# Table of Contents

**Overview** ...................................................................................................................................................................... Page 1  
What's In This Guide .................................................................................................................................................................. Page 1 
How This Guide is Organized ........................................................................................................................................ Page 1 
How to Comment on This Guide ........................................................................................................................................ Page 1 
Contact Information .............................................................................................................................................................. Page 1 
Customer Service ............................................................................................................................................................... Page 1 
Documentation ...................................................................................................................................................................... Page 1 
Certified Networks .................................................................................................................................................................. Page 1 
Hardware Compatible List ...................................................................................................................................................... Page 1  

**Membership** ...................................................................................................................................................................... Page 2  
Logging In ............................................................................................................................................................................. Page 2 
Configuring Your Account ....................................................................................................................................................... Page 3 
Editing Your Account ............................................................................................................................................................. Page 3 
Membership Menu ................................................................................................................................................................. Page 6 
Using the Profile Editor ........................................................................................................................................................ Page 6 
Using the Template Editor ....................................................................................................................................................... Page 8 
Template Variables .................................................................................................................................................................. Page 8 
Using the Member Manager .................................................................................................................................................... Page 9 
Using the Password Manager ................................................................................................................................................. Page 13 
Using the Recurring Export Utility ..................................................................................................................................... Page 15 
Using the Retention Report Utility ..................................................................................................................................... Page 16 
Setting Up the Sign Up Process ........................................................................................................................................ Page 17 
Membership Enrollment ........................................................................................................................................................ Page 18 
How It Works .......................................................................................................................................................................... Page 18  

**Conclusion** .......................................................................................................................................................................... Page 20  

**Copyright Notice** ................................................................................................................................................................. Page 21
Overview

The Online Commerce Suite Membership Guide is designed to assist you with the steps required to bulk-process credit card and electronic check transactions. Batch Processing is just one of many transaction processing methods available in the Online Commerce Suite. For an overview of the integration methods available, please refer to the Integration Guide.

What's In This Guide

Thank you for choosing the Merchant Partners Payment Gateway as your payment processing system. We hope it will be a superior and robust asset to your e-commerce enterprise. The Online Commerce Suite is a payment transaction gateway that allows you to securely accept Online Charge™ and Online Check™ payments over the Internet. The Online Merchant Center interfaces your Web site with credit card authorization networks and the Federal Reserve Bank’s Automated Clearinghouse (ACH) network.

How This Guide is Organized

This guide describes the Membership subscription application of the Online Commerce Suite. It assumes a basic familiarity with e-commerce concepts and an understanding of the Online Merchant Center. For an overview of the Online Merchant Center, please refer to the Getting Started Guide.

• Getting Started Guide
• Online Merchant Center Integration Guide
• Online Commerce Suite Distribution Package (zipped)
• Mobile Merchant Center User Guide – Wireless WAP

How to Comment on This Guide

Every effort has been made to produce an accurate and easy to understand the Membership Guide.

Contact Information

For more information about Online Commerce Suite, refer to the following:

Customer Service

If you have problems with this document, or find that the instructions are incorrect, incomplete, or inadequate, please let us know. Send your comments to support@merchantpartners.com

Phone: (866) 242-9933

Documentation

Web Site URL: https://www.onlinemerchantcenter.com/mpartners/html/user_manuals.html

Certified Networks


Hardware Compatible List

Web Site URL: https://www.onlinemerchantcenter.com/mpartners/html/equipment.html
Membership

The Membership system manages password-protected Membership web sites.

The Online Commerce Suite Membership System has a full suite of administrative utilities, allowing the Merchant to manage all aspects of the Membership site. The administrative utilities are available on demand through the World Wide Web.

The Online Commerce Suite Membership System setup requires no additional third party software if your server runs on a UNIX-based platform such as Solaris, BSDi, FreeBSD, Linux, SCO, Irix, or AIX. If your Web site is hosted on a Windows NT/2000 server running IIS Web Server, you will need additional third party software to interface with the Online Commerce Suite Membership System. For details, contact Customer Service.

Online Commerce Suite Inc. Technical Support remotely installs and tests the software scripts on your Online Commerce Suite Server. During setup, Technical Support configures the user interface, checks directory paths, sets up templates, sets up your profile and sends you links to use for your sign-up pages.

Since most Membership System operating components reside on the Online Commerce Suite servers, the administrative setup is relatively simple. After the Technical Support staff installs the necessary scripts on your Web server, setup consists of configuring the online administrative utilities to recognize the new installation.

Your programmers have to provide a few links to appropriate Web pages on your Web site. See the section about "Setting Up the Signup Process".

Logging In

Using a browser that supports frames, tables and strong encryption such as Firefox 2.0 or later, or Microsoft Internet Explorer 5.5 or later, access the Online Merchant Center web site using the URL provided by Customer Service.

The Online Merchant Center login screen is displayed. Enter your Merchant ACCT ID into the Account ID field. Enter your User ID and password, and click Submit.

The first time you log in, the Change Your Password screen is displayed:

You are now logged into Online Merchant Center. Before proceeding, you must change your password.

Enter a new password. Re-enter it in the Confirm box. Then click the Update button.

<table>
<thead>
<tr>
<th>Change Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>User ID:</td>
</tr>
<tr>
<td>New Password (min 8 characters):</td>
</tr>
<tr>
<td>Confirm Password:</td>
</tr>
<tr>
<td>Update</td>
</tr>
</tbody>
</table>

Type a new password at least eight characters long in the New Password field. Type it again in the Confirm Password field. Click Submit. A Password Updated message is displayed. From now on, when you log in and click Submit, you will go directly to the Welcome screen. If you want to change your password again, click Change Your Password at the bottom of the left-hand frame in the Welcome screen and follow this procedure again.

When you log in, the Welcome screen (below) is displayed. Menus and options display in the left-hand frame. User ID and ACCT ID are at the top of the right-hand frame.
Configuring Your Account

This guide focuses on Membership System options for setup and maintenance. The options are:

- **Merchant Configuration Menu**
  - Acct Edit/Delete

- **Membership Menu**
  - Profile Editor
  - Template Editor
  - Member Manager
  - Password Manager
  - Recurring Export
  - Retention Report

Take great care with the configuration process. If you do not follow the correct steps in the correct sequence, expensive errors can occur. Merchant Partners Technical Support is not responsible for configuration errors.

Editing Your Account

In the left-hand frame, from the Merchant Configuration menu, click **Acct Edit/Delete**. The Account Edit/Delete Administrative Information screen displays in the right-hand frame. Make your changes for the fields shown on the screen below.
Confirm that the email address fields shown in the image below are correct. If you do not want to receive email confirmation messages, type null@atsbank.com in the Customer Service Email field and the Receipts Email field.

<table>
<thead>
<tr>
<th>Field</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Email</td>
<td><a href="mailto:admin@acmecyberstore.com">admin@acmecyberstore.com</a></td>
</tr>
<tr>
<td>Technical Email</td>
<td><a href="mailto:tech@acmecyberstore.com">tech@acmecyberstore.com</a></td>
</tr>
<tr>
<td>Reporting Email</td>
<td><a href="mailto:reports@acmecyberstore.com">reports@acmecyberstore.com</a></td>
</tr>
<tr>
<td>Customer Service Email</td>
<td><a href="mailto:custserv@acmecyberstore.com">custserv@acmecyberstore.com</a></td>
</tr>
<tr>
<td>Receipts Email</td>
<td><a href="mailto:custserv@acmecyberstore.com">custserv@acmecyberstore.com</a></td>
</tr>
</tbody>
</table>

For Display Membership/Recurring Menus (see below), select Recurring & Membership. This selection is important for the Membership system to function correctly.

<table>
<thead>
<tr>
<th>Display Membership/Recurring Menus</th>
<th>Neither</th>
<th>Recurring Only</th>
<th>Recurring &amp; Membership</th>
</tr>
</thead>
</table>

Scroll to the next section, Membership Options (see below). Enter the appropriate information into the fields.
**Membership Options**

**Warning:** Changing membership options can cause your membership to stop working

<table>
<thead>
<tr>
<th>Membership Options</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Member Access URL</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Username Size</strong></td>
<td>4 Min 8 Max</td>
</tr>
<tr>
<td><strong>Password Size</strong></td>
<td>4 Min 16 Max</td>
</tr>
<tr>
<td><strong>Copy merchant on consumer password reminder email:</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Email consumer when username/password change is made:</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Use Email for Username:</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Generate Random Passwords:</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Htaccess Script URL:</strong></td>
<td><a href="HTTP://WWW.SCMACYBERSTORE.COM/R_MANAGE">HTTP://WWW.SCMACYBERSTORE.COM/R_MANAGE</a></td>
</tr>
<tr>
<td><strong>Required Fields:</strong></td>
<td>Address, Email, Phone</td>
</tr>
</tbody>
</table>

**Member Access URL**

Enter the URL for your server’s password-protected Members Only directory. Point to the virtual path, not the physical path. Do **not** change this setting unless you are an experienced System Administrator. Technical Support supplies the correct information during installation.

**Username Size**

Enter the maximum and minimum length for Usernames.

**Password Size**

Enter the maximum and minimum length for Passwords.

**Use Email for Username**

Check **Yes** to have the system use the consumer’s email address as their Username.

**Generate Random Passwords**

Check **Yes** to have the system create a random password for the consumer rather than allowing them to pick their own password. This password will be displayed and emailed to the consumer when the transaction is approved.

**Htaccess Script URL**

The URL for the server location of the r_manage password management script. Point to the virtual path, not the physical path. Do **not** change this setting unless you are an experienced System Administrator. Technical Support enters the correct information during installation.

**Required Fields**

If you check the **Address, E-mail, and/or Phone** boxes, no subscription is accepted without information in the corresponding fields on Sign Up forms.

Scroll to Recurring Options as illustrated in the image below. Recurring Options set recurring billing for your subscribers. Enter any changes to these options on the screen.
Decline Retry Interval
Enter number of days the system waits before attempting to charge a declined recurring transaction.

Number Retries for Declines
Enter number of retries after a declined transaction before the transaction is deleted from the system.

Delete Users
Select when to delete a subscriber.

Email Receipt when Debiting Consumers
Check this box to email a transaction receipt to the consumer each time a recurring billing transaction is processed.

Scroll to Payment Options (see below) and select at least one payment type to accept for Membership transactions. In order to accept American Express or Discover Network, you must sign up with your Merchant bank.

Scroll to the bottom of the Acct Edit/Delete screen and click Update. An Information Updated message displays. Click Acct Edit/Delete to return to the Acct Edit/Delete screen.

Membership Menu

The Membership Menu consists of the following selections:

- Member Manager
- Password Manager
- Profile Editor
- Recurring Export
- Retention Report
- Template Editor

Before your Web site visitors can become members to your subscription services, you must create subscription profiles. After creating a subscription profile, you can use the other Membership menu selections.

Using the Profile Editor

With the Profile Editor, you create subscription profiles for the different price and duration combinations you offer. From the Membership menu, click Profile Editor and the Add a Subscription Profile screen (see below) appears.
Enter information into the fields as described below.

**Payment Type**
Check either **Online Charge (Credit Card) transaction** or **Online Check (ACH) transaction**.

**Description**
Enter a short name for the profile.

**Initial Price**
Enter the initial sign-up fee without a dollar sign. For a Free Sign-Up, enter 1.00 (for Pre-Auth).

**Billing Type**
Check either **Recurring Billing** or **One Time Billing**.

**Recurring Price**
Enter the Recurring Price without a dollar sign. This amount can be different from the Initial Price.

**Days to First Recur**
Enter the number of days before billing the customer the amount in Recurring Price.

**Billing Cycle**
Select one of the options: **Weekly**, **Monthly**, **Quarterly**, **Semi-Annual**, **Bi-Weekly**, **Bi-Annual**, or **Quad Weekly**.

**Max Billings**
Check either **No Limit** or in the **Value Entered** box, type a specific number of months to bill the subscriber. Do not put a 0 in this field, because 0 causes the profile to not recur.

**Free Sign Up**
Check **Yes** or **No**. Free sign up is not available for ACH.
Online Commerce Suite™ Membership Guide

When done, click **Add Profile**. The **Subscription Profile Added** message appears.

### Using the Template Editor

The Template Editor allows you to use customizable templates that reside on the Online Commerce Suite Suite server. You can change the look and feel of the templates to match your Web site. To use your own images or logos on the Sign Up pages, attach to an e-mail message that includes your Merchant ID and send it to techsupport@innuity.com. The images are uploaded to a secure server and the location emailed to you.

From the Membership menu, click **Template Editor** and the Editing Template screen (below) appears.

#### Template Editor

To download a template, click **Download** next to the template, and save the file to disk. Rename the file and make sure you use the extension .html. For example, if you download the Check Signup Form, use achform.html as the filename. If you do not choose a filename, the file is named templatemgr.taf.

After saving the HTML template to your local computer, open it with an HTML editor and make your changes to the background, fonts or Header tag. You cannot change the target of any link, and be careful not to change the order of the fields as they appear on the page.

When you finish making changes, upload your modified page to your secure server. Click **Browse** and select the modified file, then click **Upload** to complete the process.

If you make a mistake editing a template and render it non-functional, you can restore the template to its original form. Click **Reset** next to the appropriate template.

#### Template Variables

The following figure illustrates the Template Variables portion of the screen:

This screen is only used by Technical Support, except for the last two entries.

The User Response Required Flag and the User Response Error Text lets you set up a consent decision. For example, you want the subscriber to agree to a license agreement or to certify, "I am over the age of 21."
User Response Required Flag
Check the box and hardcode the following tag into a Signup template: `<input type="checkbox" name="required">

User Response Error Text
Enter the text that displays when the User Response Required Flag is set. For example, "I agree to this license agreement."

Using the Member Manager
Click Member Manager to search for a Member of your Web site. Enter your search criteria in one or more fields and then click Search.
The Membership List screen (below) shows a list of found members.

Click the email link to e-mail password information to the member. The system displays an e-mail confirmation screen with the e-mail address, username and password. Click the Edit link and member information appears as illustrated in the figure below.

The following figure displays the selected member information including Order ID, Joined on date, Username, Member for number of days, Password, Joined from IP address, Membership Access Status and Subscription Profile.
### Member Manager

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Username</td>
<td></td>
<td>Active Period</td>
<td>36 Month(s)</td>
</tr>
<tr>
<td>Password</td>
<td></td>
<td>Joined from</td>
<td>207.164.49.110</td>
</tr>
<tr>
<td>Membership</td>
<td></td>
<td>Subscription</td>
<td>Monthly</td>
</tr>
<tr>
<td>Access Status</td>
<td></td>
<td>Profile</td>
<td></td>
</tr>
<tr>
<td>Refresh</td>
<td>Active</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Billing and Access

- **Cancel Now**
  - Immediately cancels a subscriber’s access to your site and the recurring billing record.

- **Cancel & Scrub**
  - Immediately cancels a subscriber’s access to your site and the recurring billing record. It also adds the subscriber’s checking account or credit card information to the negative database. Use this option with great care. A consumer in the negative database may not make purchases from any Online Commerce Suite merchant.

- **Cancel on Next Billing**
  - Flags a subscriber’s account for removal from the membership roster and the recurring billing database on the subscriber’s next recurring date. Subscribers will have access to the website up until the current billing cycle period ends. At the end of the period, access is suspended and the recurring billing record is deleted.

#### Credit

- **Credit Customer**
  - Issues a refund to a subscriber. It does not affect the recurring billing records or the subscriber’s access to your Web site.

#### Chargeback

- **Chargeback**
  - Allows you to add an entry in the subscriber’s account history if he/she charges back against you. This entry displays in the transaction history for the subscriber. This option is linked to the Online Commerce Suite Order Manager. It prevents the issuing of accidental credits on a consumer with a charge back.

You can edit some of the fields in the middle portion of the Edit Membership screen (below).
The bottom portion of the **Edit Membership Screen** (below) displays summary transaction information.

The **Transaction History** table shows the following details:

<table>
<thead>
<tr>
<th>Nbr.</th>
<th>Amount</th>
<th>OrderID</th>
<th>Consumer</th>
<th>Type</th>
<th>Card NI</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>SubID</td>
<td>Merchant Nbr</td>
<td>Account</td>
<td>Date / Time</td>
</tr>
<tr>
<td>1</td>
<td>$49.95</td>
<td>0001412357</td>
<td>John Smith</td>
<td>Check Pre-Auth</td>
<td>999999</td>
</tr>
<tr>
<td></td>
<td>$49.95</td>
<td>0001412357</td>
<td>John Smith</td>
<td>Nov 25 1999 03:12PM</td>
<td>Approve</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>Check Pre-Auth</td>
<td>999999</td>
</tr>
</tbody>
</table>

Click the Consumer number hyperlink to display additional consumer information (shown below).
Using the Password Manager

Click Password Manager to manage username and password files on your servers. The following screen appears.
Search for User
Click **Search** to look for a specific member. Type the name in the **Username** field.

List All Users

Change User's Password

Refresh User List
Click Display Users for a list of all members.

**Add User to Member List**
Type the **Username** and **Password**. Select the **Expiration Date**. Click **Add User** to add an entry to the password file, which is useful to grant complimentary access to a Web site (not billed).

**Delete User from Member List**
Type the **Username** to delete. Click **Delete** to delete a member from the password file. Deleting a user from the password manager WILL NOT remove the user's billing.

**Change User's Password**
Type the **Username** and **New Password**. Click **Change Password**.

**Refresh User List**
Click **Refresh** to clear the input screen and to see new signups. To enhance performance, our secure server retrieves the password file from each Online Commerce Suite server once a day.

If you click **Display Users**, the following screen is displayed. You can delete a user from the merchant server in one of three ways:

- **Delete**: Deletes the user but does not cancel recurring billing.
- **Cancel Now**: Immediately deletes the user and cancels the recurring billing (if there is recurring billing set up).
- **Cancel Next Billing**: Flags a subscriber's account for removal from the membership roster and the recurring billing database on the subscriber's next recurring date. Subscribers will have access to the website up until the current billing cycle period ends. At the end of period, access is suspended and the recurring billing record is deleted.

**Password Manager**

<table>
<thead>
<tr>
<th>Username</th>
<th>Delete</th>
<th>Cancel Now</th>
<th>Cancel Next Billing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fred Drol</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>guest</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>tony 12</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>tony 13</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5 members found.

Usually you would use Cancel Now or Cancel Next Billing to remove a user. Click the box next to the name to remove and then click **Update User Status**.

**Using the Recurring Export Utility**

The Recurring Export Utility generates ASCII text reports of your recurring members and allows you to download them to your PC. From the Membership menu, click **Recurring Export** and the Recurring Export screen is displayed.
Select an option to generate a report in ASCII text format.

**Next Billing Date**
Select a specific range of billing dates.

**Cancellation Date**
Select a specific range of cancellation dates.

**Amount**
Enter a **from** Amount and a **to** Amount to indicate the range to display in the report. For example, you could select subscribers with subscription price ranges between $10.00 and $20.00.

**Recurring Status**
Check **Active** or **Inactive**.

**Include Sub IDs**
Check to include Sub IDs in the report.

**File Options**
Check to include Column Headers, which makes the reports more readable.

When you finish selecting the report options, click **Export**.

**Using the Retention Report Utility**

The Retention Report Utility generates reports with statistics about how many of your new Web site members choose to cancel their subscriptions within a specified time. From the Membership menu, click **Retention Report** and the Retention Report screen (below) is displayed.
Select a time frame for your report, and then click **Submit**. The following figure illustrates a sample retention report for a one-month period.

<table>
<thead>
<tr>
<th>Status</th>
<th>Member Count</th>
<th>Cycles</th>
<th>Member Count Per Cycle</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>102</td>
<td>Cycle 13</td>
<td>15</td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 14</td>
<td>87</td>
<td></td>
</tr>
<tr>
<td>Cancelled</td>
<td>2817</td>
<td>Cycle 0</td>
<td>1661</td>
<td>97%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 1</td>
<td>354</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 2</td>
<td>232</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 3</td>
<td>143</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 4</td>
<td>99</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 5</td>
<td>85</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 6</td>
<td>47</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 7</td>
<td>46</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 8</td>
<td>32</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 9</td>
<td>36</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 10</td>
<td>27</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 11</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 12</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cycle 13</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td><strong>Total New Signups</strong></td>
<td></td>
<td><strong>4343</strong></td>
<td><strong>100%</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Setting Up the Sign Up Process**

Now that you have completed configuring the Membership Password system, you are ready for consumers to sign up on your Web site. Embed the following hypertext links in the payment page of your Web site.

**For Credit Cards**

https://www5.atsbank.com/cgi-bin/atsmem.exe?1000&xxxxx
where xxxxx is your valid Account ID.

**For Electronic Checks**

https://www5.atsbank.com/cgi-bin/atsmem.exe?1001&xxxxx
where xxxxx is your valid Account ID.

**For Credit Cards using a Sub ID**
Membership Enrollment

Now you are ready to accept memberships on your Web site. A consumer subscribes as a member of your Web site and gains access to the Members Only areas in your site. To maintain membership, you can automatically charge credit cards or bank accounts on a recurring basis. Membership Enrollment processing guarantees secure transactions even if your system is not a secure server.

How It Works

1. Your customer accesses a Web page from your site containing a link to Online Commerce Suite labeled Join Now or Subscribe Now.
2. Clicking on the link triggers Online Commerce Suite to transfer a Subscription Invitation Page to the customer's browser, which collects information such as user ID, password, name, address, other personal information, and a credit card or bank account number. It also provides options for the length of the subscription, the recurring time period of the subscription, and if recurring billing is automatic.
3. The customer submits the Customer Account Information and transaction data is securely transferred to Online Commerce Suite, which processes the transaction request.
4. If the user ID already exists in your member database, the customer is required to modify the user ID and re-submit.
5. If the transaction is accepted, Online Commerce Suite passes the new user ID and password to your e-commerce system, updating your local password file that controls access to your Member Only area. Online Commerce
Suite also maintains a copy of your password file and checks daily that both copies are synchronized.

6. After the transaction is accepted by an authorization network or ACH network, Online Commerce Suite generates a receipt, which is e-mailed to both you and to your customer. You can configure the system to skip the e-mail notification.

7. Online Commerce Suite transfers a Transaction Result page to your customer's browser. This page contains a link into the Member Only directory on your system, which your customer can use to immediately access your Member Only area.
Conclusion

After you have integrated Online Commerce Suite into your e-commerce application, you can test your interface by using \texttt{TEST0} as the Acct ID. Every merchant is authorized to use the \texttt{TEST0} ID. With \texttt{TEST0}, your programmers can enter valid credit card and bank account numbers and simulate transactions in the system, but no money will actually flow. After satisfactorily testing the interface, make sure you change your Acct ID from \texttt{TEST0} to the correct Acct ID for your account. Then contact Technical Support for final verification that you have indeed set your application to process live transactions. This step is \textit{vital}. If you do not do so, your customers will process transactions under test mode, but no money will flow. Technical Support is not responsible for lost sales due to your system being set in the test mode.

For additional information or clarification in installing the necessary scripts on your server, contact Customer Service.
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