

Section 1 - System Integration

1. If I have technical enquiry, should I contact GPAP or CYBS?

You should contact GPAP eCommerce Team first for enquiries. GPAP will escalate the issue to CYBS Support Team if it is necessary.

2. Why I cannot change some profile settings and cannot create new users in the EBC system?

The profile configuration, such as SA profile, and the user maintenance in EBC are handled by the GPAP team for security reason. You can contact GPAP eCommerce Team for assistance on any changes in EBC.

3. What should I do if I need to use CYBS API features?

CYBS API function is disabled by default. Usage of CYBS API features requires exclusive approval from GPAP. Please contact the GPAP Sales Manager for further detail.

4. How can I kick-start the CyberSource gateway integration development?

You should follow the instruction presented in our email of “Test Link Enable”. The email provides your account detail, testing account credentials and links to CyberSource developer resource online. You can download all technical documentation and sample coding samples following the links.

5. Is there any sample coding in other programming languages additional to the ASP sample coding?

The CYBS Developer Resources online provides sample coding in different languages, such as ASP, PHP & JAVA. Depends on what connection method you use, the availability of the sample coding would be different. Please refer to our email of “Test Link Enable”, follow the web link to obtain the sample coding.

6. What is MID? What is the difference of MID for Merchant’s Testing Account and Production Account?

MID stands for Merchant ID and it is unique for each merchant. The MID is required for login the EBC system. The MID is the same for both the Testing account and Production account, but the processing server URL is different.

7. For Secure Acceptance Web/Mobile integration, why the program fails to proceed to payment page but lands to a web page with message “You are not authorized to view this page. The transaction has not been processed.”?

The page represents an error occurred during transaction request. The error can be caused by varies reasons, for examples:

GPAP CyberSource Payment Gateway Integration FAQ

- Incorrect input of access_key, profile_id or secret_key
- Incorrect input of the request parameters
- Inappropriate configuration of the SA profile
- Use of existing transaction reference_number

Section 2 - Connectivity Test

8. Should I use VBV, MCSC & J/Secure logos?

If your transactions will enroll the 3-D Secure (**Verified by Visa, MasterCard SecureCode & JCB J/Secure**), you are required to include the relevant VBV, MCSC & J/Secure logos on the first page of the checkout process so that customers online would become aware of such features are enable for your website. You can refer to the detail and get the logo images from the set of Testing Enabled emails.

9. What test cases should I provide for connectivity test? How should I trigger these test cases?

You are required to perform basic test cases: success, rejected and unsuccessful. In the testing environment, **SPECIFIC TRANSACTION AMOUNT INPUT** returns specific reason code (e.g. XXXX.00 returns 100, 4001.00 returns 201, 4091 returns 150).

The follows are the general Connectivity test cases a merchant will conduct.

1. Successful Transaction [reason code = '100']
Amount: e.g. 10.00 / 100.00 / 1000.00
2. Refer to card issuer [reason code = '201']
Amount: 4001.00
2. Some other system problem [reason code: '150']
Amount: 4091.00

10. How can I retrieve the testing transaction history?

You can login to the EBC System URL <https://ebctest.cybersource.com/ebctest/login/Login.do> for the confirmation of your testing results.

11. Is it allowed to use **reference_number** that has been used? Should I put it in the confirmation receipt page?

The reference_number must be unique in the CYBS system. Use of used reference_number for new transaction request will return unsuccessful reason code.

It is recommended you include the reference_number in the payment confirmation page for both successful / non-successful transaction. In that case, it will be easy for Global Payments to cross-check transactions between your database and CYBS backend.

12. Why should I use generic error message ‘Transaction unsuccessful, please try again ...’ instead of specific error message such as ‘Insufficient Fund to your account’?

A general message of ‘Transaction rejected, please contact your bank ...’ (for example reason code 201) and ‘Transaction unsuccessful, please try again ...’ (for the remaining error codes) are recommended in order to avoid sensitive wordings such as Insufficient fund for customers online. To minimize the risk of credit card status exposed to non-cardholder on the internet, it is highly recommended NOT to display the reason why transaction was declined, and advise customer to contact their issuing bank for further information. This will also reduce the time spent on handling the customer enquiries.

13. What should I submit in order to fulfill the requirement of a connectivity test?

You should provide step by step screens captured (in **PowerPoint** format) during the course of connectivity testing showing sample input and expected output as stated above for verification, before a new merchant profile is enabled into Production roll-out and Final Health Test, with unique **order_reference** displayed on confirmation receipt page generated and assigned by your application for customers.

14. What is the process for the production release starting from the connectivity test?

After we complete the connectivity testing, your case will be forward to the local Credit and Risk Team to perform **Website Review**. We will then help to release your merchant profile to production once Credit and Risk Team gives approval after review the relevant website content and T&C. However, if there is an existing website, website review may be performed before the connectivity test.