

# Merchant Account Reports

Quickly and efficiently reconcile payment activity to bank statements from one single source



Reconciling payment activity to bank statements via disparate reports is a cumbersome task, and prone to error. CyberSource Merchant Account Reports make it easy and accurate.

## Business Improvements

CyberSource Merchant Account Reports allow you to more quickly and efficiently reconcile your payment activity with bank statements through one reporting interface. With CyberSource, you get these business improvements:

- **Reduce time required to reconcile payments**
  - Reduce the number of steps to get your data as one single interface provides summary-level and order-level reporting
  - Generate reports on-demand when needed
  - Support the automation of programmable download and integration of data with your legacy systems
- **Increase accuracy of order-to-payment reconciliation**
  - Submission, settlement and funding data in one place for quick and easy reference
  - Chargeback and representment detail reporting
  - Flexible hierarchy structure that aligns the reporting to your organizational structure

One single interface means fewer steps to collect data

Option to integrate and automate with legacy systems

**Merchant Account Reports**

The most current daily reports are listed below. Click on the desired format hyperlink (View, XLS, CSV, XML, or PDF) to view or save the report. To view a different frequency or date, or select a specific report, change the report criteria field(s) and click submit.

**Report Criteria**

Hierarchy: GPNTEST (gpntest)  
 Hierarchy ID: 1010110000310008  
 Report: All  
 Frequency: Daily  
 Date: June 30, 2008  
 Funding Currency: United States: Dollar  
 Presentation Currency: United States: Dollar

**Reports for GPNTEST (gpntest) - Jun 30, 2008**

**Payment Activity Reconciliation**

- Payment Activity Summary [View](#) [XML](#) [CSV](#) [XLS](#) [PDF](#)
- Purchase & Refund Details [View](#) [XML](#) [CSV](#) [XLS](#) [PDF](#)
- Transfer Log [View](#) [XML](#) [CSV](#) [XLS](#) [PDF](#)
- Summary of Fees [View](#) [XML](#) [CSV](#) [XLS](#) [PDF](#)

**Exception Management**

- Chargeback & Representation Details [View](#) [XML](#) [CSV](#) [XLS](#) [PDF](#)

Summary-level and order-level

Generate reports on demand

Merchant Account Reports >> Chargeback & Representation Details

### Chargeback & Representation Details

View details of chargebacks, representments and related exceptions.

Hierarchy: GPNTEST (gpntest)  
 Hierarchy ID: 1010110000310008  
 Date: June 30, 2008  
 Results Per Page: 10

**Chargeback, representment details**

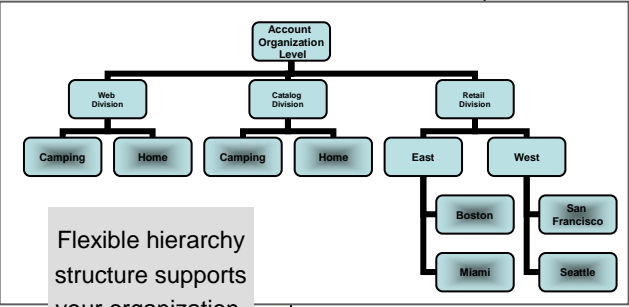
Some column fields were collapsed [Click here](#) to display all columns

Original Capture Request ID	CYBS MID	Processor MID	Hierarchy ID	CYBS Exception ID	Processor Case ID	Case Amount
2148523520010167904567	gpntest23	8610007940830	1010110000310008	105544305000000061	20605880016	17.32

Export results in one of the following formats: [XML](#) [CSV](#) [XLS](#) [PDF](#)

	Conveyed Count	Conveyed Amount	Settled Count	Settled Amount
<b>Purchases</b>				
MasterCard		0.00	2	28.00
Visa		0.00	38	5,740.67
<b>Purchases Subtotal</b>		0.00	40	5,768.67
<b>Refunds</b>				
Discover	1	(16.00)		0.00
Visa		0.00	26	(1,022.34)
<b>Refunds Subtotal</b>	1	(16.00)	26	(1,022.34)
<b>Purchases/Refunds Net Total</b>	1	(16.00)	66	4,746.33

**Submission, settlement and funding data in one place**



## Business Improvements (cont'd)

- **Better manage revenue capture and processing costs**
  - Executive analysis reporting that includes chargeback, authorization/decline\*, and interchange qualification\* information that gives you an overall snapshot of your payment activity
  - Interchange cost details help highlight opportunities to lower processing costs

Executive reporting provides data for payment activity analysis

Export results in one of the following formats [XML](#) [CSV](#) [XLS](#) [PDF](#)

Fee Type	Transaction Type	Payment Method	Card Type	Fee Description	Count	Per Item Fee	Transaction Amount	Percentage Fee	Dues and Assessments Amount	Total Fee Amount
Interchange	Purchases	Visa	Consumer Credit	Standard	11	0.1	611.52	2.7	0.57	18.18
Interchange	Refunds	Visa	Consumer Debit	Credit - MOTO/Electronic Commerce	11	0	611.52	-1.87	0.00	0.00
Interchange	Purchases	Visa	Consumer Credit	Standard	19	0.1	1,042.71	2.7	0.96	31.02
Interchange	Refunds	Visa	Consumer Debit	Credit - MOTO/Electronic Commerce	20	0	1,046.03	-1.87	0.00	0.00
Total Interchange Fees										49.19
Discount	Purchases	Visa	Consumer Credit	Standard	11	0.1	611.52	5	0.00	31.68
Discount			Consumer Debit	Credit - MOTO/Electronic Commerce	11	0.1	611.52			

Interchange cost detail

Interchange and optimization management

## Features

- Payment summary information by card type
- Reporting of transaction level details for purchases, refunds and chargebacks
- Fee summaries with certain variable fees included at the transaction-level
- Chargeback detail reports to support chargeback management and financial reconciliation
- Support for a dynamic 6-level hierarchy that can be tailored to your unique business model and provide reconciliation at any level, from submission to funds transfer
- Bank account/funding report reconciliation tool
- Analysis reporting to support interchange, authorization and chargeback management
- Access from the CyberSource online Business Center console
- Programmatic access to reports in XML, CSV, PDF and Excel formats

## Features (cont'd)

- Flexible on-demand access to 16 months of historical summary information and 180 days of transaction level detail
- Simple access to the critical data needed to support bank account reconciliation and cash flow management

## Consulting Services

### Success Start – Payment Reconciliation

In this comprehensive session, you will learn the features of CyberSource Merchant Account Reports and how to use them to improve your reconciliation process.

## Consulting Services (cont'd)

You will learn specific configuration, usage, and integration details.

### Automated Reconciliation

If you have multiple sources of payment activity information, you can integrate them into your CyberSource Business Center screens where you can search and download reports online. Programmatically downloadable reports can be processed into your accounting system's format to automate reconciliation and exception handling for practically all your bank card transactions. Hosting, support and management are available.

## About CyberSource

CyberSource Corporation is a leading provider of electronic payment and risk management solutions. CyberSource solutions enable electronic payment processing for Web, call center, and POS environments. CyberSource also offers industry leading risk management solutions for merchants accepting card-not-present transactions. Approximately 238,000 businesses use CyberSource solutions, including half the companies comprising the Dow Jones Industrial Average. The company is headquartered in Mountain View, California, and has sales and service offices in Japan, the United Kingdom, and other locations in the United States.

For more information on CyberSource please visit [www.cybersource.com](http://www.cybersource.com) or email [info@cybersource.com](mailto:info@cybersource.com).

\* Coming soon in January 2009

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