



ecBuilder Pro
Using InternetSecure



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CHAPTER 1

INTRODUCTION

i *In order to enable SSL-secured transactions, you must obtain and install a digital certificate on your IIS server. See the ecBuilder Pro User's Guide for more on digital certificates.*

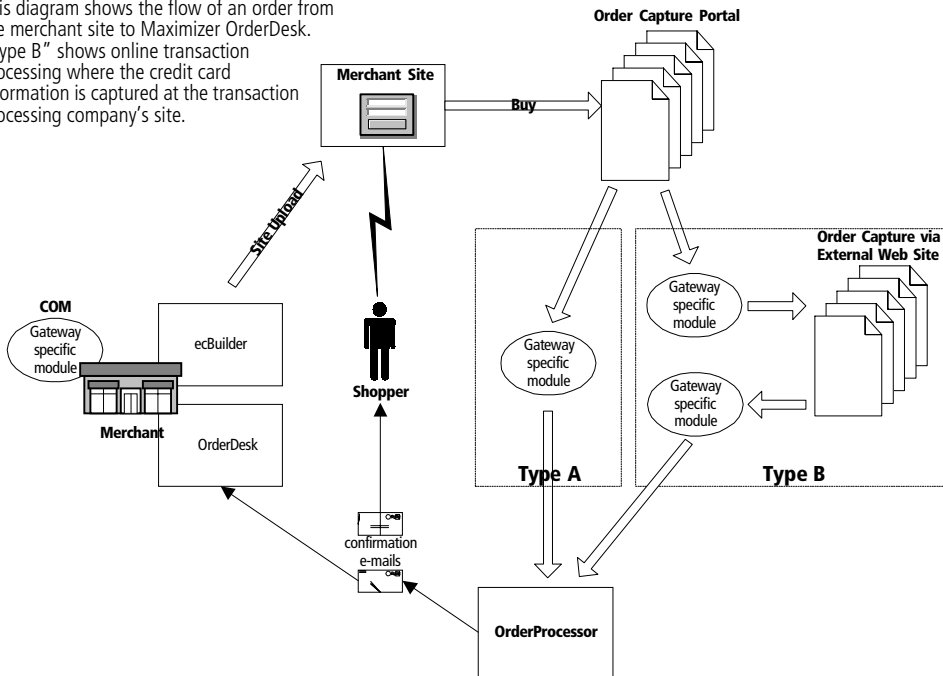
ecBuilder provides support for payment processing through plug-in extensions known as payment gateway modules (PGMs). PGMs encapsulate the interface to a third-party payment processor, and allow the ecBuilder-generated sites to forward merchant-authentication information from a transaction gateway to the respective payment processor.

The merchant authentication information is secured via public-key technology and embedded within the HTML pages generated by ecBuilder. At the time of purchase, the ecBuilder shopping cart forwards the encrypted processing information through a payment gateway module, where it is decrypted and used in conjunction with an SSL-secured order form to then log in to the payment processor and facilitate the credit card authorization process.

The transaction result—whether it is a pre-authorization, a capture, or a refund—is then returned by the processor and forwarded back to ecBuilder, which in turn sends the order information to the merchant as an encrypted e-mail attachment.

In addition to allowing merchants to view the order information received, Maximizer OrderDesk can provide an interface to the payment processor which will enable merchants to submit capture and refund requests to the payment processor post-fulfillment. Maximizer OrderDesk can also operate as a “point-of-sale” terminal for merchants, allowing them to perform authorization requests directly to their third party payment processing company right from their own computer. Both of these features are dependent upon which third-party payment processor you choose.

This diagram shows the flow of an order from the merchant site to Maximizer OrderDesk. "Type B" shows online transaction processing where the credit card information is captured at the transaction processing company's site.



There are several third-party transaction gateway providers directly supported by ecBuilder.



Note

In order to take advantage of the online credit card processing capabilities provided by a payment processing gateway, you must set up a merchant account with one of the transaction processing companies.

How to Apply for an Account

Applying for an InternetSecure account is an easy process that you can start in ecBuilder. The InternetSecure Web site lets you apply for a merchant account.

For more information, contact InternetSecure customer support.

➤ **To apply for an InternetSecure merchant account**

1. In ecBuilder, go to the Online Processing screen.

2. Click the Add button. The Merchant Gateway Profile dialog box appears.
3. Select InternetSecure from the drop-down list and click the "Acquire merchant account..." button. ecBuilder opens the InternetSecure application Web page.
4. Follow the instructions on the screen to complete the application.

Upon approval of your merchant account application, InternetSecure provides you with the information you need to configure ecBuilder to work with your InternetSecure account.

**Note**

See the following topic "Set Up a Merchant Account Profile" on page 3 or press F1 for additional help.

Set Up a Merchant Account Profile

i Before you can enable online transaction processing in ecBuilder, you must have a merchant account with a credit card company or your bank and a transaction processing company.

If you have a merchant account with a credit card company or your bank, you may wish to set up online transaction processing. Once this is set up, credit card transactions are processed from your Web site and are tracked and maintained through Maximizer OrderDesk. You set up online payment processing in ecBuilder's Transaction Processing screen by creating a Merchant Account Profile for each account you have with a payment processing company.

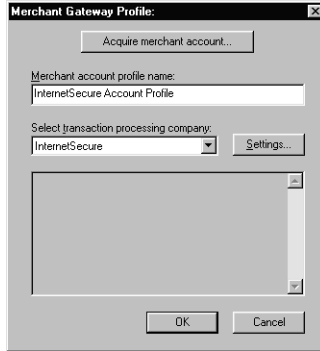
The method and procedures for online transaction processing will vary depending on the transaction processing company. InternetSecure allows you to process transactions and issue refunds through the InternetSecure merchant site.

➤ To create a new Merchant Account Profile

1. In ecBuilder, select Go > Online Processing to change to the Online Processing screen.

The Online Processing screen lets you select the merchant account that you wish to use for your ecBuilder catalog, or add a new profile for a merchant account.

2. Click the Add button to open the Merchant Gateway Profile dialog box.



3. Under “Merchant account profile name”, type a short, descriptive name for the profile.
4. From the drop-down list, select the InternetSecure transaction processing company. Note that you must have a merchant account set up with InternetSecure to proceed.
5. From the Merchant Gateway Profile dialog box, click Settings. ecBuilder prompts you to enter the settings for the merchant account.

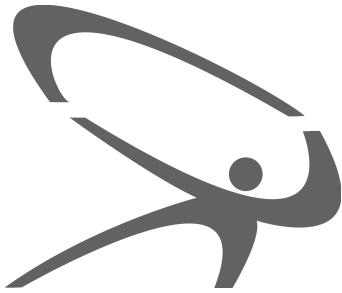


6. Enter the settings for your merchant account and click OK. If you need help with any of these settings, **press F1 in the Settings dialog box** or see the documentation provided to you by InternetSecure.
7. Once the settings are entered, click OK in the Merchant Gateway Profile dialog box to finish creating the new profile. The new profile is now selected in the Transaction Processing screen. You also use this profile in Maximizer OrderDesk.



Note

You are not limited to the number of profiles or merchant accounts you can use with ecBuilder. The process of setting up different profiles allows you to switch your profile selection in both ecBuilder and Maximizer OrderDesk.



CHAPTER 2

USING INTERNETSECURE

The InternetSecure Payment Gateway allows for the capture and refund of funds to and from the consumer's credit card. Using InternetSecure as your credit card transaction processing company, orders arriving in Maximizer OrderDesk will contain all the relevant order information, including an authorization code indicating the funds have been captured. The consumer's e-mail message will contain confirmation information from the merchant indicating the order has been received.

InternetSecure supports three languages: English, French, and Spanish.

If you would like to use a payment gateway for online credit processing, you must set up a merchant account with InternetSecure. Visit <http://www.internetsecure.com> to learn more about how their system works.

InternetSecure from the Customer's Perspective

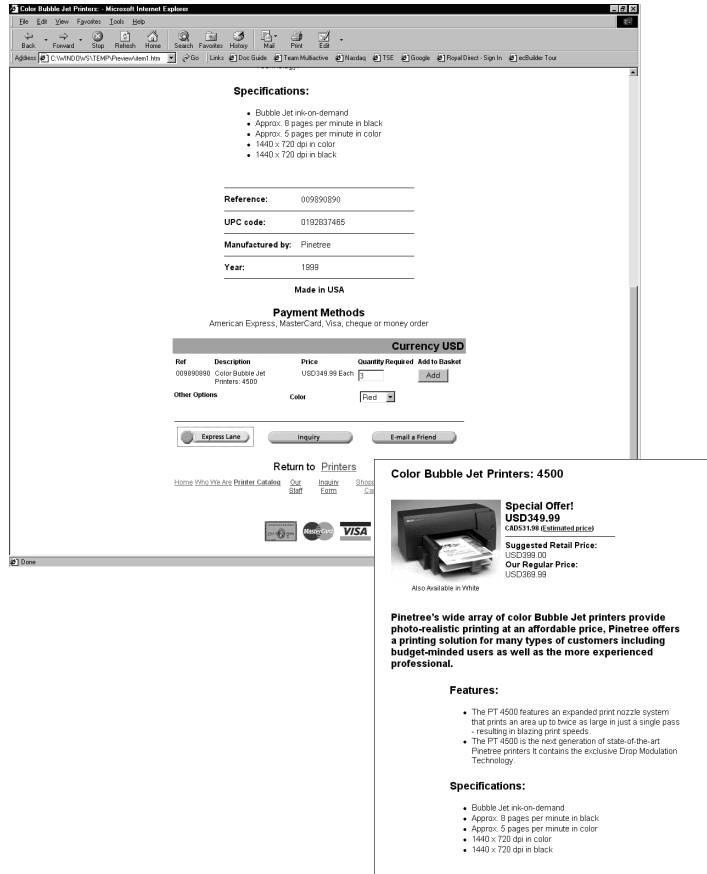
If you set up your online catalog to use InternetSecure for credit card transaction processing, the result is a seamless integration of the credit card transaction into the visitor's Web experience. At the time that the visitor places an order, ecBuilder collects the visitor's credit card information after the visitor enters his or her name and address.

ecBuilder processes the order "behind the scenes". The order arrives as an encrypted e-mail attachment that, when opened, is automatically imported to Maximizer OrderDesk and marked with the status of the credit card transaction—Payment Received, Payment Declined, and so on.

The Visitor's Point of View

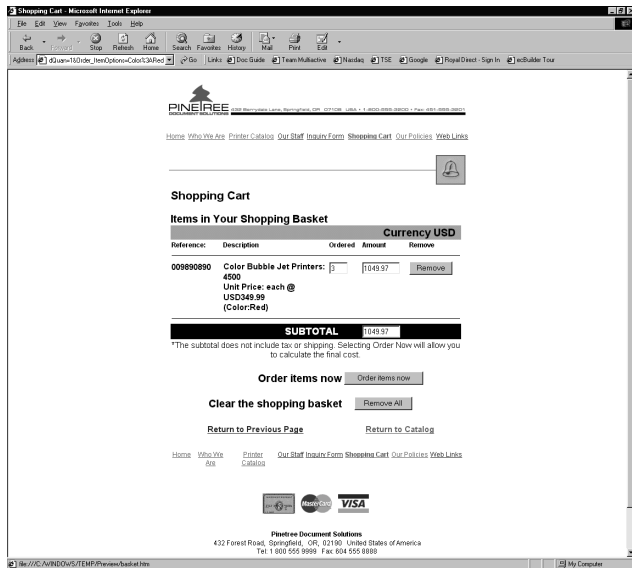
Knowing what your customer will experience when he or she makes an order is important when designing your ecBuilder catalog site. If you use E-xact for processing credit card transactions, here's what a user experiences:

1. The shopper examines the online catalog, reads the description of a product and decides to buy it, choosing quantity and options, and then clicking Add.

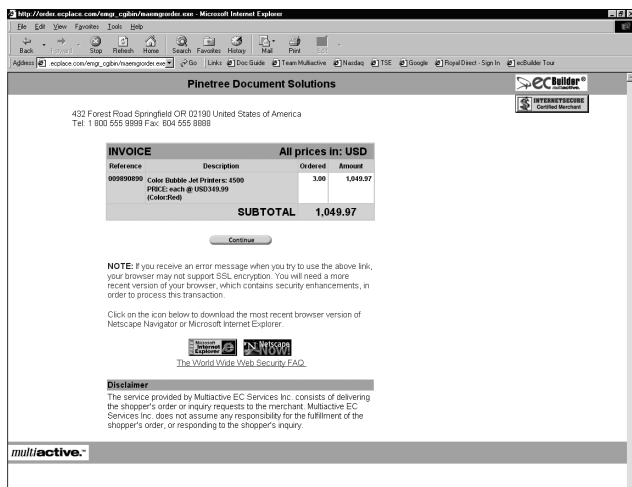


NOTE: The shopper has the option on this page of clicking the Express Lane button, which skips the Shopping Cart (step 2) and goes directly to the invoice page (step 3).

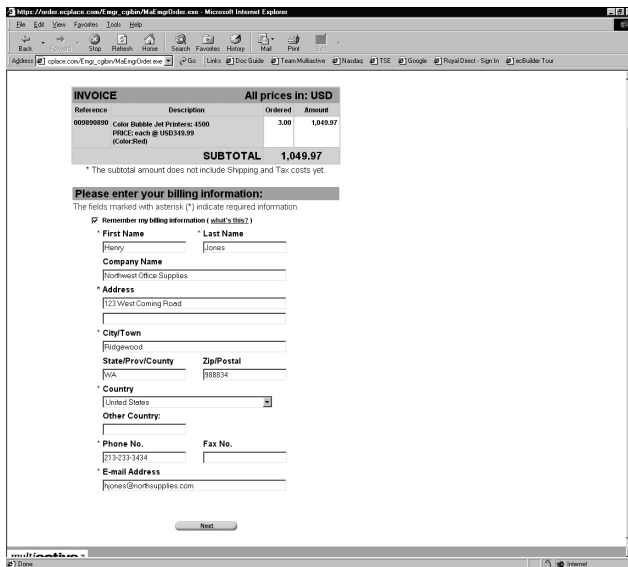
- On the Shopping Cart page the shopper reviews the order, including price and quantity, and then clicks "Order Items Now".



- The shopper then sees a summary of the invoice, reviews it, and clicks Continue.



- The ecBuilder order page redisplay the invoice and collects the shopper's name and address. If the visitor is a returning customer, the address information is displayed automatically. The shopper clicks Next.



- The visitor selects the option to pay by credit card, clicks “Send My Order”, and is passed to the InternetSecure Web site.
- The visitor enters his or her credit card information at the InternetSecure site.
- InternetSecure notifies the visitor that the transaction is complete and displays the details of the order. These details include a purchase authorization number. The visitor is also notified of the purchase by e-mail.

Behind the Scenes

i The e-mail address you enter in the Site Builder Profile screen appears in the Contact Person Profile screen as the “Contact’s E-mail Address”. If you’d like this address changed, do so in the Site Builder Profile screen.

Behind the scenes, the ecBuilder order page sends the visitor to InternetSecure, which collects the visitor’s information. If the transaction was successful at the InternetSecure site, the order is automatically sent to you (the merchant) as an encrypted e-mail attachment, which you open to bring the information into Maximizer OrderDesk. As well, the ecBuilder order page generates a notification e-mail. Both of these e-mails are sent to the e-mail address you enter in the Site Builder Profile screen of ecBuilder. You

can also specify to have orders and inquiries sent to three additional e-mail addresses in the Contact Person Profile screen.

**Note**

If you are using multiple e-mail addresses (entered in the Contact Person Profile screen) for e-mail notification of orders and inquiries, make sure you install the same digital certificate that you use to publish your site on each computer receiving notification. For more information, please refer to the section on "Importing and Exporting Digital Certificates" in the *ecBuilder Pro User's Guide*.

Configuring InternetSecure

In order to make ecBuilder work with InternetSecure, you must use the InternetSecure Web site to configure your account.

➤ **To configure InternetSecure**

ⓘ Be sure you type "https://" rather than "http://".

1. Using your Web browser, go to the administration page **https://www.internetsecure.com/merchants/** and log in by entering your Username and Password.
2. Click on "Export Script" in the top frame of the Web page.
3. Click on "Export Script Options".
4. In the "Server Domain Name" field, enter "order.ecplace.com".
5. In the "Web Page" field, enter "/servlet/OrderProcessor/is".
6. Click "Update".

Using the InternetSecure Administration Web Site

The InternetSecure merchant administration area is where all ecBuilder users who are also InternetSecure merchants go to maintain their Merchant Accounts. Using their Internet Browser to access this area, merchants can query the InternetSecure Transaction

server database to access all of their online transaction account information.

**Note**

When using InternetSecure, all processing of transactions occurs on the InternetSecure site. For example, if you wish to process a refund, you must do so in the InternetSecure site rather than Maximizer OrderDesk. You can then change the payment status to "Refunded" in Maximizer OrderDesk.

Logging Into the Administration Area

The merchant administration area is located at **<https://www.internetsecure.com/merchants/>**. The site uses the SSL protocol to secure the Web pages and keep your account information private. The merchant area is also protected so that only people authorized to access a Merchant Account can get access this computer where this database is located. When a Merchant Account is first created, a username and password are also set up, which will allow the merchant to gain access to the administration area. If you wish, multiple user names and passwords can be created to access a Merchant Account, with varying levels of access.

When a user first arrives at the merchant area they are presented with a login screen. By entering their merchant number, username and password, a user can gain access to that account.

After Logging In

After a user has successfully logged in, the administration area changes to show a menu in the top frame, and the bottom frame will contain announcement information from time to time. Clicking on any one of the menu items in the top frame will bring up a new page in the bottom frame.

Transaction Queries

When a user clicks on the Transaction Query menu item a new page appears in the bottom frame. This page has several different options that allow the merchant to display information on transactions that have been processed. These features will be discussed individually in the next few sections.

Searching by Receipt Number

Every InternetSecure transaction of any type has a unique identifier, called the InternetSecure receipt number. It is always displayed on

the InternetSecure Web page receipts that your consumers receive, the e-mail receipts your consumer receives, and all of encrypted e-mail orders you will receive using Maximizer OrderDesk. The receipt number is made up of two sets of numbers separated by a period (e.g., 894785738.4823). If a merchant wants to view the transaction details regarding a particular transaction, then it can be entered into the I.S. Receipt Number field. Then, the merchant would press the Submit Query button and the transaction will be displayed, if it exists.

Searching by Name

Sometimes it can be necessary to search for transactions by a customer's name. The Name field provides the merchant with a way to search for full or partial names. For example, if a merchant wanted to search for all transactions for a customer named John Smith, then the merchant would simply type in the full name John Smith and press the Submit Query button. If a merchant wanted to search for all people with the last name of Allan, then the merchant would simply type the name Allan, and the computer would return a list all transactions with the name Allan, either as the first name or last name.

Searching by E-mail

Searching by a customer's e-mail is very similar to searching by a customer's name. The merchant would enter in the full or partial e-mail address of the customer into the E-mail Address field, and press the Submit Query button. For example, if a merchant wanted to search for a customer with the e-mail address jsmith@merchant.com, then the merchant would simply enter that e-mail address into the E-mail Address field and submit the query. If a merchant wanted to show all the transactions from one particular domain name, say netcom.com, then the merchant would enter netcom.com and press the Submit Query button. This would return all transactions with netcom.com in the e-mail field.

Searching By Date

Searching transactions by date can be useful, so that a merchant can see how many transactions have been processed over a certain time period and the total dollar amount. To search over a specific time period, select the starting and ending dates and times using the drop down boxes. Make sure that there is at least one day between the ending date the starting date. Then, click the Submit Query button.

It is possible to combine searching by date and search by a customer's name or e-mail. To do this, enter the name or e-mail that you would like to search for, and then select the starting and ending date and time. Then, make sure that the Search only transactions within ranges of dates checkbox is checked. It is by default. Then, press the Submit Query button. This will search for the specified name or e-mail address only for transactions that took place within the range of dates specified.

Show Approvals Only

The "Show approvals only" checkbox is used to display only approved transactions when searching by a name, e-mail or range of dates.

Downloading Results

The Download to file checkbox is used to make a CSV file that can be downloaded. This file is compatible with Microsoft Excel. Other database programs should also be able to understand this file format. When the Download to file checkbox is checked and a query is submitted, then the browser should pop up a window asking what should be done with the file, and from there it can be saved. Some browsers may actually display the file in the browser window. If this happens, simply save the page, using the Save command located in the browser's File menu.

A CSV file is a simple spreadsheet file that separates the data in each column by commas (ASCII 0x2C) and separates the different rows by carriage returns (ASCII 0x0D). If a piece of data contains a comma, then the data is surrounded by double quotation marks (ASCII 0x22). If a piece of data contains a double quotation mark, then the data is surrounded by a double quotation marks and the double quotation mark in the data is preceded by an escape character, known as the backslash (ASCII 0x5C). Backslashes in the data are also preceded by the escape character.

Changing Which Fields Are Shown

Sometimes, when a query is being displayed, you don't want all the fields to be shown. The Fields To Display table contains a checkbox for each field that can be displayed. If you don't want a particular field to be displayed, simply uncheck the box beside that field.

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