (e.g., Credit Card, ECP, PayPal).
Card Type	Card type (if payment method is Credit Card). Card type is calculated based on credit card number and requires payment processor response - not shown in sample report because Transactions not submitted to live payment processor.
Currency	Currency of Transaction.

Table 14-24 PSN Audit List Report Fields

Field	Description
Pre Tax	Amount before tax.
Tax Collected	Tax calculated.
Total Billed	Amount plus Tax.
Status	Transaction Status from the payment processor reason code. <ul style="list-style-type: none">• Success - completed successfully.• Hard Fail - payment method was not accepted and should not be retried.• Soft Fail - payment method failed but should be attempted in the future.

14.22 Sales Tax Detail Report

The Tax Detail report lists all collected tax information for Transactions completed during the selected time period, sorted by Country, State, County, and District.

Cashbox Reports > Tax Detail Report

Please select a date range for your report.

Select Report Date Range: To

Figure 14-42 Sales Tax Detail Report Setup)

Select a data range, and click **Submit** to generate the report.

Cashbox Reports > Tax Detail Report

Date range from 03/04/2012 to 06/06/2012

Type	Collector	Name	Currency	Tax	Refund	Total
		TAX	USD	0.00	0.00	0.00
		TAX	_VT	0.00	0.00	0.00
US : CA						
Type	Collector	Name	Currency	Tax	Refund	Total
County	District		USD	58.23	0.19	58.04
District	District		USD	661.53	1.38	660.15
US : NY						
Type	Collector	Name	Currency	Tax	Refund	Total
City	District		USD	7.29	0.00	7.29
District	District		USD	6.66	0.00	6.66

Figure 14-43 Tax Detail Report

This report includes the following fields:

Table 14-25 Sales Tax Detail Report Fields

Field	Description
Type	Lists the type of tax collected. This is usually a regional classification.
Collector	Lists the tax collector to whom payment should be sent.
Name	Lists a descriptive name for the tax.
Currency	Lists the currency in which the tax was collected.
Tax	Lists the amount of tax collected.
Refund	Lists any tax refunds that were applied.
Total	Lists the net tax collected by CashBox for the listed type.
Transaction Status	Lists the TransactionStatusType value for the Transaction object shown. (This column is included on the CSV version of the report only.)

14.23 Transaction Detail Report

This report lists Transaction details and status for the selected time period. It lists details about every Transaction submitted by CashBox (one time or AutoBill generated) for payment processing, and displays its status (Success, Hard Fail or Soft Fail).

Totals, by page or All, provided for Pre-Tax and Total Billed.

Figure 14-44 Transaction Detail Report Setup

Enter search parameters, select the information to be displayed, and click **Submit** to generate the report.

Merchant					Product Information	
Line	Company	Customer	Affi	Sub-offi	ID	Name
1	Vindicia	MD-ACC-97so0byz			PremiumYear	One Year of Premium Support
2	Vindicia	MD-ACC-97so0byz			PremiumYear	One Year of Premium Support
3	Vindicia	MD-ACC-97so0byz			PremiumYear	One Year of Premium Support
4	Vindicia	MD-ACC-97so0byz			PremiumYear	One Year of Premium Support
5	Vindicia	mike_ic_1			IC_250_Subscribers	Product for 250 Subscribers
6	Vindicia, Inc.	NickWhite			LL_LifeLockUltimate	The industry's most complete Identity Theft Protection service
7	Vindicia, Inc.	MarcSoto128			IC_250_Subscribers	Product for 250 Subscribers

Figure 14-45 Transaction Detail Report

To view details for a specific Transaction, click **Search > Transactions**. Enter the Transaction ID from the **Transaction Detail** report, and click **Submit**.

(For more information on the **Transaction Details** page fields, see [Section 11.3: Transaction Details](#).)

The **Transaction Detail**, **Transaction Success Detail**, and **Transaction Failure Detail** reports all include the following data columns. (They vary in that the **Transaction Detail** report will list all Transactions with any Status, while the **Transaction Success** report will list only Transactions with Status: Captured, and the **Transaction Failure** report will list only Transactions with Status: Cancelled.)

Table 14-26 Transaction Detail Report Fields

Field	Description
Company	The Customer's company, if available.
Customer ID	The Customer ID.
Customer Name	The Customer's name.
Affiliate	Affiliate from the customer's AutoBill, or as specified in the Transaction.
Sub-Affiliate	Sub-Affiliate from the customer's AutoBill, or as specified in the Transaction.
Product ID	Product ID from the customer's AutoBill, or as specified in the Transaction. If the Transaction is not generated from an AutoBill and the Product is not defined in Cash-Box, this field will not be populated.
Product Name	Product Description from the customer's AutoBill, or as specified in the Transaction. If the Transaction is not generated from an AutoBill and the Product is not defined in CashBox, this field will not be populated.
Payment Processor	The processor through which the Transaction was submitted for payment.
Division ID	Sub-division of the merchant ID by which some payment processors report or settle funds.
Payment Method	The payment method used to finance the Transaction. Valid types include: <ul style="list-style-type: none"> • CreditCard • ECP • DirectDebit • PayPal • Boleto • EDD • Tokens
Status	Transaction Status from the payment processor reason code. <ul style="list-style-type: none"> • Cancelled: the transaction was cancelled. • Authorized: the transaction has been authorized, but not yet captured. • Captured: the transaction was successfully captured.
Billing Plan ID	ID of the Billing Plan associated with the AutoBill that generated the Transaction. If the Transaction is not generated from an AutoBill (i.e., generated by a one-time Transaction) this field will not be populated.
Rate Plan ID	ID of the Rate Plan associated with the Transaction.
Rate Plan Description	Description of the Rate Plan associated with the Transaction.
Rated Unit Totals	The total number of Rated Units included with the Transaction.

Table 14-26 Transaction Detail Report Fields (Continued)

Field	Description
Rated Unit Name	The Name of the Rated Unit included with the Transaction.
Transaction ID	ID of the Transaction sent to the payment processor.
Timestamp	Time the Transaction was processed.
Pre Tax	Amount before tax.
Tax Collected	Tax calculated.
Total Billed	Amount plus Tax.
Currency	The Currency or Token type used for the Transaction.
Address	Customer's Billing Address.
City	Customer's Billing City.
State/District	Customer's Billing State or District.
Country	Customer's Billing Country.
Zip	Customer's Billing Zip.
Shipping Address	Customer's Shipping Address.
Shipping City	Customer's Shipping City.
Shipping State/District	Customer's Shipping State or District.
Shipping Country	Customer's Shipping Country.
Shipping Zip	Customer's Shipping Zip.

14.24 Transaction Failure Detail Report

This report lists Transaction details for all unsuccessful Transactions (status: Cancelled) for the specified period of time.

Totals, by page or All, provided for Pre-Tax and Total Billed.

Figure 14-46 Transaction Failure Detail Report Setup

Enter your search parameters, select the information you wish to be displayed, and click **Submit** to generate the report.

Line	Merchant				Product Information	
	Company	Customer	Affi	Sub-affi	ID	
1		maccid_1340375117			1340375117_1	test product
2		maccid_1340375248			1340375248_1	test product
3	The QA::ObjUnit Company	maccid_1340375406			1340375406_1	test product
4		0heN5E			IClientTest-dk58m4	Online application subscrip
5		iw8D3_1340348398			abcd1234	WebSession Item 0
6		1XR1E	_affiliate_A6u66b		IClientTest-VK3p2w	Online application subscrip
7		6W9X6c	_affiliate_DQ1W6N		IClientTest-yd9um8	Online application subscrip

Figure 14-47 Transaction Failure Detail Report

While the Transaction Failure Detail report lists only Transactions with Status: Cancelled, it includes the same data columns as the Transaction Detail report. For a list and description of those columns, see [Table 14-26: Transaction Detail Report Fields](#).

14.25 Transaction Refund Detail Report

This report lists refund Transaction details about for the selected time period. The original Transaction information and refund Transaction ID and date are also provided.

Totals, by page or All, provided for Pre-Tax and Total Billed.

Figure 14-48 Transaction Refund Detail Report Setup

Enter your search parameters, select the information you wish to be displayed, and click **Submit** to generate the report.

Line	Product		Product Information				Customer				Orig. ID
	Company	Product ID	Product Name	ID	Name	City	State/District	Country	Zip		
1		IC_1000_Subscribers	Product for 1000 Subscribers	ICGL	Marc Soto	Belmont	CA	US	94002	SEDEMO000006	
	Total										

Figure 14-49 Transaction Refund Detail Report

This report includes the following fields:

Table 14-27 Transaction Refund Detail Report Fields

Field	Description
Product ID	Product ID from the customer's AutoBill or as specified in the Transaction. If the Transaction is not generated from an AutoBill and the Product is not defined in CashBox, this field will not be populated.
Product Name	Product description from the customer's AutoBill, or as specified in the Transaction. If the Transaction is not generated from an AutoBill and the Product is not defined in CashBox, this field will not be populated.
Customer ID	Customer's ID.
Customer Name	Customer's name.

Table 14-27 Transaction Refund Detail Report Fields

Field	Description
Original ID	ID of the Transaction that the refund was generated for.
Payment Method	Payment Method used for the original Transaction (e.g., Credit Card, ECP, PayPal).
Type	Additional information concerning the Payment Method used. If the payment method is Credit Card, the card type (e.g., Visa, MasterCard, AMEX, Discover, etc.) will be used. If the payment method is Token, the token type will be displayed. For some Payment Methods, such as Boleto and PayPal, no additional information is available.
Pre Tax	Amount before tax.
Tax Collected	Tax calculated.
Total Billed	Amount plus Tax.
Ref ID	ID of the refund Transaction sent to the payment processor.
Amount	Amount of the refund (can be partial or full).
Currency	Currency of refund Transaction.
Date	Date and time the refund Transaction was processed.
Status	Status of the refund Transaction. <ul style="list-style-type: none"> • Pending: refund call has been made and completion is pending (refunds are batched and sent periodically - daily) • Complete: refund Transaction has been sent and processed by payment processor
Issued By	The user name of the person who processed the refund.
Refund Note	Note, if any, entered when the refund was issued.
Rate Plan ID	ID of the Rate Plan associated with the refund.
Rate Plan Description	Description of the Rate Plan associated with the refund.
Rated Unit Totals	The total number of Rated Units included with the refund.
Rated Unit Name	The Name of the Rated Unit included with the refund.

14.26 Transaction Success by Affiliate Report

This report lists successful Transaction details, by affiliate, for the specified period of time. Product and Billing Plan information (associated with an AutoBill) is also listed, if available.

Totals, by page or All, provided for Pre-Tax and Total Billed.

CashBox Reports > Transaction Success by Affiliate Internet Widgets Company, Ltd.

Renewal Date From To

Customer %

Affiliate/Cipher %

Sub-Affiliate %

Currency

Payment Method

CSV Download

Choose display columns...

- Affiliate
- Sub-Affiliate
- Customer
- Date
- Payment Method
- Status
- Product ID
- Product Name
- City
- State/District
- Country
- Zip
- PreTax
- Tax Collected
- Total Billed
- Currency

(Enter report search criteria or just click **Submit** for all records in the system.)

Figure 14-50 Transaction Success by Affiliate Report Setup

Enter your search parameters, select the information you wish to be displayed, and click **Submit** to generate the report.

CashBox Reports > Transaction Success by Affiliate

Page 1 of 2 (Total Lines Retrieved: 132) [1](#) [2](#) [Next](#) [\[Show All 132 lines\]](#)

Line	Merchant / Affiliate			Billing Status		Billing Information					
	Affiliate	Sub-affiliate	Customer	Date	Status	Payment Method	City	State/District	Country	Zip	PreTax
1	Vindicia		JohnMartin	2012-05-24 07:23	Success	CreditCard	Belmont	CA	US	94002	275.0
2	Vindicia		SallyMartin	2012-05-24 07:24	Success	CreditCard	Belmont	CA	US	94002	275.0
3				2012-05-24 07:25	Success	CreditCard	Belmont	CA	US	94002	5.0
4	Vindicia		JaneIngot	2012-05-24 08:02	Success	CreditCard	Belmont	CA	US	94002	275.0

Figure 14-51 Transaction Success by Affiliate Report

This report includes the following fields:

Table 14-28 Transaction Success by Affiliate Report Fields

Field	Description
Affiliate	Affiliate from the customer's AutoBill or specified in the Transaction.
Sub-Affiliate	Sub-Affiliate from the customer's AutoBill or specified in the Transaction.
Customer	The Customer ID from the customer's Account.
Date	Date and time the Transaction was processed.
Status	Transaction Status from the payment processor reason code. For this report, all status should be Success (completed successfully).
Payment Method	Payment Method used (e.g., Credit Card, ECP, PayPal).
City	Customer Billing City.
State/District	Customer Billing State or District.
Country	Customer Billing Country.
Zip	Customer Billing Zip.
Pre Tax	Amount before tax.
Tax Collected	Tax calculated.
Total Billed	Amount plus Tax.
Currency	Currency of Transaction.
Product ID	Product ID from the customer's AutoBill, or as specified in the Transaction. If the Transaction is not generated from an AutoBill and the Product is not defined in CashBox, this field will not be populated.
Product Name	Product description from the customer's AutoBill, or as specified in the Transaction. If the Transaction is not generated from an AutoBill and the Product is not defined in CashBox, this field will not be populated.

14.27 Transaction Success Detail Report

This report lists product, customer, address and billing details for successful payment processing Transactions for a specified period of time.

Totals, by page or All, provided for Pre-Tax and Total Billed.

Figure 14-52 Transaction Success Detail Report Setup

Enter your search parameters, select the information you wish to be displayed, and click **Submit** to generate the report.

Line	Merchant				Product Information	
	Company	Customer	Affi	Sub-affi	ID	Name
1	Vindicia	MD-ACC-97so0byz			PremiumYear	One Year of Premium Support
2	Vindicia	MD-ACC-97so0byz			PremiumYear	One Year of Premium Support
3		trace_tokentest			TLG_TokenPack	Trace and Carlos Test - Tokens
4		md4			TLG_TokenPack	TLG Token Pack
5		md4			TLG_TokenPack	TLG Token Pack

Figure 14-53 Transaction Success Detail Report

While the **Transaction Success** Detail report lists only Transactions with Status: Success, it includes the same data columns as the **Transaction Detail** report. For a list and description of those columns, see [Table 14-26: Transaction Detail Report Fields](#).

14.28 Transaction Success Report

This report lists Transaction details for all successful Transactions (status: Captured) for the specified period of time.

Totals, by page or All, provided for Pre-Tax and Total Billed.

Figure 14-54 Transaction Success Report Setup

Enter your search parameters, select the information you wish to be displayed, and click **Submit** to generate the report.

Line	Product Information		Merchant / Affili
	Product ID	Product Name	Customer
1	PremiumYear	One Year of Premium Support	MD-ACC-97so0byz
2	PremiumYear	One Year of Premium Support	MD-ACC-97so0byz
3	IC_250_Subscribers	Product for 250 Subscribers	mike_ic_1
4	IC_250_Subscribers	Product for 250 Subscribers	mike_ic_2
5	IC_250_Subscribers	Product for 250 Subscribers	mike_ic_7
6	IC_250_Subscribers	Product for 250 Subscribers	mike_ic_8
7	IC_250_Subscribers	Product for 250 Subscribers	mike_ic_8

Figure 14-55 Transaction Success Report

For more information on the fields included in this report, please see [Section 14.23: Transaction Detail Report](#).

14.29 Transaction Totals by Currency Report

This report summarizes and totals account activity by status and currency for the selected time period. It lists the aggregated count, pre-tax amount, and taxed amount of included Transactions.

Figure 14-56 Transaction Totals by Currency Report Setup

Enter a date range, and click **Submit** to generate the report.

Type	Currency	Count	Pretax Subtotal	Tax Subtotal	Total
Recurring Success	USD	76	8416.70	487.14	8903.84
	_VT	39	131.00	0.00	131.00
Recurring Hard Fail (Initial)	USD	1	14.00	1.17	15.17
Online Success	USD	36	397.49	2.59	400.08
Refund	USD	1	0.00	0.00	20.57

Figure 14-57 Transaction Totals by Currency Report

This report includes the following fields:

Table 14-29 Transaction Totals by Currency Report Fields

Field	Description
Type	<ul style="list-style-type: none"> • Hard Fail (Retry): hard failed after a previous retry. • Hard Fail (Initial): initial Transaction hard failed. • Soft Fail: Transaction resulted in soft failure and should be retried. • Refund: refund Transaction. • Success: Transaction completed successfully.
Currency	The Currency or Token type used for the Transaction.
Count	Number of Transactions for type and currency.
Pretax Total	Total amount for Transactions before taxes calculated.
Total Billed	Total amount billed (pre-tax plus tax) for type and currency.

Appendix A Payment Capture Flows

This appendix describes Payment Capture flows for recurring billing and real-time transactions when customers provide CreditCard, ECP, or as Payment Method types.

Note: CashBox can send email messages to customers for key Payment Capture flow events. Each merchant must both define an event retry schedule and provide HTML templates for event email messages in all languages supported. For a description of email templates and variables that can be included to personalize Payment Capture messaging, see [Chapter 13: Billing Notifications and Templates](#).

The following Payment Capture flows are described in this appendix:

- [A.1 Credit Card Recurring Billing](#)
- [A.2 Credit Card Real-Time Transactions](#)
- [A.3 ECP Recurring Billing](#)
- [A.4 ECP Real-Time Transactions](#)
- [A.5 PayPal Real-Time and Recurring Transactions](#)
- [A.6 Creating or Updating an AutoBill with PayPal](#)
- [A.7 Boleto Bancario Recurring Billing](#)
- [A.8 Boleto Bancario Real-Time Transactions](#)
- [A.9 EDD Recurring Billing](#)
- [A.10 EDD Real-Time Transactions](#)

A.1 Credit Card Recurring Billing

The following diagram describes the Payment Capture flow for recurring billing when customers provide a Payment Method of credit card.

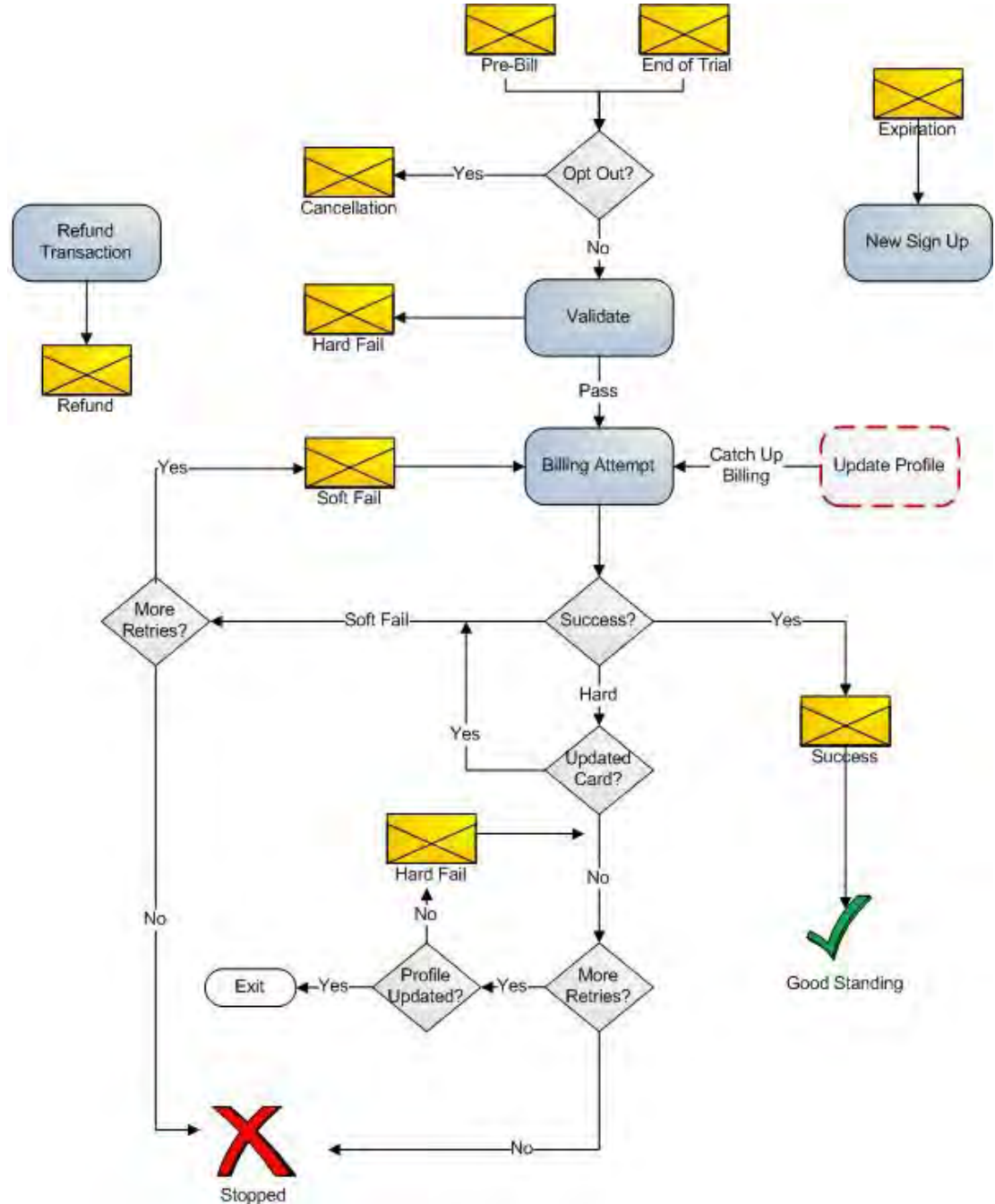


Figure A-1 Payment Capture Flow: Recurring Billing and Credit Cards

In the Payment Capture Flow for recurring billing with Credit Cards:

- CashBox sends a Pre-Bill, End of Trial, or Expiration notification.
- CashBox performs an internal validity check to ensure Account and Payment Method information meets an internal consistency check.
- If the transaction passes the validity check, processing continues.
- If the transaction fails, then CashBox sends a Hard Failure notification.
- If the customer opts out of the subscription via the merchant's customer self-service portal after a Pre-Bill notification has been sent, then CashBox sends a Cancellation notification.
- The merchant defines how many days before subscription expiration that billing should be attempted. For as long as a customer does not opt out of a subscription, CashBox continues to submit a billing transaction to the payment processor.
- If the transaction Authorization/Capture is successful (determined by the reason code returned from the payment processor), CashBox sends a Success notification.
- If the payment processor returns a reason code that indicates a failure (for example, a Hard Fail if the card is longer valid or the account is closed, or Soft Fail if there are insufficient funds) CashBox makes another attempt to process the transaction (see below).
- If the merchant has enabled Card Updater with the payment processor, and the response resulted in Hard Fail, CashBox sends a request for an updated card to the payment processor.
- If the payment processor returns an updated card CashBox changes the transaction status to Soft Fail. All Soft Fails are resubmitted to the payment processor according to the event retry schedule defined by the merchant, and in the meantime CashBox sends a Soft Fail notification if the merchant has defined one.
- A transactions that results in a Hard Fail is not resubmitted to the payment processor, but Hard Fail notification messages are sent according to the event retry schedule defined by the merchant.
- If a customer updates a Payment Method, a custom merchant application can make a Catch Up Billing call to perform another billing attempt. If successfully captured, CashBox sends a Success notification.
- If a transaction is refunded, CashBox sends a Refund notification.

A.2 Credit Card Real-Time Transactions

The following diagram describes the flow for real-time transactions for a Payment Method of credit card.

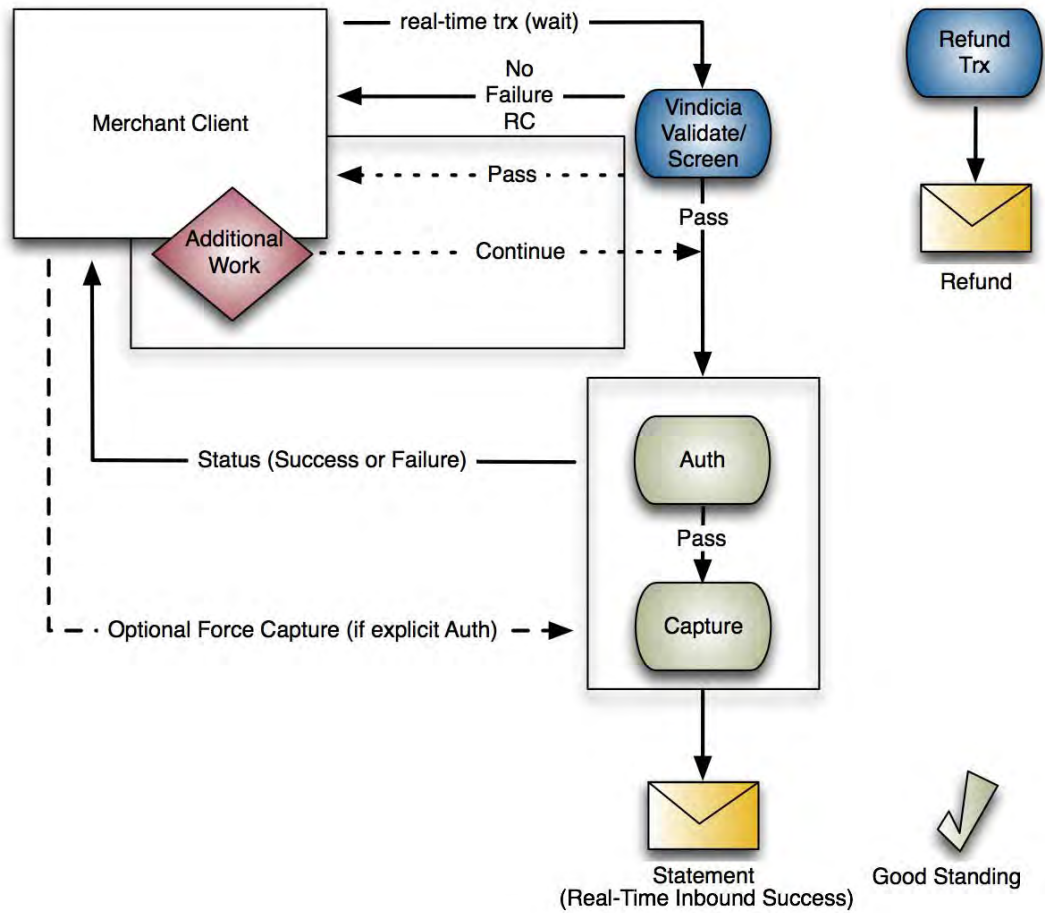


Figure A-1 Payment Capture Flow: Real-Time Transaction and Credit Cards

In the Payment Capture Flow for real-time transactions with Credit Cards:

- A merchant sends a transaction to CashBox to perform an internal validity check to ensure Account and Payment Method information meets internal consistency check, and optionally calls the ChargeGuard Fraud Screen to determine chargeback probability.
 - If the transaction passes the validity check (and is within fraud screen threshold if chargeback probability is calculated), then the transaction is either sent for processing, or the merchant application performs additional work before explicitly submitting the transaction for processing.
 - If the transaction fails the validity test, a failure reason code is returned (and if chargeback probability is calculated, a fraud screen score is also returned).
- CashBox submits the transaction to payment processor and can perform either an Auth/Capture or an Auth that may then be followed by an explicit Capture if more work is needed (for example, ensuring that a tangible good is shipped before capturing the transaction).
- Once the transaction is Captured, a Real-Time Inbound Success notification is sent to the customer and the merchant application sets the customer entitlement.
- If a transaction is refunded, CashBox sends a Refund notification.

A.3 ECP Recurring Billing

The following diagram describes the Payment Capture flow for recurring billing when customers provide a Payment Method of Electronic Check Processing (ECP).

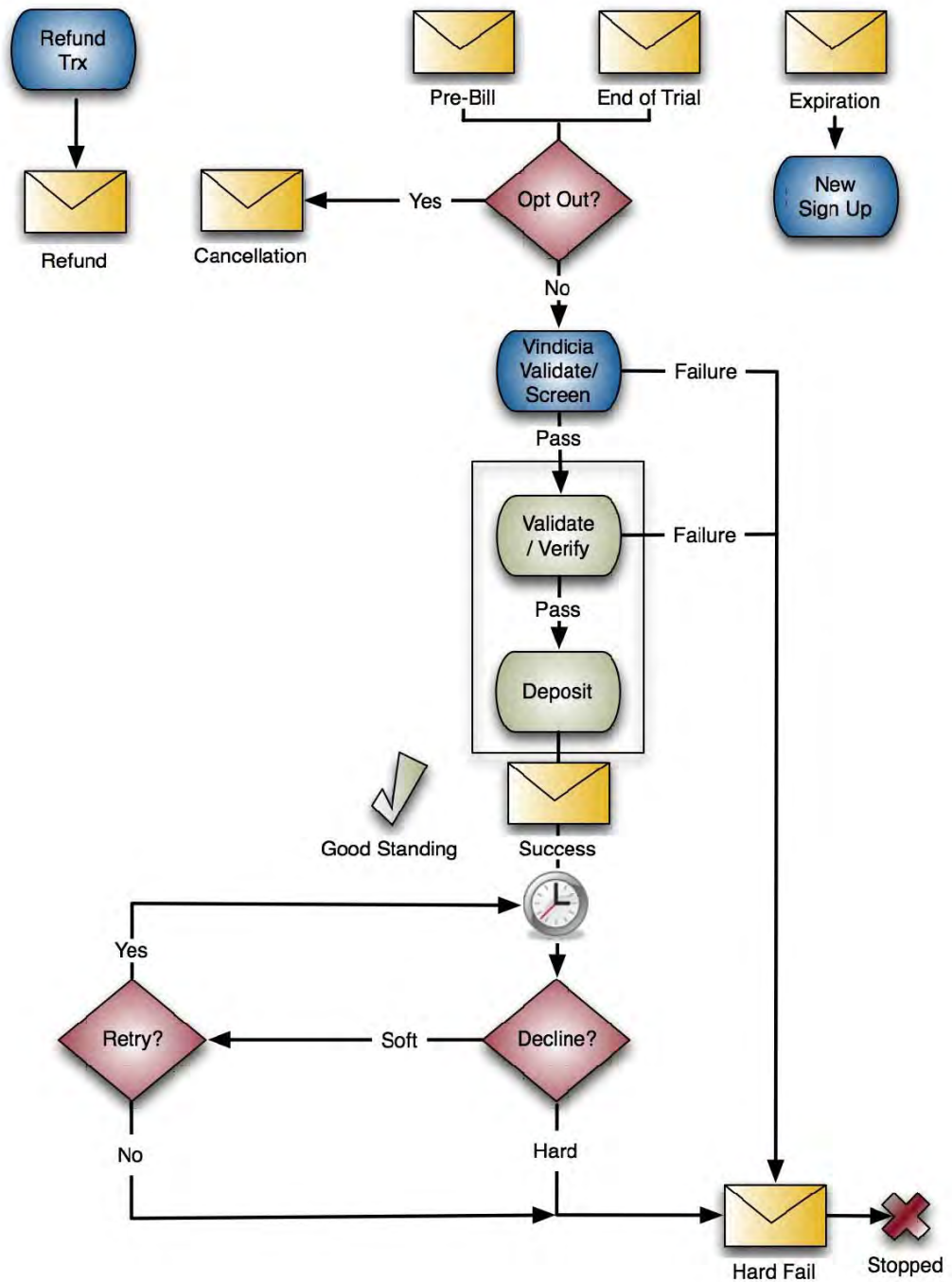


Figure A-1 Payment Capture Flow: Recurring Billing and Electronic Check Processing

In the Payment Capture Flow for recurring billing with ECP:

- CashBox sends a Pre-Bill, End of Trial, or Expiration notification.
- CashBox performs an internal validity check to ensure Account and Payment Method information meets an internal consistency check.
 - If the transaction passes the validity check, processing continues.
 - If the transaction fails, then CashBox sends a Hard Failure notification.
- If the customer opts out of the subscription via the merchant's customer self-service portal after a Pre-Bill notification has been sent, then CashBox sends a Cancellation notification.
- The merchant defines how many days before subscription expiration that billing should be attempted. For as long as a customer does not opt out of a subscription, CashBox continues to submit a billing transaction to the payment processor.
- If a transaction fails the CashBox consistency check or if a failure is received from the payment processor, CashBox sends a Hard Fail notification.
- When the transaction is successfully deposited, a Success notification is sent, and the AutoBill is given a status of Authorized Pending. A merchant application can entitle a customer at this time, or require that the customer wait until the transaction is successfully captured (that is, no decline is received for the deposit, a period of time that for the current ECP implementation takes six banking days).
- The payment processor submits the transaction to the appropriate ACH or CPA network.
- Following network rules, the funds are deposited into the merchant's account, or the payment network notifies CashBox of any declines.
- If the deposit is not declined after the payment-processor specific number of banking days (currently six days), then the transaction is marked Captured.
- If the deposit is declined due to insufficient funds, the payment processor retries the deposit based on a merchant-defined number of days and CashBox then waits another deposit cycle (that is, six banking days).
- If the customer's transaction is declined, the transaction is marked as a Hard Fail and CashBox sends a Hard Fail notification.
- If a transaction is refunded, CashBox sends a Refund notification.

A.4 ECP Real-Time Transactions

The following diagram describes the Payment Capture flow for real-time transactions when customers provide a Payment Method of Electronic Check Processing (ECP).

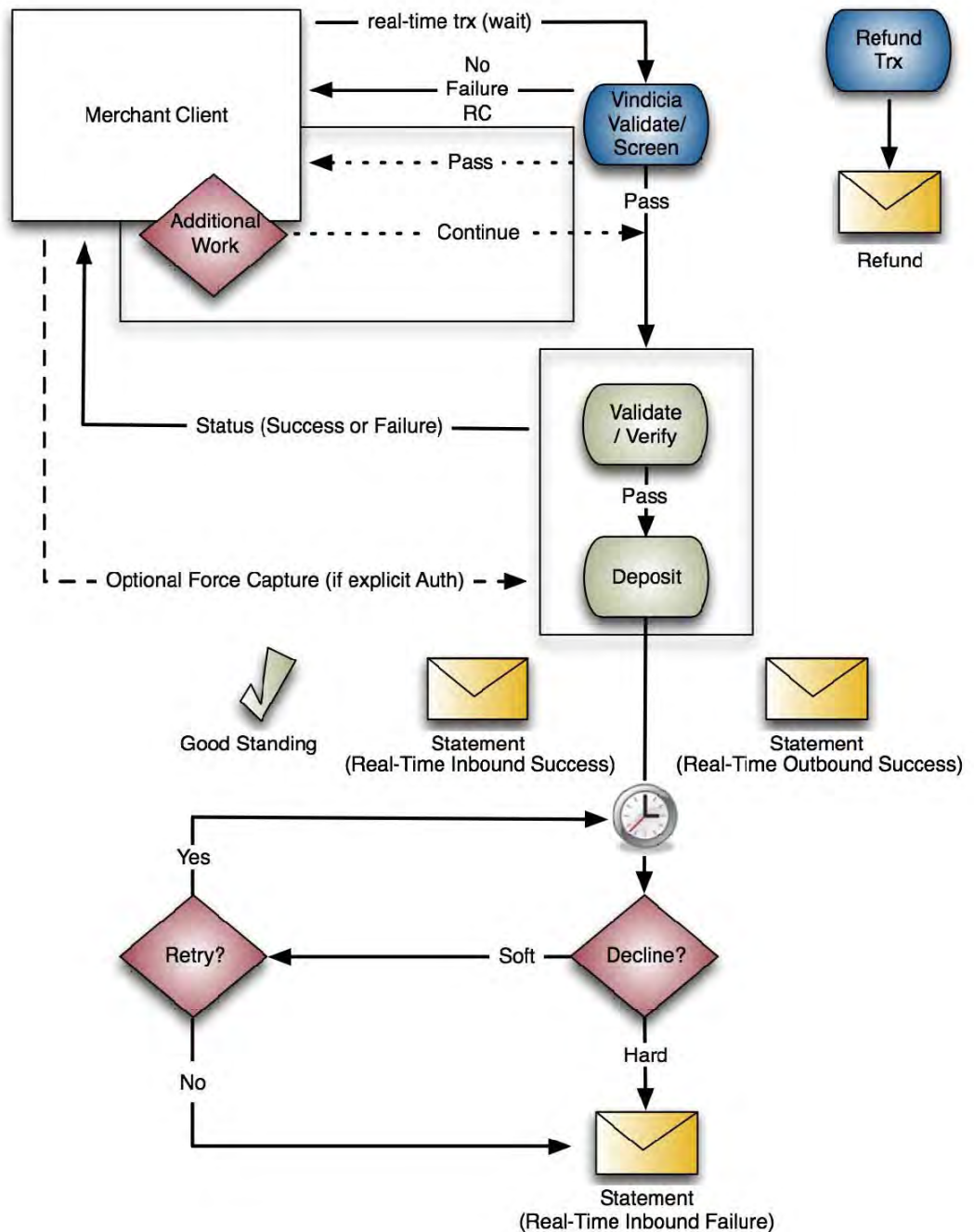


Figure A-1 Payment Capture Flow: Real-Time Transactions and Electronic Check Processing

In the Payment Capture Flow for real-time transactions with ECP:

- A merchant sends a transaction to CashBox to perform an internal validity check to ensure Account and Payment Method information meets internal consistency check, and optionally calls the ChargeGuard Fraud Screen to determine chargeback probability.
 - If the transaction passes the validity check (and is within fraud screen threshold if chargeback probability is calculated), then the transaction is either sent for processing, or the merchant application performs additional work before explicitly submitting the transaction for processing.
 - If the transaction fails the validity test, a failure reason code is returned (and if chargeback probability is calculated, a fraud screen score is also returned).
- CashBox submits transaction to the payment processor and can perform either a Validate and Deposit or just a real-time Validate (and optional Verify that can be configured by the merchant since there are typically additional payment processor fees incurred for verification services) when more processing is required before an explicit Deposit (for example, to ensure that a tangible good is shipped before capturing the transaction).
- When the transaction is deposited, CashBox sends a Real-Time Inbound or Outbound Success notification.
- The payment processor submits the transaction to the appropriate ACH or CPA network.
- Following network rules, the funds are deposited into the merchant's account, or the payment network notifies CashBox of any declines.
- If the deposit is not declined after the payment-processor specific number of banking days (currently six days), then the transaction is marked Captured.
- If the deposit is declined due to insufficient funds, the payment processor retries the deposit based on a merchant-defined number of days and CashBox then waits another deposit cycle (that is, six banking days).
- If the customer's transaction is declined, the transaction is marked as a Hard Fail and CashBox sends a Hard Fail notification.
- If a transaction is refunded, CashBox sends a Refund notification.

A.5 PayPal Real-Time and Recurring Transactions

The following diagram describes the Payment Capture Flow for a PayPal transaction.

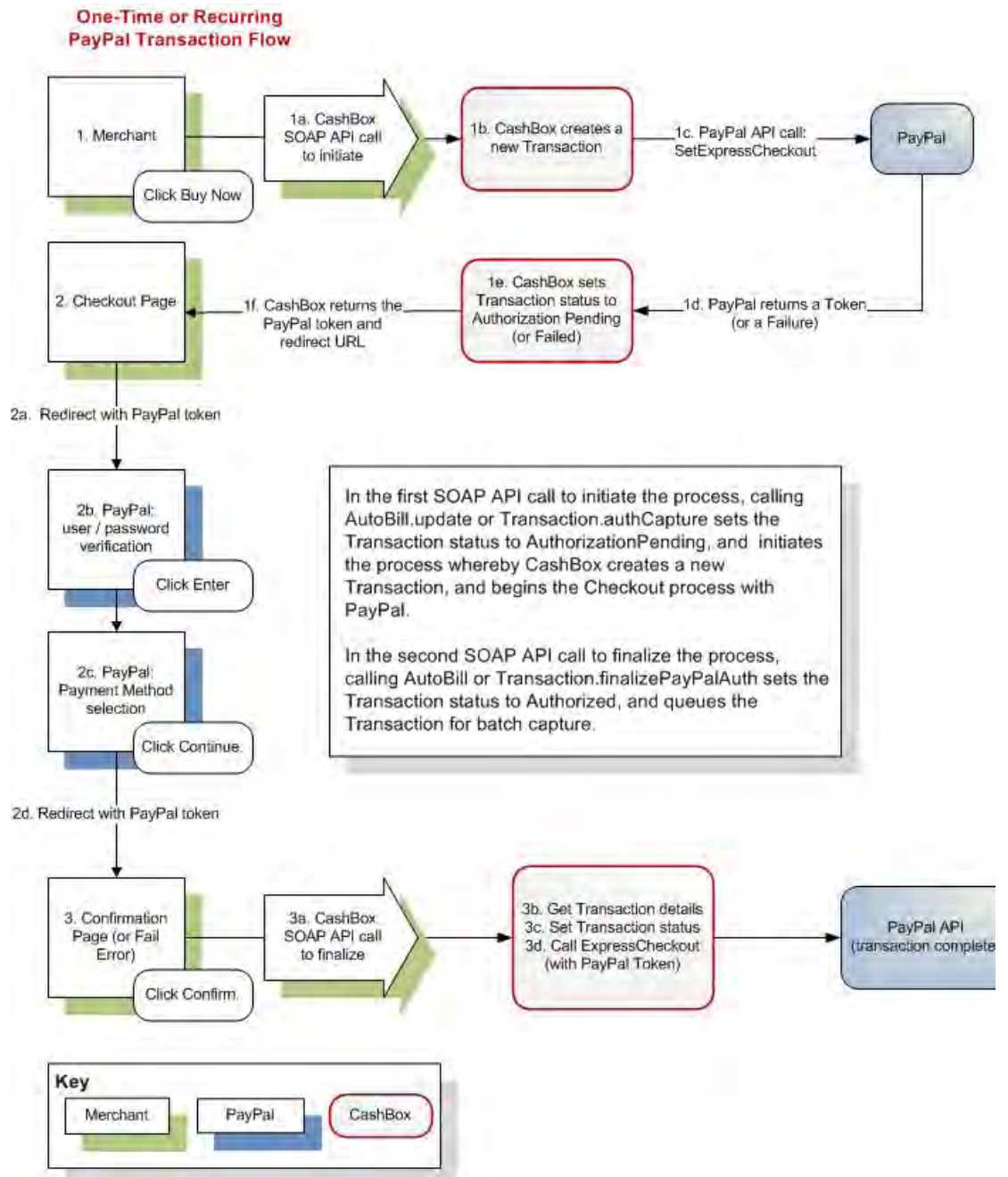


Figure A-1 Payment Capture Flow: PayPal Transactions

The key events in Payment Capture Flow for PayPal transactions are:

- When the buyer clicks a **PayPal** button on the merchant site, the Merchant creates a transaction using PayPal as the payment method and passes all required and optional fields (for which data is available) to CashBox.
- CashBox submits the information to PayPal, and PayPal processes the request.
 - On success, PayPal returns a unique session identifier, or “token,” and a redirect URL to CashBox, and CashBox passes that information back to the merchant for processing.
 - On failure, PayPal returns a failure reason code to CashBox, and CashBox passes that information back to the merchant in a TransactionStatusPayPal object for processing.
- On success, the merchant redirects the customer to the PayPal website, where the customer signs into PayPal, chooses a payment method, and clicks **Continue**. Invisible to the customer, the PayPal site momentarily redirects to the CashBox website, which sends an authorization to PayPal.
 - On successful authorization, CashBox redirects the customer to the merchant’s success URL.
 - On failed authorization, CashBox redirects the customer to the merchant’s cancel URL.
- On success PayPal sends the customer an email indicating that the transaction was authorized.
- If the merchant chooses to call Auth apart from Capture, the transaction remains in “Authorized” status until the transaction is explicitly captured. If the merchant application calls AuthCapture, capture happens automatically during the next batch operation.
- Transactions are captured in batches (normally twice a day).
- Once Capture succeeds, CashBox sends a Real-time inbound success notification email.

Using PayPal for recurring billing, the customer must participate directly in the initial product purchase, but subsequent billing cycles can be generated and handled automatically by CashBox and PayPal. During the initial purchase process, the customer must be “validated,” but for subsequent billings, the customer need not be validated again unless the AutoBill requires updating or the AutoBill expires.

A.5.1 Recurring Billing With an Existing Payment Method

When a Payment Method is already defined on the Account and a prior Reference Transaction ID exists (called a “Billing Agreement ID in PayPal), a pre-billing or End of Trial notification is sent to the customer allowing the customer to opt out or to continue the Product subscription.

- If the customer opts out, the subscription is cancelled.
- If the customer opts to continue, then on the day the AutoBill transaction is due, a billing transaction is sent to PayPal that includes the Billing Agreement ID.
 - Transactions are captured in batches (normally twice a day).
 - On success, PayPal sends the customer an email indicating that payment was made.
 - If applicable, CashBox sends out an AutoBill success email after the transaction is captured.
 - In the event of transaction failure, the transaction is retried according to the soft and hard fail codes and associated retry schedule created by the merchant in the CashBox system.

A.5.2 Recurring Billing Without an Existing Payment Method

When an Account does not define a Payment Method, a prebilling or End of Trial notification is sent to the customer allowing the customer to opt out or to continue the Product subscription.

- If the customer opts out, the subscription is cancelled.
- If the customer opts to continue, then on the day the AutoBill transaction is due, then an AutoBill update with validation occurs. For a description of that process, see [Section A.6: Creating or Updating an AutoBill with PayPal](#).

A.6 Creating or Updating an AutoBill with PayPal

The following diagram describes the process for creating or updating an AutoBill that uses PayPal as the Payment Method when the customer is an active participant in the process, for example, when the customer initially purchases a subscription-based Product.

Note: Creating or Updating an AutoBill where PayPal is designated as a Payment Method requires merchants to create custom applications that call the CashBox API.

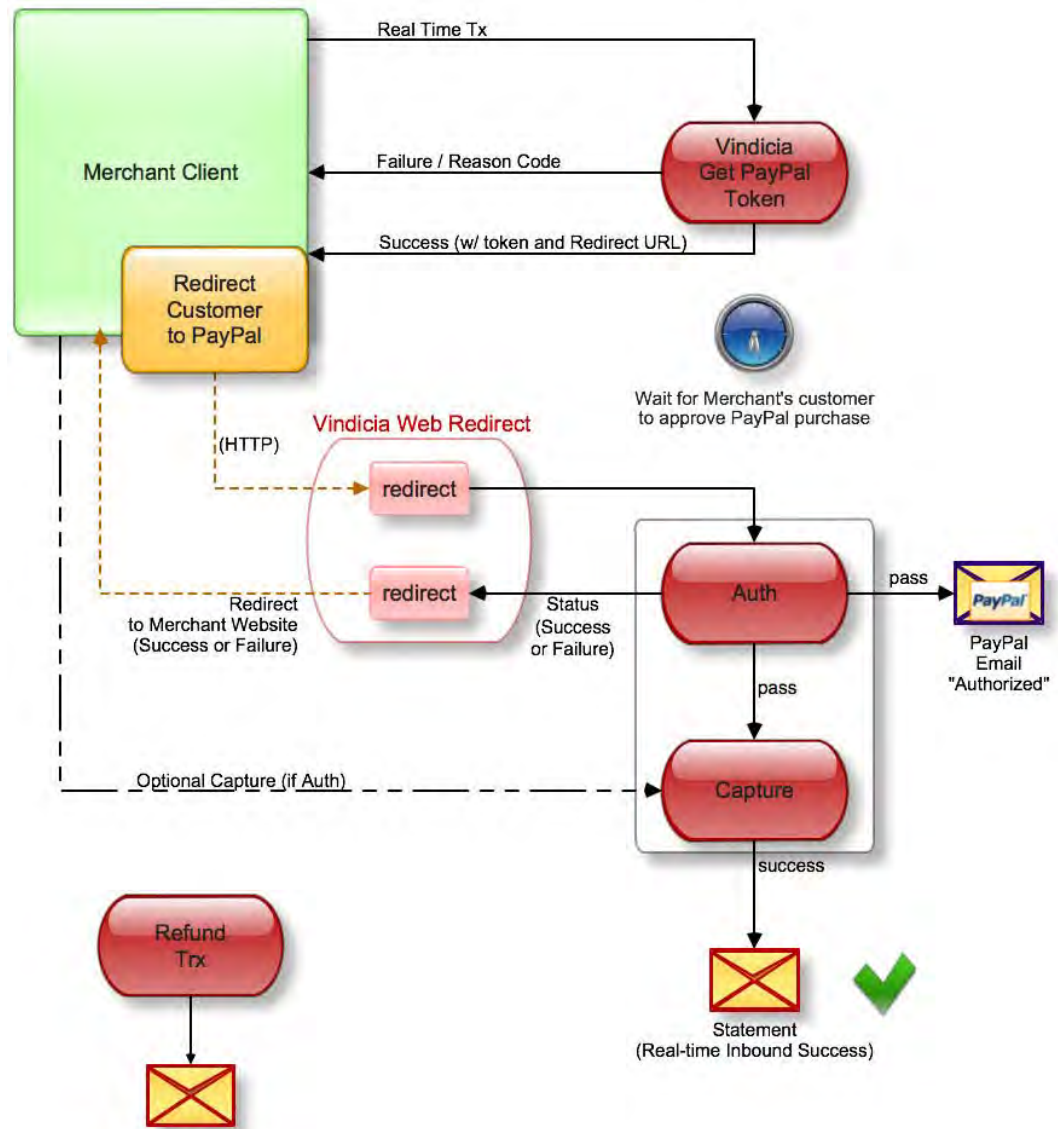


Figure A-1 Flow Logic: Creating or Updating an AutoBill for PayPal

Creating a new AutoBill with validation and updating an AutoBill with validation when an existing customer account does not already specify a Payment Method are very similar. When the buyer clicks a **PayPal** button on the merchant site, the Merchant creates a transaction using PayPal as the payment method and passes all required and optional fields (for which data is available) to CashBox.

- Creating a new AutoBill requires the merchant application to gather the necessary information from the customer to create the AutoBill. For more information about the necessary method calls, see the **CashBox API Reference Guide**.
- Updating an AutoBill to specify PayPal as the Payment Method requires that the merchant application retrieve existing customer information, including pricing.
- Once the initial gathering of data is complete in both cases, CashBox submits the information to PayPal, and PayPal processes the request.
 - On success, PayPal returns a unique session identifier, or “token,” and a redirect URL to CashBox, and CashBox passes that information back to the merchant client for processing in the TransactionStatusPayPal object for processing
 - On failure, PayPal returns a failure reason code to CashBox and CashBox passes that information back to the merchant client in a TransactionStatusPayPal object for processing.
- On success, the merchant redirects the customer to the PayPal website, where the customer signs into PayPal, chooses a payment method, and clicks **Continue**. Invisible to the customer, the PayPal site momentarily redirects to the CashBox web site that sends a \$1 authorization to PayPal.
 - On successful authorization, CashBox redirects the customer to the Merchant’s success URL and creates a new AutoBill that indicates the PayPal Billing Agreement ID (Reference Transaction ID in CashBox).
 - On failed authorization, CashBox redirects the customer to the Merchant’s cancel URL.
- On success PayPal sends the customer an email indicating that the transaction was authorized in the amount of \$1.00. However, CashBox does not capture this transaction.

A.7 Boleto Bancario Recurring Billing

The following diagram describes the Payment Capture flow for recurring billing when customers provide a Payment Method of Boleto Bancario.

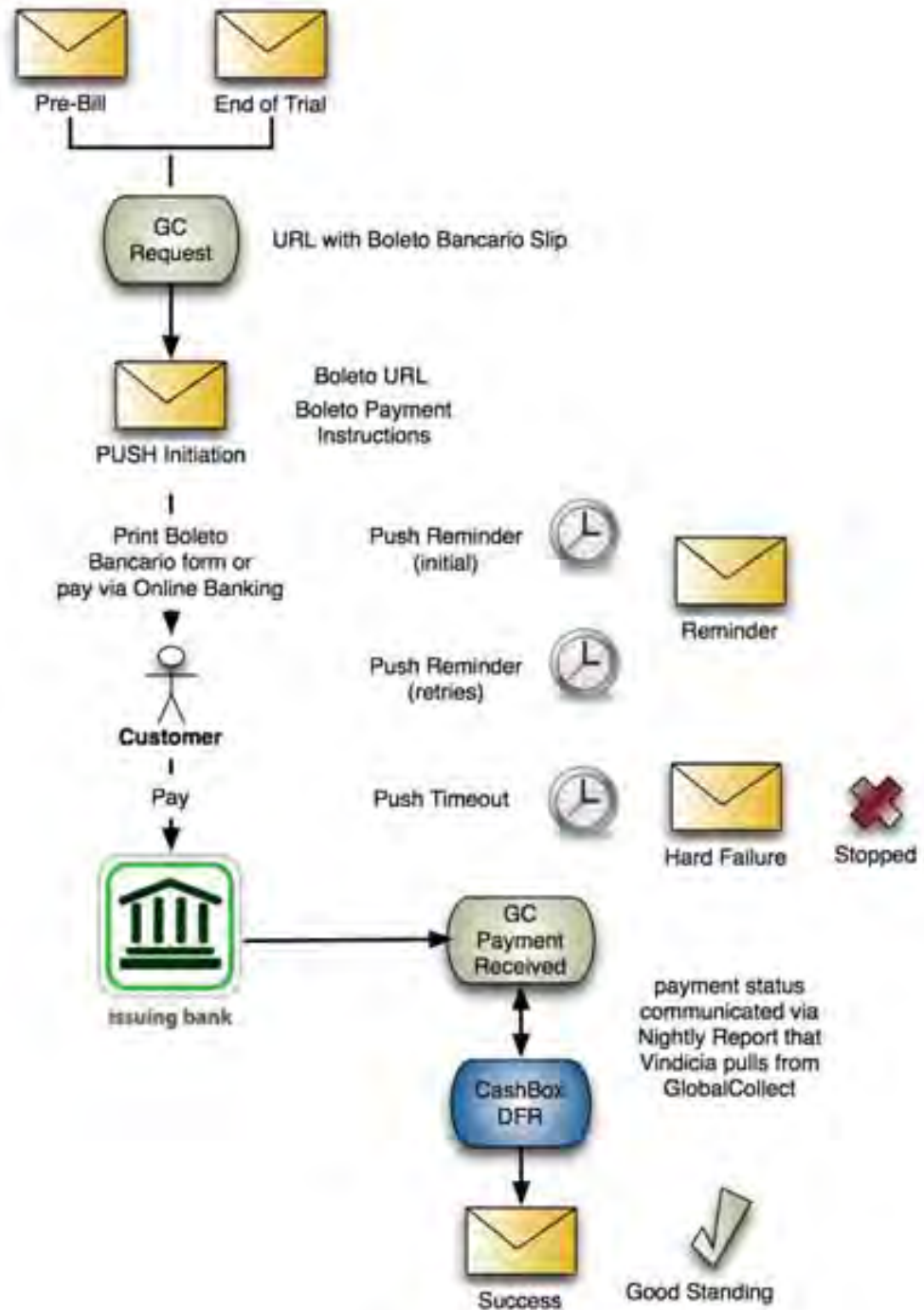


Figure A-1 Payment Capture Flow: Recurring Billing and Boleto Bancario

The key events in Payment Capture Flow for recurring billing when Payment Method is Boleto Bancario are as follows:

- Account must be previously created and include all required and optional fields for payment method.
- Pre-billing and End of Trial notifications are sent per normal payment capture flow.
- At billing, CashBox sends Request to Global Collect.
- Global Collect indicates that the request is accepted, provides other details about the transaction, and provided the URL, all of which are stored in the CashBox database.
- The Global Collect Bancario URL and instructions are included in the Push Initiation notification.
- The customer either completes an online banking process, or prints the Bancario form and takes it to the bank to make the payment.
- Payment is pending. During this time, an option that the merchant can configure indicates if the customer should be granted entitlement (that is, status of the transaction is Authorized Pending). For an AutoBill, this should only change the Good Standing status from a previous billing cycle if it is past the previous billing cycle Expiration date.
- Once the customer completes the process, Global Collect informs CashBox through nightly report files (M - F) that provide the details of the actual transaction.
- CashBox loads the nightly files, marks the successful transactions captured, and CashBox sends a Success notification.
- If necessary, CashBox sends out one or more Push Reminder notifications (based on the reminder initial and retry settings) indicating that the payment is outstanding.
- CashBox sends out a Hard Failure notification indicating that the billing was not successful and that the customer needs to return to the site and provide a different payment method if it has passed the Push Timeout. The transaction and AutoBill should be set to Cancelled/Hard Failure and the Global Collect transaction should be cancelled as well.

A.8 Boleto Bancario Real-Time Transactions

The following diagram describes the Payment Capture flow for real-time transactions when customers provide a Payment Method of Boleto Bancario.

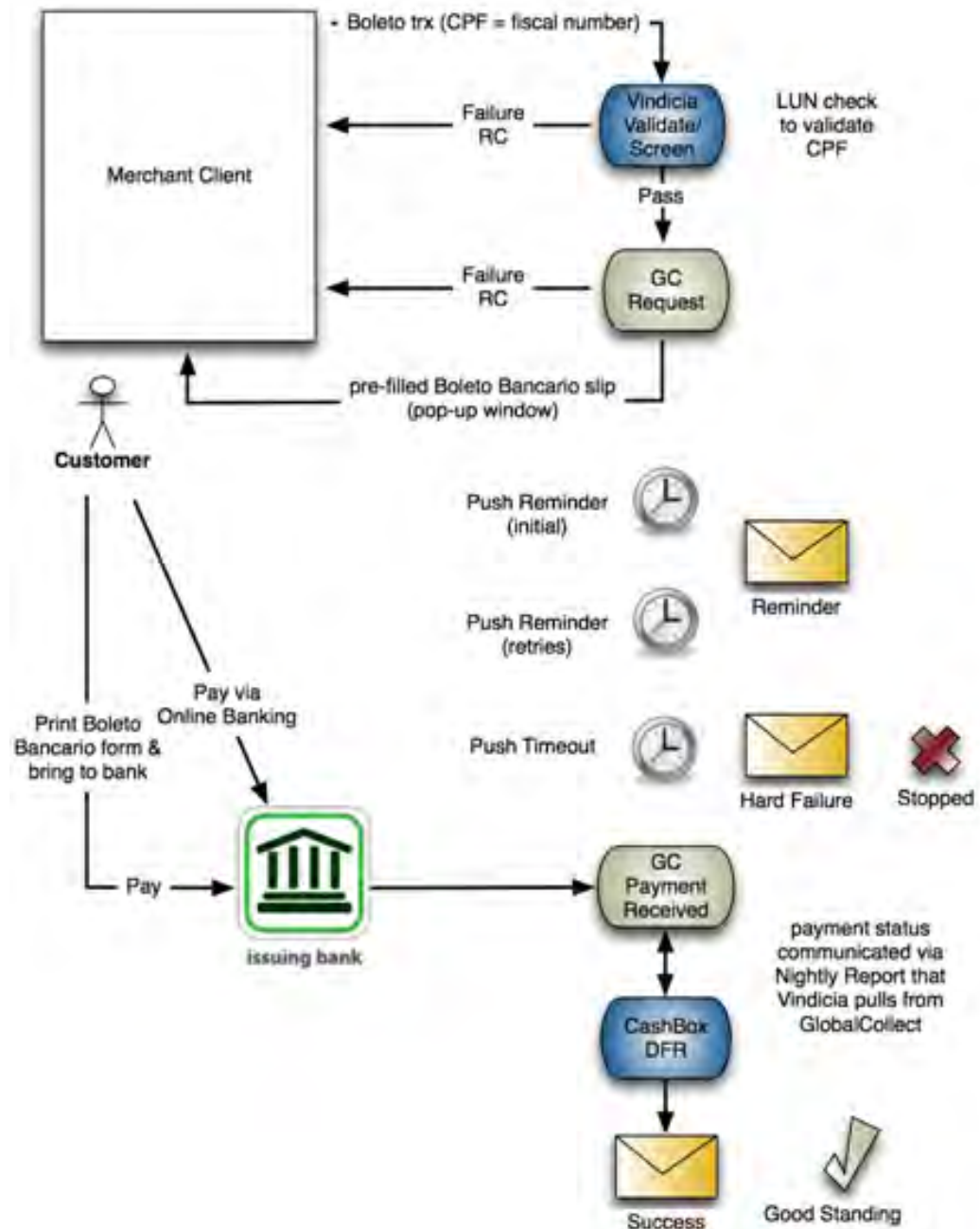


Figure A-1 Payment Capture Flow: Real-Time Transactions and Boleto Bancario

The key events in Payment Capture Flow for real-time transactions when Payment Method is Boleto Bancario are as follows:

- Merchant creates a transaction using as the payment method and passes all required and optional fields for which data is available to CashBox.
- CashBox performs validation on the fiscal number and returns a failure if CPF does not pass validation or if the fraud screen threshold has been exceeded.
- Global Collect indicates if the request is accepted or not as well as other details about the transaction.
 - If there is a failure, our client returns an error code and explanation back to the merchant and the merchant displays the information to the customer.
 - If successful, CashBox returns the Global Collect URL of the Bancario form, which our client forwards to the merchant.
- The merchant displays the Bancario form in a pop-up window to the customer.
- The customer either completes an online banking process, or prints the Bancario form and takes it to their bank to make the payment.
- Payment is pending during this time and status is set to Authorized Pending. There is an option the merchant can configure that indicates if the customer should be granted entitlement when the transaction status is Authorized Pending.
- Once the customer completes the process, Global Collect informs CashBox via a nightly report (M - F) that the customer has paid.
- CashBox loads the nightly files and marks the successful transactions captured and CashBox sends a Success notification to the customer.
- CashBox sends out one or more Push Reminder notifications (based on the reminder initial and retry settings) indicating that the payment is outstanding if the payment has not been made.
- CashBox send out a Hard Failure notification indicating that the billing was not successful and that the customer needs to return to the site and provide a different payment method if it has passed the Push Timeout. The transaction should be set to Cancelled/Hard Failure and the Global Collect transaction should be cancelled as well.

A.9 EDD Recurring Billing

The following diagram describes the Payment Capture flow for batch processed, recurring transactions using an AutoBill when the customer provides a Payment Method of EDD.

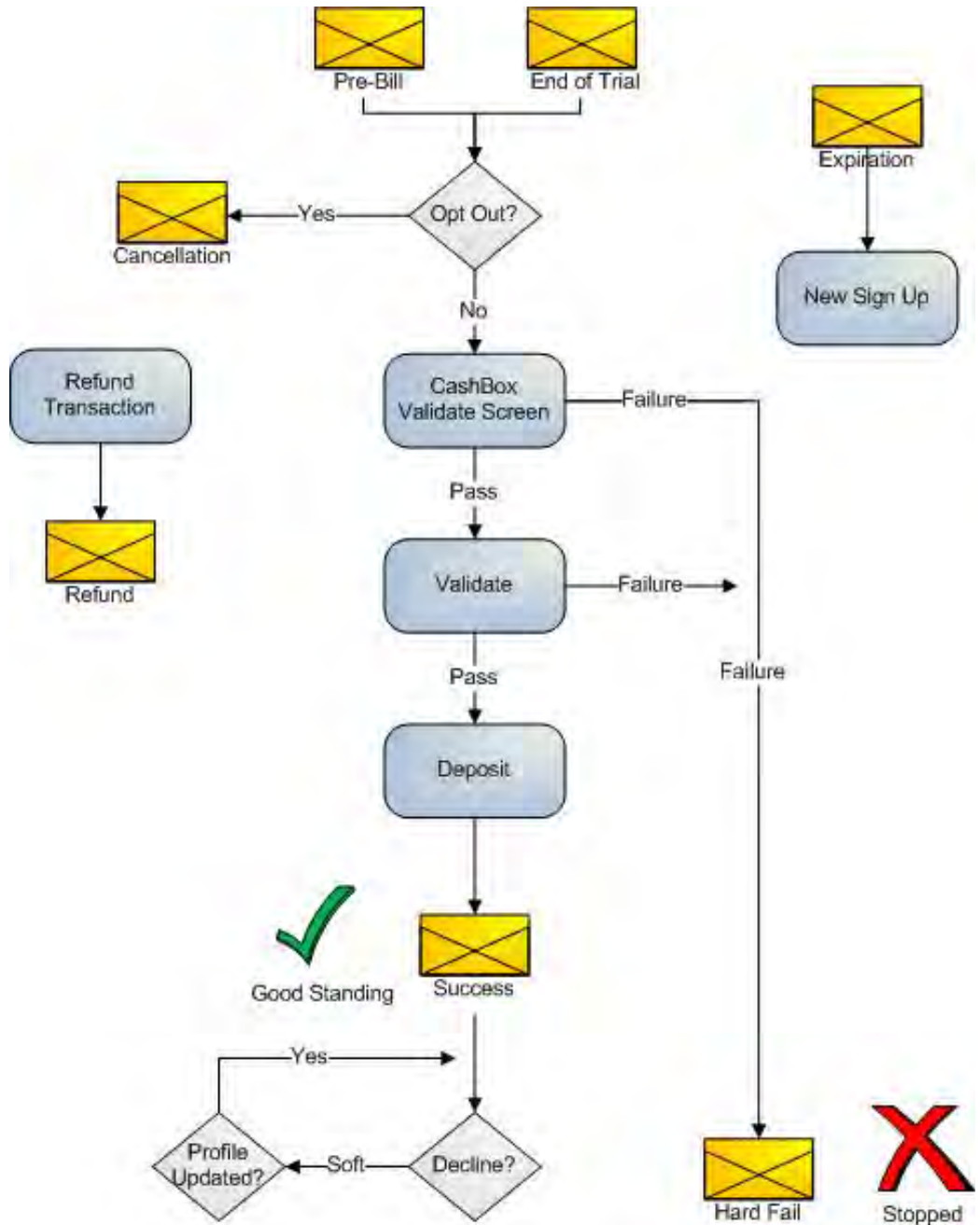


Figure A-1 Payment Capture Flow: Batch (AutoBill) Processing and EDD

The key events in Payment Capture Flow for batch processed (AutoBill) transactions when Payment Method is EDD are as follows:

- CashBox sends the customer a Pre-Bill, End of Trial, or Expiration notification.
- CashBox performs an internal validity check to ensure that the account and payment-method information meets the internal consistency criteria. One of these scenarios then occurs:
 - If the transaction passes the validity check, processing continues.
 - If the transaction fails, CashBox sends the customer a Hard Failure notification.
 - If the transaction fails the CashBox consistency check or if a failure is received from the payment processor, CashBox sends the customer a Hard Fail notification.
 - If, after receiving a Pre-Bill notification, the customer opts out of the subscription on the merchant's self-service portal, CashBox sends the customer a Cancellation notification.
- In cooperation with Vindicia Client Services, the merchant defines the number of days before the subscription expires for CashBox to attempt billing. As long as the customer does not opt out of a subscription, CashBox continues to submit billing transactions to the payment processor.
- After the transaction funds are deposited, CashBox sends the customer a Success notification and gives the AutoBill object the Authorized Pending status. At this time, a merchant application can entitle the customer or require that the customer wait until the transaction is successfully captured (that is, no decline is received for the deposit). That period of time in the current EDD implementation is four banking days.
- The payment processor submits the transaction to the appropriate payment network. Following network rules, the payment network either deposits the funds into the merchant account or notifies CashBox of any declines. One of these scenarios then occurs:
 - If the deposit is not declined after the payment-processor-specific number of banking days (currently four days) have elapsed, CashBox marks the transaction Captured.
 - If the deposit is declined due to insufficient funds, the payment processor retries the deposit after the number of days predefined by the merchant have elapsed. CashBox then waits for another deposit cycle (four banking days).
 - If the customer's transaction is declined, CashBox marks the transaction as a Hard Fail and sends the customer a Hard Fail notification.
 - If a transaction is refunded, CashBox sends the customer a Refund notification.

A.10 EDD Real-Time Transactions

The following diagram describes the Payment Capture flow for real-time transactions when customers provide a Payment Method of EDD.

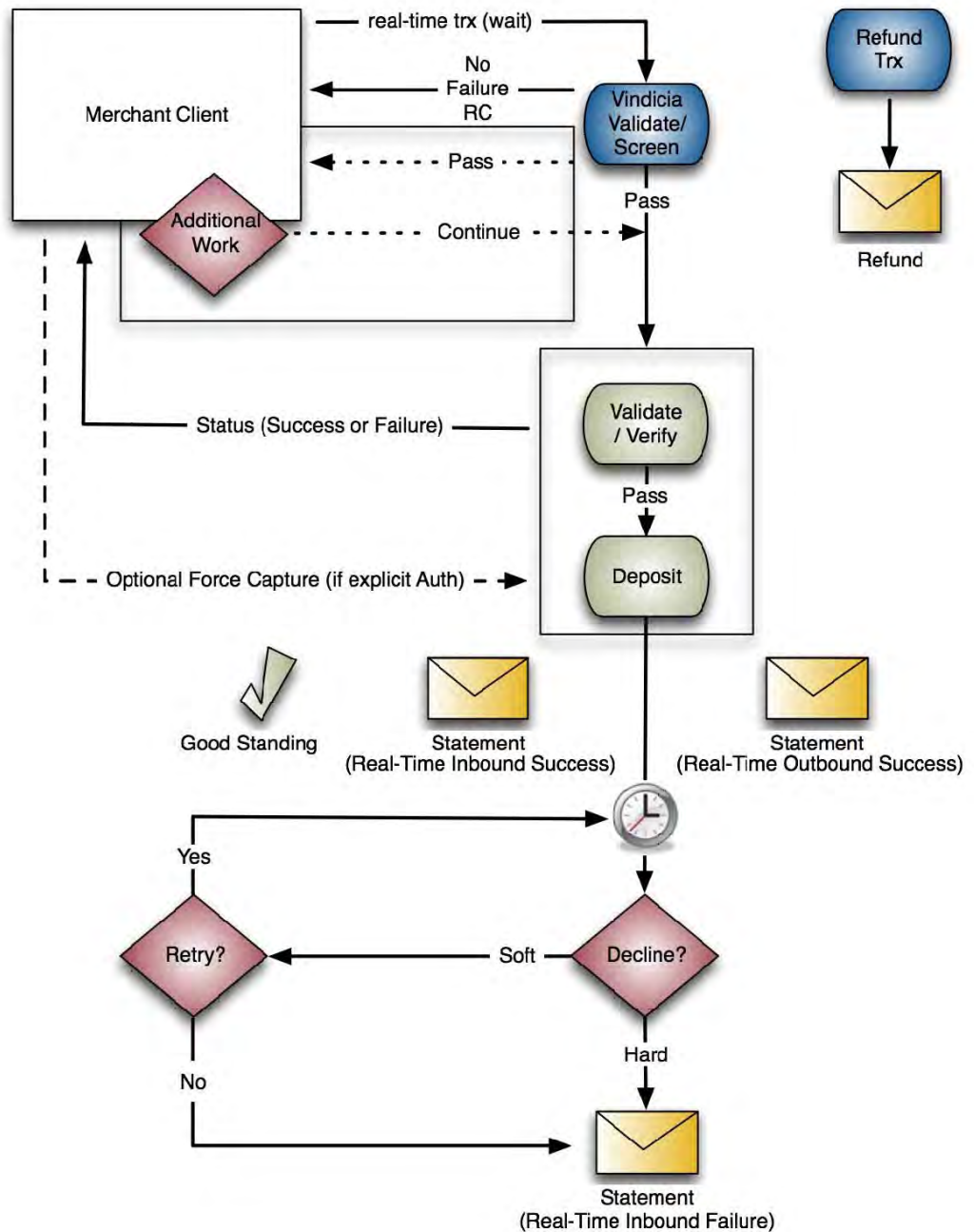


Figure A-1 Payment Capture Flow: Real-Time Transactions and EDD

The key events in Payment Capture Flow for real-time transactions when Payment Method is EDD are as follows:

- A merchant sends a transaction to CashBox to perform an internal validity check to ensure that the account and payment-method information meets the internal consistency criteria.
- Optionally, the merchant can call the ChargeGuard Fraud Screen tool to determine the chargeback probability.
 - If the transaction passes the validity check and, in the case of a calculation of the chargeback probability, is within the fraud-screen threshold, either CashBox submits the transaction for processing or the merchant application performs additional work before submitting the transaction for processing.
 - If the transaction fails the validity test, CashBox returns a failure reason code. In the case of a calculation of the chargeback probability, CashBox also returns a fraud-screen score.
- CashBox submits the transaction to the payment processor.
 - The payment processor validates the against the processor's internal negative file.
 - Next, the payment processor validates the Bank Sort Code to ensure that it references a confirmed bank and is in the correct structure for that bank before the deposit occurs.
 - After the transaction is deposited, CashBox sends the customer a Real-Time Inbound or Outbound Success notification.
- The payment processor submits the transaction to the appropriate payment network. Following network rules, the payment network either deposits the funds into the merchant account or notifies CashBox of any declines. One of the following events then occurs:
 - If the deposit is not declined after the payment-processor-specific number of banking days (currently four days) have elapsed, CashBox marks the transaction Captured.
 - If the deposit is declined due to insufficient funds, the payment processor retries the deposit after the number of days predefined by you have elapsed. CashBox then waits for another deposit cycle (four banking days).
 - If the customer's transaction is declined, CashBox marks the transaction as a Hard Fail and sends the customer a Hard Fail notification.
 - If a transaction is refunded, CashBox sends the customer a Refund notification.

Appendix B Status Definitions

Several CashBox objects include status fields that let you know the current state of the object. These objects include AutoBill, which provides both a Billing Status field and an Entitlement field, Transaction, with a Transaction Status field, and Chargeback, which has a Chargeback Status field. The following sections describe these status fields, their possible values, and explain what each possible value means.

B.1 AutoBill Status and Entitlement Definitions

An AutoBill provides two pieces of Status explanation. The **Billing Status** field indicates the status of the AutoBill itself. A second field, **Entitlement(s) Active** indicates the status of customer entitlements associated with the AutoBill.

The following table lists possible status values for the AutoBill **Billing Status**:

Table B-1 AutoBill Billing Status Explanations

Status	Explanation
New	AutoBill exists, but has not yet billed the customer.
Good Standing	Billing for the current billing period was successful.
Stopped	Customer opted out or the AutoBill was cancelled.
Hard Error	Billing for current period resulted in a hard failure. If the renewal date is past, the customer is not entitled to Product access.
Soft Error	Billing resulted in a soft failure, and will be resubmitted at the next retry cycle.
Pending	Transaction is authorized, but payment is not yet been captured. A merchant application can configure whether Pending status results in customer Entitled or Disentitled status. For more information see Chapter 7: AutoBills .
Pending Customer Action	Customer is currently redirected to the PayPal website for payment. Upon redirection to CashBox, Status will be set to New .
Upgraded	Customer upgraded or side-graded to a new AutoBill.

The following table lists the possible values for the AutoBill **Entitlement(s) Active** field:

Table B-1 Entitlement(s) Active Explanations

Status	Explanation
Yes	Entitlements associated with the AutoBill are active.
No	Entitlements associated with the AutoBill are inactive.

B.2 Transaction Status Definitions

The following table summarizes the possible values for the Status field of the Transaction object, and provides additional information relevant to understanding those values.

Table B-1 Transaction Status Definitions

Status	Description
Captured	Payment processor successfully captured the Transaction.
Cancelled	The Transaction was cancelled because of a hard or soft failure, or because the merchant chose not to capture the transaction, for example, based on fraud screen result.
Refunded	The Transaction was successfully refunded, either fully or partially. The amount of the refund is displayed in the Tx Refund column to the right of the Tx Amount column. If the Tx Refund amount is the same as the Tx Amount, the Transaction was fully refunded, and if Tx Refund is less than Tx Amount, the Transaction was partially refunded.
New	Transaction is created, but not yet submitted for payment.
Authorized	Transaction is successfully authorized and awaiting a capture call.
Auth Expired	Transaction was Authorized, but no Capture was made within the payment processor's authorization time frame and the authorization has expired.
Authorized for Validation	Transaction is successfully validated (for example, \$1.00 authorization).
Deposit Retry Pending	Transaction is being retried within the payment processor system (ECP Transactions only).
Authorized Pending	Transaction passed authorization with the payment processor and the settlement of funds is pending.
Authorization Pending	Transaction is created (customer clicked the PayPal button on a merchant site), but has not completed the PayPal payment process. Note: Customer has three hours to complete the transaction before it times out. If the transaction times out, Status remains Authorization Pending indefinitely.
Void	Transaction previously classified as Auth Expired has been reversed. Note: Voiding a transaction avoids Visa fees for Authorizations that are not captured.
Undefined	Transaction has not yet been submitted to payment processor. This may be because the Transaction is currently in the middle of processing when viewed.

B.3 Chargeback Status Definitions

The following table summarizes the possible values for the Status field of the Chargeback object, and provides additional information relevant to understanding those values.

Table B-1 Chargeback Status Definitions

Status	Definition
New	Initial status when a Chargeback is received by Vindicia for review.
Retrieval	Retrieval/Ticket Request is received by Vindicia.
Responded	Vindicia has responded to a retrieval/ticket request.
Legitimate-Other	The Chargeback will not be challenged due to a customer service/billing issue made by the merchant.
Legitimate-Fraud	The Chargeback appears to be a case of true fraud, and will not be challenged by Vindicia.
Challenged	Vindicia has submitted rebuttal documents to the processor in an attempt to reverse the Chargeback.
Appealed	The customer submitted a Chargeback, Vindicia successfully challenged the Chargeback, and the customer or issuing bank has elected to continue the dispute.
Won	The Chargeback was reversed in favor of the merchant.
Lost	The Chargeback stands and no money will be transferred back to the merchant.
Expired	Chargeback documents or Transaction information was received too late, and Vindicia is unable to respond to the Chargeback.
Pass	Even though there is complete Transaction and Chargeback information, Vindicia is choosing not to challenge the Chargeback.
Incomplete	A Chargeback was received on a Transaction that is missing Transaction detail/information. Vindicia is unable to respond to the Chargeback until the Transaction detail is received.
New-2 nd Chargeback	A second Chargeback is received on a Transaction that was previously charged back, responded to, and won.
Duplicate	A duplicate Chargeback is received and entered on a single Transaction.
Pre-Arbitration	Visa only. The issuing bank indicates that a customer continues to dispute a Chargeback previously reversed in favor of the merchant, and offers the merchant an opportunity to return the funds to the customer before pursuing arbitration.
Pre-Arbitration Accept	Visa only. A customer continues to dispute a Chargeback previously reversed in favor of the merchant. Vindicia elects to return funds to the customer for the previously won Chargeback rather than pursuing arbitration.
Pre-Arbitration Decline	Visa only. A customer continues to dispute a Chargeback previously reversed in favor of the merchant. Vindicia indicates its willingness to engage in arbitration on behalf of the merchant.

Table B-1 Chargeback Status Definitions (Continued)

Status	Definition
Pre-Arbitration Won	Visa only. A disputed Chargeback slated for arbitration was reversed in favor of the merchant prior to entering arbitration.
Pre-Arbitration Pass	Visa only. A customer continued to dispute a previously won Chargeback that Vindicia expressed its willingness to engage in arbitration over, but the pre-arbitration decision is to allow the customer to retain the funds.
Arbitration	The Chargeback is in arbitration, and the card association will rule on the legitimacy of the Chargeback.

Appendix C Chargeback Reason Codes

When a customer challenges a transaction, the issuing bank provides a reason code that is used to provide an explanation of the reason for the resulting chargeback. This appendix lists Chargeback Reason Codes by credit card type and provides brief explanations of each code.

C.1 Visa

The following table lists and describes Chargeback Reason Codes returned by Visa.

Table C-1 Visa Chargeback Reason Codes and Explanations

Reason Code	Explanation
30	Services Not Provided or Merchandise Not Received
31	Error in Addition
41	Cancelled Recurring Transaction
50	Credit Posted as Purchase
53	Not as Described
56	Defective Merchandise
57	Fraudulent Multiple Transactions
60	Requested Copy Illegible
61	Fraudulent Mail/Phone Order Transaction
62	Counterfeit Transaction

Table C-1 Visa Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
70	Account Number On Exceptions File
71	Authorization Request Declined / Declined Authorization
72	No Authorization / Transaction Exceeds Floor Limit
73	Expired Card
74	Late Presentment
75	Cardholder Does Not Recognize the Transaction
76	Incorrect Transaction Code
77	Non-Matching Account Number
79	Requested Transaction Information Not Received
80	Incorrect Transaction Amount or Account Number
81	Fraudulent Transaction - Card Present Environment
82	Duplicate Processing
83	Fraudulent Transaction - Card Absent Environment
85	Credit Not Processed
86	Paid by Other Means
90	Non-Receipt of Merchandise
93	Risk Identification Service
96	Transaction Exceeds Limited Amount

C.2 MasterCard (including Diners Club and Carte Blanche)

The following table lists and describes Chargeback Reason Codes returned by MasterCard, Diners Club, and Carte Blanche.

Table C-1 MasterCard Chargeback Reason Codes and Explanations

Reason Code	Explanation
4801	Requested Transaction Data Not Received
4802	Requested Item Illegible
4807	Warning Bulleting File
4808	Requested / Required Authorization Not Obtained
4812	Account Number Not on File
4831	Transaction Amount Differs

Table C-1 MasterCard Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
4834	Duplicate Processing
4835	Card Not Valid or Expired
4837	Fraudulent Mail/Phone Order Transaction
4841	Cancelled Recurring Transaction
4842	Late Presentment
4846	Correct Transaction Currency Code Not Provided
4847	Exceeds Floor Limit, Not Authorized, and Fraudulent Transactions
4849	Questionable Merchant Activity
4850	Credit Posted as a Debit
4853	Cardholder Dispute Defective / Not as Described
4854	Cardholder Dispute-Not Elsewhere (U.S. only)
4855	Non-Receipt of Merchandise
4857	Card-Activated Telephone Transaction
4859	Services Not Rendered
4860	Credit Not Processed
4863	Cardholder Does Not Recognize - Potential Fraud

C.3 Discover (Novus Network)

The following table lists and describes Chargeback Reason Codes returned by Discover (Novus Network).

Table C-1 Discover Chargeback Reason Codes and Explanations

Reason Code	Explanation
AL	Cardholder challenges the validity of an airline Card Transaction. Airline Transaction Dispute.
AP	Cardholder challenges the validity of multiple Automatic Payment Card Transactions. Automatic Payment.
AW	Cardholder alleges that the amount of a Card Transaction was altered without the Cardholder's consent or direction. Altered Amount.
CA	Cardholder challenges the validity of a Cash Advance, Quasi Cash or Cash Over Transaction, other than a Discover Network ATM Transaction. Cash Advance Dispute.

Table C-1 Discover Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
CD	Cardholder challenges the validity of a Card Transaction because the Transaction should have resulted in a Credit rather than a Card Sale. Credit.
CR	Cardholder challenges the validity of a Card Transaction because the Cardholder cancelled the underlying reservation with the Merchant. Cancelled Reservation.
DA	Declined Authorization
DP	Cardholder challenges the validity of more than one Card Sale that posted to the Cardholder's Account. Duplicate Processing.
EX	Cardholder or Issuer challenges the validity of a Card Sale because the Card had expired at the time of the Authorization Request. Issuer must provide valid legible proof the Card had expired at the time of the Card Sale. Expired Card.
IC	Cardholder or Issuer disputes a Card Sale because Sales Data received in response to a Ticket Retrieval Request is either illegible or is missing a valid legible Card imprint. Illegible Sales Data.
IN	Issuer disputes a Card Transaction because the Card Number provided by the Merchant is not valid. Issuer must provide valid legible proof that the Card Number is neither assigned nor valid. Invalid Card Number.
IS	Cardholder or Issuer disputes a Card Sale because Sales Data received in response to a Ticket Retrieval Request does not include a valid legible Cardholder signature. Issuer must provide valid legible proof the Sales Data does not display a Cardholder signature. Missing Signature.
LP	Cardholder or Issuer disputes a Card Sale because the Acquirer or Merchant submitted Sales Data for the Card Sale more than 60 calendar days after the Authorization Request and the Card Sale was not for a delayed delivery Card Sale. Issuer must provide valid legible proof that Sales Data for the disputed Card Sale was submitted more than 60 calendar days after the Card Sale date. Late Presentation.
N	Cardholder alleges that he or she was present at the ATM but received no funds. No funds Dispensed.
NA	Issuer disputes a Card Sale because the Merchant did not obtain an Authorization Response and the Issuer cannot collect the Card Sale amount from the Cardholder. No Authorization.
NC	Cardholder challenges the validity of a Card Transaction and no other Reason Code applies. Not Classified.
P	Cardholder challenges the location at which a Cash Advance took place or the amount of cash dispensed. Partial Funds Dispensed.
RG	Cardholder challenges the validity of a Card Transaction due to non-receipt of goods or services. Non-Receipt of Goods or Services.
RM	Cardholder challenges the validity of a Card Transaction because the merchandise or services delivered by the Merchant were not of the quality or condition agreed-upon. Cardholder Disputes Quality of Goods or Services.
RN	Cardholder alleges that an expected Credit from the Merchant was not received or was insufficient in amount (sub-Reason Codes are RN1 and RN2). Additional Credit RequestedRN1 Non-Receipt of CreditRN2.

Table C-1 Discover Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
SV	Cardholder or Issuer disputes a Stored Value Gift Card Transaction because the Merchant did not obtain a positive Authorization Response for the total amount of the disputed Card Sale. Issuer must provide valid legible proof the Stored Value Gift Card is over limit. Stored Value Dispute.
TF	Discover Network initiates a Chargeback of a Card Transaction because the Acquirer or Merchant did not comply with the applicable Operating Regulations and Discover Network identified such noncompliance after receiving the response to a Ticket Retrieval Request. Violation of Operating Regulations.
TNM	Cardholder challenges the validity of the Cash Advance because the Cardholder does not recognize the Transaction billed to the Account. Improperly Posted to Cardholder's Account.
UA01	Cardholder or Issuer challenges the validity of a Card Sale because no Authorization Request was attempted by the Merchant. Issuer must provide valid legible proof that an Authorization Request was not attempted at any time up to 90 calendar days prior to the Card Sale date. No Authorization.
UA02	Cardholder or Issuer challenges the validity of a Card Sale because the Issuer provided a declined Authorization Response. Issuer must provide valid legible proof that an Authorization Request was not approved during the same time period. Declined Authorization.
UA03	Card Sale exceeds amount Authorized. Sale Exceeded Authorization Amount.
UA11	Swiped Card Transaction – No Cardholder signature obtained. No Signature, Swiped.
UA12	Swiped Card Transaction – Invalid Cardholder signature obtained. Different Signature, Swiped.
UA18	Swiped Card Transaction – Illegible copy of Transaction Receipt. Illegible Copy, Swiped.
UA21	Keyed Card Transaction – No Cardholder signature obtained. No Signature, Keyed.
UA22	Keyed Card Transaction – Invalid Cardholder signature obtained. Different Signature, Keyed.
UA23	Keyed Card Transaction – Invalid Card imprint. Invalid Imprint.
UA28	Keyed Card Transaction – Illegible copy of Transaction Documentation. Illegible Copy, Keyed.
UA31	Card Not Present Card Transaction – Invalid Proof of Delivery obtained by Acquirer or Merchant. Invalid Proof of Delivery.
UA32	Cardholder or Issuer challenges the validity of a Card Not Present Card Transaction because the Acquirer or Merchant did not use the or obtain and submit the CID from the Cardholder. Issuer must provide compelling evidence that the Acquirer or Merchant did not use the and/or did not obtain and submit CID from the Cardholder in connection with the Card Sale. Invalid CNP Sale.
UA38	Card Not Present Card Transaction - Illegible copy of Transaction Documentation. Illegible Copy, Card Not Present.

Table C-1 Discover Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
UA99	Cardholder or Issuer challenges the validity of a Card Sale and the Acquirer or Merchant did not comply with the applicable Operating Regulations in connection with the Card Sale. Issuer must provide compelling evidence that the Acquirer or Merchant did not comply with its obligations under the Operating Regulations in connection with the Card Sale. Non-Co.
EF	Transaction Exceeds Floor Limit
RI	Non-Receipt of Requested Item
UA	Unauthorized Purchase

C.4 American Express

The following table lists and describes Chargeback Reason Codes returned by American Express.

Table C-1 American Express Chargeback Reason Codes and Explanations

Reason Code	Explanation
3	Our mutual customer requests credit for tickets/vouchers that were ordered, but not received. Please issue credit or provide signed proof of delivery, indicating delivery address, and explain why credit is not due.
4	Our mutual customer requests shipment of the tickets /vouchers that were ordered, but have not been received. Please ship these items or provide signed proof of delivery, with delivery address.
7	Our mutual customer claims this billing was to be billed in installments. Please issue credit and rebill in the agreed upon installments or provide a copy of your billing policy and explain why credit is not due.
9	Our mutual customer received merchandise from your Establishment and requests return instructions or a pick up date. Please provide a copy of your return policy if the merchandise cannot be returned.
10	Our mutual customer has received partial credit for this billing, but claims full credit is due. Please issue the remaining credit or provide supporting documentation and an explanation why additional credit is not due.
11	Our mutual customer claims the cancellation was made within the allowable cancellation period. The customer has received partial credit and requests the penalty be waived. Please issue the remaining credit or provide a copy of your cancellation policy.
12	Our mutual customer requests credit for a charge billed twice in error. Please provide signed support and itemization for the magnetic tape charge if credit is not issued.
15	Our mutual customer requests credit for the exchange fee billed. Please issue credit or provide a copy of your ticket/voucher exchange policy and explain why credit is not due.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
16	Our mutual customer requests credit for damaged merchandise received. Please issue credit and provide return instructions, or provide a copy of your return policy and explain why credit is not due.
18	Our mutual customer requests credit for an overcharge. Please provide support and detailed itemization for the full amount of the charge if credit is not issued.
20	Our mutual customer claims to have cancelled this service. If correct, please issue credit for that month billing and all subsequent months. In addition, depending on the outcome, charges already submitted but not yet billed may be returned to you. More importantly, all future billings on the American Express card must be discontinued, any future charges will be immediately returned should the customer dispute it.
21	Our mutual customer claims the service was cancelled. Please issue credit or provide a copy of the cancellation policy. Please discontinue future billings.
22	Our mutual customer claims that this membership was cancelled. Please issue credit or provide a copy of the signed membership contract indicating the cancellation policy. Please discontinue all future billings.
24	Our mutual customer claims the merchandise received is damaged and requests return authorization. If a return is not permitted, please provide a copy of your return or refund policy.
27	Our mutual customer claims this order was cancelled. Please provide a copy of your cancellation policy, along with proof of delivery if credit is not issued.
28	Our mutual customer claims that this membership was cancelled in writing. Please issue credit or provide a copy of the signed membership contract indicating the cancellation policy. Please discontinue all future billings.
29	Our mutual customer claims this membership has expired. Please issue credit or provide a copy of the signed membership contract indicating the expiration date and the renewal policy. Please discontinue all future billings.
30	Our mutual customer requests credit for defective merchandise received. Please issue credit and provide return instructions, or provide a copy of your return policy and explain why credit is not due.
31	Our mutual customer claims this charge was for a deposit on a vehicle that was not purchased. Please provide a copy of the signed purchase agreement indicating the cancellation policy if credit is not issued.
33	Our mutual customer claims no knowledge of the charge(s). Please provide support and itemization, along with a copy of the order(s) if credit is not issued.
40	Our mutual customer claims their service/membership has been cancelled. If credit is not issued, provide an explanation, proof of usage (internet & telecom only) and/or a copy of the cancellation policy/contract indicating the billing method cannot be changed. Please discontinue all future billings.
41	Our mutual customer has been unsuccessful in attempts to contact your establishment for cancellation of this service/membership. Please discontinue all future billings and contact the CM directly for alternate payment arrangements or provide a copy of a contract showing the payment method cannot be changed, and proof of usage (internet & telecom providers only).

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
42	Our mutual customer claims to have made alternate billing arrangements and requests credit. Please discontinue all future billings to this Account or provide a copy of the contract showing the billing method cannot be changed. If credit is not issued, please provide an explanation.
43	Our mutual customer requests to cancel the service. Please contact our c/m directly and/or cancel the service. If this cannot be done provide a copy of the contract.
44	Our mutual customer requests cancellation instructions/authorization. Please provide the requested information. Contact our c/m directly for alternate payment arrangements if cancellation is not permitted.
45	Our mutual customer requests replacement of damaged merchandise received. Please provide return instructions and send a replacement, or provide a copy of your return policy and explain why a replacement cannot be sent.
48	Our mutual customer requests replacement of defective merchandise received. Please provide return instructions and send a replacement, or provide a copy of your return policy and explain why a replacement cannot be sent.
49	Our mutual customer claims this charge was for a deposit on a vehicle that was not leased. Please provide a copy of the signed purchase contract or agreement indicating the cancellation policy if credit is not issued.
59	Our mutual customer requests repair of damaged merchandise received. Please provide return instructions and make the appropriate repairs, or provide a copy of your return policy and explain why the merchandise cannot be repaired.
60	Our mutual customer requests repair of defective merchandise received. Please provide return instructions and make the appropriate repairs, or provide a copy of your return policy and explain why the merchandise cannot be repaired.
61	Our mutual customer claims the referenced credit should have been submitted as a charge. Please bill the customer as requested or provide an explanation for the credit issuance.
62	Our mutual customer claims the referenced charge should have been submitted as a credit. Please issue full credit or provide support and itemization for this billing and the original charge.
63	Our mutual customer claims to be dissatisfied with the goods and/or services provided by your Establishment. Please issue full credit or provide a detailed explanation why partial or no credit is due.
70	Our mutual customer claims to be dissatisfied with repair work performed on their vehicle. Please issue credit or provide a detailed explanation, with supporting documentation, why credit is not due.
71	Our mutual customer requests credit for damages incurred to personal property. Please issue credit or provide the status of the customers claim for moving charge.
72	Our mutual customer claims no knowledge of this billing. The charge bears the signature of another person. Please issue full credit or provide signed proof of authorization for this charge by this customer.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
73	Our mutual customer claims they did not guarantee this reservation. The reservation was to be cancelled automatically if they did not arrive. Please issue credit or explain why credit is not due.
76	Our mutual customer claims to have cancelled this service. Please provide a copy of the contract/agreement indicating the cancellation policy and discontinue all future billings.
77	Our mutual customer wishes to return the merchandise. Please provide return instructions.
78	Our records indicate that a charge from your establishment was submitted on an invalid plastic number. Please provide a valid Account number along with the Card members name and support to avoid a Chargeback to your Account.
79	Our records indicate that a credit from your establishment was submitted on an invalid plastic number. Please provide a valid Account number along with the Card members name and support to avoid a credit back to your Account.
80	Our mutual customer claims to have cancelled this timeshare program. Please issue credit or provide a copy of the signed contract, with your cancellation policy, and explain why credit is not due.
82	Our mutual customer claims no knowledge of this credit. Please provide an explanation why this credit has been issued to this customer's Account.
83	We have been advised that the referenced customer is deceased. Please provide signed support and itemization or support and itemization for this billing.
86	Please discontinue all future billings to this inactive Account and make alternate billing arrangements with this customer.
87	Please issue credit and discontinue all future billings to this inactive Account. Please contact the customer directly to make alternate billing arrangements.
89	Our mutual customer claims to have made alternate billing arrangements. Please issue credit and discontinue future billings to this Account, or provide a copy of the signed membership contract and explain why credit is not due.
90	Our mutual customer claims this membership/service has been paid in full. Please issue credit and discontinue all future billings to this Account, or provide a copy of the signed contract/agreement, payment history, and explain why credit is not due.
91	Our mutual customer claims the cancellation was made within the allowable cancellation period. If credit is not issued, please provide support of your cancellation policy.
93	Our mutual customer claims no knowledge of the charge(s). Please provide signed support and itemization of the charge(s) in dispute. In addition, please provide a copy of the signed trip sheet if credit is not issued.
94	Our mutual customer claims no knowledge of the charge(s). Please provide support and itemization for the charge(s) in dispute. In addition, please provide a copy of the signed trip sheet if credit is not issued.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
95	Our mutual customer claims to have cancelled this service. Please provide signed proof that services were rendered or a copy of the signed cancellation policy if credit is not issued.
97	Our mutual customer requests credit for the unauthorized charge(s). Please provide signed support and itemization of the charge(s) or support and itemization.
99	Our mutual customer requests credit for a class or course cancelled. Please issue full credit or provide a copy of the signed registration and cancellation/refund policy.
107	Our mutual customer claims that the facility they attend is no longer open for business. Please issue credit and discontinue all future billings to this Account, or provide a copy of the signed contract/agreement and explain why credit is not due.
110	Our mutual customer claims the call(s) associated with this billing was connected to the wrong number.
117	Our mutual customer claims the call(s) associated with this billing was cut off.
119	Our mutual customer has no knowledge of the CARDeposit billing. Please issue credit or provide proof of confirmation and explain why credit is not due.
120	Our mutual customer requests credit for an overcharge incurred on a car/truck rental. Please issue credit or provide a copy of the signed, itemized rental agreement and explain why credit is not due.
121	Our mutual customer requests credit for a vehicle that did not perform properly during the rental. Please issue credit or provide a copy of the signed, itemized rental agreement and explain why credit is not due.
122	Our mutual customer claims to have no knowledge of the car/truck rental charge(s). Please issue full credit or provide a copy of the signed rental agreement(s) and explain why credit is not due.
123	Our mutual customer claims to have no knowledge of the car/truck rental charge(s). Please issue full credit or provide a copy of the itemized rental agreement(s) and explain why credit is not due.
124	Our mutual customer requests support for the charge(s). Please provide a copy of the signed, itemized rental agreement(s) or issue credit if this documentation is not available.
125	Our mutual customer claims to have no knowledge of the car/truck rental charge(s). Please issue full credit or provide a copy of the signed, itemized rental agreement(s) and explain why credit is not due.
127	Our mutual customer does not recognize the charge(s). Please provide signed support and itemization. If your records indicate the merchandise has been shipped, please include signed proof of delivery and the delivery address. If this documentation is not available, please issue credit.
128	Our mutual customer claims not to have authorized the charge(s) to be billed through American Express. Please issue full credit or provide a copy of the signed, itemized rental agreement(s) and explain why credit is not due.
129	Our mutual customer claims to have no knowledge the charge(s). Please issue credit or provide a copy of the signed, itemized trip sheet, if available.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
130	Our mutual customer requests credit for a deposit that was not deducted from the rental billing. Please issue credit or provide a copy of the itemized rental agreement and explain why credit is not due.
131	Our mutual customer claims the charge(s) was to be billed directly to their insurance company. Please issue credit or provide a copy of the signed, itemized rental agreement and explain why credit is not due.
132	Our mutual customer claims they were billed twice, one billing from your location and another from an alternate location. Please issue credit or provide a copy of the signed, itemized rental agreement for each location and explain why credit is not due.
133	Our mutual customer claims they were billed twice for the same purchase. Please issue credit or provide support and itemization for each charge, along with copies of the customer order(s).
134	Our mutual customer claims a portion of this charge was a deposit. Please issue credit or provide a copy of the itemized rental agreement and explain why credit is not due.
136	Our mutual customer claims this charge was for a deposit. Please issue credit or provide a copy of the itemized rental agreement and explain why credit is not due.
141	Our mutual customer claims this charge was a deposit on a vehicle returned. Please issue credit or provide a copy of the signed purchase agreement, indicating your return policy, and explain why credit is not due.
143	Our mutual customer claims the flowers ordered were not received. Please issue credit or provide proof of delivery, indicating the delivery address, and a copy of the customer's order.
146	Our mutual customer claims the disputed merchandise was returned and a second charge was submitted instead of a credit. Please issue credit for each charge, or provide support and itemization for each charge, and explain why credit is not due.
147	Our mutual customer claims this billing has been paid by their insurance company. Please issue credit or provide a copy of the signed, itemized rental agreement and explain why credit is not due.
150	Our mutual customer received and returned damaged merchandise from your establishment and has requested credit. Please issue credit or explain why credit is not due.
151	Our mutual customer received and returned damaged merchandise from your establishment and has requested a replacement. Please send us signed proof of delivery of the replacement order or issue credit.
152	Our mutual customer received and returned incorrect merchandise from your establishment and has requested credit. Please issue credit or explain why credit is not due.
153	Our mutual customer received and returned incorrect merchandise from your establishment and has requested a replacement. Please send us signed proof of delivery of the replacement order or issue credit.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
154	Our mutual customer requests credit for a cancelled order. Please issue credit or provide proof of delivery, delivery address, proof that the customer was made aware of your cancellation policy, and an explanation why credit is not due.
155	Our mutual customer has requested credit for merchandise that was not received from your establishment. Please issue credit or send us signed proof of delivery.
156	Our mutual customer ordered merchandise from your establishment but has not received it. Please issue credit and rebill the mutual customer after you deliver the merchandise, or send us signed proof that it has already been delivered.
157	Our mutual customer returned merchandise from your establishment but has not received a replacement. Please send us signed proof of delivery of the replacement order or issue credit.
158	Our mutual customer has requested credit for merchandise that was returned to your establishment. Please issue credit or explain why credit is not due.
159	Our mutual customer requests signed support and itemization for the referenced charge(s). Please provide the requested documentation and an explanation why credit is not due, or issue full credit.
160	Our mutual customer has requested credit for tickets/vouchers that were not ordered. Please issue credit or provide supporting documentation.
161	Our mutual customer requests credit for tickets/ vouchers that have been returned. Please issue credit or provide proof of usage, and explain why credit is not due.
162	Our mutual customer requests credit for returned tickets/vouchers. Please issue full credit or provide supporting documentation and an explanation why partial, or no credit is due.
163	Our mutual customer has requested credit for tickets/vouchers that were not received from your establishment. Please issue credit or provide supporting documentation.
164	Our mutual customer has requested credit for the unused tickets/vouchers that were lost/stolen. Please issue credit or provide supporting documentation.
165	Our mutual customer has requested credit for the tickets/vouchers that were lost/stolen. Please issue credit or provide supporting documentation.
166	Our mutual customer has requested credit for a payment that was made directly to your establishment. Please issue credit or provide supporting documentation.
167	Our mutual customer has requested credit for a reservation that your establishment confirmed for an incorrect date. Please issue credit or explain why credit is not due.
168	Our mutual customer has requested credit for a reservation that your establishment confirmed for an incorrect location. Please issue credit or explain why credit is not due.
169	Our mutual customer has requested credit for an incorrect conversion rate that your establishment used. Please issue credit or explain why credit is not due.
170	Our mutual customer requests credit for a cancelled reservation. Please issue full credit or provide a copy of your cancellation policy and explain why credit is not due.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
171	Our mutual customer requests credit for an Assured Reservation that was not honored. The customer claims when they contacted, or arrived at the hotel there was no record of the reservation. Please issue credit or provide proof of reservation and explain why credit is not due.
173	Our mutual customer requests credit from your established for a duplicate billing. If your records show this is correct, please issue full credit. If you believe the mutual customer is not due full credit, send us signed support and itemization of both charges and EXPLAIN FULLY IN THE SPACE BELOW.
174	Our mutual customer requests signed support and itemization for a charge submitted by your Establishment. Please provide a copy of the requested documentation.
175	Our mutual customer has requested credit for a charge from your establishment. Please issue credit or explain why credit is not due.
176	Our mutual customer does not recognize the referenced charge(s). Please issue credit or provide signed support and itemization and explain why credit is not due.
177	Our mutual customer claims this charge was unauthorized. Please issue full credit or provide signed authorization for this billing and explain fully in the space below.
178	Our mutual customer has notified us that no merchandise was ordered or delivered from your establishment. Please issue credit or send us signed support for both the order and delivery, with the delivery address indicated.
179	Our mutual customer does not recognize this charge for a reservation. Please issue credit or provide a proof of reservation.
180	Our mutual customer claims to have no knowledge of the referenced charge(s) for a stay at your Establishment. Please issue full credit or provide a copy of the signed, itemized folio and explain why credit is not due.
181	Our mutual customer claims to have no knowledge of the referenced No Show charge(s). Please issue full credit or provide the following documentation: reservation log with the absence of a cancellation number and a letter that informed the customer of your guaranteed reservation policy.
182	Our mutual customer has questioned the charges for damages from your establishment. Please issue credit or send us the acknowledgment of responsibility, signed by the mutual customer, as well as an itemization of the charges.
183	Our mutual customer does not recognize this charge from your establishment and requests signed support. If you cannot provide documentation, please issue credit.
184	We have identified these charges as cash advances, which cannot be billed through American Express. If they are not cash advances, please send us signed itemized support.
185	Our mutual customer claims they purchased, but later refused delivery of, the item(s) associated with this billing. Please issue credit or provide signed proof of delivery, with the delivery address, and an explanation why credit is not due.
186	Our mutual customer requests credit from your establishment for incorrect merchandise (s)he received from you. Please issue full credit and supply return instructions.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
187	Our mutual customer requests a replacement for incorrect merchandise (s)he received from you. Please provide CM with return instructions and the replacement or send us signed proof of delivery for replacement with the address.
188	Our mutual customer requests credit for the enclosed charge of which (s)he has no knowledge. The charge bears an invalid or incorrect Account number. Please issue a full credit or provide a copy of the charge with the CM's Account number.
189	Our mutual customer requests credit from your establishment since (s)he has not received any issues of a subscription ordered from you and would like to cancel it. Please issue full credit or send supporting documentation.
190	Our mutual customer has not received any issues of a subscription ordered from your establishment and requests that you begin delivery. If no delivery took place, please issue full credit.
191	Our mutual customer requests credit for merchandise that (s)he did not order or receive from you. Please issue credit or send shipping and/or PO supporting documentation.
192	Our mutual customer requests support and itemization of a charge from your establishment. Please issue a full credit or provide this requested documentation.
193	Our Card member has contacted us claiming the charge(s) incurred at your establishment are fraudulent. Please support the charge(s) with the following documentation from your records, Cardholder signature, Credit Card imprint, Signed proof of delivery to our Cardholder's billing address, Contracts, Folio, Rental Agreements, etc. and any other pertinent information, i.e., phone numbers, license numbers, description of person, etc. that could assist in our investigation.
194	Our Card member has contacted us claiming the charge(s) incurred at your establishment is fraudulent. We show that the full magnetic stripe data was not received by American Express. Please support the charge(s) with the following documentation from your records; Card member signature and Credit Card imprint. If the Transaction(s) was Mail Order, Phone Order or Internet, please provide signed proof of delivery to our Card member's billing address.
195	Our mutual customer does not recognize this charge from your establishment and requests itemization. If you cannot provide documentation, please issue credit.
196	Our mutual customer does not recognize this charge from your establishment. Please issue a credit or provide supporting documentation (shipping date, shipping address, signed support).
197	Our mutual customer requests credit from your establishment for a subscription they have cancelled and continues to be billed. Please issue full credit or provide supporting documentation explaining partial credit.
198	Our mutual customer requests credit from your establishment for a subscription (s)he never ordered. Please issue a full credit or provide supporting documentation.
199	Our mutual customer has been charged for both a stay and no-show and requests a credit for the no-show charge. Please issue credit or provide supporting documentation.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
200	As detailed in the attached Claim Report, we are requesting signed support and itemization for charge(s) from your Establishment. Please send us full documentation or issue full credit. If you believe full credit is not due, please explain fully in the space below
608	Our mutual customer is not disputing the charge(s), but is requesting signed support. Please provide the requested documentation.
610	Our mutual customer claims the charge(s) was to be billed to a third party. Please issue credit or provide supporting documentation and an explanation why credit is not due.
620	Our mutual customer claims to have been underbilled for the referenced amount. Please support this billing amount.
656	Our mutual customer claims no knowledge of the referenced Assured Reservations/ No Show charge(s). Please issue credit or provide a copy of the proof of reservation(s), and explain why credit is not due.
657	Our mutual customer requests credit for an overcharge. Please issue credit or provide a copy of the signed registration, folio itemization, and explain why credit is not due.
658	Our mutual customer claims they have received multiple billings in error. Please issue credit or provide signed support and itemization for each charge, and explain why credit is not due.
671	Our mutual customer claims this billing was to be a complimentary stay. Please issue credit or provide a copy of the itemized support, and explain why credit is not due.
672	Our mutual customer does not recognize the delayed charge(s) on this billing. Please issue credit or provide a copy of the signed, itemized support for this entire billing, and explain why credit is not due.
673	Our mutual customer claims to have been billed for an Assured Reservation charge and an actual stay. Please issue credit for the Assured Reservation billing or provide proof of reservation (Assured Reservation charge), itemized folio (stay charge), and explain why credit is not due.
674	Our mutual customer claims no knowledge of a charge that bears an invalid or incorrect Account number. Please issue credit or provide supporting documentation with the customer's Account number, and explain why credit is not due.
675	Our mutual customer claims the CARDeposit billing was to be applied to the stay. Please issue credit or provide a copy of the itemized folio with the CARDeposit credit entry.
676	Our mutual customer requests credit for a cancelled CARDeposit reservation. Please issue credit or provide proof of confirmation, a copy of your cancellation policy, and explain why credit is not due.
678	Our mutual customer has made a second request for credit on this billing. Our previous correspondence is not available. Please issue credit or provide any additional documentation, and/or explanation why credit is not due.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
679	Our mutual customer claims to have been billed twice for CARDeposit. Please issue credit or provide proof of confirmation for each charge, and explain why credit is not due.
680	Our mutual customer requests credit for an overcharge. Please issue credit or provide signed support and itemization for the entire charge, and explain why credit is not due.
681	Our mutual customer requests credit for a guaranteed reservation that was cancelled within your policy guidelines. Please issue credit or provide the following documentation if the cancellation did meet your policy guidelines: reservation log with the absence of a cancellation number and a letter that informed the customer of your guaranteed reservation policy.
682	Our mutual customer requests cancellation of this membership. Please issue credit and discontinue all future billing to the customer's Account, or explain why credit is not due.
683	Our mutual customer claims that this charge belongs to another person due to their American Express Cards being switched. Please issue credit or provide a copy of the charge that bears this customer's signature.
684	Our mutual customer claims this charge was paid in cash. A copy of the cash receipt is not available. Please issue credit or provide signed, itemized support and explain why credit is not due.
685	Our mutual customer has requested a copy of the signed receipt for this billing. Please provide the requested documentation.
687	Our mutual customer claims they do not recognize the charge(s). Please issue full credit or provide proof of reservation and signed, itemized support for the billing.
688	Our mutual customer claims the charge(s) was to be paid by their company. Please issue credit and rebill the correct party. If credit is not due, please provide signed, itemized support.
689	Our mutual customer requests credit for a reservation made for, and paid directly by a third party. Please issue full credit or provide proof of reservation and explain why credit is not due.
690	Our mutual customer is not disputing the charge(s), but is requesting support and itemization. Please provide the requested documentation.
691	Our mutual customer is not disputing the charge(s), but is requesting signed support and itemization. Please provide the requested documentation.
692	Our mutual customer claims they should have been billed for only one night. Please issue credit or provide signed support and itemization and explain why credit is not due.
693	Our mutual customer has questioned the charge for damages. Please issue credit or provide a copy of the following documentation: itemized rental agreement, itemized repair bill, and acknowledgment of responsibility signed by the Card member.
694	Our mutual customer requests credit for dissatisfactory accommodations. Please issue credit or provide an explanation why credit is not due.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
695	Our mutual customer requests credit for this billing as payment was made directly to your Establishment. Please issue full credit or provide signed, itemized rental agreement and explain why credit is not due.
696	Our mutual customer has requested credit for a car rental reservation that was cancelled with your establishment. Please issue full credit or send a copy of the rental agreement.
697	Our mutual customer claims they were billed twice for the same rental. Please issue credit or provide signed, itemized rental agreement for each charge, and explain why credit is not due.
698	Our mutual customer requests support for this charge. Please send a copy of the itemized rental agreement. If this is not available issue full credit.
699	Our mutual customer claims they should have been billed for only one night. Please issue credit or provide support and itemization and explain why credit is not due.
700	Our mutual customer claims this service was cancelled. Please issue credit for the charge(s) or provide detailed support and itemization and discontinue all future billings to this Account.
701	Our mutual customer requests cancellation of this service. Please discontinue all future billings to this Account.
702	Our mutual customer claims to have received duplicate credits to their Account. Please provide support for each credit.
703	Our mutual customer claims this repair and/or replacement was to be covered under warranty. Please issue credit or provide a copy of the warranty and explain why credit is not due.
704	Our mutual customer requests credit for tickets that were not used as a result of the event being cancelled. Please issue credit or explain why credit is not due.
705	Our mutual customer requests credit for tickets that they cancelled. Please issue credit or provide a copy of your cancellation policy and explain why credit is not due.
706	Our mutual customer claims they refused delivery of the item(s) associated with this billing. Please issue credit or provide supporting documentation and an explanation why credit is not due.
707	Our mutual customer claims the call(s) associated with this billing had poor transmission quality.
708	Our mutual customer claims the call(s) associated with this billing was not completed/connected.
712	Our mutual customer claims to have been billed for services not rendered. This practice is not permitted under your agreement with American Express. Please arrange other means of payment with Card member directly.
713	Our mutual customer has been billed twice and claims to have incurred only one of the charges. Please issue credit or provide signed support, if available, and itemization for each charge.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
722	Our mutual customer claims they do not recognize the charge(s). Please issue full credit or provide signed, itemized support indicating the Card member as the guest who stayed. If the guest was a person other than the Card member, please provide proof
723	Our mutual customer requests credit for this billing as payment was made directly to your Establishment. Please issue full credit or provide signed, itemized support and explain why credit is not due.
730	Please issue credit for the charge(s) or provide detailed support and itemization and discontinue all future billings to this Account.
792	Our mutual customer claims no knowledge of this charge. Please issue credit or provide signed support, itemization and proof of enrollment. Please discontinue all future billings to this Account.
800	Our mutual customer no longer disputes the charge(s). Please discontinue further investigation.
A01	The charge you submitted did not receive a valid authorization approval code for the amount of the charge. The charge submitted represents an amount in excess of the approval code received.
A02	The charge you submitted did not receive a valid authorization approval code.
A03	The charge submitted did not contain a six-digit authorization approval code. Your establishment must be able to obtain, capture and transmit a six-digit authorization approval code.
A04	We show no record of your establishment receiving a valid authorization approval code. At the time of the sale, your establishment was advised through your authorization system to call in directly to American Express.
A05	We were unable to locate an authorization approval code on our records with the information given on the charge.
A06	The charge represents an amount in excess of the limit agreed upon in our contract with your establishment, and we have been unable to verify that your Account obtained an overlimit authorization approval code.
A07	Our records indicate that authorization for this charge was declined.
A08	The charge was submitted after the authorization approval code expired. Authorization approval codes are valid for 30 days. All Transactions submitted more than 30 days after the authorization date require re-authorization.
A09	Authorization approval codes are valid for 30 days. All Transactions submitted more than 30 days after the authorization date will require a re-authorization or become your liability, if the Transaction proves to be fraudulent.
A10	The submitted Transaction did not receive a valid approval code. We have issued a Chargeback for a portion of the unauthorized submitted charge.
C01	We have not received the credit you agreed to provide to the cardholder's Account. We are obligated by Federal law to respond to the cardholder within a specified period of time.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
C02	We have not received the credit you agreed to issue to the cardholder's Account. If your records reflect credit was issued, please provide us with the credit summary amount and the check date this credit was processed.
C03	Our records do not reflect credit to the cardholder Account was received from your establishment. If your records reflect credit was issued, please provide us with the summary amount and check date this credit was processed.
C04	The cardholder has provided proof that the merchandise was returned.
C05	The cardholder has provided supporting documentation that the merchandise ordered was cancelled.
C06	Per your agreement with American Express, when you give a refund for a purchase made with the Card, you must credit that Card Account. Please deal directly with the cardholder for reimbursement.
C07	American Express will support your return policies in the event of a dispute provided the policies are on a copy of the receipt or record of the charge that the cardholder signs. Please deal directly with our mutual customer for resolution.
C08	The charge represents merchandise that has not been received by the cardholder. We are not able to bill the cardholder for merchandise not in their possession.
C09	An establishment cannot bill a cardholder for services not rendered.
C10	We previously contacted you regarding this continuous billing, and your establishment authorized us to debit your Account. Therefore, please discontinue all future billings.
C11	The dollar amount on the record of charge your establishment submitted was improperly altered to reflect a greater amount than what the cardholder originally signed for.
C12	The dollar amount on the record of charge your establishment submitted was altered to reflect a greater amount than what the cardholder originally signed for. Once a cardholder signs a record of charge, the amount may not be changed except when delayed charges are permitted in your Agreement, and the appropriate procedures are used. Such circumstances are not present in this case.
C13	The cardholder has paid for the charge directly, and therefore should not have been billed to his/her American Express Account. The documentation that the cardholder provided supported the claim.
C14	The cardholder has provided us with proof of payment by another method.
C15	The cardholder has provided us with proof of payment by voucher. Please deal directly with the issuer for recovery of funds.
C16	The requirements in the CARDeposit Agreement only permit cardholders with a billing address in the United States, Canada, Puerto Rico, or the U. S. Virgin Islands to be billed for this service.
C17	This American Express card Account is not valid in the United States. Please deal directly with the cardholder for recovery of funds.
C18	The cardholder's Account was charged for a "no-show" billing despite cancelling the reservation. The cardholder obtained the cancellation number listed.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
C19	The cardholder's Account was charged for a "no-show" billing as well as a valid billing.
C20	Only one day can be billed for an Assured Reservation no-show.
C21	Your Account is not enrolled in our Assured Reservation Program, therefore you may not bill for no show charges.
C22	In order to be valid, Guaranteed Reservations must be in the name of the cardholder.
C23	In order for a guaranteed reservation to be valid, the cardholder's address and expiration date must be referenced on the reservation. A copy of the Assured Reservation policy has been provided for your review. Please deal directly with the cardholder if you wish to pursue this matter.
C24	Please be advised that you are not permitted to bill for guaranteed reservations.
C25	Our Card member received the merchandise.
C26	Please discontinue all future billings to this Account.
C27	Our mutual customer no longer disputes the charge(s). Please discontinue further investigation.
C28	We previously advised you that our CM cancelled. This charge has been submitted after you were advised to discontinue all future billings.
F01	The charge you submitted did not receive a valid authorization approval code for the amount of the charge.
F02	The tickets were held at the box office, and no signature, swipe or imprint of the Card was obtained when the tickets were released.
F03	The agreement the cardholder signed is an agreement between your establishment and the cardholder, not American Express. Please deal directly with the cardholder for resolution.
F04	The information obtained via phone, fax or letter is not valid authorization for your establishment to bill the cardholder's Account. The Card should be presented and a valid signature obtained, regardless of any other arrangements.
F05	No signature, swipe or imprint of the Card was obtained when the merchandise was picked up.
F06	Your client information does not match that of the cardholder information. Please be advised that the Card is not transferable. Only the cardholder whose name appears on the front of the Card is authorized to make charges.
F07	American Express is not in the position to act as a collection agent in regard to an agreement negotiated between your service establishment and the cardholder.
F08	Your service establishment was unable to support a "signature on file" charge. Please deal directly with the cardholder for payment.
F09	When merchandise is picked up from your establishment, the American Express Card should be presented, a valid signature, and imprint or swipe of the Card obtained.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
F10	Your response to our inquiry for additional information did not include the imprint of the Card required on all keyed Transactions. Our records indicate that at the time of your authorization request the card information was keyed and that the card was not swiped through your POS device. As of August 1996, an update to all American Express Establishment contracts requires that you swipe the Card and send full magnetic stripe information when authorizing your charge(s). In addition, if you are unable to swipe the Card through your POS device then you are required to obtain an imprint of the Card.
F11	The signature is not that of the cardholder's. Please be advised that the American Express Card is not transferable. Only the cardholder whose name appears on the front of the Card is authorized to make charges.
F12	The signature is misspelled. Please be advised that the American Express Card is not transferable. Only the cardholder whose name appears on the front of the Card is authorized to make charges.
F13	The signature on the copy differs from the name imprinted on the card. This may be due to double imprint or switched cards at your establishment.
F14	A cardholder signature was not obtained to support this Transaction.
F15	The charge is not signed, and the support your establishment provided does not bear the cardholder's signature.
F16	The merchandise was not shipped to the cardholder's billing address and the merchandise was not ordered or received by the cardholder. When merchandise is shipped to an alternate address, the establishment assumes liability for the charge. Establishments are responsible for any shipment redirects.
F17	The ticket(s) were sent to an address other than the cardholder address and never received. An affidavit has been provided for your records.
F18	The merchandise was shipped to an address other than the cardholder's billing address and the cardholder has disputed the billing.
F19	The cardholder claims no merchandise was received and the address the merchandise was sent to is not the cardholder's billing address.
F20	The cardholder's card was expired when the charge was accepted by your service establishment.
F21	The cardholder's card was not valid when the charge was accepted by your service establishment.
F22	The card was expired or not yet valid when it was accepted by your service establishment.
F23	The cardholder's card was expired when the ticket was accepted by your service establishment.
F24	Multiple Charges.
F25	The charges submitted did not receive an authorization approval code for the total amount of the charge.
F26	The name provided on the Transaction is not the cardholder's name.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
F27	The support your establishment provided does not bear the cardholder's name.
F28	The charge(s) are Ticket by Mail or Electronic Tickets. If a cardholder claims fraudulent usage of the card, even if your establishment obtains an authorization approval code, no inquiry will be sent and we have the right to charge your establishment.
FR1	Your Establishment is on a Full Recourse/Immediate Chargeback program under your agreement with American Express, which provides that you will not receive inquiries or notices of Card member claims of fraudulent Card usage prior to our final exercise of Full Recourse for the Disputed Charge, even if you received Authorization for it.
FR2	Your establishment is on a Full Recourse agreement with American Express. This agreement states that if a cardholder claims fraudulent usage of the card, even if your establishment obtains an authorization approval code, no inquiry will be sent and we have the right to charge your establishment.
FR3	This adjustment was processed due to the cardholder claiming no knowledge of the charge.
FR40	Your establishment is on an immediate Chargeback agreement with American Express. Please discontinue all future billings, if applicable.
FR4	Your establishment is on an immediate Chargeback agreement with American Express. Please discontinue all future billings, if applicable.
FR5	The Card member named below claims your Establishment has submitted incorrect charges. Since your Establishment is enrolled in our immediate Chargeback program, we have debited your Account accordingly. Please discontinue all future billings, if applicable.
FR6	Your Account is on the Immediate Chargeback program. Under these circumstances, disputed charges are debited from your Account with no further recourse. These Chargebacks cannot be reversed unless you issue credit to the Account, or the Card member advises us that the charge is no longer in dispute. Please contact the Card member directly for further resolution on this matter.
M01	We appreciate your response to the request for information. We have received and processed your Chargeback authorization.
M02	As requested, we have processed the credit your establishment submitted. The debit adjustment will appear on a future check/advice.
M03	We had received an authorization from your office to debit your Account. A copy of the correspondence has been provided for your records.
M04	We previously received your authorization to debit your Account. Federal law prohibits us from rebilling the cardholder's Account once we have advised them the credit will remain. Please deal directly with the cardholder for resolution on this matter.
M05	Your service establishment authorized credit to the cardholder's Account. Cardholder does not agree to amount billed.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
M06	Our records indicate that full data stream information was not provided. American Express requires that when the Card is swiped, full electronic data information must be transmitted when requesting authorization for your charge(s). If you are swiping on your Transactions, your POS device may require maintenance to ensure that the information on the magnetic stripe on the Card is being read, and the full magnetic stripe information is being sent every time you swipe a Card for authorization. Please check with your POS provider, Acquiring Bank or processor to correct the problem.
M07	Your agreement with American Express states cardholders can only be billed for room rental charges, not for damages. Please deal directly with the cardholder for payment.
M08	Our records indicate your establishment submitted a charge for damages. The American Express Card is valid for goods and services only.
M09	Your contract with American Express does not permit billing for damages. Please contact the cardholder directly regarding this matter.
M10	Your establishment may only bill for capital damages when you have obtained a signed and dated acknowledgment of responsibility from the cardholder after the damage is incurred. A valid acknowledgment of responsibility form must include a detailed listing of the damage incurred, a repair cost estimate and a cardholder's agreement to be billed on the American Express Card. Please deal directly with our mutual customer for resolution.
M12	This charge is a resubmission of a previously returned charge and is therefore invalid. An adjustment debiting your Account has been processed. Your establishment must deal with the cardholder directly or obtain signed authorization to bill the cardholder's Account for this charge.
M13	We are unable to resolve the cardholder's dispute for the goods and services charge. Please contact the cardholder directly in this instance.
M15	The Account is no longer active. Please discontinue all future billings and contact your client for new billing arrangements.
M16	The charge was incurred after the Account was cancelled.
M17	The cardholder's Account had been cancelled at the time the charge was incurred.
M18	We previously advised your establishment to discontinue all further billings to this inactive Account. Please discontinue all future billings and contact your client directly for new billing arrangements or for any payment due.
M30	The file submitted was not processed because it appears to be a duplicate of a previously processed file from your establishment.
M32	We have processed an adjustment to your Account. This adjustment represents your share of the media costs incurred in your participation in our cooperative advertisement program.
M34	Your service establishment is not on our CARDeposit program, therefore, you may not bill this type of charge.
M35	Please see the additional information below for an explanation of this adjustment.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
M36	(Specify)
M37	The credit must be processed to the cardholder's American Express Account. Please deal directly with the cardholder in this instance.
M41	The support has been provided to the cardholder, who still denies the charge. An affidavit has been provided for your records.
M47	According to the cardholder's signed affidavit, the cardholder claims no knowledge of the charge.
M48	We have reversed the debit to your Account as a courtesy. Please make sure that all supporting documentation is received in our office by the reply by date to avoid these types of debits. Please note, that we cannot guarantee that we will be able to reverse these Chargebacks in the future.
P01	You have submitted a Transaction to us for an invalid or otherwise incorrect cardholder Account number, and we are unable to identify the correct Account number. You may resubmit the item to us if you are able to verify and provide the correct American Express cardholder Account number.
P02	The returned item could not be processed by American Express. An invalid or otherwise incorrect Account number was submitted. Please retain the items for your records and submit copies to your appropriate card processor.
P05	The Transaction referenced was processed in the wrong amount.
P06	The charge was submitted late.
P07	The charge was not submitted within a reasonable time period after the charge was incurred. Charges must be submitted to us at least weekly.
P08	The cardholder claims that the same Transaction was submitted and posted twice to his/her Account. If the cardholder is incorrect, please send us support of both Transactions.
P10	Our records indicate that the cardholder has been duplicately billed for the same ticket(s). Copies of the ticket(s) have been provided for your records.
P11	The cardholder was claiming duplicate billing, and you did not provide support for all the charges.
P14	This charge is invalid as the Account number has not been assigned to an American Express cardholder.
P15	Your complete response was not received within the specified time frame. To avoid similar debits in the future, please make sure all supporting documentation is received in our office by the reply by date on the inquiry.
P16	Your merchant agreement with American Express contains a specified time frame for response to our inquiries. Unfortunately, your original response was not received within that time frame.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
P17	We recently requested information from you about the charge(s) made at your Establishment. We asked you to respond by a specified date, but that date has passed and unfortunately we have not heard from you. Consequently, we must now charge your Account for the adjustment amount(s) indicated below.
P18	We appreciate your response to our request for information about the (charge(s) made at your Establishment. However, we have not received the credit(s) you agreed to provide. We regret that we must therefore debit your Account for the adjustment amount(s) indicated below.
P19	Our records indicate that a charge from your establishment was submitted on an invalid plastic number.
P20	Our records indicate that a credit from your establishment was submitted on an invalid plastic number.
P21	Transaction was submitted on a test Account number.
R01	Signed proof of delivery was not provided as requested. Your establishment must provide signed proof of delivery to the cardholder's billing address at the time requested.
R02	Delivery address was not provided as requested. Your establishment must provide signed proof of delivery to the cardholder's billing address.
R03	Complete signed support and/or itemization was not provided as requested.
R04	The cardholder's dispute as stated in the inquiry was not addressed in your reply.
R05	The American Express Card is not a check guarantee card. The Card can only be used to bill goods and services. An establishment cannot bill a cardholder's Account for a check which has been returned. Please deal directly with the cardholder in this instance.
R06	The cardholder has no knowledge of the address and/or phone number on the support provided. The merchandise was not ordered or received by the cardholder.
R07	The delivery address and signed proof of delivery was not provided.
R08	As of August 1996, an update to all merchant contracts requires that you swipe the Card through your POS device whenever possible, and send full information from the Card's magnetic stripe to American Express on every swiped charge authorization. If the Card was not swiped through the POS device, then the contract requires that you obtain an imprint of the Card. Our records indicate that American Express did not receive all of the Card's magnetic stripe data on the authorization request. If this charge was keyed into your POS device, then an imprint of the Card is required. If you are convinced that you swiped the Card for this Transaction, your POS device may require maintenance to ensure that the Card's magnetic stripe is being read and sent to American Express correctly and/or your processor failed to pass this data to American Express. Please check with your POS provider, Acquiring bank or processor to correct the problem.
R09	You did not provide the signed registration cards indicating that the cardholder was responsible for the other guests involved.

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
R10	The support provided did not contain name and/or signature. An affidavit has been provided for your records.
R11	American Express requires a signature of a cardholder when support has been requested. When you cannot provide the cardholder's signature as authorization for a charge, you must issue credit to the Account. Since credit was not issued, the charge was returned to your establishment.
R12	We have not received sufficient support to allow us to rebill the cardholder.
R13	We previously requested information from you regarding the charge incurred at your establishment. We did not receive a response to our inquiry. Your establishment agreement requires you to respond within a specific time frame as stated on the inquiry. Under the Fair Credit Billing Act we are obligated by law to respond to the cardholder within a specified period.
R14	Your merchant agreement with American Express contains a specified time frame for response to our inquiries. Unfortunately, your original response was not received within that time frame. Please deal direct with the customer.
R15	You did not provide us with the requested support for this charge.
R17	Thank you for the information you sent in support of the charge. A debit for no reply was previously issued to your Account. We are unable to reverse this debit, as we did not receive this information in sufficient time to allow us to rebill the cardholder Account. Your replies must be received in our office on or before the reply by date specified on each inquiry. We therefore have no alternative but to suggest that you attempt to collect directly from the cardholder for this Transaction.
R20	We did not receive your reply within the specified time frame. If you have signed proof of delivery to the cardholder's billing address, you may re-bill the cardholder.
R21	Your reply was received after we charged your Account.
R22	The support has been received.
RM05	Cardholder does not agree to amount billed.
RM21	Cardholder does not recognize.
RM23	Cardholder requests copy.
RM41	Required for legal/fraud analysis.
RM42	Required for Chargeback.
V28	Cardholder requests copy with signature
V29	Charge detail or rental agreement request
V30	Cardholder requests copy
V31	Required for Chargeback
V32	Original lost in transit
V33	Required for legal/fraud analysis

Table C-1 American Express Chargeback Reason Codes and Explanations (Continued)

Reason Code	Explanation
V34	Repeat request for copy
V35	Written cardholder demand
V36	Legal process specifies original
V37	Previous copy illegible
V38	Required for paper/handwriting analysis
V39	Repeat request for original
V40	Required for arbitration
V78	Cardholder requests copy with signature
V79	Charge detail or rental agreement request
V80	Cardholder requests copy
V81	Required for Chargeback
V82	Original lost in transit
V83	Required for legal/fraud analysis
V84	Repeat request for copy
V85	Written cardholder demand
V86	Legal process specifies original
V87	Previous copy illegible
V88	Required for paper/handwriting analysis
V89	Repeat request for original
V90	Required for arbitration