NETBANX®

Part of OPTIMAL PAYMENTS™

Using the NETBANX Customer Profile Manager Tool

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Customer Profile Manager

Overview

The NETBANX Customer Profile Manager allows you to create customer profiles, which in turn can contain recurring billing records that will ensure regular, trouble-free payments from your customers for goods or services you provide on a regular basis. Customer profiles are easy to set up and edit. All you have to do is enter some basic information in the Customer Profile Manager tool in the back office. See *Creating a consumer record* on page 1-7 for complete details on creating billing records.

Once you set up a customer profile with a recurring billing record, NETBANX does the rest, processing the recurring transactions for the amount, at the frequency, and over the time period that you specify. The Customer Profile Manager also allows you to search for customer profiles to view their status and/or modify them at any time.

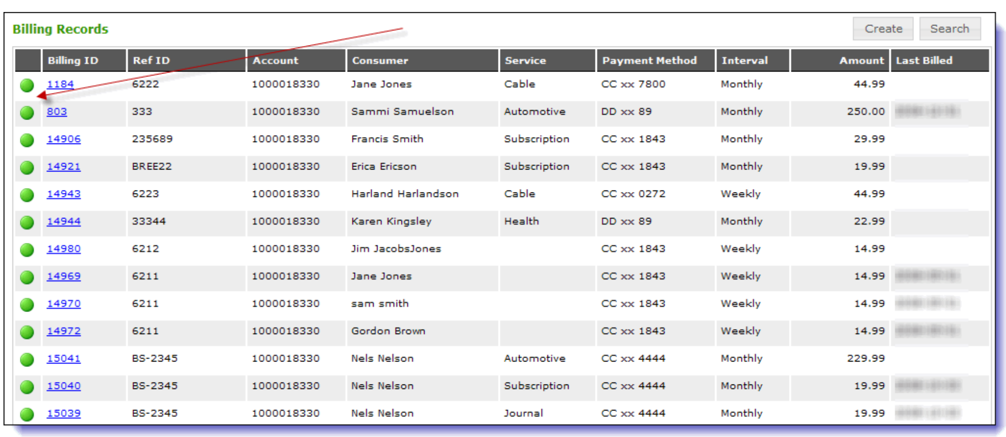
You can also create records by uploading batch files. See *Uploading your transaction file* on page 1-20 for more information.

This chapter may document some features to which you do not have access. Access to such functionality is allotted on a merchant-by-merchant basis. If you have any questions, contact your account manager.

Billing record status

You can view the status of a billing record through the Customer Profile Manager tab. There, you can disable, suspend, and re-enable billing records (see *Adding a billing record* on page 1-13).

You can also see the status of any billing record when you perform a billing records search (see *Searching by billing record* on page 1-20). A status icon is displayed in the left-most column of the search results.


Billing Records

Create | Search

	Billing ID	Ref ID	Account	Consumer	Service	Payment Method	Interval	Amount	Last Billed
	1184	6222	1000018330	Jane Jones	Cable	CC xx 7800	Monthly	44.99	
	803	333	1000018330	Sammi Samuelson	Automotive	DD xx 89	Monthly	250.00	[illegible]
	14906	235689	1000018330	Francis Smith	Subscription	CC xx 1843	Monthly	29.99	
	14921	BREE22	1000018330	Erica Ericson	Subscription	CC xx 1843	Monthly	19.99	
	14943	6223	1000018330	Harland Harlandson	Cable	CC xx 0272	Weekly	44.99	
	14944	33344	1000018330	Karen Kingsley	Health	DD xx 89	Monthly	22.99	
	14980	6212	1000018330	Jim JacobsJones		CC xx 1843	Weekly	14.99	
	14969	6211	1000018330	Jane Jones		CC xx 1843	Weekly	14.99	[illegible]
	14970	6211	1000018330	sam smith		CC xx 1843	Weekly	14.99	[illegible]
	14972	6211	1000018330	Gordon Brown		CC xx 1843	Weekly	14.99	[illegible]
	15041	BS-2345	1000018330	Nels Nelson	Automotive	CC xx 4444	Monthly	229.99	
	15040	BS-2345	1000018330	Nels Nelson	Subscription	CC xx 4444	Monthly	19.99	[illegible]
	15039	BS-2345	1000018330	Nels Nelson	Journal	CC xx 4444	Monthly	19.99	[illegible]

The following table describes billing record statuses.

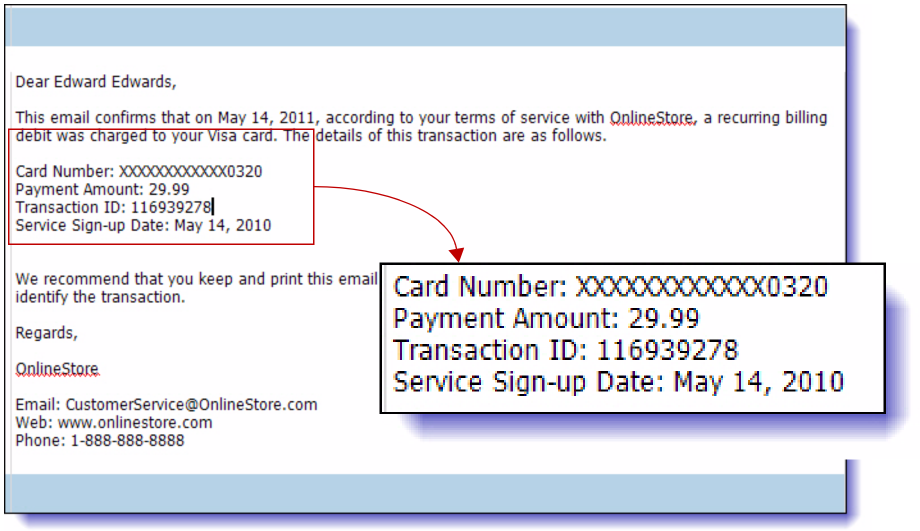
Table 1-1: Billing Record Statuses

Icon	Meaning
	Active – The billing record is active. Billing records can be enabled manually on the Billing Records page (see *Adding a billing record* on page 1-13). Only Active billing records are processed.
	Disabled – The billing record has been disabled. A disabled billing record will not be processed. Billing records can be disabled manually on the Billing Records page (see *Adding a billing record* on page 1-13).
	Suspended – The billing record has been suspended. A suspended billing record will not be processed. Billing records can be suspended four ways: • By Error = An internal error occurred. NETBANX will rectify the problem to ensure the billing record is processed, and then will automatically change the status to Active. • By Failure = A standard error occurred when the billing record was processed (e.g., the credit card used has expired). You should rectify the error in the billing record and then change the status to Active. • By Merchant = Use this option to suspend the billing record temporarily, and then reactivate it later. • By Return = When the billing record was processed, either a Chargeback (for credit cards) or a Return (for Direct Debit) occurred. You should contact the consumer to rectify the error and then change the status to Active. See *Adding a billing record* on page 1-13 for more information on modifying billing record statuses.
	Batched – The billing record has been batched. Typically this occurs at about midnight of the day the billing record is scheduled to be processed, and lasts for a short time only. When a billing record has a batched status, you cannot modify it. If a billing record persists in the Batched state, contact Technical Support.
	Cascading – The billing record failed due to insufficient funds and is being retried until either it is successful or the billing record is set to a status of Suspended by Failure.

You cannot manually change the status of a billing record to Batched, Suspended (By Error), Suspended (By Failure), or Suspended (By Return). The Recurring Billing system applies these statuses. You can, however, manually change Disabled and Suspended statuses back to Active.

Consumer confirmation emails

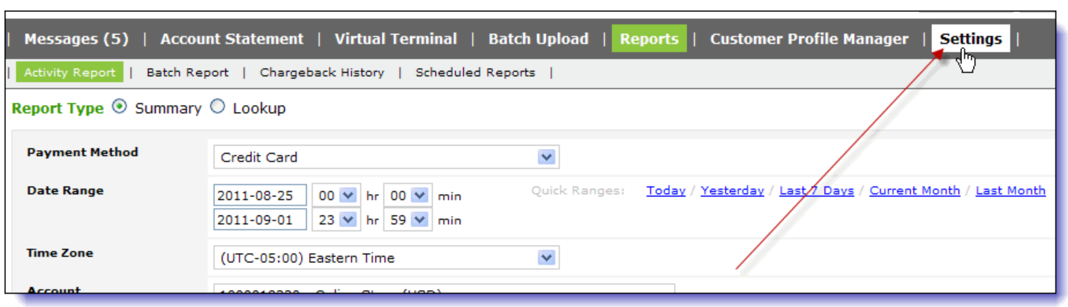
The Consumer Profile Manager can automatically send an email to your consumer on your behalf each time a recurring transaction is processed. It includes relevant information such as your store name, credit card details for the transaction, the amount of the transaction, and a transaction ID.



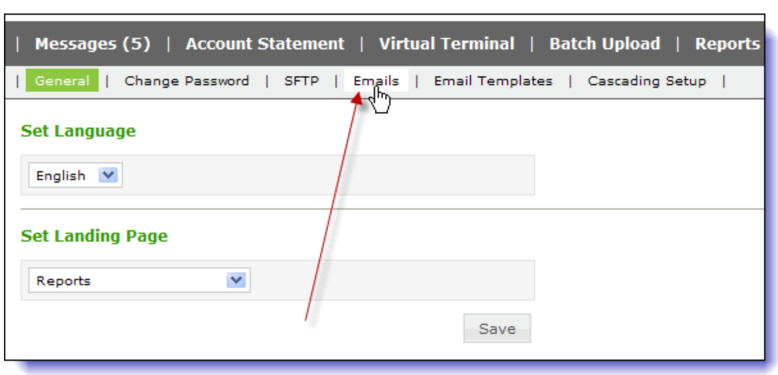
Sending confirmation emails

To send confirmation emails:

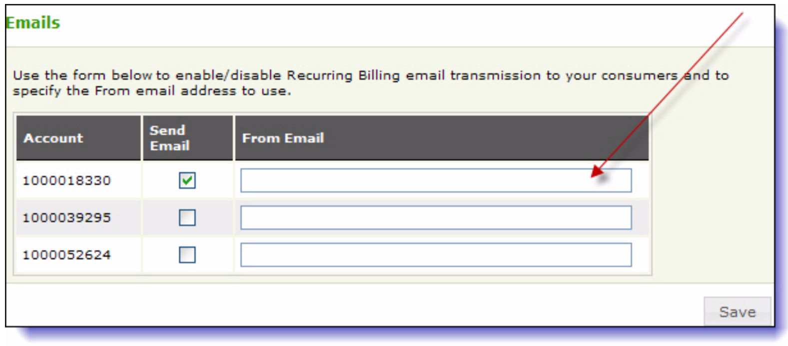
1. Click the Settings tab.



2. Click the Emails submenu.



3. On the Emails page, select the check box in the Send Email column beside the merchant account number for which you want to send confirmation emails for recurring transactions.



4. In the From Email field, enter the email address from which you want the confirmation email to be sent for that account.
5. Repeat this procedure for each account for which you want to send confirmation emails.
6. Click the Save button.

There are two cases in which NETBANX does not send a confirmation email:

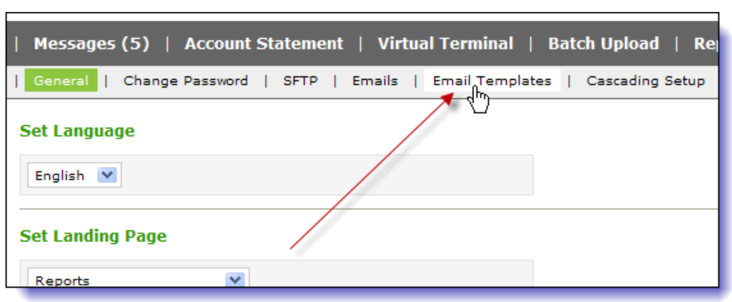
- If you do not complete the From Email field (above), which is the return address entered for the confirmation email
- If you leave the Email field blank when you create your consumer record (see *Creating a consumer record* on page 1-7)

Confirmation email templates

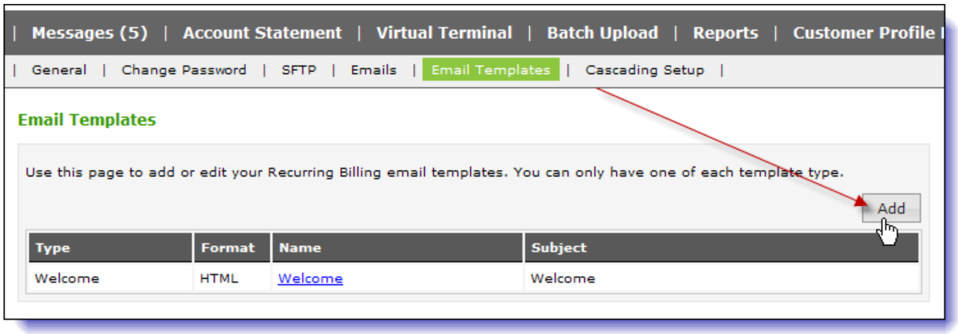
NETBANX sends a default confirmation email to your consumers each time a recurring transaction is processed. If you wish, you can create your own email template, which will then be used.

To create a confirmation email template:

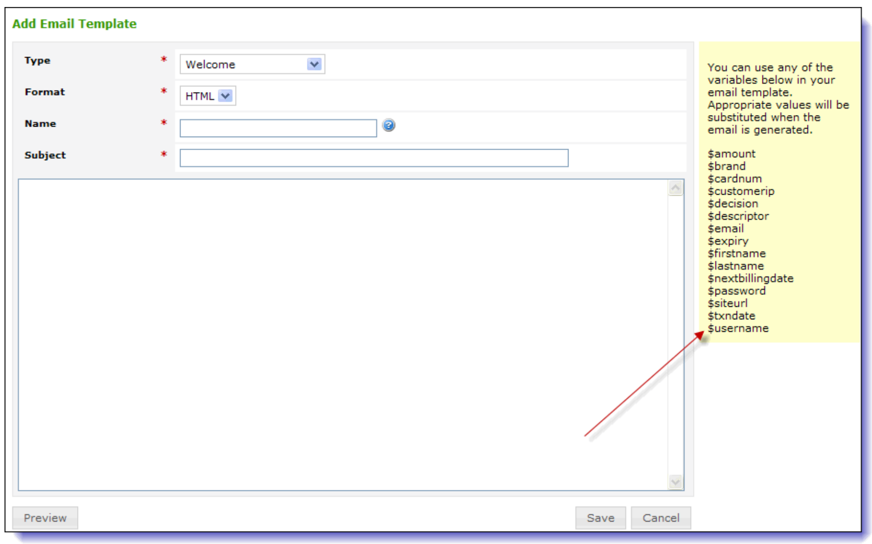
1. On the Settings page, click the Email Templates submenu.



2. On the Email Templates page, click the Add button.



3. Complete the fields on the Add Email Template page. See Table 1-2: *Email Template Fields* on page 1-5 for details. You can click the Preview button to see how the confirmation email will appear to your consumers.



4. Click the Save button.

Table 1-2: Email Template Fields

Field	Description
Type	Select a Confirmation template from the drop-down list. Possible values are: • Confirmation (Credit) • Confirmation (Debit) • Welcome
Format	Select either HTML or Text as the format of your email template.
Name	This is the name of this template, for your identification.
Subject	This is the text that will appear in the Subject field of the email the consumer receives.
Text Field	This is the text for the body of the consumer email.

Table 1-2: Email Template Fields (Continued)

Field	Description
Variables	You can use the variables available on the right side of the Add Email Template window to automate the text content of your email template.

Merchant files

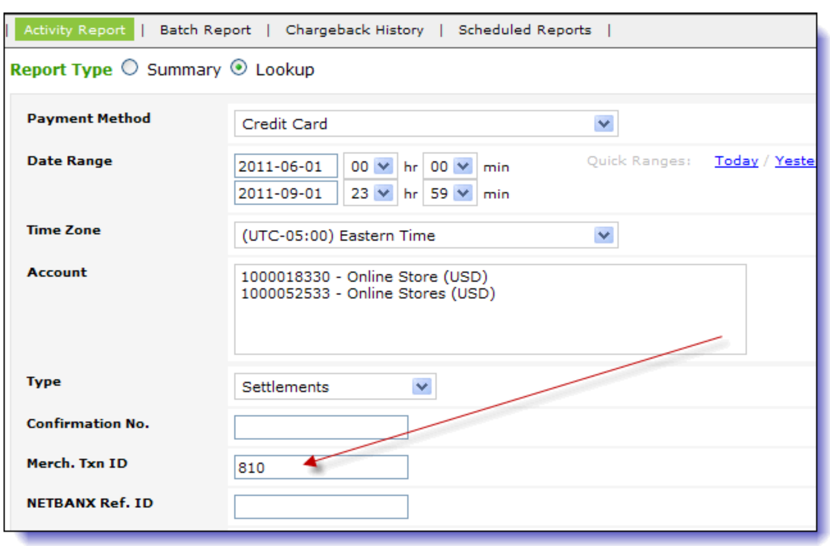
NETBANX can provide you with two automated updates associated with recurring billing functions.

- NETBANX can provide you with daily confirmations indicating all recurring transactions that were processed for the day. The confirmation summary lists successful and failed transactions, as well as transactions that resulted in an error. In addition, the confirmation email has an attached CSV file containing transaction information. See *Confirmation file contents* on page 1-27 for details.
- NETBANX can notify you of billing records that contain either an expired credit card or a credit card that will expire within the next thirty days. This notification email allows you to contact the consumer affected in order to rectify the problem (e.g., get a new credit card number) before their next recurring billing transaction fails. See also *Searching by expired credit card* on page 1-21.

For more information on receiving the merchant files, see *Scheduled reports* on page 4-39.

Running activity reports

You can use the Billing ID of a billing record (see *Adding a billing record* on page 1-13) to run an activity report on recurring transactions. When you enter the Billing ID in the Merchant Txn ID field of an activity report, the report will return all recurring billing transactions for that billing record over the date range you specify.

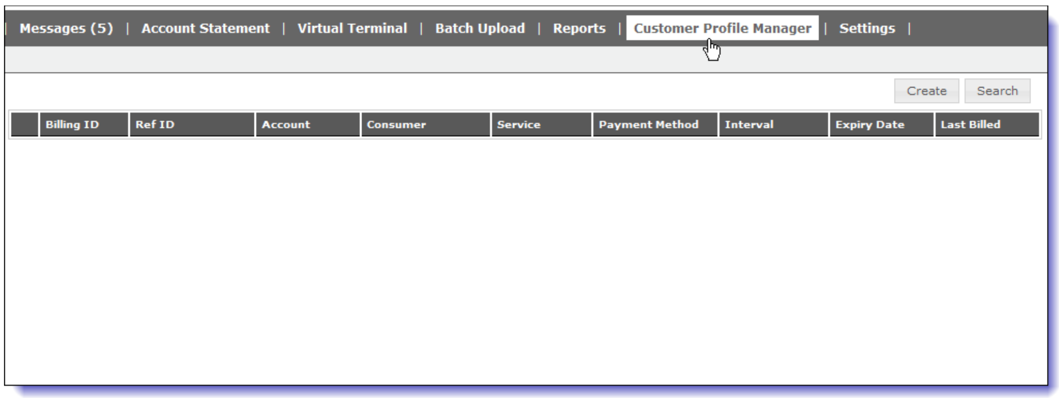


Creating a consumer record

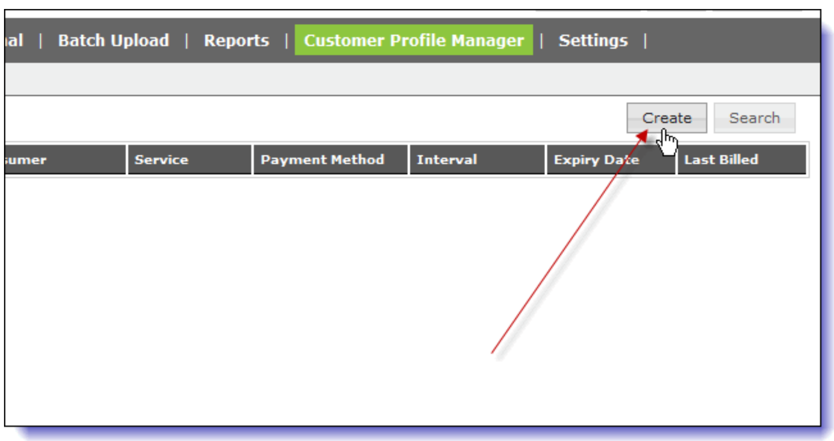
You cannot delete a billing record once it has been created. You can only disable it.

To set up a billing record:

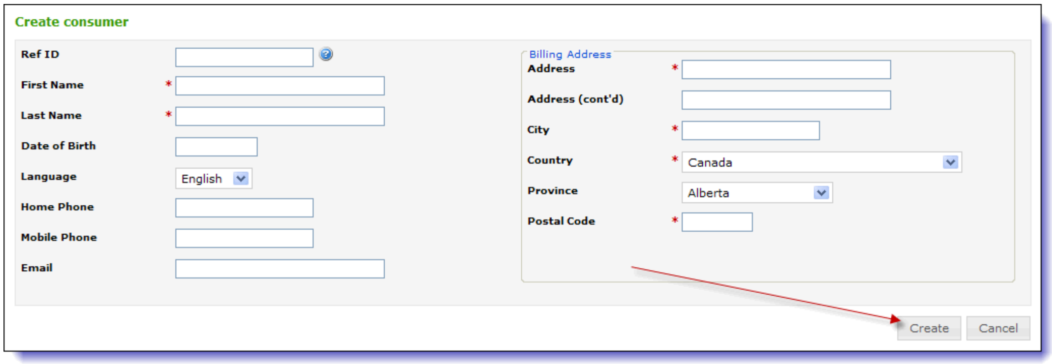
1. Click the Customer Profile Manager tab at the to of any back-office page.



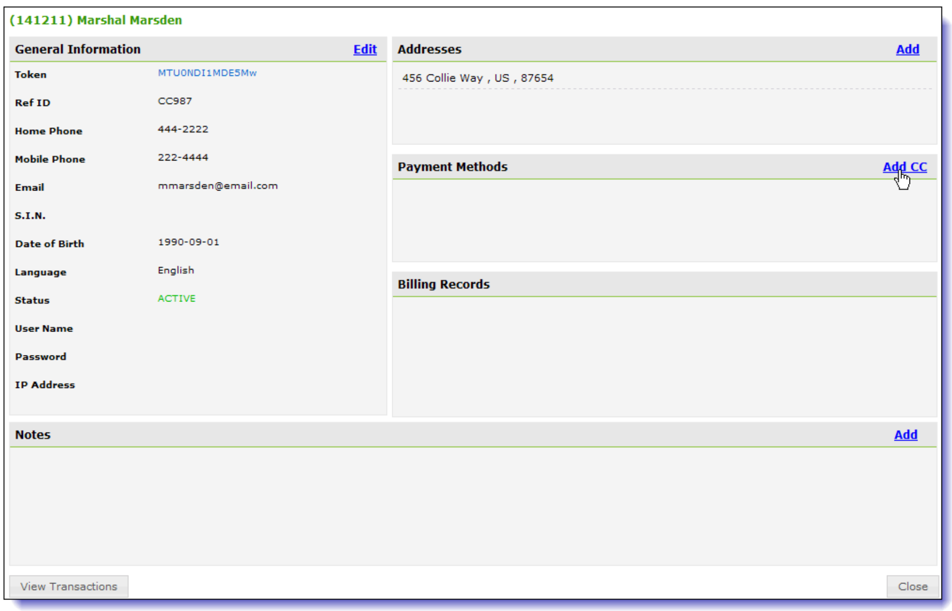
2. Click the Create button. The Create New Consumer window opens.



3. On the Create Consumer page, complete the fields required, including contact and billing address information. See Table 1-3: *Create Consumer Fields* on page 1-9 for details.



4. Click the Create button.



5. The consumer has been created, and you can add payment methods (e.g., a credit card number) and billing records (e.g., a scheduled, recurring payment for a subscription or service) at any time.

- See *Adding an address* on page 1-10
- See *Adding a payment method* on page 1-11
- See *Adding a billing record* on page 1-13

Once you have completed a consumer record, you can return at any time to modify any of its information. You cannot, however, modify existing notes – you can only add further notes.

Create Consumer fields

Table 1-3: Create Consumer Fields

Field	Description
Ref ID	This is a consumer ID you provide for your own reference purposes.
Token	This is a read-only ID created by NETBANX. **NOTE:** The Token field is not enabled when you created a consumer record. However, it is visible when you return to edit that record.
First Name	Enter the first name of the consumer.
Last Name	Enter the last name of the consumer.
Date of Birth	Enter the consumer's date of birth.
Language	From the drop-down list, select the language of the correspondence to be used with the consumer.
S.I.N.	Enter the Social Insurance Number of the consumer, if Canadian. The S.I.N. will be masked once you save the recurring billing record. **Note:** The S.I.N. field is not enabled when you created a consumer record. However, it is visible when you return to edit that record.
Status	From the drop-down list, select a consumer status. Possible values are: • Active – The consumer is active. • Disabled – The consumer is disabled. If you select Disabled, you must also select a reason from an additional drop-down list. If you select Manual as a reason, you must also provide a reason in the field provided. • Initial – The consumer has been created, but is not yet active. **Note:** The Status field is not enabled when you create a consumer record. However, it is enabled when you return to edit that record. This Status field does not affect the validity of the Status field in the Billing Record section in any way (see *Adding a billing record* on page 1-13).
Home Phone	Enter the home telephone number of the consumer.
Mobile Phone	Enter the mobile phone number of the consumer.
Email	Enter the email address of the consumer.
Billing Address	
Address	Enter the street and number for the billing/shipping address.
Address (cont'd)	Enter further information for the billing/shipping address (e.g., apartment #).
City	Enter the city for the billing/shipping address.
Country	From the drop-down list, select the country for the billing/shipping address.
Province/State/Region	From the drop-down list, select the province, state, or region for the billing/shipping address.
Postal/Zip Code	Enter the postal or zip code for the billing/shipping address.

Table 1-3: Create Consumer Fields (Continued)

Field	Description
Months at Address	This is the number of months the consumer has lived at this address. **NOTE: This field is visible only when editing a consumer record (and not for creating a consumer record).**

Adding an address

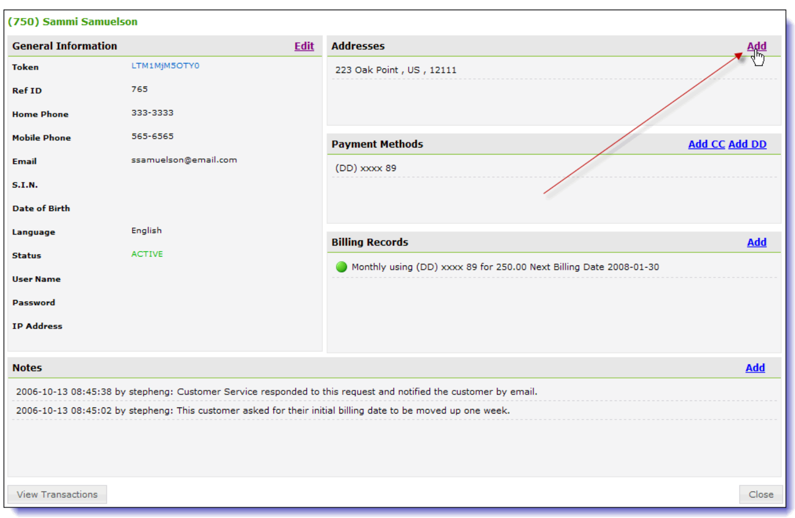
Once a consumer record is created, you can add or edit two types of addresses:

- Billing address
- Shipping address

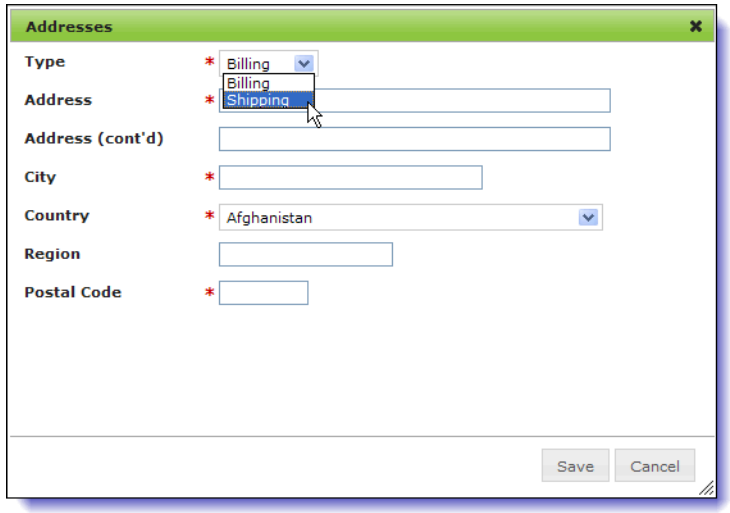
You can add a shipping address, for example, if this address will be different from the billing address.

To add a Shipping Address:

1. In the Addresses section of the consumer you have created, click the Add link.



2. On the Addresses pop-up window, select Shipping from the Type drop-down list and complete the rest of the fields (see Table 1-3: *Create Consumer Fields* on page 1-9).



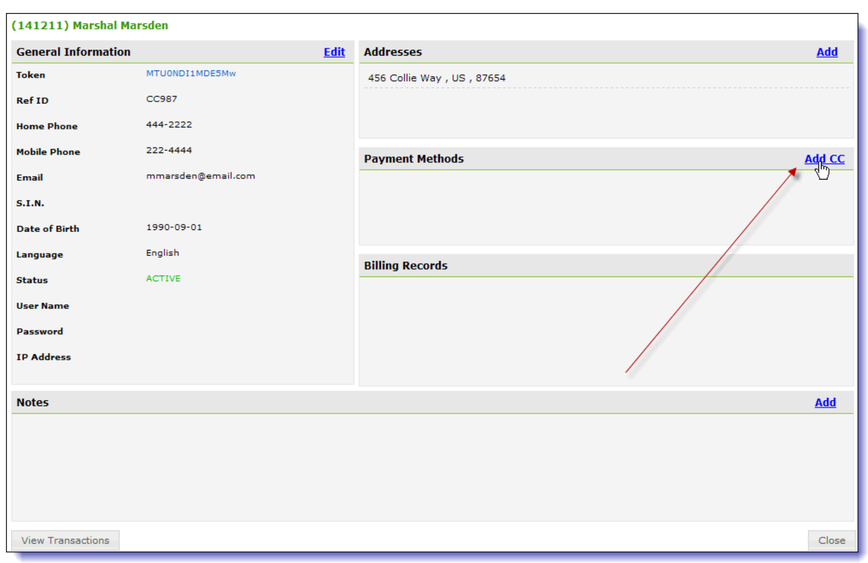
3. Click the Save button.

Adding a payment method

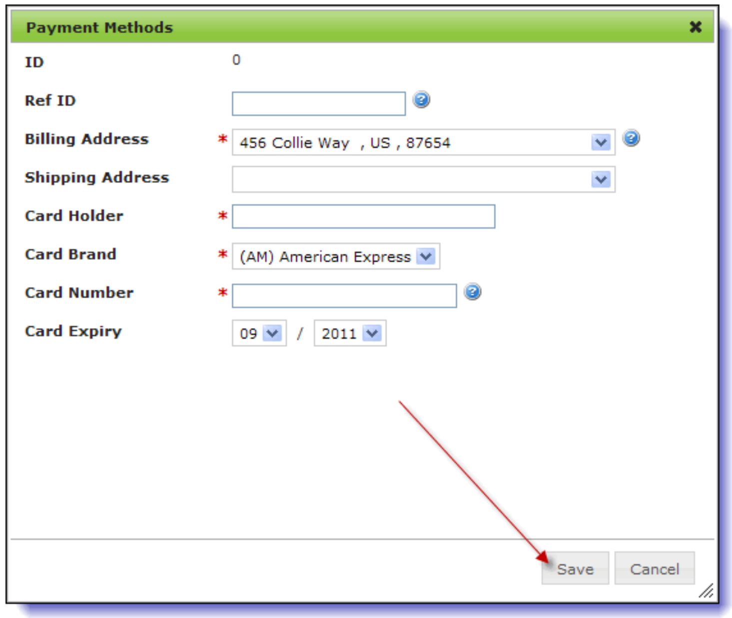
Once a consumer record is created, you can add or edit payment methods for the consumer. A payment method is the consumer's credit card or Direct Debit bank account designated to be the payment vehicle for the recurring billing record. You can add multiple payment methods for a single consumer. For example, you might have a credit card and a bank account on record for the consumer, or you could have multiple credit cards on record for the same consumer, and use them for different billing records (see *Adding a billing record* on page 1-13).

To add a payment method:

1. In the Payment Methods section of the consumer you have created, click the Add CC link to add a credit card or click the Add DD link to add a Direct Debit bank account.



2. On the Payment Methods page, complete the fields required (see Table 1-4: *Payment Methods Fields* on page 1-12).



3. Click the Save button.

Payment methods fields

Table 1-4: Payment Methods Fields

Field	Description
Ref ID	This is a payment ID you can set for your own internal reference purposes.
Billing Address	If you have multiple billing addresses set for the consumer profile, select one from the drop-down list. If there is only one billing address, it will be selected by default.
Shipping Address	If you have multiple shipping addresses set for the consumer profile, select one from the drop-down list. If there is only one shipping address, it will be selected by default.
If Payment Type = Credit Card	
Card Holder	Enter the name of the cardholder. This typically is the same as the consumer name for your consumer record (see *Creating a consumer record* on page 1-7).
Card Brand	Select the card brand from the drop-down list.
Card Number	Enter the card number. Do not include any spaces or dashes.
Expiry Date	From the drop-down lists, select the expiry date of the card.
If Payment Type = Direct Debit	
Bank Name	Enter the name of the consumer's bank.
Routing Number	Enter the consumer's bank routing number. If it is a Canadian bank account, this is a combination of the Transit Number and Institution ID. If it is a U.K. bank account, this is the Sort Code.

Table 1-4: Payment Methods Fields (Continued)

Field	Description
Bank Account Number	Enter the consumer's bank account number.
Check Number	Enter an initial check number. NETBANX will automatically increment this number with each subsequent recurring payment. However, you can modify this value manually at any time.
Check Type	Select the account type from the drop-down list. Possible values are: • Business Checking • Business Loan • Business Saving • Personal Checking • Personal Loan • Personal Checking

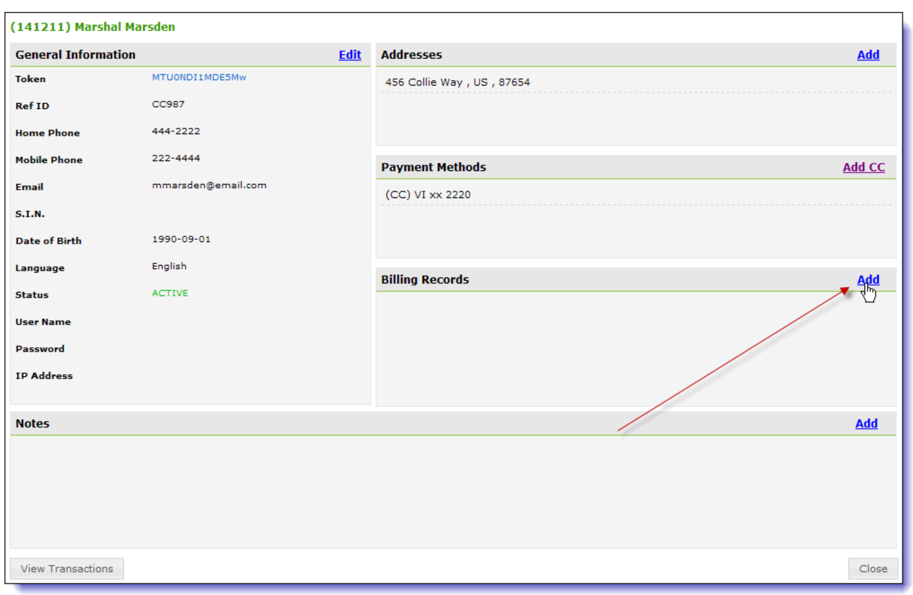
To edit a payment method, click an entry in the left pane to be able to modify the payment method fields in the right pane.

Adding a billing record

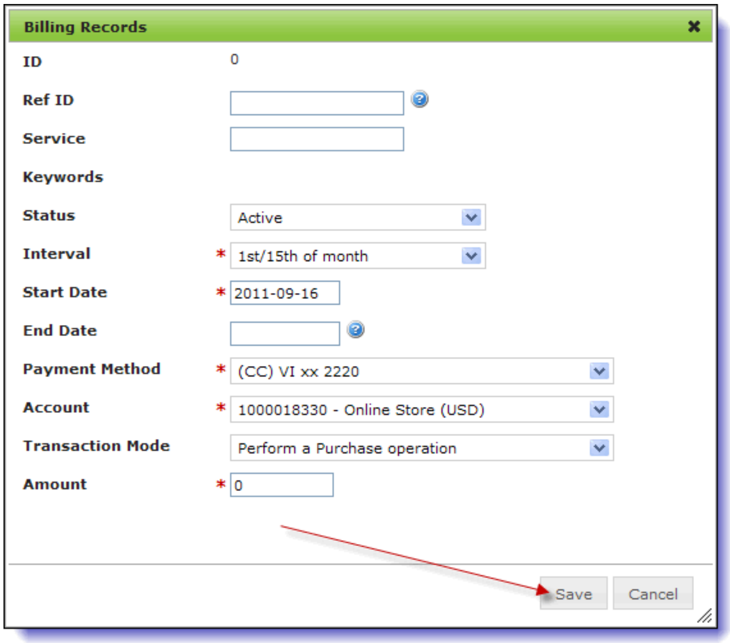
Once a consumer record is created, you can add or edit billing records for the consumer. A billing record is a recurring payment that you schedule, e.g., for a monthly bill payment, using an existing payment method for the consumer. You can have multiple billing records for a single consumer. For example, if you supply a variety of subscription services to a single consumer, you might have a billing record for that consumer for each subscription, with differing amounts and payment intervals.

To add a billing record:

1. In the Billing Records section of the consumer you have created, click the Add link.



2. On the Billing Records page, complete the fields required (see Table 1-5: *Billing Record Fields* on page 1-14).



3. Click the Save button.

Billing record fields

Table 1-5: Billing Record Fields

Field	Description
Ref ID	This is a billing ID you can set for your own internal reference purposes.
Service	Enter a service to designate the billing record (e.g., monthly subscription). If you have created services for other billing records, this field will auto-complete for you when you begin completing the field.
Keywords	Enter the keyword you have associated with the consumer, if applicable.
Status	Select the status of the billing record from the drop-down list. Available options are: • Active • Batched • Cascading • Disabled • Suspended (By Error) • Suspended (By Failure) • Suspended (By Merchant) • Suspended (By Return) See *Billing record status* on page 1-1 for more information on statuses.

Table 1-5: Billing Record Fields (Continued)

Field	Description
Interval	Select a payment interval from the drop-down list. This specifies how often the recurring billing transaction is made. Available options are: • 1st/15th of month • Annually • Bi-Weekly • Days • Monthly • Quarterly • Semi-annually • Weekly
Start Date	Use the calendar icon to select the date on which this recurring payment should begin. The resulting behaviour of the recurring payment depends on the Interval you have set: • 1st/15th of month – The recurring payment will be made on this date and then subsequently on the 1st and 15th of each month. • Annually – The recurring payment will be made this day each year (e.g., September 15). • Bi-Weekly – The recurring payment will be made this day of the week every two weeks (e.g, Wednesday). • Monthly – The recurring payment will be made this day each month (e.g, the 15th). For the Monthly interval, you can also select the “Last day of month” check box. If you select this check box, the first recurring payment is made on the day of the month you specified, but all subsequent monthly payments will be made on the last day of each month. • Quarterly – The recurring payment will be made on this day every 3 months (e.g., the 15th). • Semi-annually – The recurring payment will be on this day twice a year (e.g., if you select January 1, the second payment will be made on July 1). • Weekly – The recurring payment will be made this day of the week every week (e.g., Wednesday).
End Date	Use the calendar icon to select the date at which this recurring payment will end. After the last payment date defined here, the billing record is automatically set to Disabled. If you do not select an end date, the recurring payment will continue indefinitely.
Payment Method	If you created more than one payment method for this billing record (see *Adding a payment method* on page 1-11), select one from the drop-down list. If you have only one payment method for this billing record, it will be selected by default.
Account	If you have multiple merchant accounts, select one from the drop-down list. If you have only one merchant account, it will be selected by default.

Table 1-5: Billing Record Fields (Continued)

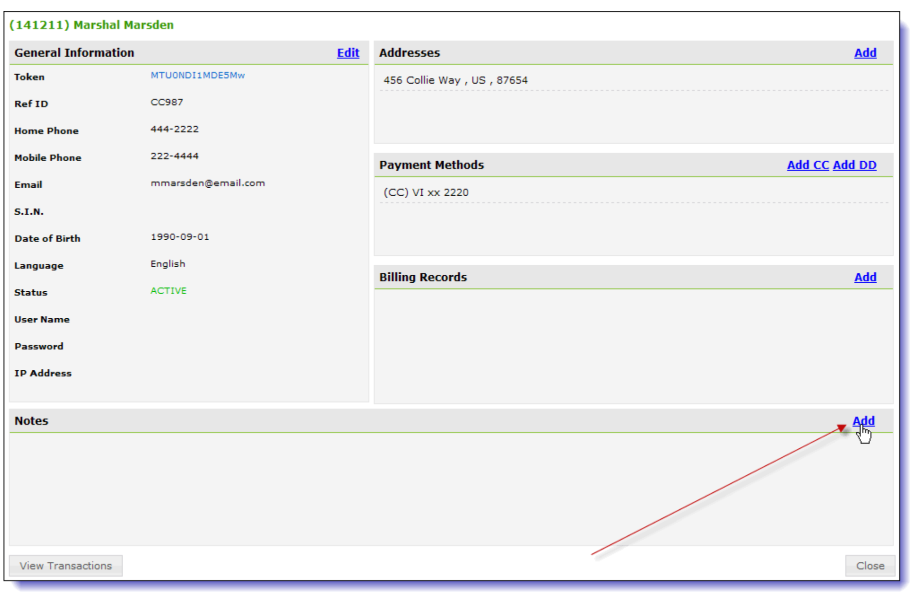
Field	Description
Transaction Mode	Use the drop-down menu to specify whether the recurring transaction is a debit or a credit to your consumer. If the payment method is a credit card: • Perform a Purchase operation – debits your consumer's credit card • Perform a Payment operation – credits your consumer's credit card If the payment method is Direct Debit, select one of the following options: • Perform a Charge operation – debits your consumer's bank account • Perform a Credit operation – credits your consumer's bank account
Amount	Enter the amount of the recurring payment for this billing record. Be sure to include decimals (e.g., 49.99).
Number of Days	Enter the number of days you want as the interval between payments. For example, if you set this to 10, the recurring billing transaction would be processed every 10 days. **NOTE:** This field is only visible if you select *Days* for the *Interval* parameter above.

Adding notes

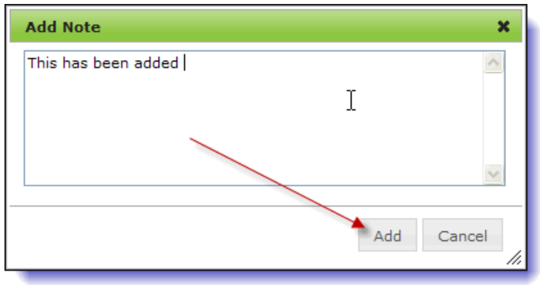
You can add notes when you create the consumer record, or any time after. For example, you might include a note when you create the record, and then add a note each time you modify the billing record to help you remember the reason for the modification.

To add a note:

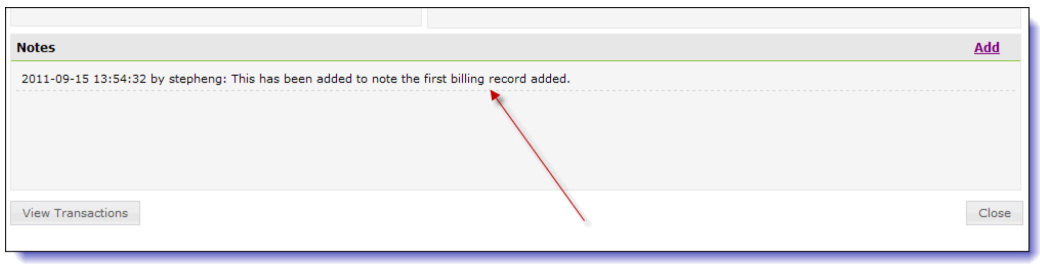
1. In the Billing Records section of the consumer you have created, click the Add link.



2. In the Add Note pop-up, enter the text of your note.



3. Click the Add button.



All notes for a consumer are displayed in the Notes window, where you can see the date, the user who entered the note, and the summary of the note.

Searching for records

You search for records using a variety of criteria:

- Billing Record
- Consumer
- Expired Credit Card

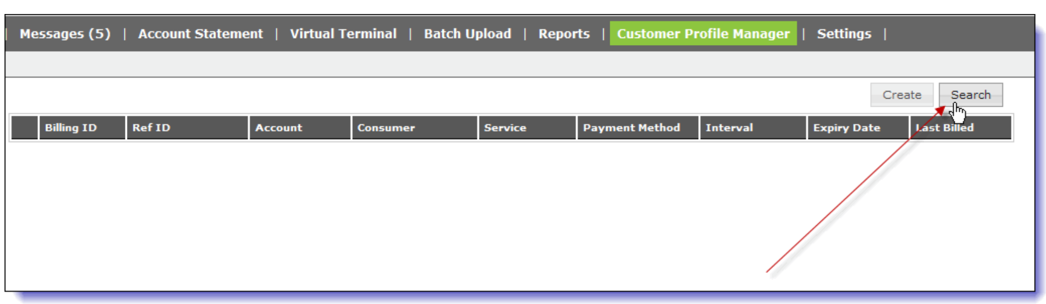
Table 1-6: Search Types

Search By …	To …
Billing Record	Display billing records sortable by, e.g., merchant account, consumer name, payment amount, and the date the record was last billed. See *Searching by billing record* on page 1-20 for more details.
Consumer	Display consumer records sortable by, e.g., name, email address, and phone number. See *Searching by consumer* on page 1-21 for more details.
Expired Credit Card	Display all billing records containing either expired credit cards or credit cards that will expire within 30 days, sortable by, e.g., consumer name, service, and card expiry date. You can use this search to identify consumers for whom you need to obtain a new credit card number, thereby avoiding failed transactions. See *Searching by expired credit card* on page 1-21 for more details.

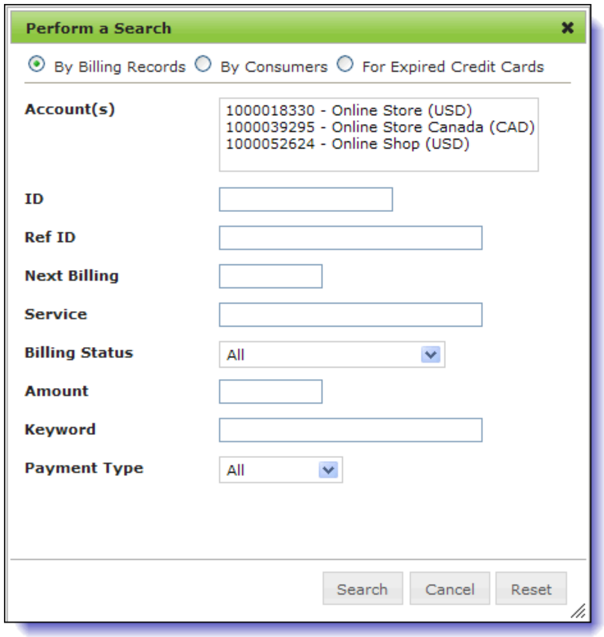
Once you have run a search, you can drill down on any resulting record to view complete details.

To perform a search:

1. Click the Customer Profile Manager tab at the top of any back-office page.



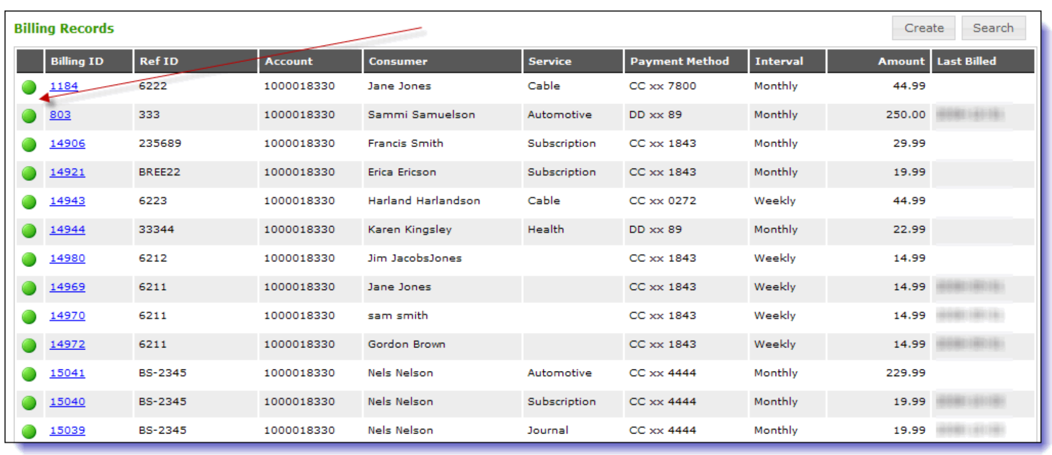
2. Click the Search button. The Search window opens.
3. On the Perform a Search pop-up, select a button for a search option:
   - By Billing Records – search for records based on billing information.
   - By Consumers – search for records based on consumer information.
   - For Expired Credit Cards – search for billing records containing either expired credit cards or credit cards that will expire within 30 days



4. Complete the fields in the Perform a Search window. The more information you provide, the more precise your search will be.

Search fields are not case-sensitive.

5. Click the Search button. The results window displays all the records that match your search criteria.

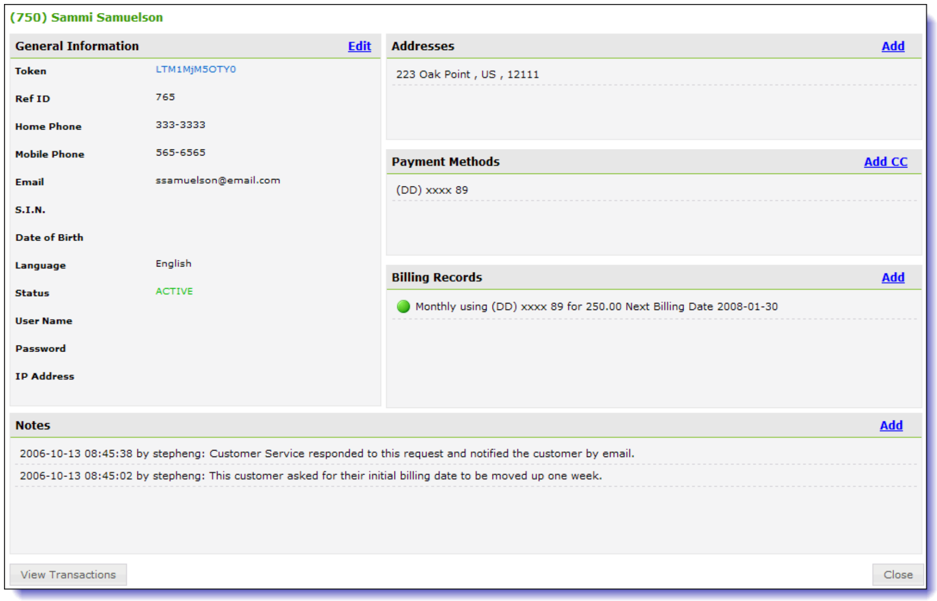


Billing Records

Create Search

	Billing ID	Ref ID	Account	Consumer	Service	Payment Method	Interval	Amount	Last Billed
	1184	6222	1000018330	Jane Jones	Cable	CC xx 7800	Monthly	44.99	
	803	333	1000018330	Sammi Samuelson	Automotive	DD xx 89	Monthly	250.00	[illegible]
	14906	235689	1000018330	Francis Smith	Subscription	CC xx 1843	Monthly	29.99	
	14921	BREE22	1000018330	Erica Ericson	Subscription	CC xx 1843	Monthly	19.99	
	14943	6223	1000018330	Harland Harlandson	Cable	CC xx 0272	Weekly	44.99	
	14944	33344	1000018330	Karen Kingsley	Health	DD xx 89	Monthly	22.99	
	14980	6212	1000018330	Jim JacobsJones		CC xx 1843	Weekly	14.99	
	14969	6211	1000018330	Jane Jones		CC xx 1843	Weekly	14.99	[illegible]
	14970	6211	1000018330	sam smith		CC xx 1843	Weekly	14.99	[illegible]
	14972	6211	1000018330	Gordon Brown		CC xx 1843	Weekly	14.99	[illegible]
	15041	BS-2345	1000018330	Nels Nelson	Automotive	CC xx 4444	Monthly	229.99	
	15040	BS-2345	1000018330	Nels Nelson	Subscription	CC xx 4444	Monthly	19.99	[illegible]
	15039	BS-2345	1000018330	Nels Nelson	Journal	CC xx 4444	Monthly	19.99	[illegible]

6. Double-click on any record to view and/or modify billing record details. See *Modifying consumer records* on page 1-22 for more information.



Searching by billing record

Select the By Billing Records search option and complete the following fields:

Table 1-7: Billing Record Search Criteria

Field	Description
Account	If you have multiple merchant accounts, select one from the drop-down list to narrow your search. If you do not select a merchant account, the search will be made across all available accounts.
ID	This is a read-only billing ID assigned by NETBANX.
Ref ID	This is a billing ID that you set for your own internal reference purposes.
Next Billing	This is the date on which this Recurring Billing record is scheduled to be billed next.
Service	If you have Services created as part of your billing record criteria (see Table 1-5: *Billing Record Fields* on page 1-14), you can select one from the drop-down list to narrow your search.
Billing Status	Select the status of the billing record from the drop-down list. Available options are: • Active • Batched • Disabled • Suspended (By Error) • Suspended (By Failure) • Suspended (By Merchant) • Suspended (By Return) See *Billing record status* on page 1-1 for more information on statuses.

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Table 1-7: Billing Record Search Criteria (Continued)

Field	Description
Amount	From the drop-down list, select one of the following options: • = (equal to) – selected by default • < (less than) • > (greater than) Enter an amount you want search on. Be sure to include the decimal place (e.g., 49.99).
Keyword	Enter the keyword you have associated with the consumer, if applicable.
Payment Type	Select Credit Card or Direct Debit from the drop-down list to narrow your search.

Searching by consumer

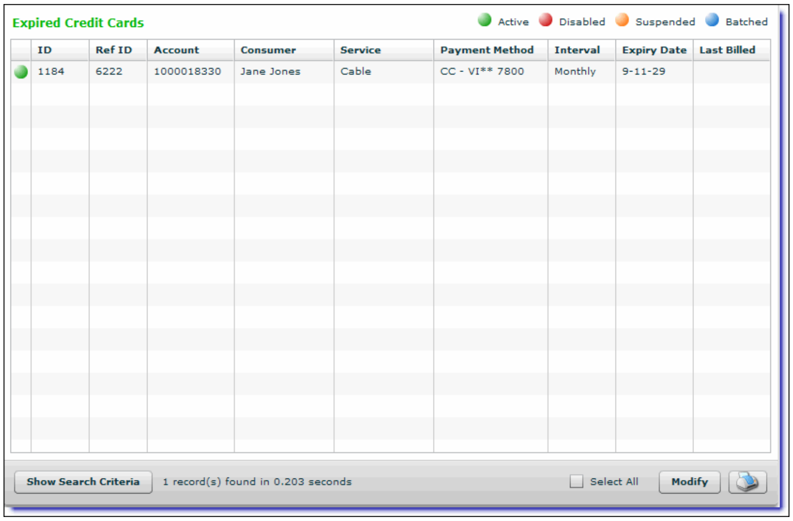
Select the By Consumers search option and complete the following fields:

Table 1-8: Consumer Search Criteria

Field	Description
ID	This is a read-only consumer ID assigned by NETBANX.
Ref. ID	This is a consumer ID you set for your own internal reference purposes.
Token	This is an internal identifier assigned by NETBANX, viewable on the General Information page.
Name	Enter either the first or last name of the consumer you are searching for. You can enter partial strings as well. For example, if you entered "jo", the search would return both "Ken Johnson" and "Joan Smith".
Address	Enter any part of Address field for the consumer you are searching for (see Table 1-3: *Create Consumer Fields* on page 1-9). You can enter partial strings as well. For example, if you entered "ma", the search would return consumers with either "Main Street" or "Maple Avenue" as their street address.
Email	Enter the complete email address of the consumer you are searching for. This field does not accept partial strings.
Home Phone	Enter the home telephone number of the consumer you are searching for. You can enter partial strings as well.
Cell Phone	Enter the cell phone number of the consumer you are searching for. You can enter partial strings as well.
User Name	Enter the user name you have assigned to the consumer, if applicable.

Searching by expired credit card

Select the For Expired Credit Cards search option from the drop-down list. Your search results will look like this:



The expired credit card search results have the following fields:

Table 1-9: Expired Credit Card Search Results Fields

Field	Description
ID	This is a read-only billing ID assigned by NETBANX.
Ref ID	This is a billing ID you set for your own internal reference purposes.
Account	This is your merchant account number.
Consumer	This is the name of the consumer.
Service	This is the name of the service, set in the billing record (see *Adding a billing record* on page 1-13).
Payment Method	This shows the last 4 digits of the credit card number.
Interval	This is the payment interval set for the billing record (see *Adding a billing record* on page 1-13).
Expiry Date	This is the expiry date of the credit card.
Last Billed	This is the last date at which a recurring payment was processed.

Modifying consumer records

Once a consumer record has been created, you can easily access it and modify it at any time.

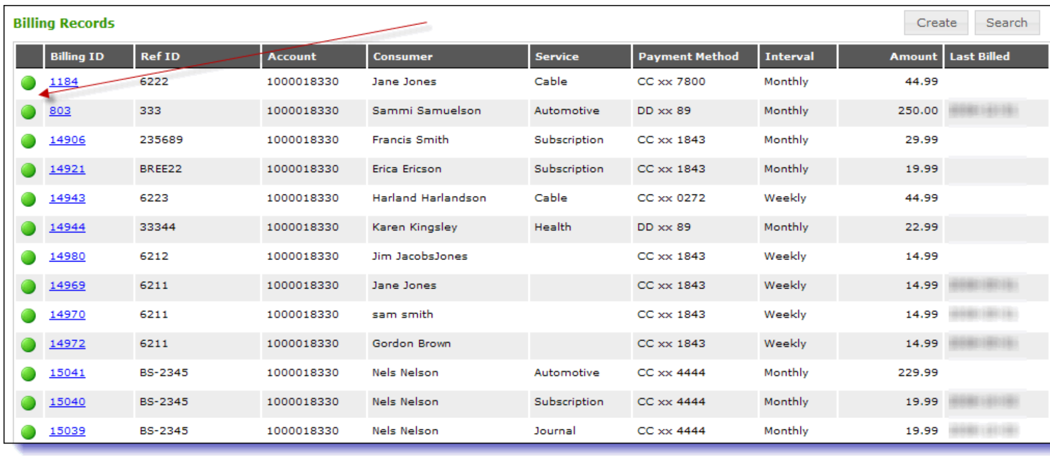
- You can change the address or contact information for a consumer.
- You can add a payment method to a consumer record. For example, you can add Direct Debit to a consumer record that already has a credit card set up.
- You can modify an existing payment method. For example, you can change a credit card expiry date.
- You can change the frequency or amount of a recurring transaction. For example, you can change the amount of a billing record if your own costs increase.

- You can change the status of a billing record. For example, if you suspended a billing record because of a chargeback and then later resolved the situation, you can change the status back to Active to resume the billing activity.

Modifying a consumer record

To modify a billing record:

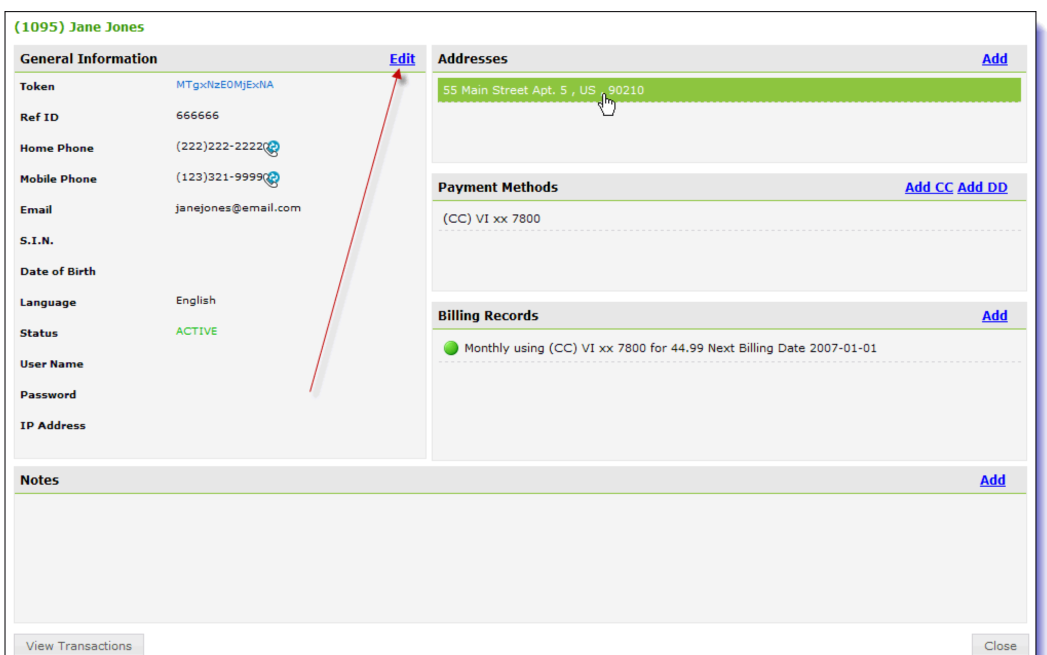
1. Run a search for consumer records (see *Searching for records* on page 1-18).
2. Click the link in the Billing ID column for the record you want to modify.



Billing Records

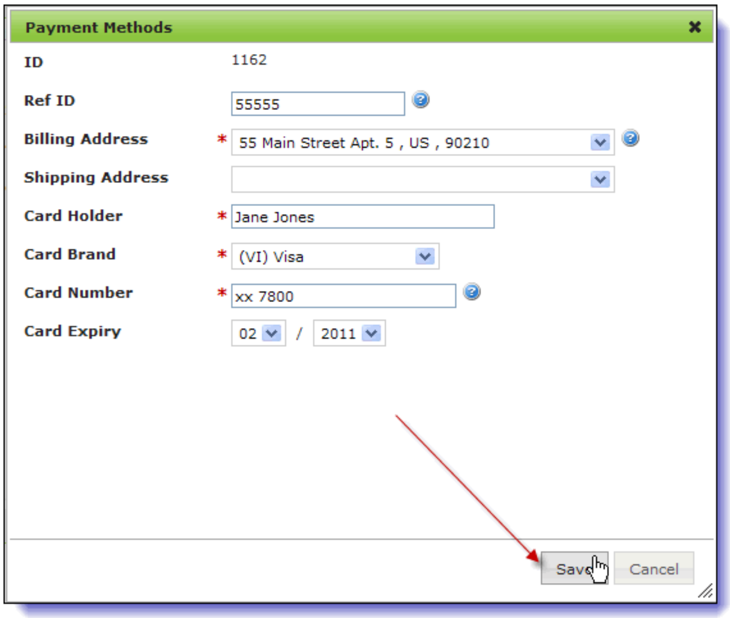
Billing ID	Ref ID	Account	Consumer	Service	Payment Method	Interval	Amount	Last Billed
1184	6222	1000018330	Jane Jones	Cable	CC xx 7800	Monthly	44.99	
803	333	1000018330	Sammi Samuelson	Automotive	DD xx 89	Monthly	250.00	
14906	235689	1000018330	Francis Smith	Subscription	CC xx 1843	Monthly	29.99	
14921	BREE22	1000018330	Erica Ericson	Subscription	CC xx 1843	Monthly	19.99	
14943	6223	1000018330	Harland Harlandson	Cable	CC xx 0272	Weekly	44.99	
14944	33344	1000018330	Karen Kingsley	Health	DD xx 89	Monthly	22.99	
14980	6212	1000018330	Jim JacobsJones		CC xx 1843	Weekly	14.99	
14969	6211	1000018330	Jane Jones		CC xx 1843	Weekly	14.99	
14970	6211	1000018330	sam smith		CC xx 1843	Weekly	14.99	
14972	6211	1000018330	Gordon Brown		CC xx 1843	Weekly	14.99	
15041	BS-2345	1000018330	Nels Nelson	Automotive	CC xx 4444	Monthly	229.99	
15040	BS-2345	1000018330	Nels Nelson	Subscription	CC xx 4444	Monthly	19.99	
15039	BS-2345	1000018330	Nels Nelson	Journal	CC xx 4444	Monthly	19.99	

3. On the resulting page, click the Edit link to modify general information, or click on an existing entry in the Addresses, Payment Methods, or Billing Records sections to modify the relevant information.



- See *Create Consumer fields* on page 1-9 for a description of the general information and address fields.
- See *Payment methods fields* on page 1-12 for a description of payment method fields.
- See *Billing record fields* on page 1-14 for a description of billing record fields.

4. After you are finished with your changes in the pop-up for the section you are modifying, click the Save button.



Viewing recurring transactions

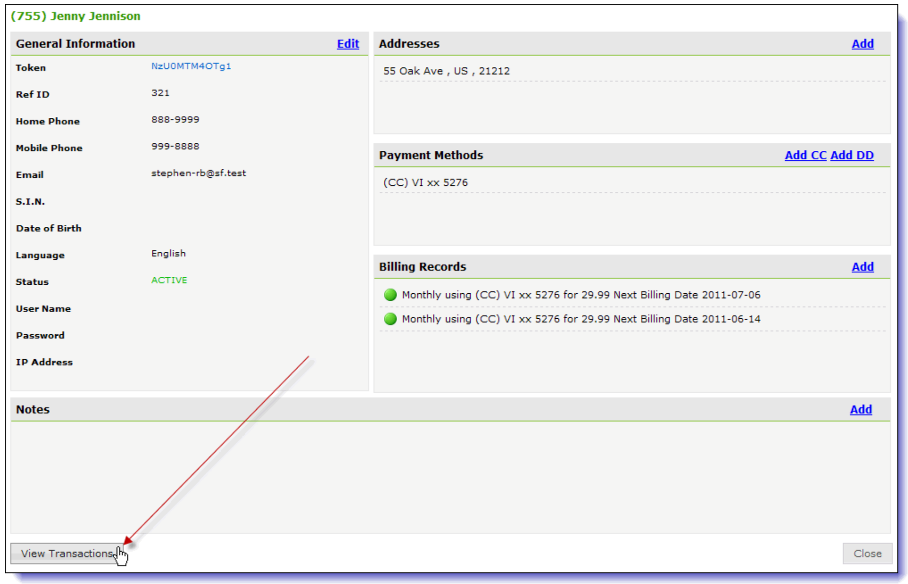
With the Customer Profile Manager, once you have run a search on a consumer record, you can drill down on that record to view processed transactions, over the date range you specify. You can view the following transaction types:

- Transaction History – view a list of transactions that were processed through your merchant account (the results are similar to what you would view in an Activity Report – see *Running activity reports* on page 1-6 for details).
- Billing History – view a list of recurring billing requests that were successfully sent.

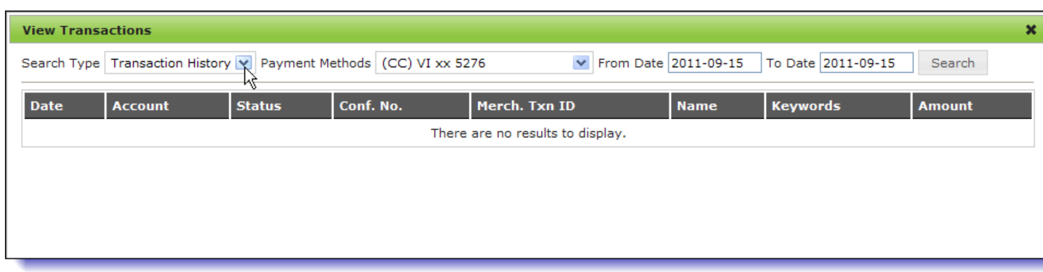
To view transactions associated with a consumer record:

1. Drill down to the record details screen of a consumer record. See *Searching for records* on page 1-18 for details.

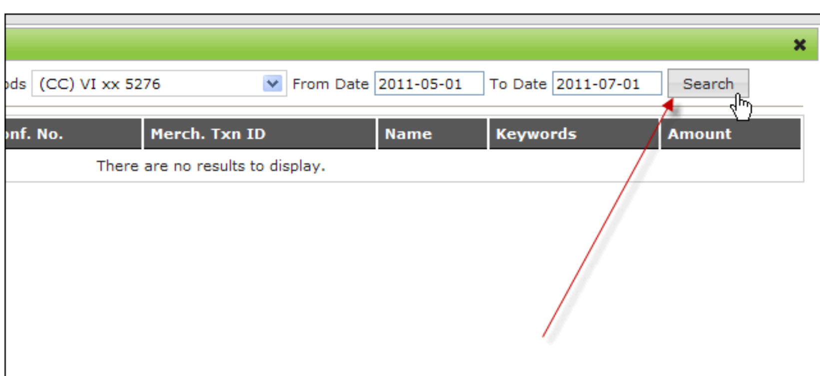
2. Click the View Transactions button.



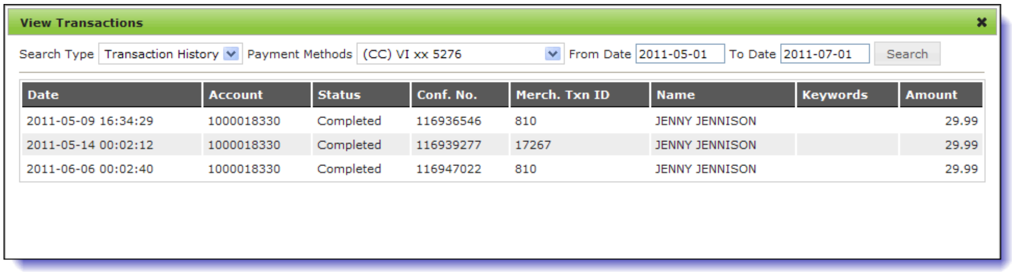
3. On the View Transactions page, select your search criteria:
   - From the Search Type drop-down, select Transaction History or Billing History.
   - Select a payment method from the Payment Methods drop-down list.
   - Use the From Date/To Date fields to select a date range (maximum 1 month).



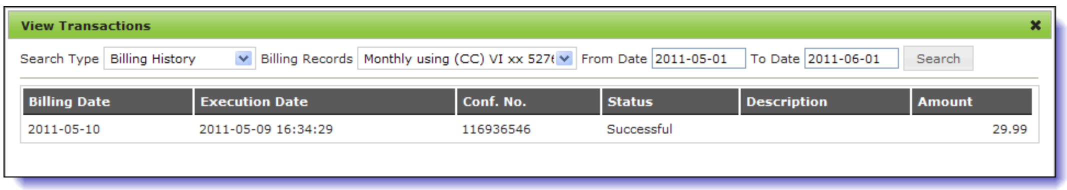
4. Click the Search button.



   - For Transaction History, the View Transactions page displays a list of transactions that match your search criteria.



- For Billing History, the View Transactions page displays a list of billing processes that match your search criteria.



The View Transactions page displays the following fields:

Table 1-10: Billing History Search Results

Field	Description
Transaction History	
Date	This is the date the billing transaction was scheduled to take place.
Account	This is the merchant account for which the transaction was processed.
Status	This is the status of the billing transaction.
Conf. No.	This is the confirmation number assigned by NETBANX to the transaction when it was processed.
Merch. Txn ID	This is the transaction number assigned by the merchant to the transaction when it was processed.
Name	This is the name of the consumer for whom the transaction was processed.
Keywords	This is the keyword you have associated with the consumer, if applicable.
Amount	This is the amount of the billing transaction.
Billing History	
Billing Date	This is the date the transaction was processed through your merchant account.
Execution Date	This is the date the billing request was generated.
Conf. No.	This is the confirmation number the processor assigned to the transaction request and returned in response to the request.
Status	This is the status of the billing request.
Description	If the billing record failed, this provides details about the transaction.

Table 1-10: Billing History Search Results (Continued)

Field	Description
Amount	This is the amount of the billing request.

Confirmation file contents

Each record in the confirmation file contains nine fields.

Table 1-11: Recurring Billing Confirmation File Details

Field	Name	Data	Description
1	Consumer ID	String Max = 20	This is a consumer ID assigned by NETBANX. • In the Recurring Billing API, this is the *consumerId* returned in the UploadResponseV1. • In the Customer Profile Manager tool in the merchant back office, this is the *Consumer ID* on the General Information page.
2	Billing Schedule ID	String Max = 20	This is billing schedule ID assigned by NETBANX. • In the Recurring Billing API, this is the *billingScheduleId* returned in the UploadResponseV1. • In the Customer Profile Manager tool in the merchant back office, this is the *Billing ID* on the Billing Records page.
3	Confirmation Number	String Max = 20	This is the confirmation number for the individual transaction (e.g., a credit card purchase) that was processed by NETBANX. • In the Web Services API, this is the *confirmationNumber* returned in the ccTxnResponseV1 or the ddCheckResponseV1. • In the Activity Report in the merchant back office, this is the Confirmation Number on the Transaction Details page.
4	Billing Record Status	Enumeration	This is the status of the consumer's billing record. Possible values are: • ACTIVE • BATCH • DISABLED • SPD_ERR (suspended due to error) • SPD_FLR (suspended due to failure) • SPD_MERC (suspended by merchant) • SPD_RET (suspended due to a return or chargeback)

Table 1-11: Recurring Billing Confirmation File Details (Continued)

Field	Name	Data	Description
5	Transaction Status	Enumeration	This is the status of the transaction when it was processed. Possible values are: • SUCCESS – the transaction was processed successfully • ERROR – the transaction could not be processed (e.g., the card type provided did not match the card number) • FAILED – the transaction was processed but failed (The bank returned a decline response for the transaction)
6	Transaction Date	dateTime	This is the date and time the transaction was processed.
7	Transaction Amount	String Max = 999999999.99	This is the amount of the transaction processed.
8	Transaction Description	String Max = 1024	If the Transaction Status was ERROR, this is text describes why the transaction failed.
9	Billing Schedule Reference ID	String Max = 40	This is billing schedule ID you assigned for your own internal reference purposes. • In the Recurring Billing API, this is the *merchantRefNum* you provided in the UploadRequestV1. • In the Customer Profile Manager tool in the merchant back office, this is the *Ref ID* on the Billing Records window.

The CSV confirmation file does not contain a header row.