

**Kavi® Commerce Help**  
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## **Kavi® Commerce Help**

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# Part I. Concepts

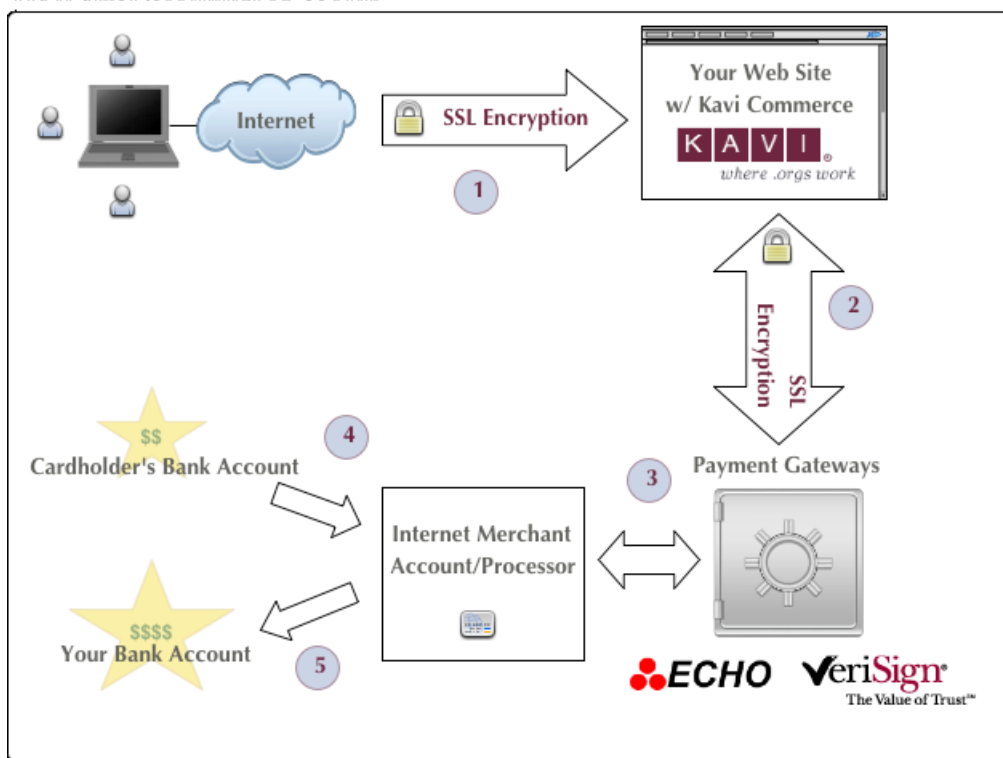
Getting started.

# Chapter 1. How Kavi Ecommerce Works

## Overview

**Figure 1.1. Kavi Ecommerce System**

### How Kavi Ecommerce Works



1. A new member applies for membership and pays online with their credit card. The transaction is conducted over an encrypted connection (SSL) to your Kavi-powered web site.
2. The Payment Gateway handles the real-time encrypted credit card information and sends information to the Internet Merchant Account.
3. The Internet Merchant Account processes the transfer of funds.
4. Funds are debited from the new member's credit card account.
5. Funds are deposited into your bank account.

# SSL, Internet Merchant Accounts, and Supported Gateways

## SSL (Secure Socket Layer)

You must have a security certificate installed on your site to process credit cards. A security certificate enables SSL, or Secure Socket Layer encryption, on all credit card information passed through your website. When you visit a web page protected by SSL, the first part of the URL will begin with https rather than http, and frequently a lock icon will appear on your browser window. Kavi will ensure SSL is working on your site before your online credit card collection forms are turned on.

## Internet Merchant Account

An Internet Merchant Account is a specialized bank service that allow you to process credit cards online. If you use either Echo or Verisign, you must have an Internet Merchant Account.

Kavi cannot set up an Internet Merchant Account for you, as you will be required to enter information about your regular bank account numbers and other sensitive data. Detailed information about setting up an Internet Merchant Account is available on the gateway web sites to get you started.

## Supported Gateways

A payment processing gateway transmits the payment information from your website to your Internet Merchant Account. Kavi Commerce supports two online gateways.

### **ECHO: Electronic Clearing House, Inc.**

- Electronic Clearing House, Inc. provides a complete solution to the payment processing needs of merchants, banks and collection agencies. ECHO services include debit and credit card processing, check guarantee, check verification, check conversion, check re-presentment, check collection, and inventory tracking. Customers include over 60,000 retail merchants and U-Haul dealers across the nation.<http://www.echo-inc.com/about.html>

ECHOnline services are described in detail on the ECHO web site at [www.echo-inc.com](http://www.echo-inc.com) [[http://www.echo-inc.com/echonline\\_intro.html](http://www.echo-inc.com/echonline_intro.html)].

### **Choose ECHO if:**

- You are not using ecommerce with Kavi Registrations. Kavi Registrations only supports the Verisign Payflow Pro gateway.

- You do not have an existing Internet Merchant Account. ECHO has an established relationship with First Regional Bank and requires all its gateway customers to have an account with them. If you do not mind transferring funds from a First Regional Bank account to your regular bank account, this may not be an issue.
- You don't mind storing credit card information in your web site's database.
- Low price is more important to you than brand recognition.

## Verisign

- VeriSign Inc. (NASDAQ: VRSN) delivers critical infrastructure services that make the Internet and telecommunications networks more intelligent, reliable, and secure. Every day VeriSign helps thousands of businesses and millions of consumers connect, communicate, and transact with confidence.
- Verisign's Payflow Pro services is described in detail on the Verising web site at [verisign.com](http://verisign.com) [<http://verisign.com/products/payflow/pro/>]

## Choose Verisign if:

- You are using ecommerce with Kavi Registrations.
- You want to exclusively use an Internet Merchant Account that is not with First Regional Bank.
- You want to ensure that credit card numbers are never stored in your web site's database. This is a security benefit of using Verisign.
- Brand recognition is more important to you than price.

## Manual Processing Mode

- Kavi Commerce can also operate in Manual Processing (offline) Mode. In this mode, you act as the gateway, entering credit card transactions manually through a Point of Service terminal.
- Kavi does not recommend the use of Kavi Commerce in Manual Processing Mode for several reasons.

### These include:

Increased liability	Keeping credit card information on your computer puts an additional burden on you to make sure your personal computer and internet connection cannot be hacked.
Poor application integration	Payments, refunds, and cancelled transactions no longer seamlessly integrate with other products because customers have to wait for you to process their transactions before they receive a success message.

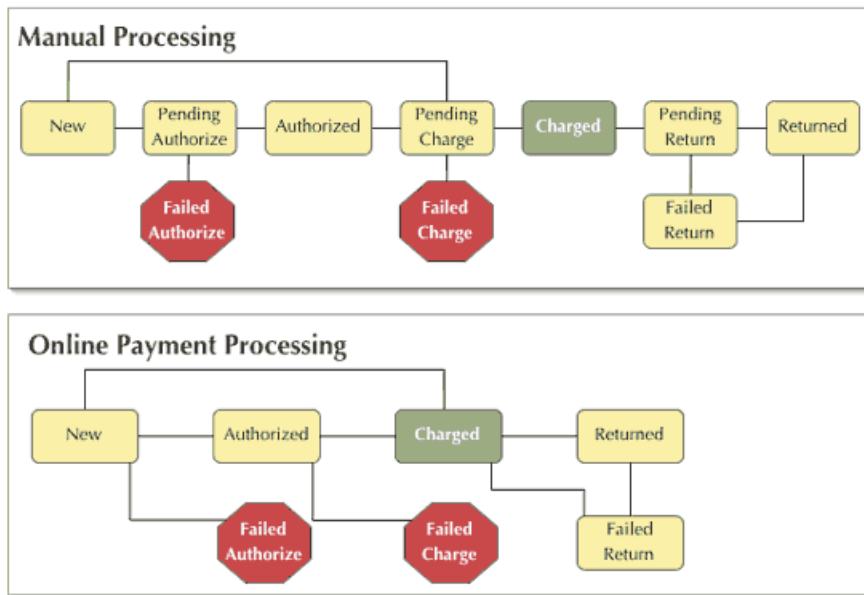
# How Kavi Commerce Works to Keep Ecommerce Secure

- All Kavi Commerce interaction via the internet is encrypted using SSL, and is checked and enforced at the application level.
- Kavi standard application security policies are followed:
  - All user input is considered untrusted and thoroughly validated before it is stored in the database.
  - Bounds on all values are checked and error conditions are raised if an error is detected (invalid form values, user modified GET strings, stale pages).
  - Access to restricted areas is managed and controlled via Kavi Members.
  - All transactions are logged including any error conditions.
  - All error logs are available for review by the Kavi Commerce Administrator.
- No credit card information can be directly accessed or modified by an end-user.
- All credit card information is stored in a separate database from all other Kavi applications and all credit card numbers are encrypted in the database.
- Credit Card information is never stored in the database, except for the last four digits, for the Verisign gateway, and only as long as the Kavi Commerce administrator specifies for the Manual Processing Mode and Echo gateways.
- Access to decrypted credit card information is limited by a randomly generated strong password, and is only available when in Manual Processing Mode.
- The Kavi Commerce software is designed to follow all required standards published by the processing gateways and credit card companies.
- System security is monitored as specified in Kavi's service agreement.

# Chapter 2. Transaction Status Descriptions

## Overview

Figure 2.1. Kavi Commerce Transaction Statuses



**Table 2.1. Transaction Status Definitions and Possible Actions**

<b>Status</b>	<b>Description</b>	<b>Possible actions</b>
New	<p>The transaction has not yet been sent to the gateway for action.</p> <p>Usually a transaction in this state has been added manually by an administrator or support staff for testing purposes.</p>	New transactions can be moved to Authorized or Charged.
Pending Authorize	<p>Awaiting authorization from the payment gateway.</p> <p>Transactions in this state are added by an external application that requires delayed settlements, such as an online store selling hard goods or a hotel reservation system. When the customer is acting as the gateway, the transaction will remain in the Pending Authorize state until an administrator updates its status.</p>	Pending Authorize transactions can be moved to Authorized or Failed Authorize.
Failed Authorize	The request to charge the cardholder failed.	No further changes can be made to a Failed Authorize transaction. To try the credit card again, start a new transaction.
Authorized	<p>An approved request to charge a cardholder, placing a reserve on the amount in the cardholder's account without actually capturing the funds.</p> <p>Authorization is used with delayed settlement payments.</p>	Authorized transactions can later be Charged by an external application, but their status cannot be manually updated by administrators in Kavi Commerce.
Pending Charge	<p>Awaiting the transfer of funds from the cardholder's account.</p> <p>Transactions in this state are added by an external application seeking to capture funds. When the customer is acting as the gateway, the transaction will remain in the Pending Charge state until an administrator marks it as Charged.</p>	Pending Charge transactions can be moved to Charged or Failed Charge.
Failed Charge	The attempt to transfer funds failed.	No further changes can be made to a Failed Charge transaction. To try the credit card again, start a new transaction.

<b>Status</b>	<b>Description</b>	<b>Possible actions</b>
Charged	<p>The transaction amount has been successfully transferred to the merchant.</p> <p>A charged transaction is a successful transaction. The complete transaction amount of a charged transaction should appear in your bank account within one to two days of processing.</p>	Charged transactions can be Returned except for manual transactions.
Pending Return	<p>Awaiting the return of a partial transaction amount to the cardholder.</p> <p>Transactions with this status are added by an external application. When the customer is acting as the gateway, the transaction will remain in the Pending Return state until an administrator updates its status.</p>	Pending Return transactions can be moved to Returned or Failed Return.
Failed Return	The attempt to return a partial amount of the transaction has failed.	Transactions that failed to return can be retried until they are successfully Returned.
Returned	A partial or full transaction amount has been refunded to the cardholder.	Returned transactions can be further refunded, as long as there is still a charged amount left.

# Chapter 3. How to Find the Security Code

## Overview

The security code, or CVV2, is a 3 or 4 digit number printed flat (not embossed) on either the back or front of your credit or debit card. Because the code is not embossed, it isn't captured in carbon copies of the credit card, nor is it routinely stored by merchants or printed on receipts—so this code provides extra fraud protection by ensuring that the person requesting the charge has the credit card physically in hand.

**Figure 3.1. Where to Find the Security Code**



## Visa, Mastercard and Discover

The entire 16-digit credit card number or just the last four digits followed by a special 3-digit code is printed on the back of your card in the signature box. This 3-digit code is your Security Code.

## American Express Credit Card

The Security Code is the 4-digit code printed on the front of your card just above and to the right of the main credit card number.

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# **Part II. Kavi Commerce FAQ**

Frequently Asked Questions for Kavi Commerce

# Chapter 4. Kavi Commerce FAQ

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## Frequently asked questions

### Integration

#### 1. Integration with Other Applications

- Q: How does Kavi® Commerce integrate with other Kavi® applications?
- A: Kavi Commerce can be called by any Kavi application designed to use a gateway to process credit card transactions, such as Kavi® Billing.

#### 2. Waitlists

- Q: How are credit cards charged for waitlisted registrations?
- A: If a registration is waitlisted in Kavi® Registration and the participant chooses the online payment method, the participant has the option of giving a credit card number so it can be charged if a spot becomes available. If an administrator later moves the participant from 'waitlisted' to 'complete' status, the credit card must be charged manually. There is no way to do this automatically.

### Transactions

#### 1. Adding a transaction

- Q: How do I add a new transaction?
- A: New transactions can be added through partner applications, such as Kavi Billing. This ensures that every transaction is accompanied by a proper description for the billed services. This description will appear on the cardholder's credit card statement.

#### 2. Complete a Transaction

- Q: The 'Complete a Transaction' page disappeared when I switched to an online gateway, even though I still have pending Manual Processing Mode transactions. What do I do?
- A: Use the 'Manage a Transaction' page to search for pending transactions created prior to the gateway switch. A link to complete these Manual Processing Mode transactions will appear at the top of the page once the manual transaction is selected. The link to 'Complete a Transaction' is only available from the 'Manage a Transaction' page for manually processed transactions in a pending state.

### 3. Update a Transaction

Q: When I update a transaction in Kavi Commerce, how does this information get updated outside of Kavi Commerce?

A: Kavi Commerce notifies the application that created the transaction of the update.

### 4. Deposits

Q: How long does it take for funds to be deposited to my organization's bank account?

A: It depends on the gateway and your Internet Merchant Account, but usually 1 to 2 days. More details are available on each gateway's Web site.

## Gateways

### 1. Switching gateways

Q: Can I switch gateways after I start accepting credit cards?

A: Yes. You can switch gateways at any time. However, transactions created under one gateway cannot be completed through a different gateway.

Once your new merchant account is ready to begin accepting transactions, configure Kavi Commerce to use the new gateway. All new transactions will be processed through your new merchant account. Existing transactions retain their original gateway IDs and can be completed using the old gateway. The settings for the old gateway are retained, so if you later switch back to the old gateway, you will not have to reconfigure it. Complete all transactions created under your old gateway before you shut down your original account.

### 2. Gateway transaction ID

Q: What is the 'Gateway Transaction ID' and how is this different than the 'Order ID'?

A: The 'Gateway Transaction ID' is a unique ID assigned to a transaction by the gateway handling the transaction (Echo, Verisign, etc). Depending on the gateway, this ID may change over the life cycle of the transaction. For example, Verisign will create a new 'Gateway Transaction ID' when originally charging a credit card and another if the transaction is refunded.

The 'Order ID' is a unique ID assigned to a transaction by Kavi Commerce. If the transaction originated with another application, such as Kavi Billing, the 'Order ID' will be automatically set to match the 'Bill ID' of the bill created in Kavi Billing to which the transaction relates.

### 3. Gateway messages

Q: What are gateway messages?

A: Gateway messages are sent between Kavi Commerce and the gateway (Echo, Verisign, etc). Kavi Commerce sends transaction information to the gateway to charge a credit card or issue a refund. The gateway then responds with either a success or a failed message.

Kavi Commerce asks to charge a card:

14 Jun 2004 17:17:25 Sent New Request for charge sent

The gateway replies with a success message:

14 Jun 2004 17:17:27 Received Charged Charge Successful

Messages entered in Kavi Commerce by administrators will also show up in the gateway messages, including notes about why a transaction was refunded or canceled.

If a transaction fails, the gateway message will include a code or explanation of why the card failed, which will be printed with the transaction. For more detailed information about why a specific transaction failed, you may need to visit the gateway's web site page explaining their error codes.

## Security codes

### 1. How they work

Q: How does a security code work?

A: A credit card security code is printed on the card rather than embossed. Unlike embossed credit card number and expiration information, is not raised so it isn't copied by standard credit card readers, nor does it show up in the magnetic stripe information collected by electronic credit card readers, which means the security code doesn't appear on sales receipts or billing statements. The security code can only be read by looking at the card itself, so checking the security code helps assure that the person initiating the charge is in physical possession of the credit card and protects the cardholder against people who may have obtained their credit card information by salvaging receipts or billing statements.

For more information, see How to Find the Security Code.

### 2. When a security codes is unavailable

Q: What about international cards, illegible security codes, etc?

A: If your credit card does not have a security code because it was issued by a bank outside North America or if you are unable to read the security code on your card, select a different payment method or contact an administrator to arrange payment.

Failed security code checks sent through VeriSign may show as authorizations on the credit card account. These are merely authorizations. If the Kavi Commerce transaction status is 'Failed charge', the account has not been charged.

# Refunds, cancellations and purges

## 1. Refund a transaction

Q: The link to refund the transaction doesn't always show up on the Manage a Transaction form. Why?

A: Only transactions in certain states can be refunded, because you can't issue a refund for money that you have not yet received. For example charged, returned, and failed return transactions can be refunded. The Manage a Transaction page is sensitive to the transaction's status, and will only present links to tools that are appropriate for that transaction.

To learn more about how each transaction can be changed based on its status, see the Transaction Status Descriptions table.

## 2. Refunding Authorized transactions

Q: Why can't I refund an Authorized transaction?

A: The Refund a Transaction tool in Kavi Commerce takes advantage of the tools provided by the gateways for refunding money to a card holder. There is no money to be refunded when a transaction is Authorized, and therefore nothing to be returned with an Authorized transaction.

The gateways do not provide any way to clear an Authorized transaction, deferring this task to the cardholder's bank. If the card is not charged within a given time frame, the hold placed on a cardholder's available funds when authorizing a transaction will be automatically cleared.

## 3. Refund not showing

Q: I've refunded a transaction in Kavi Commerce, but the customer says their account isn't showing the refund. What happened?

A: Depending on the gateway, transactions may not be processed until the end of each day. You can see if the gateway is aware of the refund by looking at the gateway messages on the Manage a Transaction page. Refunds and other transaction changes may not be reflected in the cardholder's account for several days, but as long as the gateway has received and replied to the refund request, you can assure the cardholder that they will have their money back shortly.

## 4. Failed charge authorization

Q: How did this credit card get charged twice and both messages say 'Failed Charge'?

A: The credit card holder will be relieved to know that these are authorizations rather than charges. This situation can arise when 'Check security code' is enabled in Kavi Commerce and VeriSign is providing the payment gateway. Kavi Commerce must initiate a transaction with VeriSign in order to perform the security code check. If the security code check fails

or isn't currently supported for that type of card, the transaction is recorded as a 'Failed Charge' in Kavi Commerce. However, the VeriSign system may authorize the transaction regardless of whether the security code check failed or not. Kavi Commerce immediately voids 'Failed Charge' transactions so the credit card is not charged. The card holder may see the authorization on their credit card account, but the account will never be charged.

## 5. Scheduling purges

Q: Why is it important to purge transactions on a regular basis?

A: There are two reasons to schedule regular purges of transaction information:

- Purging transactions saves disk space.
- Credit card information for transactions created through the Echo payment gateway and manual transactions are stored in the database, so purging these transactions regularly is an important security practice.

## 6. Refund or cancel a purged transaction

Q: I'm trying to work with an old transaction, but it isn't in the database any more. How can I refund or cancel a transaction that has purged?

A: While you won't be able to work with the transaction any more through Kavi Commerce, most online gateways provide Virtual Terminals that allow you to enter credit card information and work with transactions through their web site. Contact your gateway for more details on the tools they provide for working with transactions.

## 7. Cancel/Delete a Transaction

Q: Why can't I cancel or delete a transaction?

A: Payment gateways do not allow transactions to be canceled. If you want to cancel a charged transaction, use the Issue a Refund page to return the entire charged amount. Uncharged transactions cannot be canceled.

Manual deletion of transactions is not allowed to avoid confusion of other applications that are linked to Kavi Commerce. Periodically, transactions get automatically deleted by the application. Use the Purge Transactions Automatically page to set the time period for the deletion.

# Failures

## 1. Causes

Q: What can make transactions fail?

A: Transactions can fail for any number of reasons. Not all failures are due to bad credit cards; some failures can be caused by system failures in the gateways, internet connection problems, and a variety of technicalities.

Some of the common causes of transaction failure include:

- Expired card
- Typos in the card number, cardholder's information, or security code
- Insufficient funds
- Declined
- Unsupported Card type
- System busy
- System unavailable

## 2. Determining why it failed

Q: How can I tell why a particular transaction failed?

A: The specific failure message received from the gateway is stored in the message log that lives with each transaction.

To see this error, go to the Manage a Transaction page. The message log appears at the bottom of the form.

Q: How do I retry a failed transaction?

A: Many failed transactions cannot be retried. If a transaction fails to authorize or be charged, you must start a new transaction. If you are using Kavi Billing and an online gateway, users will immediately be prompted to try a new transaction or select an alternate payment type. If you are acting as the gateway and processing transactions manually, you must contact the cardholder for alternate credit card information.

If an attempt to refund a transaction fails, you can retry the refund using the administrator tools for 'Issuing a Refund' and 'Cancel a Transaction'. Because refunds are only done on valid, previously charged transactions, failures here are usually due to a connection or system problem between Kavi Commerce and the gateway.

Q: What do I do with a failed transaction?

A: If the transaction failed to refund, you can try it again using the 'Issuing a Refund' tool. If the transaction failed to authorize or charge, it can no longer be changed. These 'dead' transactions will be purged from the database after the configured amount of time has passed. By default, transactions are purged after 6 months.

- Q: Why do I get the message "Card number no longer available"?
- A: If the randomly generated internal password Kavi Commerce uses to encrypt the credit cards is unavailable, credit cards will fail to decrypt, and the above message will be displayed.

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# Part III. Kavi Commerce Pages

Learn how to use Kavi Commerce tools.

# Chapter 5. Manage a Transaction

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## Overview

The Manage a Transaction page shows all available information for a single transaction. Depending on the status of the transaction, links to work with the transaction may also be available at the top of the page.

### Use the Manage a Transaction page to:

- See all information about a single transaction
- Read messages from the gateway for a transaction
- See all available actions for a transaction

## How to Manage Transactions

### Search for a Transaction

Enter the transaction information into the search fields then click Search. Leaving all fields blank will show you all the transactions in the database. If you search by more than one field (e.g., date created plus card holder), the results will only show transactions that match both search criteria.

You may enter full or partial values in the search fields. For example, entering an Order Id of '12' into the search field will match Order IDs of '08123' and '12345' as well as '12'.

#### **Note**

Search by the transaction's Order ID to find a specific transaction quickly.

### Select a Transaction

Click the button next to the transaction and then click Select. If there is only one transaction, it will be pre-selected for you. If you do not see the transaction you are looking for, you can change the number of results shown on the page or click Back to try the search again. Entering more details in the search will result in a smaller number of transactions from which to select.

## Manage a Transaction

All transaction details are shown. Links to other tools available for use with this transaction are printed to the right of the 'Manage a Transaction' title.

The Manage a Transaction page is divided into four sections:

### Basic Transaction Information

Order ID	The unique ID assigned to this transaction by Kavi Commerce.
Gateway	The gateway used for this transaction. This will be one of Echo, Verisign, or Manual Processing Mode, depending on the Gateway Configuration.
Gateway Transaction ID	The unique ID assigned to this transaction by the gateway.
Status	The status shows where the transaction is in its life cycle. See the Transaction Status Descriptions table for more information.
Created by	Shows which application created this transaction. Normally this will be either Kavi Billing or Kavi Commerce.
Description	This is set by the application that created the transaction.
Original Amount	This is the amount that is originally charged.
Charged Amount	the amount shown here is always the current amount charged to the credit card. For uncharged transactions, the amount will be the \$0. If the transaction is Charged, this amount will be the same as Original Amount. If this transaction is Returned, the amount will be any remaining balance. If the transaction has been fully refunded, this amount will be \$0.

### Credit Card Information

The card type, last four digits and expiration.

### Cardholder Information

The cardholder's name and phone number are shown. The cardholder's email address may also be available.

## Gateway Messages

Messages sent between Kavi Commerce and the gateway that record the success or failure of each transaction.

## Related Topics

- Issue a Refund
- FAQ

# Chapter 6. Issue a Refund

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## Overview

The Issue a Refund page allows you to refund the original transaction amount in part or full. Refunds can only be issued for transactions that are 'Charged' or that previously failed to issue a refund and are now 'Failed Return'. Multiple refunds can be issued as long as some remaining balance is still charged.

If you want to cancel a transaction, use this page to issue a full refund, which in essence cancels the transaction.

### **Important**

Issue refunds in the application that created this transaction.

For example: if this transaction was created by Kavi® Billing, you should use the Kavi Billing tool for issuing refunds rather than this Kavi® Commerce tool. This will ensure that Kavi Billing sends out all the appropriate communication to the cardholder and keeps the billing information up-to-date.

## Use the Issue a Refund page to:

- Issue refunds for transactions created by Kavi Commerce.
- Issue refunds when the refund tools in the application that created this transaction are broken or missing.
- Refund the entire transaction amount— in effect canceling the transaction.

## How to issue a refund:

### Search for a Transaction

Enter the transaction information into the search fields then click Search. Leaving all fields blank will show you all the transactions in the database. If you search by more than one field (e.g., date created plus card holder), the results will only show transactions that match both search criteria.

You may enter full or partial values in the search fields. For example, entering an Order Id of '12' into the search field will match Order IDs of '08123' and '12345' as well as '12'.

### **Note**

Search by the transaction's Order ID to find a specific transaction quickly.

## **Select a Transaction**

Click the button next to the transaction and then click Select. If there is only one transaction, it will be pre-selected for you. If you do not see the transaction you are looking for, you can change the number of results shown on the page or click Back to try the search again. Entering more details in the search will result in a smaller number of transactions from which to select.

## **Enter Refund Amount**

The transaction information is shown at the top of the page. Enter the refund amount at the bottom and a message for the gateway message log. You will have an opportunity to preview this refund before it is issued.

## **Preview and Save**

Verify that the refund amount and the new amount are what you expect, then click Save. The refund request will be sent immediately to the gateway. If the refund succeeds, the transaction's new status will be Returned.

## **Done**

Successful refunds will be marked as 'Returned'. Failed refunds will be marked as 'Failed Return'. Usually, if a refund fails, it is because of an internet connection problem somewhere in the ecommerce chain. You can attempt to refund the transaction again at a later time.

## **Related Topics**

FAQ

# Chapter 7. Complete a Transaction

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## Overview

The Complete a Transaction page is only available in Manual Processing Mode. When you are taking the place of the gateway, you must manually respond to all pending transaction requests submitted to Kavi Commerce by other applications. Only transactions that are pending can be completed through the Complete a Transaction page.

The Complete a Transaction page lets you complete one transaction at a time. If you are processing a large volume of transactions, use the Download Transactions page to download a spreadsheet of pending transactions. Update the status of these pending transactions in the spreadsheet then use the Upload Transactions tool to complete transactions in bulk.

## Use the Complete a Transaction page to:

- Quickly complete a few individual transactions created in Manual Processing Mode
- Complete all Manual Processing Mode transactions if you are uncomfortable working in spreadsheets or with upload tools

## How to complete a transaction:

### Search for a Transaction

Enter the transaction information into the search fields then click Search. Leaving all fields blank will show you all the transactions in the database. If you search by more than one field (e.g., date created plus card holder), the results will only show transactions that match both search criteria.

You may enter full or partial values in the search fields. For example, entering an Order Id of '12' into the search field will match Order IDs of '08123' and '12345' as well as '12'.

#### Note

Search by the transaction's Order ID to find a specific transaction quickly.

## Select a Transaction

Click the button next to the transaction and then click Select. If there is only one transaction, it will be pre-selected for you. If you do not see the transaction you are looking for, you can change the number of results shown on the page or click Back to try the search again. Entering more details in the search will result in a smaller number of transactions from which to select.

## Complete a Transaction

The transaction's current status is selected in the status drop down. Select from one of the available new statuses, marking the transactions as either failed or succeeded.

If the transaction has failed, it is especially important that you enter a descriptive failure message. This message will be sent to any application "listening" to this transaction, and may be related back to your customers.

Once you click the 'Save' button, this transaction's status will be communicated back to the application that created it. To learn more about how the success or failure of a transaction can impact other applications on your web site, see the section in the FAQ about how Kavi® Commerce integrates with other Kavi applications, and the conceptual overview of How Kavi Ecommerce Works.

## Related Topics

- [Download Transactions](#)
- [Upload Transactions](#)
- [FAQ](#)

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# Chapter 8. Download Transactions

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## Overview

The Download Transactions tool is only available in manual processing mode. When you are taking the place of the gateway, you must manually respond to all pending transaction requests submitted to Kavi® Commerce by other applications. The Download Transactions tool helps you respond to these requests quickly and in bulk by providing pending requests for download to a spreadsheet that you can update and then upload with the completed transaction information.

If you need to quickly complete a single transaction, use the Complete a Transaction tool instead.

## Use the Download Transactions page to:

- Download all pending manual processing mode transactions to your desktop computer to update and then upload using the Upload Transactions tool.

## How to download transactions:

### Enter Password

Because this tool allows you to download real credit card numbers, it is protected by an extra layer of security. The password to access the download cannot be retrieved through the normal web site interface or by email. Contact Kavi support staff to have a representative call you with the password for your site.

### Search for a Transaction

Enter the transaction information into the search fields then click Search. Leaving all fields blank will show you all the transactions in the database. If you search by more than one field (e.g., date created plus card holder), the results will only show transactions that match both search criteria.

You may enter full or partial values in the search fields. For example, entering an Order Id of '12' into the search field will match Order IDs of '08123' and '12345' as well as '12'.

## Note

Search by the transaction's Order ID to find a specific transaction quickly.

## Download Transactions

Transaction data downloaded from this report shows one transaction per line. Each column heading shows the name of a field as it is recorded in the database. Most field names are similar to the labels seen on Kavi Commerce pages.

### Fields that may not be familiar include:

item_key	Used to create a unique entry for each transaction in the database tables. All Kavi application database tables include a column for item keys.
born_date	The database name for the Date Created field shown on Kavi Commerce pages.
originating_application	The database name for the Created By field shown on Kavi Commerce pages; it lists which Kavi application first created the transaction.

## Report Options

### Options available on the report are:

Download      Select a file format and download the data in this report to a file on your computer.

#### Available file formats are:

Comma-Separated-Values (CSV)	File format used to transfer data from one application to another. Each record comprises one line, with values for that record separated by commas, (e.g., first name, last name, email address).
Excel Spreadsheet	Spreadsheet of data created by, and which can be opened and manipulated by, Microsoft Excel.
Pipe Delimited (available on most reports)	File format used to transfer data from one application to another. Each record comprises one line, with values for that record separated by pipes, (e.g., first name   last name   email address).
Print-Ready	Removes the look and feel of the web site surrounding the report and scales the displayed report for printing.

## Related Topics

- Complete a Transaction
- Upload Transactions
- FAQ

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# Chapter 9. Upload Transactions

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## Overview

The Upload Transactions tool is only available in manual processing mode. When you are taking the place of the gateway, you must manually respond to all pending transaction requests submitted to Kavi® Commerce by other applications. The Upload Transactions page helps you respond to these requests quickly and in bulk by processing updates made to a spreadsheet of manual transaction information.

If you need to quickly complete a single transaction, use the Complete a Transaction tool instead.

**Preparing transaction data for upload** The upload file must contain transaction information in a Comma-Separated (CSV) format. The easiest way to ensure that your file is in the proper format is to first download the transaction information in the CSV format provided by the Download Transactions tool. Make changes directly to the downloaded file, then be sure to save it back to the CSV format, including the file extension (.csv). This will ensure that when the file is ready for upload, it will be properly formatted for the Upload Transactions tool.

**Required Upload Columns** Only three columns are required when uploading completed transactions. All other transaction columns are ignored.

### The required columns are:

- item\_key** This is the unique ID assigned to each transaction by Kavi Commerce.
- order\_id** This is the displayed ID for a transaction, and will generally match the ID of the associated item from the originating application. So, if this transaction was created by Kavi Billing, the Order ID will match the Bill ID of the bill associated with this transaction.
- status** The status shows whether the transaction request succeeded or failed. To learn more about the different status types, see the Transaction Status Descriptions table.

After downloading all pending transactions and processing them manually, enter the new status in the status column for each transaction. The new status must be directly related to the previous status.

## Examples

### **These new status changes are valid:**

- pending\_authorize to authorized
- pending\_authorized to failed\_authorize
- pending\_charge to charged
- pending\_charge to failed\_charge
- pending\_return to returned
- pending\_return to failed\_return

### **These new status changes are NOT valid:**

pending\_charge to authorized Transactions cannot go back to a previous status in the transaction life-cycle.

returned to charged A refunded transaction will always have the status returned even if it has some remaining charged balance.

The status names are lower-cased and connected by an underscore. This is the format used to store the transaction status in the database, and is the format recognized by the Upload Transactions page.

## **Use the Upload Transactions tool to:**

Complete pending manual processing mode transactions in bulk.

## **How to Upload Transactions**

### **Upload Transactions File**

After you've selected your upload file, enter your email address. It may take some time before all the information in the uploaded file can be saved to the database. An email will be sent to the email address you enter once the upload is complete, and will include details about any errors that were not caught by the validation step. Make sure that someone is watching for that email so that any errors can be quickly corrected.

## Data Validated

The validation step will show you how many good rows of your CSV file will be saved to the database, and how many rows contained errors. The error message will point out how to correct the error before you save the transaction data. It is always best to correct errors in your file before saving the data to avoid any confusion later about which rows needed corrections and which completed successfully.

## Done

You have just successfully uploaded transactions!

## Related Topics

- [Complete a Transaction](#)
- [Download Transactions](#)
- [FAQ](#)

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# Part IV. Super Admin

Kavi Commerce Super Administrator tools.

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# Chapter 10. Configure Kavi Commerce

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## Overview

Super Admins use the Configure Kavi Commerce tool to set which fields on the credit card collection form are shown to customers and set the administrative email address used in Kavi Commerce.

### Options:

**Administrative Email Address** This email address is the same as the Kavi Members administrative email address by default. If Kavi Commerce is in Manual Processing Mode, this email address will be the default contact for confirming completed uploads. Kavi Commerce may also use this email address when sending alerts about possible error conditions or misconfigurations detected by the software.

**Collect Security Code** The security code on a credit card can add an extra measure of fraud protection, helping to ensure that the cardholder has the physical credit card to hand when purchasing through your web site. Not all credit cards support the security code, and of those that do, not all demand a valid security code before charging the credit card.

Administrators for sites that use the VeriSign payment gateway should be aware that Kavi Commerce must initiate a transaction with VeriSign in order to perform the security code check. If the security code check fails or isn't currently supported for this type of card, the transaction is recorded as a 'Failed Charge' in Kavi Commerce. However, the VeriSign system may authorize the transaction regardless of whether the security code check failed or not. Kavi Commerce immediately voids 'Failed Charge' transactions so the credit card is not charged, but the authorization may appear in the credit card account.

To learn more about security codes, see the FAQ and How to Find The Security Code.

**Collect Email Address** You can optionally require the cardholder to enter their email address. If the credit card is collected as part of a larger series of forms or from a cardholder who has logged in to your site, their email address will be pre-populated from the Kavi Members database.

## Related Topics

- How to Find the Security Code
- Configure Payment Gateway
- FAQ

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# Chapter 11. Configure Payment Gateway

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## Overview

The Configure Payment Gateway tool is used to set up the gateways through which credit card transactions will be processed. Kavi Commerce works with one of two online gateways (Echo's ECHOnline or Verisign's Payflow Pro) as well as manual processing mode. After selecting a gateway, you need to enter information about your gateway account so Kavi Commerce can set up the proper connections.

### Options:

Echo's ECHOnline

**Information required for this gateway is listed below:**

Echo ID                      This is the account number given to you by Echo when you sign up for their service.

PIN                              The PIN (Personal Identification Number) is used to guarantee you are the account-holder when accessing the account, in the same way your PIN works with your ATM card.

Accepted Credit Cards      Select which of the available credit cards you wish to accept. Each credit card that you accept has its own set of fees and rules which you will want to carefully review with your gateway and bank before making them available on your web site.

Verisign's Payflow Pro

**Information required for this gateway is listed below:**

Partner                         The authorized VeriSign Reseller that registered you for the Payflow Pro service provided you with a Partner ID. If you registered yourself, use VeriSign.

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		This is typically set to Verisign, and will be pre-filled by default.
	Vendor	Your Verisign login name. This value is case-sensitive. You created the login name while registering for your Payflow account.
	Password	This is the password to your Verisign account and is used to guarantee that you are the account-holder before allow access to the account. The password is 6 to 32 characters long and case-sensitive.
	Accepted Credit Cards	Select which of the available credit cards you wish to accept. Each credit card that you accept has its own set of fees and rules which you will want to carefully review with your gateway and bank before making them available on your web site.
Manual Processing Mode	<b>Information required for the manual processing mode is listed below:</b>	
	Accepted Credit Cards	Select which of the available credit cards you wish to accept. Each credit card that you accept has its own set of fees and rules which you will want to carefully review with your gateway and bank before making them available on your web site.

## Related Topics

- How Kavi Ecommerce Works
- Configure Kavi Commerce
- FAQ

# Chapter 12. Purge Transactions

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## Overview

Transaction information should be retained long enough for you to issue any refunds or cancel transactions as needed, but no longer. Kavi Commerce will not allow you to retain credit card information online indefinitely, and will automatically purge all transactions older than 6 months by default.

Select the shortest time interval allowed by your organization's return policy to keep the amount of sensitive information stored on your web site to a minimum.

## Related Topics

FAQ