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Typographical Conventions

Throughout this user guide you will refer to the words and phrases that appear in different fonts and formats. The following table describes the typographical conventions used in this user guide.

<table>
<thead>
<tr>
<th>Item</th>
<th>Convention</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Menu names; commands on menus and buttons; titles of screens, sections, and boxes where you enter information</td>
<td>Bold in procedures; title capitals</td>
<td>Click Logout.</td>
</tr>
<tr>
<td>Reference document titles</td>
<td>Italics</td>
<td>Administrator tasks are covered in a separate document, the Fusebox Administrator’s Guide.</td>
</tr>
<tr>
<td>Common button titles</td>
<td>First letter of button titles are capitalized; except for the OK button, which is all capitalized</td>
<td>OK and Cancel buttons on a confirmation dialog box</td>
</tr>
</tbody>
</table>
| Key names, key combinations, and key sequences | All uppercase letters                            | ENTER
CTRL, TAB
CTRL+ALT+DEL                                                        |
| Notes containing important information    | Denoted by a change in font and possibly color bolded text block | Note: This text is a note sample                                      |
Document History

<table>
<thead>
<tr>
<th>Edition</th>
<th>Revision</th>
<th>Release Date</th>
<th>Software Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Edition</td>
<td>A</td>
<td>FEB-2013</td>
<td>Document replaces existing user guide and includes changes for new features included in this release. Revision number starts at A for the FEB-2013 release.</td>
</tr>
<tr>
<td>Fifth Edition</td>
<td>E</td>
<td>APR-2014</td>
<td>Updated for changes in APR-2014 release PR #14294 – Site Information Summary screen change (local tax configuration and local tax amount fields removed)</td>
</tr>
<tr>
<td>Sixth Edition</td>
<td>F</td>
<td>FEB-2015</td>
<td>PR #14804 – DCC for Princess</td>
</tr>
<tr>
<td>Eighth Edition</td>
<td>H</td>
<td>APR-2016</td>
<td>PR #12910 – Add Synchrony Endpoints to Fusebox.</td>
</tr>
<tr>
<td>Ninth Edition</td>
<td>I</td>
<td>JUN-2016</td>
<td>PR #15573 – Create Transaction Modify Entity ID Requirement.</td>
</tr>
</tbody>
</table>

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Getting Started

This chapter provides an overview of Batch Management and Transaction Management features and includes information you need to know prior to your initial log on.

The following topics are included:

- About the Batch Management Application
- Before You Begin
- Batch Management Application Site Organization
- User Access Security Levels
- Batch Management and Transaction Alerts
- Batch Management and Transaction Management Preferences

Note: If you have SAFE-T Suite, you will notice minor differences in the user interface. Specifically, you will see tokens instead of card data in the user interface and reports.

About the Batch Management Application

The Batch Management application is a real time authorization and settlement system. You can manage batches and perform manual authorizations through a single, browser-based portal.

You can access the application using Internet Explorer or Firefox.

Different levels of access provide flexibility and security defined in accordance with user profiles. Role-based security determines who can view certain information and alter batch and transaction data.

Authorized users can:

- View transaction and batch level data
- Settle batches
- Search on a variety of criteria
- Research and resolve batch and transaction issues

These tasks can be done by viewing, and if necessary, altering batches and transactions at various points during the life cycle. The life cycle starts with the merchant’s activity submission and ends with the processor message that confirms receipt of the batch.

The Batch Management application provides the functionality to do the following:

- Reconcile batches submitted to the system
- Review and manage batches
- Release batches
- Perform manual authorizations
- Research and resolve out of balance conditions
• Settle a batch or group of batches
• View settlement activity, including full life cycle views
• View and print batches
• Add notes to transactions and batches

Before You Begin

To use the Batch Management application, you need the following:

• Your Fusebox user name and password
• A connection to the Internet
• Internet Explorer version 8.0 and above
• Adobe Reader version 6.0 or above to view reports in PDF format

Batch Management Application Site Organization

The Batch Management application is easy to use and incorporates standard web-based browser navigation features such as tabs, menus, links and buttons.

The Fusebox portal is divided into tabs. The Batch Management and Transaction Management tab features provide functionality to perform and manage your authorization and settlements in the system.

The following sections provide a general overview of the tabs and site functionality.
Batch Management Tab Overview

The Batch Management tab provides access to information that relates to batches in the system. The Batch Management tab allows you to search for batches and display a listing of batches.

The Batch Management tab provides access to the following:

**Batch Search**

Allows you to search for a batch in the system by entering criteria to narrow the search and to locate the batch from the list of results.

To obtain faster search results you have the ability to perform a key press search. For instance, if you wish to enter the Batch Status of the batch you are searching for, put your cursor in the Batch Status free text field, and use your keyboard to enter the first letter (i.e., C for confirmed) of the search term. The drop-down list auto-scrolls to the first or next item starting with that letter.
**Batch List**

Allows you to access the current list of batches in the system that has not been confirmed by the processor.

The **Batch List** screen allows you to:

- Access more information when you click hyperlinks within the list of results
- Perform batch management functions, such as, settle, suspend, or delete a batch
- Add notes to the batch
- Export selected rows from the list of batch results
- Print settlement reports

**Transaction Management Tab Overview**

The **Transaction Management** tab provides access to information that relates to transactions in the system.

The **Transaction Management** tab includes **Transaction Search** and **Create Transaction**.

**Transaction Search**

**Transaction Search** allows you to search for a transaction in the system by entering criteria to narrow the search and to locate the transaction from the list of results.

To obtain faster search results you have the ability to perform a key press search. For instance, if you wish to enter the Batch Status of the batch you are searching for, put your cursor in the **Batch Status** free text field, and use your keyboard to enter the first letter (i.e., C for confirmed) of the search term. The drop-down list auto-scrolls to the first or next item starting with that letter.
To perform a transaction search:

1. On the **Transaction Management** tab click **Transaction Search**.

   The **Transaction Search** screen displays.

   ![Transaction Search Screen](image)

---

**Transaction Search Criteria**

The following options and corresponding descriptions are available for search purposes.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Number or Last 4</td>
<td>The card number, checking account number, private label card number, or token (unique ID).</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: Private Label transactions can only be viewed. Create, Edit, Void, and Copy functions are grayed out.</td>
</tr>
<tr>
<td>Site ID</td>
<td>A system-assigned, numerical identifier assigned to a site, where the transaction occurs. A site ID may or may not be assigned to a POS device or workstation.</td>
</tr>
<tr>
<td>Entity ID</td>
<td>Property or location that incurred the transaction.</td>
</tr>
<tr>
<td>Enter Time</td>
<td>Check this box to see a specific time of day for the start and end dates. When you check this box the HH:MM:AM/PM criteria appears next to the <strong>Start Date</strong> and <strong>End Date</strong> calendar picker.</td>
</tr>
<tr>
<td>Start Date (Required)</td>
<td>The beginning date in the range of dates for the time</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>period to search for the transaction. Click the Calendar icon to pick a date from the shortcut calendar that appears.</td>
<td></td>
</tr>
<tr>
<td>End Date (Required)</td>
<td>The last date in the range of dates for the time period to search for the transaction. Click the Calendar icon to pick a date from the shortcut calendar that appears.</td>
</tr>
<tr>
<td>Token ID</td>
<td>A unique reference number assigned by the system to a transaction.</td>
</tr>
<tr>
<td>Reference No.</td>
<td>A unique reference number that is usually generated by the POS or terminal for each transaction.</td>
</tr>
<tr>
<td>Client Reference No.</td>
<td>The internal reference number assigned to the original sale by the merchant, used for their internal tracking purposes.</td>
</tr>
<tr>
<td>Aud Transaction ID</td>
<td>A unique identifier for a transaction assigned by Fusebox.</td>
</tr>
<tr>
<td>Auth Code</td>
<td>The code provided to the merchant by the issuing financial institution for the transaction. It is the code that is returned from the card issuer or authorizing institution indicating an approved authorization request.</td>
</tr>
<tr>
<td>Amount</td>
<td>The amount of the sale or refund.</td>
</tr>
<tr>
<td>If you wish to enter an amount range:</td>
<td></td>
</tr>
<tr>
<td>• Check the Enter Range check box.</td>
<td></td>
</tr>
<tr>
<td>• Enter the From amount in the free text field.</td>
<td></td>
</tr>
<tr>
<td>• Enter the To amount in the free text field.</td>
<td></td>
</tr>
<tr>
<td>Employee ID</td>
<td>The code or name of the person operating the POS at the merchant location (for example, cashier or server).</td>
</tr>
<tr>
<td>Global User Field</td>
<td>The user-defined field.</td>
</tr>
<tr>
<td>User Defined Fields 1, 2, 3, and 4</td>
<td>Optional field provided by some POS systems.</td>
</tr>
<tr>
<td>System Batch No.</td>
<td>The reference number assigned by the system to a batch of transactions submitted by the client.</td>
</tr>
<tr>
<td>Merchant Batch No.</td>
<td>A reference number provided by the client for a batch of transactions submitted by them to the gateway.</td>
</tr>
<tr>
<td>Batch Status</td>
<td>The transaction’s batch status in the processing life cycle. For more information on statuses, refer to Batch Statuses.</td>
</tr>
<tr>
<td>Payment Type</td>
<td>The type of payment used for the transaction. Select</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Payment Types</td>
<td>Payment Types include: 0 – Unknown, 10 – Credit Card, 20 – Check, 25 – Private Label, 30 – Debit Card, 50 – Stored Value/Gift, 55 – Electronic Credit ap</td>
</tr>
<tr>
<td><strong>Note</strong>: Payment Type (25 – Private Label) transactions can only be viewed.</td>
<td><strong>Note</strong>: Private Label transactions can only be viewed. Create, Edit, Void, and Copy functions are grayed out.</td>
</tr>
<tr>
<td>Card Type/Name</td>
<td>The name of the card association or issuer. The applicable Card Type / Name will display in the dropdown list based on the Payment Type selected.</td>
</tr>
<tr>
<td>Views</td>
<td>By selecting a specific view and associated options, you have the ability to refine your search. The following options are available.</td>
</tr>
<tr>
<td><strong>Financial-Approved</strong></td>
<td>These transactions appear on the merchant/cardholder statement. <strong>Note</strong>: The default for the View option is Financially Approved. If you want to view the authorizations on an account, which is common in the lodging industry, you must use the All-All or the Manually Select Options</td>
</tr>
<tr>
<td>All-All</td>
<td>When All-All is selected the transaction search requires entering your Site ID. Additionally, if the date range is more than one day, additional fields are required. The required fields are identified on the Transaction Search screen with a Karat (^). This will help to search for more specific information within your current set of search results. Select from the drop-down list.</td>
</tr>
<tr>
<td>Manually Select Options</td>
<td>When this option is chosen, the Transaction Type and Transaction Status of the screen appear with additional choices for performing a more selective search.</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Transaction Type</strong></td>
<td>The action taken on a transaction. Transaction type options include All Financial Transactions and select Transaction Type. Select the Transaction Type from the drop-down list.</td>
</tr>
<tr>
<td><strong>Transaction Status</strong></td>
<td>The status of the transaction in the system. Select from the drop-down list.</td>
</tr>
</tbody>
</table>

2. Click **Search**.

The list of results appears in the default sort order by date and time.

**Note:** Depending on your search criteria, the amount of information being retrieved may take a long time to complete. If the system determines the query is taking a long time, a confirmation message appears asking if you want to continue or refine the operation.

Transactions with the most recent data and time appear at the top of the list.

3. To sort the results in ascending or descending order, click the column headings.
4. Use the screen navigation links at the bottom of the results list to view additional transactions that meet your search criteria, but do not appear on the first screen.

**Create Transaction**

The create transaction feature allows you to manually enter information required to create a transaction in the system. When you create a transaction, Fusebox generates an authorization response that also gives you the option to print a receipt for the transaction.

**Note:** Based on your user privilege level and user profile as established by your company, you may not see all available search options or buttons.

The **Transaction List** screen appears when you perform a search or view the transactions within a batch.

The **Transaction List** allows you to:

- View detailed information about the transactions in the system
- Select options to review transaction information
- Void, remove, and reverse transactions
- Edit transactions
User Access Security Levels

The Batch Management application provides businesses flexibility by assigning access based on your functional roles. Your ability to perform specific functions or view certain information is based on access permissions tied to your user profile.

Your permissions enable access to the type of information that appears in the Batch Management application.

You can be assigned to multiple profiles in the Fusebox portal. For example, you can be assigned to a Batch Management profile that gives you entitlements to perform specific functions in the Batch Management application and a reporting profile that grants you access to a list of default reports.

You should not be assigned to multiple profiles within the Batch Management application. Typically, you are only assigned to one profile per application.

**Note:** The External Administrator profile is established at the system-level and provides permissions to add, delete, and modify users and to unlock a locked-out user.
The following table provides the default user profiles types and level of access required for each.

<table>
<thead>
<tr>
<th>User Profile</th>
<th>Entitlements</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Only</td>
<td><strong>Batch Management User</strong></td>
</tr>
<tr>
<td></td>
<td>• Search and view batches</td>
</tr>
<tr>
<td></td>
<td>• View batch notes</td>
</tr>
<tr>
<td></td>
<td>• Receive batch alerts</td>
</tr>
<tr>
<td></td>
<td><strong>Transaction Management User</strong></td>
</tr>
<tr>
<td></td>
<td>• Search and view transactions</td>
</tr>
<tr>
<td></td>
<td>• View transaction and life cycle detail</td>
</tr>
<tr>
<td></td>
<td>• Export transaction list</td>
</tr>
<tr>
<td></td>
<td>• View transaction notes</td>
</tr>
<tr>
<td></td>
<td>• Receive transaction alerts</td>
</tr>
<tr>
<td>Research and Correction</td>
<td><strong>Batch Management User</strong></td>
</tr>
<tr>
<td></td>
<td>• Search and view batches</td>
</tr>
<tr>
<td></td>
<td>• Create a pending batch</td>
</tr>
<tr>
<td></td>
<td>• Assign or move transactions within a batch</td>
</tr>
<tr>
<td></td>
<td>• Settle a batch</td>
</tr>
<tr>
<td></td>
<td>• Delete a batch</td>
</tr>
<tr>
<td></td>
<td>• Add and view batch notes</td>
</tr>
<tr>
<td></td>
<td>• Receive batch alerts</td>
</tr>
<tr>
<td></td>
<td><strong>Transaction Management User</strong></td>
</tr>
<tr>
<td></td>
<td>• Search and view transactions</td>
</tr>
<tr>
<td></td>
<td>• View transaction and life cycle detail</td>
</tr>
<tr>
<td></td>
<td>• Export transaction list</td>
</tr>
<tr>
<td></td>
<td>• Create any new transaction</td>
</tr>
<tr>
<td></td>
<td>• Return transactions (credit)</td>
</tr>
<tr>
<td></td>
<td>• Edit and void transactions (prior to being settled)</td>
</tr>
<tr>
<td></td>
<td>• Receive transaction alerts</td>
</tr>
<tr>
<td>Full Deposit</td>
<td><strong>Batch Management User</strong></td>
</tr>
<tr>
<td></td>
<td>• Search and view batches</td>
</tr>
<tr>
<td></td>
<td>• Create user defined batch</td>
</tr>
<tr>
<td></td>
<td>• Create a pending batch</td>
</tr>
<tr>
<td></td>
<td>• Settle a batch</td>
</tr>
<tr>
<td></td>
<td>• Delete a batch</td>
</tr>
<tr>
<td></td>
<td>• Assign or move transactions within a batch</td>
</tr>
<tr>
<td></td>
<td>• Add and view batch notes</td>
</tr>
<tr>
<td></td>
<td>• Receive batch alerts</td>
</tr>
<tr>
<td></td>
<td><strong>Transaction Management User</strong></td>
</tr>
<tr>
<td></td>
<td>• Search and view transactions</td>
</tr>
<tr>
<td></td>
<td>• View transaction and life cycle detail</td>
</tr>
<tr>
<td></td>
<td>• Export transaction list</td>
</tr>
<tr>
<td></td>
<td>• Create any new transaction</td>
</tr>
<tr>
<td></td>
<td>• Return transactions (credit)</td>
</tr>
<tr>
<td></td>
<td>• Edit and void transactions (prior to being settled)</td>
</tr>
<tr>
<td></td>
<td>• Add and view transaction notes</td>
</tr>
<tr>
<td></td>
<td>• Receive transaction alerts</td>
</tr>
<tr>
<td>Full Deposit + Admin</td>
<td>All entitlements for Full Deposit profile and the following administrator permissions:</td>
</tr>
<tr>
<td></td>
<td>• Manage password reset</td>
</tr>
<tr>
<td></td>
<td>• Make user configuration changes</td>
</tr>
<tr>
<td></td>
<td>• Add, change, and deactivate users</td>
</tr>
<tr>
<td>Deposit - Maker</td>
<td><strong>Batch Management User</strong></td>
</tr>
<tr>
<td></td>
<td>• Search and View Batches</td>
</tr>
<tr>
<td></td>
<td>• Create user defined batch</td>
</tr>
<tr>
<td></td>
<td>• Create a pending batch</td>
</tr>
<tr>
<td></td>
<td>• Delete a batch</td>
</tr>
<tr>
<td></td>
<td>• Assign or move transactions within a batch</td>
</tr>
</tbody>
</table>
### User Profile | Entitlements
--- | ---
 | • Add and view batch notes  
• Receive batch alerts  
**Transaction Management User**  
• Search and view transactions  
• View transaction and life cycle detail  
• Export transaction list  
• Create any new transaction  
• Return transactions (credit)  
• Edit and void transactions (prior to being settled)  
• Add and view transaction notes  
• Receive transaction alerts
---
Deposit - Checker | **Batch Management User**  
• Search and view batches  
• Settle a batch  
• Add and view batch notes  
• Receive batch alerts  
**Transaction Management User**  
• Search and view transactions  
• View transaction and life cycle detail  
• Export transaction list  
• Add and view transaction notes  
• Receive transaction alerts

### Batch Management and Transaction Alerts

The **Home** screen provides one central area where you can view alerts and statuses that relate to batches and transactions in the system. This information is available to you only if your profile includes alerts when you are set up in Fusebox. Alerts are system-generated notifications that provide links to batches that require your attention.

Batch Management entitlements allow you to add a dashboard of alerts, messages, and statuses on your **Home** screen for each of several Batch Management features.  
**Note:** You can request access to receive alerts based on your entitlements.

Features include:

- Enable Alerts  
- Enable 24 Hour Batch Snapshot  
- Batch Settlement Batch Management  
- View a snapshot of Batch Management activity over the last 24 hours  
- A status recap of batches or transactions in the system
Note: All count values and alerts contain links to lists and detailed information in the Batch and Transaction Management tabs.

You must modify your user preferences to select the information you want to appear on the Home tab.

To setup your preferences, perform the following steps:

1. Click Manage Your Account | Preferences on the Batch Management menu options. Preferences window displays.

2. Click Home.

3. Check the check box associated with the preferences you want to enable.

4. Click Save.
Preferences window displays.

The alert notifications occur in near real time (within 10 seconds of real time). You must refresh the screen to view updated information. Alerts no longer appear once they have been resolved.

**Note:** Changes to user preferences will not take effect until you log in again.

5. Perform the same steps for the Batch Management tab.

**Batch Management and Transaction Preferences**

Batch Management entitlements allow you to select several preferences for how transactions appear on the Home tab. Go to the Batch Management tab in the Preferences window to modify Batch Management and Transaction Management preferences.

Your choices include:

**Transaction List sort by**

- Specifies how the list of records in the Transaction List screen is sorted
- Select either to sort by Site ID – Card Type or Site ID – Date/Time

**All BMUI and FBA List Screens - Rows per page**

- Specifies the number of records (rows) that appear on each screen in the Batch List or Transaction List of results.
- Type a numeric value between 1 and 99 in the Transaction or Batch List box.
- **Save My Previous Transaction Search Date Range** keeps the date range information available from the previous transaction search.
  - Select the check box to save your previous transaction search.
  - Clear the check box to allow full date range searches.
How to Change the Hierarchy

1. On the Welcome Menu Bar, select Change Hierarchy.

The Hierarchy Search screen displays.

2. Select the Tree View tab.
3. Select the Hierarchy Name from the drop-down list.
4. Enter the View from the View drop-down list.
5. Enter the Id ^
6. Enter the Site Id ^
7. Click Show in Tree.

The Tree View search results display.

8. Select the hierarchy you wish from the list that displays.
9. Click Use Selection and Go Back.

You are returned to the Home screen.
Batch Management Overview

The Batch Management and Transaction Management applications provide the tools to manage your authorization and settlements in the hosted gateway.

You can perform the following tasks before the batch is settled:

- View transaction and batch level data
- Settle batches
- Search on a variety of criteria
- Research and resolve batch and transaction issues
- Manage batches and transactions at various points during the life cycle

The life cycle starts with the merchant’s activity submission and ends with the processor message that confirms receipt of the batch. After the batches are settled, no adjustments can be made.

This chapter provides information on the following:

- Batch Processing Workflow
- Batch Formats
- Batch Statuses

Batch Processing Workflow

Batch Processing Workflow includes the following steps:

1. Merchant submits a Point of Sale (POS) batch in either a host capture or terminal capture environment.
   - Transactions that create a batch can be defined based on the merchant and client setup. Once created, the transaction application process is the same as for any other batch.
   - Fusebox confirms receipt of the batch and assigns a system batch number.
   - As soon as Fusebox receives a settleable transaction, Fusebox confirms the batch was received and assigns a system batch number. The first settleable batch is assigned the next open batch number.
   - Authorized users reconcile the batch or transactions. You can modify information to prepare a batch for settlement.

2. Fusebox or authorized user closes or pends batch. Fusebox or authorized user releases or settles batch. Fusebox releases and settles the batch unless an authorized user appends the batch first. After the batch is in a Settled status, the transactions within it can no longer be modified.

3. Back office process creates one or more processor batches. A back office process sends the batches to the processor for settlement. The batch stays in the Settled status until it is confirmed.

4. Processing end point sends confirmation status to the merchant. Merchant receives confirmation from the processing end point that lifecycle of the batch is
complete. The status of the batch is updated to **Confirmed**.

5. Fusebox removes the batch from the **Batch List** default view. You can filter to view if you select **Confirmed Batch Status** on the **Batch Search** screen.

6. The Fusebox back office settlement control operations and the processor can make the following adjustments:
   - Correct errors in the transactions
   - Correct duplicate transactions
   - Remove transactions with invalid account numbers
   - Make other adjustments

   If an adjustment is made to the batch, the text *(Adj)* appears next to the batch transaction amount and count totals for the batch.

7. Click the **Adj** hyperlink to view the adjustment details.

The following diagram describes the flow of a batch:
Batch Formats

The incoming message format for the batch determines it is settled in the system. The following types of batch formats are supported:

Point of Sale

Each configured terminal in the system identifies the POS system and message format used.

POS settlement methods include:

- Close / Pend method (Auto Close, Force Close)
  A time is specified to automatically close batches daily at the POS device level. The terminal closes a batch at a specified time and no user intervention is required. You can also manually close from the user interface.

- Release from Web method
  Batch is automatically released to Fusebox for further processing before being submitted at the next third party processor run.

- Manual Release from Fusebox (Release from Web)
  The merchant manually releases (settles) all batches for settlement on the Web using the Fusebox Batch Management application regardless of any other setting.

Batch Statuses

A batch status is assigned to each batch to communicate its state within the system throughout its batch life cycle. Batch statuses are updated in near real time and are visible on the Batch Management tab.

The following table lists each batch status and its definition:

<table>
<thead>
<tr>
<th>Batch Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>A transaction coming from a POS terminal that can be settled. Open status pertains to POS terminals that are configured to auto-close at a certain time, or that are manually closed from the terminal by the merchant. Configured POS terminals can only have a single open batch. Transactions may be added, modified, or voided from an open batch.</td>
</tr>
<tr>
<td>In Progress</td>
<td>A batch is being received from a PMS or POS terminal, and that batch is currently being loaded into Fusebox. It may take a minute or two for the batch received from the POS system to be loaded, and while it is in the process of being loaded, the In Progress status appears.</td>
</tr>
<tr>
<td>Error</td>
<td>The settlement failed at some point during the process and an error has been returned to the POS system. In general, there is no expectation that anything will be performed on an Error batch and the batch will not be processed.</td>
</tr>
<tr>
<td>Pending</td>
<td>A batch has been closed and is pending release for further processing. <strong>Pending</strong> status only applies to terminals configured for Web release (Web release is required for maker/checker configuration at the user level). Terminals are setup with an auto-release maximum time for the system to move the batch from Pending to Settled status.</td>
</tr>
<tr>
<td>Settled</td>
<td>The batch cannot be modified and is considered complete. All responsibility for further processing and delivery to the processor is the responsibility of Fusebox back office support.</td>
</tr>
<tr>
<td>Batch Status</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Suspended</td>
<td>A status that may be assigned to a batch or transactions for multiple reasons, at different times within the process flow, and may be acted upon by different groups. <strong>Suspended</strong> status indicates an exception state that requires resolution before the batch or transactions can be processed.</td>
</tr>
<tr>
<td>Deleted</td>
<td>A batch created within Fusebox for a single terminal ID that has been deleted prior to being settled or confirmed. Deleting a batch that has been defined by an authorized user in the system does not delete the transactions.</td>
</tr>
<tr>
<td>Confirmed</td>
<td>Confirmed is the final status of a successful batch management process. The <strong>Confirmed</strong> indicates to the merchant or client that their batch has been processed to completion and a confirmation of receipt and acceptance has been obtained from the processor.</td>
</tr>
</tbody>
</table>
Working with Batches

The Batch Management application provides the tools to manage your authorization and settlements in the hosted gateway.

You can perform the following tasks before the batch is settled:

- How to Search for a Batch
- How to View a List of Batches
- How to View Transactions in a Batch
- How to View or Print the Batch Payment Breakdown
- How to Settle a Batch
- How to Pend a Batch
- How to Add Notes to a Batch
- How to View Batch History
- How to Export Batch List Results
- How to Delete a Batch
- Specific Conditions that must be met to delete a batch
- How to Generate a Settlement Report for a Batch

You can perform a batch search to find a batch in the system. Your list of results includes only batches that fall within your selected hierarchy. Change the hierarchy to a higher level to widen the search or a lower level to narrow the search, such as the (terminal) level.
How to Search for a Batch

You can perform a batch search in the system by entering criteria to narrow the search and to locate the batch from the list of results.

The Batch List screen allows you to:

- Access more information when you click hyperlinks within the list of results
- Perform batch management functions, such as; settle, suspend, or delete a batch
- Add notes to the batch
- Export selected rows from the list of batch results
- Print settlement reports

Use the following steps to specify your search criteria and to search for a batch:

1. On the Batch Management tab, click the Batch Search menu option.

   The Batch Search screen appears.

   ![Batch Search Screen]

   Note: Other industry-specific search fields may appear on the Batch Search screen.
2. Specify one or more of the following available search criteria:

   **Note:** To obtain faster search results you have the ability to perform a key press search. For instance, if you wish to enter the Batch Status of the batch you are searching for, put your cursor in the **Batch Status** free text field, and use your keyboard to enter the first letter (i.e., C for confirmed) of the search term. The drop-down list auto-scrolls to the first or next item starting with that letter.

   **Merchant Batch No.**
   An optional reference number provided by the client or POS system for a batch of transactions submitted to the gateway.

   **System Batch No.**
   A reference number assigned by the system to a batch of transactions submitted by the client.

   **Site ID**
   The merchant-defined alphanumeric value for the POS device or workstation where the transaction occurs. Use the **Site ID** hyperlink to quickly access site details rather than using Boarding.

   **Entity ID**
   Property or location that incurred the transaction.

   **TPP Name**
   The Third Party Processor name of the company that processes transactions for the merchant.

   **Batch Status**
   The state or condition of the batch in the system. For detailed information on batch statuses, refer to **Batch Statuses**.

   **Start Date** (Required)
   The beginning date in a range of dates for your batch search. This field is disabled when a value is provided in the **System Batch No.** field.

   **End Date**
   The last date in the range of dates for your batch search. This field is disabled when a value is provided in the **System Batch No.** field.

   **Amount**
   The amount of the sale or refund.

   If you wish to enter an amount range:

   - Check the **Enter Range** check box.
   - Enter the **From** amount in the free text field.
   - Enter the **To** amount in the free text field.
Voyage

Alphanumeric value given by a ship to identify a certain cruise journey. In FBA a client must create a voyage to submit one or more auth files and a settlement file.

3. Click **Search**.

The list of results appears on the **Batch List – Summary View** screen in the default sort order by date and time.

**Note:** Based on your search criteria, the amount of information being retrieved may take a long time to complete.
How to View a List of Batches

You can view a list of batches in Open, Pending, or Settled statuses. Click each heading to do a column sort. By default, the Batch List does not show batches that have been confirmed by the processors. However, if you search for a batch using confirmed you can view a list of batches in the Confirmed status. Transactions can also be viewed from Batch Management by expanding the view link (Expanded View). Then, select the Tran Count link.

To view the list of batches in the system for a given merchant hierarchy, use the following steps:

1. On the Batch Management tab, click the Batch List menu option.

   The Batch List - Summary View screen appears.

2. The Batch List - Summary View screen allows you to:
   - Change the search parameters
   - Print batch list and settlement reports
   - Close and Pend a batch
   - Release and Settle a batch
   - Delete a batch
   - Add notes to a batch
   - Export a list of batches
   - View batch history
   - View a breakdown of amounts by payment type and currency
   - View a list of transactions within a batch
   - Open an expanded view

   Batches with the most recent date and time appear at the top of the list. The notes icon appears next to the check box when a note exists for a batch in the list of records.
To view batch management transactions in an expanded view:

3. In the **View** column, click the **Expanded View** link of the batch you want to view.

Batch List – Expanded View displays.

4. To view a note, click **Batch Notes**.

5. To view batch history, click **Batch History**.
How to View Transactions in a Batch

To view a list of all transactions within a batch, use the following steps:

1. On the **Batch Management** tab, click **Batch Search** and perform your search.
   The list of results appears.

2. On the **Batch List – Summary View** screen, click the **Transaction Count** number link in the row of the batch you want to view the list of transactions.
   The **Transaction List** screen appears.

3. On the **Transaction List** screen, click the associated **Reference Number** of the transaction to view the **Transaction Details** screen.
   Based on your user profile and entitlements in the system, you can perform additional functions such as voiding transactions.

How to View or Print the Batch Payment Breakdown

To view or print the payment breakdown of a batch, use the following steps:

1. On the **Batch Management** tab, click **Batch Search** and perform your search.
   The list of results appears.

2. On the **Batch List – Summary View** screen, under the **Payment Breakdown** column, click the **Details** link in the row of the batch for which you want to view the payment breakdown.
   The **Payment Breakdown** window appears with Card Name, Transaction Count, Total Amount and Currency.
3. To print the payment breakdown results, click **Print**.
   
   The **Print** window appears.

4. Specify your printer configuration settings and print the contents.

5. Click **Cancel** to close the **Payment Breakdown** window.
   
   The **Payment Breakdown** window closes and the **Batch List – Summary View** screen appears.
How to View Site Information Summary

You can access the **Site Information Summary** from the following screens:

- Home | Alert Detail | Site ID | Site Information Summary
- Batch Management | Batch List | Site ID | Site Information Summary
- Transaction Management | Transaction List | Site ID | Site Information Summary

1. Click on the **Site ID** on the **Search Results** screen to locate pertinent information about the site.

   Summary includes:
   - Property Information
   - POS/VAR
   - Configuration
   - Payment Types
   - BMUI Info
   - Auth/Settle Info
   - Dates

2. The following **Site Information Summary** screen displays each of the summary selections with the **BMUI Info** expanded.
How to Settle a Batch

Authorized users can manually Close/Pend and Release/Settle batches.

Use the following steps to settle a batch that has been received from the merchant’s Point of Sale.

Point of Sale can refer to:

- Retail point of sale system
- Lodging industry Property Management System (PMS)
- e-Commerce
- Direct marketing
- Recurring billing system
- Other industry-specific system used for sales transactions

1. On the Batch Management tab, click the Batch List menu option.

A list of Open, Pending, or Settled batches appear on the Batch List screen.

Note: If you have the entitlements to view alerts on your Home screen and you have Batch Settlement Recap option or 24 Hour Snapshot enabled in your user preference settings, you can click the desired Batch link.

2. To view all the transactions in the batch, click the number that forms the Transaction Count hyperlink in the list of results.

The Transaction List screen appears and allows you to reconcile the transactions in the batch. You can also void transactions or add notes to a transaction.

3. Click Return To Batch List to return to the Batch List – Summary View screen.
4. After you reconcile the batches, select the check box for one or more batches to be released for settlement.

5. Click **Settle**.

   The **Settle Batch** window appears and displays a total amount and count of transactions to be settled.

   ![Settle Batch Window](image)

   **Note**: Based on your site setup, you may need to **Close / Pend** the batch before you can settle the batch.

6. Click **Submit**.

   A confirmation window appears, and asks if you are sure you want to settle the selected batches.
7. Click **Confirm**.

![Settle Batch](image)

**Settle Batch Statuses:**

- Batch is placed in settled status.
- Released to Fusebox for further processing before being submitted to the Third Party Processor (TPP) at the next TPP cycle.
- Settled status appears until all processor batches have been confirmed.
- Settled status means that Fusebox is in control of getting the batch to the processor.
- The system updates the statuses to confirmed when all processor batches have been confirmed.
- Confirmed status means that the processor has acknowledged receipt of the batch settlement file. It does not mean that the funds have been deposited in the merchant’s account.

**Adjustments to the batch:**

- Adjustments can be made by the processor or by Fusebox settlement control operations.
- Adjustments can be made to correct duplicate transactions or to remove transactions with invalid account numbers.
- If an adjustment is made to the batch, the **Batch List** screen shows the text **Adj** next to the **Transaction Count** and **Amount** totals for the batch.
- Click links to the **Transaction List** to view the adjustment details.

1. To print, click **Print**.
   
   The **Print** window appears.
2. Specify your printer and print configuration settings.
3. To view the Settlement Report, click **Settlement Report**.

   **Settlement Report** window displays.

   ![Settlement Report](image)

4. In the **Sort by**: section, select the sort by option from the drop-down list.
5. In the **Show Total**: section, select **Yes** or **No**.
6. Click **Submit**.

   **Settlement Details** displays as a WebFOCUS Report.

   ![Settlement Details](image)

7. Select from the **Export As...** drop-down list to export the settlement file in XLS, CSV, TXT, PDF, or XML format.
How to Pend a Batch

Authorized users can put a batch into **Pending** status. A batch that is in **Pending** status indicates that it has been closed and is pending release for further processing.

This status only applies to terminals configured for Web release. Web release is required for maker / checker configuration at the user level. An auto release time is specified for these terminals and sets the maximum time before the system automatically moves the batch from **Pending** to **Settled** status.

Use the following steps to pend a batch in the system:

1. On the **Batch Management** tab, click the **Batch List** menu option.

   The **Batch List – Summary View** screen appears with a list of **Open**, **Pending**, or **Settled** batches appear on the **Batch List – Summary View** screen.

2. From the list of results, select the check box next to the row of the batch to pend.

3. Click **Pending**.

   The **Pend Batch** window displays a list of selected batches.

4. Click **Submit**.

   A confirmation window appears.
5. Click **Confirm**.

   The **Pend Batch** window refreshes to display the updated status of the batches. If a batch could not be pended, a warning message appears and its status is not updated.

6. Click **Done**.

   The **Pend Batch** window closes. The batches remain in a **Pending** status until they are manually released.

### How to Add Notes to a Batch

The Batch Management application provides the option to add notes to batches.

**Add Note** options include:

- Provide an explanation about why a batch is being placed in a certain status.
- Record updates when unresolved issues are resolved.
- You can enter a maximum of 256 characters per note.
- User ID of the person who entered the note.

The date and time stamp the note was created are automatically recorded when the note is submitted.

To add notes to a batch, use the following steps:

1. On the **Batch Management** tab, click **Batch Search** and perform your search.

   The list of results appears.

2. On the **Batch List – Summary View** screen, select the check box next to the row of the batch to add a note.

3. Click **Add Notes**.

   The **Add Batch Notes** window appears.

4. Enter notes in the space provided.
5. Click **Submit**.

6. Click **Confirm** on the confirmation window that appears.

   The note is added to the list of notes for the batch. The notes icon appears for the batch in the list of records.

### How to View Batch History

The batch life cycle starts with the merchant’s activity submission and ends with the processor message that confirms receipt of the batch.

To view the life cycle history of a batch, use the following steps:

1. On the **Batch Management** tab, click **Batch Search** and perform your search.
   
The list of results appears.

2. On the **Batch List – Summary View** screen, in the row of the batch you want to view the history of, click the **System Batch No.** link.

   ![Image](Fusebox.png)

   The **Batch History** window appears with a list in chronological order of each batch status at each stage of the process.

3. To print the history results, click **Print**.

4. To close the **Batch History** window, click **Cancel**.

   The **Batch History** window closes and the **Batch List – Summary View** screen appears.
How to Export Batch List Results

When you perform a search in the Batch Management application you can export a list of results. The export can be to a .csv file, a print-ready Web page, or to a new browser window.

To export the list of results, use the following steps:

1. On the Batch Management tab, click Batch List to view a list of batches in the system that have not been confirmed by the processor or click Batch Search and perform your search. The list of results appears.

2. On the Batch List – Summary View screen, select the check boxes next to the rows to export.
3. In the **Print Selected Rows** drop-down list click CSV or New Window to export the results:
   - If you selected CSV, the File Download window appears, and allows you to save the file to your computer.
   - Comma Separated Value (CSV) files are also called flat files because they contain only data (no formatting, such as bold or colors). The result is a record layout that separates data fields with a comma and usually surrounds data with quotes.
   - You can open a CSV file in a text editor like Notepad, or in a program like Excel or Access.
   - Your computer settings specify the default application that is used to open .csv files.
   - If your computer is configured to automatically open csv files in Microsoft Excel or in another type of spreadsheet, the application’s default data format settings are used to interpret how to import each column of data.
   - Data may appear incorrectly in the spreadsheet because of automatic setting.

4. To view contents of the .csv file without any formatting, it is best to open the file in a basic text editor such as Notepad or WordPad.

5. If you use a spreadsheet application to open a .csv file, refer to the spreadsheet application’s help documentation to learn how to import data.

6. To change the default application for opening .csv files, refer to the help documentation on your computer or operating system.

   If you selected **New Window**, an HTML format pop-up window appears.

7. To print, refer to [How to Print Selected Rows](#).

### How to Delete a Batch

To delete a batch, use the following steps:

1. On the **Batch Management** tab, click **Batch Search** and perform your search.

   The list of results appears.

2. On the **Batch List – Summary View** screen, select the check box in the row of the batch you want to delete.
3. Click **Delete**.
   The Delete Batch window displays.

4. To print, click **Print**.
   The Print window appears. Specify your printer and print configuration settings.

5. Click **Submit**.

### Specific Conditions that must be met to delete a batch

1. Only batches with the following statuses can be deleted:
   - 02 (Out of Balance)
   - 03 (Data Error)
   - 04 (Batch Duplicate Suspended)
   - 05 (Batch Partial Duplicate Suspended)
   - 06 (Batch Setup Error)
   - 07 (Batch Force Suspended)
   - 130 (TIP Collector Suspended)
   - 140 (Back Office Duplicate Suspended)
   - 156 (TPP Rejected Batch)

   **Note:** A batch in **Pending** status can also be deleted.

2. Internal users with the following profiles and entitlements are allowed to delete batches based on the above statuses:
   - Advanced View Only
   - Customer Service - Application Support Specialist
   - Customer Service - Deposit Support
   - Customer Service - View Only
• Limited View Only
• Settlement Control
• Tech Support - Tier 1
• Tech Support - Tier 2
• External User Deposit-Maker
• External User Full Deposit
• External User Full Deposit + Admin
• External User Research & Correction

3. External User with the following profiles and entitlements are allowed to delete batches in Pending status:

• External User Deposit-Maker
• External User Full Deposit
• External User Full Deposit + Admin
• External User Research & Correction

**Note:** External users with the proper profiles and entitlements are limited to deleting batches that are in pending status only. Deletion of batches in other statuses is exclusive to internal users as identified in #1 above.

Delete doesn’t necessarily mean the batch will be removed from the system. The batch is tagged as deleted to prevent any further processing or maintenance.

**How to Generate a Settlement Report for a Batch**

1. On the **Batch Management** tab, click **Batch Search** and perform your search.
   The list of results appears.

2. On the **Batch List – Summary View** screen, select the check box in the row of the batch for which you want to print the report.

3. Click **Settlement Report**.
   The **Settlement Report** popup window displays.

4. Select a **Sort by** option from the drop-down list.
5. Click Yes or No in the Show total options.

6. Click Submit.

The report displays in a new window.

7. From the Export As... drop-down list select the export option you wish.
Working with Transactions

The Transaction Management application in Fusebox provides the tools to manage your authorization and settlements in the hosted gateway.

The Transaction Management application allows you to perform the following tasks before the batch is settled:

- Access information relating to transactions in the system
- Review the status of the transactions in the settlement process
- Search for transactions
- Add new transactions
- Add notes to transactions
- Copy and Reverse transactions
- Export transaction list results
- Void transactions
- View transaction counts and amounts
- View and edit transaction details
- View the transaction life cycle
- View a list of transactions
- Print selected rows of transactions
- View or print receipts

You can view details and up-to-date information because the Transaction Management application refreshes often throughout the day.

How to Search for a Transaction

You can search for a transaction using a transaction search. The list of results includes only transactions that fall within your selected hierarchy.

Change the hierarchy to a higher level to widen the search or to a lower level to narrow the search, such as the site or terminal level.

The more specific your search parameters are, the faster the results appear. Performance is negatively affected when you search for transactions over a wide range of dates or at high levels in the merchant’s hierarchy. It is best to start with a narrow search and then expand the search if necessary.

Note: To obtain faster search results you have the ability to perform a key press search. For instance, if you wish to enter the Batch Status of the batch you are searching for, put your cursor in the Batch Status free text field, and use your keyboard to enter the first letter (i.e., C for confirmed) of the search term. The drop-down list auto scrolls to the first or next item starting with that letter.
Use the following steps to specify your search criteria and to search for a transaction:

1. **On the Transaction Management** tab, click the **Transaction Search** menu option.

   The **Transaction Search** screen appears.

2. Provide as much search criteria as possible to find a match. The field names with an asterisk are required.

   **Note:** To obtain faster research results you can press the first letter of the desired item using your keyboard and then the drop-down list will auto-scroll to the first or next item starting with that letter.

3. Refer to **Transaction Management Tab Overview** for search options and descriptions.

4. **Click Search.**
The list of results appears from the earliest record to the latest, unless you click the **Transaction Date/Time** column which will show the results in descending sort order.

**Note:** Depending on your search criteria, the amount of information being retrieved may take a long time to complete. If the system determines the query is taking a long time, a confirmation message asks if you want to continue or refine the operation.

5. To sort the results in ascending or descending order, click any of the column headings.

6. To view additional transactions that meet your search criteria, but do not appear on the first screen, use the screen navigation links at the bottom of the results list.

7. To change your search criteria, click **Change Search** to return to the **Transaction Search** screen.
How to View a List of Transactions in a Batch

To view the list of transactions in the system for a given merchant hierarchy, use the following steps:

1. On the Transaction Management tab, click Transaction Search and perform your search.

   The Transaction List screen appears, and displays a list of transactions that meet your search parameters.

2. On the Transaction List screen, you can do the following:

   - Change your search
   - Print selected rows of transactions
   - Void transactions that are part of an open batch
   - Add notes to transactions
   - Export selected rows of transactions as CSV or new window
   - View transaction details
   - Create batches

3. To change your search, click Change Search to update the search parameters.

   The Transaction Search screen appears and allows you to modify the current search criteria or specify additional search parameters before you click the Search button.

4. To view transactions from a different hierarchy, click Change Hierarchy to open the Hierarchy Search screen from the Welcome Menu bar and select a different hierarchy.

For more information on how to change your hierarchy, refer to How to Change the Hierarchy.
How to View Transaction Details

The Transaction Detail screen provides additional information about a transaction in the system.

The Transaction Detail screen allows you to:

- Research transactions data captured by the system
- View the life cycle of the transaction
- Based on your profile and entitlements in the system you can perform additional functions such as void, edit, or create transactions
- You see either full or masked card numbers based on your user entitlements in the system

To view the details of a transaction, use the following steps:

1. On the Transaction Management tab, click Transaction Search and perform your search.
   
The list of results appears.

2. On the Transaction List screen, click the Reference No. link in the row of the transaction for which you want to view details.
   
The View Transaction Detail screen appears.

   ![View Transaction Detail Screen]

   **Note:** The fields that appear on the View Transaction Detail screen vary based on the terminal type, industry of the merchant, and card type (credit card or check).

3. On the View Transaction Detail screen, select the desired tab to view additional information.
Basic Transaction

The Basic Transaction tab (appears by default) allows you to view information that relates to the transaction. All information is read-only. Industry specific fields may appear based on terminal type and industry.

Check

The Check tab allows you to view information for checks and driver’s license that relates to the transaction.

Note: The Check tab only appears for check transactions.

Expanded Detail

The Expanded Detail tab allows you to view transaction information that relates to tax, currency conversion, and merchant-specific or industry-specific data.
**Customer**

The **Customer** tab allows you to view transaction information about the cardholder and includes the cardholder’s name and address.

**Dynamic Currency Conversion (DCC)**

If the transaction involved converting currency (dynamic currency conversion), the DCC tab will show on the View Transaction Detail screen. This tab allows you to view the conversion data. Conversion data includes:

- DCC Conversion Date and Time
- DCC Exchange Rate
- DCC Amount
- Merchant Base Amount

**Compliance**

The **Compliance** tab allows you to view transaction information that relates to the authorization and response activity for the transaction.

Refer to the [Dynamic Currency Conversion](#) topic.
The following table describes the **Compliance** tab tokenization fields.

<table>
<thead>
<tr>
<th>Tokenization field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Token Account Status</td>
<td>Identifies the account range as regulated or non-regulated and is received from the Card Brand. It will contain one of the below values to indicate the status of the account range and should be included in capture if present in the authorization response. Code Description: R - Regulated N - Non-Regulated</td>
</tr>
<tr>
<td>Token Requester ID</td>
<td>This 11-character alphanumeric field contains the value that uniquely identifies the pairing of token requestor with the token domain. This value is sent in capture to identify the requestor to the card brand. For payment token transactions, merchant should send in token requestor id when it’s available. It’s a required field for MasterCard card-on-file token transactions.</td>
</tr>
<tr>
<td>Token Assurance Level</td>
<td>Defined by the token service provider, this Visa or MasterCard value indicates the assigned confidence level of the token-to-PAN/cardholder binding. It will be returned back to merchants in authorization response when it’s available from association.</td>
</tr>
<tr>
<td>Last 4 digits of card account</td>
<td>Last 4 digits of actual account number will be returned back in authorization response when it’s available from association, merchant can use it for receipt-printing purposes instead of using payment token number.</td>
</tr>
</tbody>
</table>

**Note:** The above list is dependent on each TPP payment token implementation.

**Response Codes**

Response Codes allow you to view transaction information that relates to status, messages, error codes and encryption information for the transaction.

**Note:** The buttons at the top right of the View Transaction Detail screen are discussed as their own topics.
How to View Dynamic Currency Conversion (DCC) Transactions

Dynamic Currency Conversion happens only when:

- The ship’s DCC Hook is set to Y (Opt-in) in File-based Activities. The Y flag means that this ship can dynamically convert transactions on cards with a base currency that does not match the ship’s home port base currency.

- The card number registered for the current voyage is within the allowed BIN Range of the ship that supports DCC indicating it is a DCC eligible currency card.

- The cardholder should decide prior to the start of the voyage if he wishes to pay at a converted currency. If the cardholder decides to opt – in to pay at a converted amount, the first transaction using his primary credit card’s DCC opt-in field will be set to Y. All succeeding transactions using the same card number will always be converted for the entire voyage even if the DCC opt-in field is changed from Y to N or vice versa.

- If the cardholder wishes his subsequent transactions not to be converted in mid voyage, he should use a different card number. Again, any subsequent transaction using the same card number will take whatever DCC setup registered from its first transaction.

**Note:** All the above conditions must be met for the DCC tab to appear in the View Transaction Detail screen.

**Note:** After the first transaction is received and the flag is set either to Y for opt-in or N for opt-out it will remain in force for the entire voyage and cannot be changed mid voyage.
Click the **DCC** tab to view the conversion information.

![DCC tab image](image-url)

Conversion information includes:

- **DCC Conversion Date/Time**
- **DCC Exchange Rate**
- **DCC Amount/Currency**  
  Example: 100.00 USD
- **Merchant Base Amount/Currency**  
  Example: 85.00 GBP

**Important**: The **DCC** tab displays only when the card number opted in for a currency conversion during the voyage of the ship that has been setup for **DCC**.

### How to View the Life Cycle of a Transaction

The **Transaction Life Cycle** window shows all message requests and responses that have been received or sent from the merchant associated with a single transaction.

**Note**: **Transaction Life Cycle** is View only.

To view the life cycle history of a transaction, use the following steps:

1. On the **Transaction Management** tab, click **Transaction Search** and perform your search.  
   The list of results appears.
2. On the **Transaction List** screen, click the **Reference No.** link in the row of the transaction for which you want to view details.
3. On the **View Transaction Detail** screen, click **Transaction Life Cycle**.
The **Transaction Life Cycle** window displays the transaction’s history in chronological order.

**Transaction Life Cycle** transaction history includes:

- Date | Time
- Transaction ID
- Transaction Type
- Response
- User ID
- Transaction Amount
- Auth Code
- Switch Audit logs and translated API fields understandable to the user

4. To close the window click **Cancel** or the **Close** icon at the top-right corner of the window.
How to Edit Transaction Details

You can edit an existing transaction in the system based on your user profile and entitlements. The transaction’s batch must be in Open, Pending, or Suspended status to be edited.

To edit information on a transaction, use the following steps:

1. On the Transaction Management tab, click Transaction Search and perform your search.
   
   The list of results appears.

2. On the Transaction List screen, click the Reference No. link in the row of the transaction for which you want to view details.
   
   The View Transaction Detail screen appears.

3. Click Edit.
   
   The Edit Transaction Detail screen appears and displays the same information as the View Transaction Detail screen with the fields enabled for you to edit.

   **Note:** The fields that appear on the View Transaction Detail and Edit Transaction Detail screens vary based on the terminal type and industry of the merchant.

4. Manually update the desired information from any of the sub tabs.

5. To add a note, click Notes.
   
   Refer to the How to Add Notes to a Transaction for additional information.
6. Click **Submit**.

   **Confirm Action** window displays.

   ![Confirm Action Window]

7. Click **Confirm**.

   Message displays in upper left corner saying, ‘The Selected Transaction Was Edited Successfully.’

### How to Void a Transaction

Authorized users can void a transaction or multiple transactions in the system. For a transaction to be voided, the transaction must meet the following criteria:

- The transaction type must be a Sale, Prior Authorized Sale, or Return.
- Check Authorization.
- The transaction is not included in a system batch that is in either Settled or Confirmed status.
- The transaction is not a decline, error, or exception transaction.
- The transaction must be approved.

To void a transaction, from the **Transaction Management** tab use the following steps:

1. On the **Transaction Management** tab, click **Transaction Search** and perform your search.

   The list of results appears.

2. On the **Transaction List** screen, select the check box next to the row of the transactions to void.
3. Click **Void Transaction**.

   The **Void Transaction** screen appears and displays a list of selected transactions. In this window, you can type a reason for voiding the batch in the **Notes** box.

![Void Transaction Screen](image)

4. Click **Submit**.

   A confirmation window appears.

5. Click **Confirm**.

   The **Void Transaction** screen refreshes to display the updated status of the transaction. The new transaction status will be **Void** with the **Tran Type**.

![Void Transaction Screen](image)

If a transaction could not be voided, a warning message appears and its status is not updated.
6. Click **Done**.

The **Void Transaction** screen closes. The transactions remain in the system for historical reference.

An individual transaction can also be voided from the **View Transaction Detail** screen.

To void an individual transaction from the **View Transaction Detail** screen use the following steps:

7. On the **Transaction List**, click the **Reference No.** link of the transaction you wish to void.

The **View Transaction Detail** for that specific transaction displays.
8. Click **Void** on the upper right menu.

**Void Transaction** screen displays.

9. Add notes in the section provided.

10. Click **Submit**.

**Confirm Action** window displays.
11. Click **Confirm** to confirm the transaction or **Cancel** to cancel the transaction.

   The *Void Transaction* screen displays.

![Void Transaction Screen](image)

**How to View Receipt**

To view a sales receipt for a transaction, use the following steps:

1. On the **Transaction Management** tab, click **Transaction Search**.
2. Perform your search.

   The list of results appears.

3. On the **Transaction List** screen, click the **Reference No.** link in the row of the transaction for which you want to view details.

   The *View Transaction Detail* screen appears.

![View Transaction Detail Screen](image)
4. On the View Transaction Detail screen, click View Receipt.

The View Receipt window appears.

How to Print a Receipt

1. To print the sales receipt, click Print in the upper right corner of the receipt.

   The Print window appears.

2. Specify your printer and print configuration settings.

3. Click Done to close the View Receipt pop-up window.
How to Print Selected Rows

To print selected rows of transactions, use the following steps:

1. On the **Transaction Management** tab, click **Transaction Search**.
2. Perform your search.
   The list of results appears.
3. On the **Transaction List** screen, select the check box next to the row of the transaction you want to print.
4. Click **Print Selected Rows**.

![Message from webpage]

5. Click **OK** to close the message.
   The **Print** window appears.
6. Specify your printer and print configuration settings.
7. Click **Print Selected Rows**.
   A window opens indicating the rows you sent to the printer.
8. To close the window, click the **X** icon in the upper right of the window.
How to Add Notes to a Transaction

The Transaction Management application provides the option to add notes to transactions.

The Notes option allows you to:

- **Provide an explanation about why a transaction is being placed in a certain status.**
- **Record updates when unresolved issues are resolved.**
- **Enter a maximum of 256 characters per note**
- **Enter the User ID of the person who entered the note.** The date and time stamp of when the note was created are automatically recorded when the note is submitted.

To add notes to a transaction, use the following steps:

1. **On the Transaction Management tab, click Transaction Search and perform your search.**
   The list of results appears.
2. **On the Transaction List screen, select the check box next to the row of the transaction to add a note.**
3. **Click Add Note.**
   The Add Transaction Notes window appears and allows you to type a note in the blank text box.
4. Click **Submit**.

The **Confirm Action** asks for confirmation to add the note.

![Confirm Action](image)

5. Click **Confirm**.

The **Add Transaction Notes** dialog box confirms that the note was successfully added.

![Add Transaction Notes](image)

6. Click **Cancel**.

The note is added to the list of notes for the transaction. The notes icon appears for the transaction in the list of records.

![Fusebox](image)
7. To view the note added to the transaction, click the **Reference No.** link.

   The **View Transaction Detail** screen displays.

8. Click **Notes**.

   The **Transaction Notes** dialog box displays all notes for that transaction.

9. Click the desired note to view the note.

   The **Notes Description** dialog box displays the note.
How to Create a Transaction

If you have the appropriate profiles you can manually enter transactions to an open batch from the Transaction Management tab. Manual transactions can be entered on computers enabled with a terminal or with a card swipe. The information populates the appropriate fields of the Create Transaction screen. When you submit the transaction, the system obtains an authorization and adds the transaction to the currently opened batch.

Transactions can manually be added to the system when adjustments need to be made to a batch or in cases where the merchant does not have a terminal to process them.

You can use the Create Transaction menu option on the Transaction Management tab to perform the following transaction types for credit card payment type:

- Sale
- Return
- Auth Only
- Prior Auth
- Balance Inquiry

**Note:** The list above is an example of credit card payment type. Currently, credit card payment type is the only type supported.

**Note:** Each time you work in the Fusebox user interface you must change your hierarchy to the one you wish.
To change the Hierarchy to the correct POS:

1. On the Welcome Menu Bar, select Change Hierarchy. The Hierarchy Search screen displays.

2. Select the Tree View tab.
3. Select the Hierarchy Name from the drop-down list.
4. Enter the View from the View drop-down list.
5. Enter the Id ^
6. Enter the Site Id ^
7. Click Show in Tree.
The hierarchy list displays.

8. Select the hierarchy you wish from the list that displays.

9. Click **Use Selection and Go Back**.

10. On the **Transaction Management** tab, click **Create Transaction**. The **Create Transaction** screen appears.

- The fields that appear on the **Create Transaction** screen vary based on the terminal type and industry of the merchant. For example, if you select the check box for no expiration date, the field is no longer required to be filled in. For Restaurant, you would have a Food Amount and a Tip Amt that would not appear when you create a Lodging transaction.
• If the card was swiped, information from the card is copied into the appropriate fields. Some transactions are not permitted to be swiped and must be entered manually. Check input and authorization, e-Commerce, and direct marketing industry transactions are not supported for card swipe.

• In the Notes portion of the Create Transaction screen, a message displays with guidelines for creating the transaction, including which fields are required (with red asterisk).

11. If known, enter the Entity ID or select the Entity from Change Hierarchy to populate the desired Entity. OR leave the Entity ID field blank and proceed to the Site ID and enter the Site ID.

   **Important:** The system does not require an Entity when the Site ID is present.

12. In the Entity box, enter the number of the entity (property or location that incurred the transaction).

   • The system validates the Site ID as the user moves to another field. User can either enter the Entity ID and then the Site ID or simply enter the Site ID and proceed to create the transaction. When the user directly keys in the Site ID and not the Entity ID, the site’s parent entity will auto-populate in the Entity ID field.

   • If the Site ID is invalid or the Site does not belong to the selected Entity you will be prompted to key in or select a valid Site ID using Change Hierarchy.

13. In the Payment Type box, select the payment type from the drop-down list.

14. In the Tran Type box, select the Tran Type from the drop-down list.

   The System Batch No. defaults to Virtual Terminal if there are no open batches to which you want to add a transaction.

15. Enter the remaining information.

   Fields with red asterisks (*) are required. New fields and sections appear based on the selections made for Site ID and Tran Type.

   Fields may change based on the industry type. For example, if you select the check box for no expiration date, the field is no longer required to be filled in. For Restaurant, you would have a Food Amount and a Tip Amt that would not appear when you create a Lodging transaction.

16. Click Submit.
The system displays the authorization response information and adds the transaction to the currently opened batch. If the authorization response is unsuccessful, a system message informs you that the request was unsuccessful and the required actions for resolution.

If no **Auth Code** is entered, the system obtains an authorization. If an **Auth Code** was entered, the system uses the authorization number that was entered and does not obtain an additional one.

**Note**: An error message appears if the manually added transaction is a duplicate of an existing transaction in the batch.

17. To view a sales receipt of the transaction, click **View Receipt**.
   
   The receipt displays.

18. To print the receipt, click **Print**.

19. Click **Done** to close.

   The system adds the transaction to the currently opened batch. Use the **Batch Management** tab to settle the batch and complete the transaction processing workflow.

20. To add a note, click **Notes**. Refer to the **Add Notes to Transactions** section for additional information.
How to Copy or Reverse an Existing Transaction

Based on your user profile and entitlements in the system, you can copy or reverse a transaction. The current transaction can be in any status. The pre-populated fields on the new transaction can be modified before you submit the transaction.

You can select whether the new transaction will be a copy of the existing one or a reverse transaction.

**Copy**
An additional sale with the same information as the existing transaction

You can copy:

Transaction types (sale, return, authorization only, and prior authorization) with the following statuses:

- Approved status
- Declined status
- Voided status
- Error status

You cannot copy a transaction with the following statuses:

- Approved status
- Balance Inquiry, Void Sale, or Void Return transaction type
- Referral status
- Sale, Return, Authorization Only, or Prior Authorization transaction type
- Manual Worked / Manual Approved status
- Sale, Return, Authorization Only, or Prior Authorization transaction type
Reverse

You can reverse a transaction that is:

- Approved status - Sale, Return, Prior Authorization type from a settled batch
- Voided status - approved status – Sale or Return transaction type
- Approved status - sale, return, prior authorization transaction type from an open batch
- Referral status - sale, return, authorization only, prior authorization transaction type
- Manual Worked / Manual Approved status - sale, return, authorization only, prior authorization transaction type

Topics in this section include:

- How to Copy an Existing Transaction
- How to Reverse an Existing Transaction

How to Copy an Existing Transaction

To create a new transaction using information from an existing transaction, use the following steps:

1. On the Transaction Management tab, click Transaction Search and perform your search.
   The list of results appears.
2. On the Transaction List screen, click the Reference No. link in the row of the transaction for which you want to view details.
   The View Transaction Detail screen appears.
3. Click Copy.
Copy Transaction Detail screen displays.

4. Enter any additional information you wish to include for this transaction.
5. Complete all fields that have an asterisk (required).
6. Click Submit.

Confirm Action screen displays.
7. Click **Confirm**.

   **Create Transaction: Approved** screen displays.

![Create Transaction: Approved Screen](image1)

8. To view or print a receipt for the transaction, click **View Receipt**.
9. Click **Done** to close.

   The transaction is created in the system. The audit record for the new transaction contains the reference number of the original transaction used to create the new transaction. This reference number is visible in the new transaction's life cycle history.

10. To view the new transaction, return to the **Transaction List**.

![Transaction List Screen](image2)
How to Reverse an Existing Transaction

1. On the **Transaction Management** tab, click **Transaction Search** and perform your search.

   The list of results appears.

2. On the **Transaction List** screen, click the **Reference No.** link in the row of the transaction you want to reverse.

   The **View Transaction Detail** screen appears.
3. Click the **Reverse** tab.
   
   The **Reverse Transaction Detail** screen displays.

![Reverse Transaction Detail Screen](image)

4. Click **Submit**.
   
   **Confirm Action** window displays.

![Confirm Action Window](image)

5. Click **Confirm**.
Create Transaction: Approved screen appears.

6. To view or print a receipt for the transaction, click View Receipt.

7. Click Done to close.

How to Export Transaction List Results

The Transaction Management application provides the option to export the list of results when you perform a search. You can export the list of results to:

- .csv file
- print-ready Web page
- new browser window

The export feature also provides the ability to compare two or more lists of transactions when you open multiple lists at the same time.
To export the list of results, use the following steps:

1. You can view a list of transactions by the following methods:
   - On the **Transaction Management** tab click **Transaction Search**. Perform your search.
   - On the **Batch Management** tab click **Batch List**. On the **Batch List – Summary View** that displays, check the box of the transaction you want to export.

   ![Batch List - Summary View](image)

   **Note:** You can use the **All** check box to select multiple transactions to export. However, you cannot select the **All** check box for other tasks such as performing action on multiple transactions or multiple batches.

2. In the **Export Selected Rows As list**, click **CSV** or **New Window**.

   If you selected **CSV**, the **File Download** window allows you to save the file to your computer.

   Comma Separated Value (CSV) files are also called **flat files** because they contain only data, no formatting such as bold or colored text. The result is a record layout that separates data fields with a comma and usually surrounds data with quotes. You can open a `.csv` file in a text editor such as Notepad, or in a program such as Excel or Access.

   Your computer settings specify the default application that is used to open `.csv` files. If your computer is configured to automatically open `.csv` files in Microsoft Excel or in another type of spreadsheet, the application’s default data format settings are used to interpret how to import each column of data. This configuration may result in data appearing incorrectly in the spreadsheet. To view contents of the `.csv` file without any formatting, it is best to open the file in a basic text editor such as Notepad or WordPad. If you use a spreadsheet application to open a `.csv` file, refer to the spreadsheet application’s help documentation to learn how to import data. To change the default application for opening `.csv` files, refer to the help documentation on your computer or operating system.
If you selected **New Window**, an HTML-format pop-up window displays the transactions.

To print, refer to the *Print Selected Row of Transactions* section.

## How to View Private Label Transactions

All Synchrony Private Label transactions (25 – Private Label) are view only in Fusebox. Synchrony Financial is the first Private Label processor. Card Type is Synchrony Financial, with associated code SF. Create, edit, void, copy, and reverse are not available for this Card Type.

You may search for Private Label Transactions using the same Search options as for Batch and Transaction searches. The Card Type is SF and Card Name is PL Synchrony.

Refer to [How to Search for a Batch](#) or [How to Search for a Transaction](#).