

CyberSource Gateway Accounts

An Overview of the CyberSource Business Center

Blackbaud is an authorized reseller of CyberSource gateway accounts. When you purchase a CyberSource gateway account through Blackbaud, you can manage your account through the CyberSource *Business Center*. While the *Business Center* provides access to many options and features, we recommend you use only select features.

Browser Compatibility

For optimal performance, we recommend you use Microsoft *Internet Explorer* or Mozilla *Firefox* to access the *Business Center*. You should also have *Java* installed and Javascript enabled.

Business Center Login

To log into the *Business Center*, visit <https://ebc.cybersource.com/ebc/login/Login.do>. At the login screen, enter the merchant ID, user name, and password received from Blackbaud to maintain your gateway account.

- ▶ The user name you use to log into the Business Center is not the same user name used to configure your CyberSource merchant account within your Blackbaud program. To log into the Business Center, use user name #2, used to perform everyday maintenance such as reports or transaction searches.

General Transaction Search

To view information about a transaction processed through your gateway account, click **Transaction Search** and select **General Search**. On the General Search screen, you can select the criteria of the transactions to view.

- Under **Options**, select whether to search for transactions by a field and value, by the type of application or transaction, or by its reply.
- Under **Search Range**, select the date range of the transactions to return from the search.
- Under **View Options**, select the number of results to return and the sort order to use.

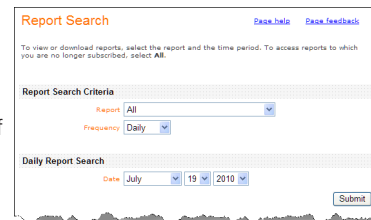
After you select the criteria of the transactions to view, click **Search**. The *Business Center* displays all transactions that meet the search criteria.

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Report Search

From the *Business Center*, you can generate a report to view information about transaction activity, such as for reconciliation purposes. To access the Report Search screen, click **Reports** and select **Report Search**.

From the Report Search screen, you can generate and access multiple reports such as the Transaction Detail Report or Payment Batch Summary Report. Under **Report Search Criteria**, select the report to generate and select the frequency and time period of the activity to include. After you select the criteria of the activity to view, click **Submit**. The *Business Center* displays links to the selected report.



Configuration and Support

The *Business Center* provides access to many options and settings to configure and support your gateway account. However, to ensure successful configuration and ease the management of your account, we recommend you not use these features and instead manage the account through your Blackbaud program.

- Under **Decision Manager**, the **Configuration** and **AFS Settings** options are disabled. To configure the fraud protection settings for your gateway account, we recommend you edit the settings for the merchant account within your Blackbaud program.
- While the **Tools and Settings** options are enabled, we recommend you use your Blackbaud program to submit transaction batches for processing through your gateway account.
- While the **Transaction Search** options for pending settlements and exceptions are enabled, we recommend you use search only for general transactions.
- While the **Reports** option to download Document Type Definitions (DTDs) for XML reports is enabled, we recommend you not use this feature.
- While the **Account Management** option to change your password is enabled, do not use this option. To request a change to your *Business Center* password, contact Blackbaud Provisioning at provisioning@blackbaud.com.
- Under **Support**, you can access the Knowledgebase to help resolve issues within the *Business Center*. However, do not use the other options to manage your gateway account. For support with your account, create a case at <http://www.blackbaud.com/casecentral/createacase.aspx> or contact Blackbaud Customer Support at (800) 468-8996.