



Transaction Central User Guide

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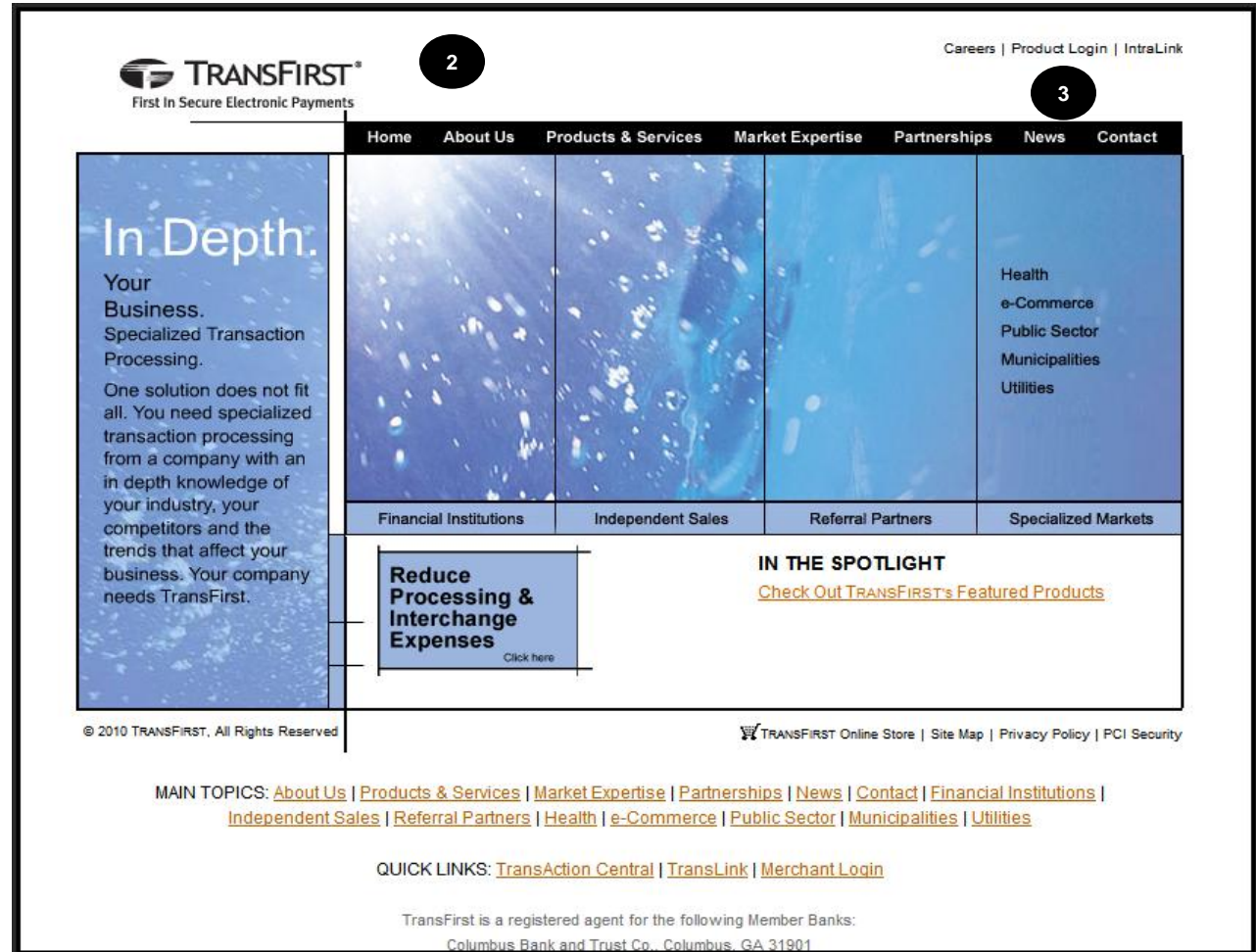
Navigation to Transaction Central



First time use

Getting to Transaction Central!

1. In your browser address field type www.transfirst.com and hit ENTER
2. You will be taken to the Transfirst website.
3. Click on “**Product Login**” area in the top right-hand corner of the Transfirst website main page.



TRANSFIRST
First In Secure Electronic Payments

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In Depth.
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Specialized Transaction Processing.
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QUICK LINKS: [TransAction Central](#) | [TransLink](#) | [Merchant Login](#)

TransFirst is a registered agent for the following Member Banks:
Columbus Bank and Trust Co., Columbus, GA 31901

Navigation to Transaction Central (Cont)

4. The website will take you to the Product Listing Page

5. Click on the tan box 2nd down from the top on the left side labeled Transaction Central. This will take you to the main Transaction Central login screen.

The screenshot displays the TRANSFIRST MERCHANT SERVICES website. On the left is a vertical navigation menu with the following items: TRANSLINK, ePaySecure, TRANSAction Central, ISS Partner Center, and FI Partner Center. The main content area features a grid of eight login buttons, each with a 'Click here to log in >' link. The buttons are: TRANSLINK (orange), ePaySecure (blue), TransAction Central (tan), TransAction Central Normal TC Multi User (tan), TransAction Central Recurring Multi-User TC (tan), TransAction Central Group Account (tan), ISS Partner Center (grey), and Financial Institutions Partner Center (blue). A black circle with the number '4' is positioned in the top right corner of the page, and another black circle with the number '5' is positioned to the right of the 'TransAction Central Normal TC Multi User' button.

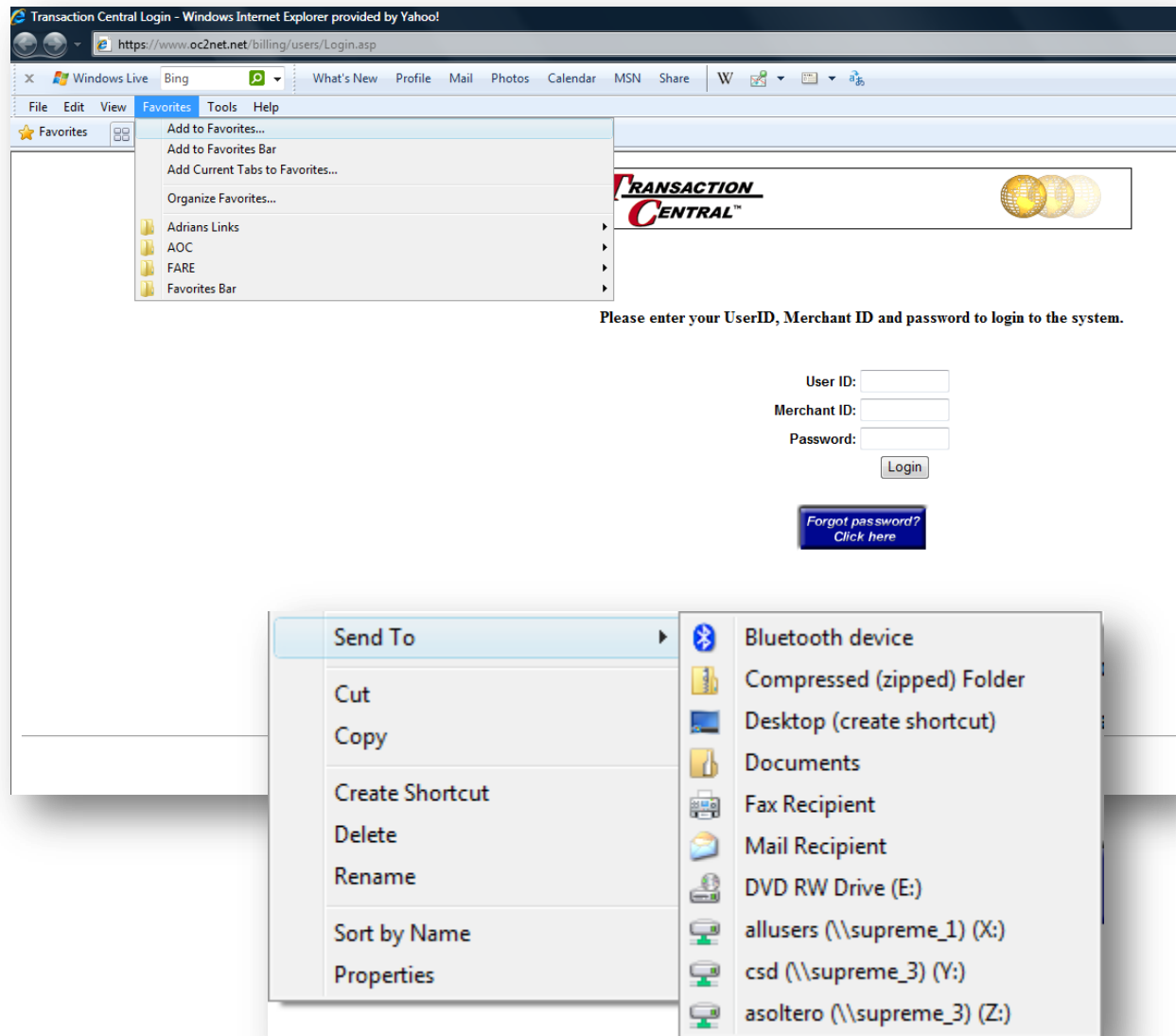
Creating Shortcut for Regular Use

To Avoid these navigation steps in the future before you login, go to your toolbar above and select **“favorites”** and then **“add”**.

You can then create a name for this processing link that will be easy for you to identify in your regular use of Transaction Central.


To create a shortcut on your desktop, right click on the link your created in your **“favorites”** folder . From this list select **“send to”**. You will see a 2nd drop down list. From that list select **“desktop”**. An icon will appear on your desktop with the name you selected.

Either of these shortcuts will now allow quick access to the processing tool.



Login and Password Specifics

1. You were provided a Transaction Central User ID, Merchant ID and Password via email.
2. Enter those data elements into the fields on the log-in screen to proceed into the processing system.
3. **IMPORTANT** – Visa/MC Regulations require that your password be changed every 30 days. The Transaction Central system will prompt you when this becomes necessary. To create your new password, you must have at least one upper case character, one numeric, and one of the following “special” characters (!@#%&*_ -). The password you select must be at least 8 characters in length with a maximum of 16 and should not include any “spaces”. Our help desk will be happy to assist with password issues at any time.



Please enter your UserID, Merchant ID and password to login to the system.

User ID:

Merchant ID:

Password:

[Forgot password?
Click here](#)

Customer Service Tab

1. Once you have accessed the Transaction Central system you will have access to the Customer Service Portal.
2. From here you will be able to access transaction details that will assist you in answering questions should a defendant need assistance or have questions surrounding their payment.

The screenshot displays the Transaction Central system interface. At the top left is the logo for TRANSACTION CENTRAL™. To the right of the logo are three golden globe icons and a navigation menu with 'Home' and 'Logout' buttons. Below the logo, the text 'TC DEMO' is visible on the left and 'Merchant Home Page' on the right. A central navigation bar contains a black circle with the number '1' and a red button labeled 'Customer service'. Below this bar is a horizontal line. In the center of the page, there is a red text prompt: 'Click this button to view recent upgrade to Transaction Central Reporting'. Below this prompt is a button labeled 'Recent Update'. At the bottom of the page, there is a footer that reads 'Transactions Processed in the Pacific Time Zone'.

Customer Service Search By

1. The Customer Service Portal will initiate a criteria search field that will allow you to search for your transaction. NOTE: Transaction Central search criteria is limited to sixty one (61) days within a rolling 13 months.
2. Once you have input your search criteria click Apply Filters tab, this will begin your transaction search. From here you will be able to access transaction details that will assist you in answering questions should a defendant need assistance or have questions surrounding their payment. (if no criteria is input the search will default to the current days activity)

TRANSACTION CENTRAL™
TC DEMO

Home
Logout
Transaction Detail Report

1 Customer service

Search By:

Posted Date From: Apr. 16 2010 Time: 00 : 00 (Pacific Time) To: Apr. 30 2010 Time: 23 : 59 (Pacific Time)

Display: ALL Type: Credit/Debit Cards Status: ALL Card Type: ALL

Trans #: Ref ID: Account #: Account Name: Amount:

Order By: Posted Date Asc / Desc: Descending

2 Apply Filters

Please Click "Apply Filters" to get result.

Transactions Processed in the Pacific Time Zone

Search By Response

1. This is an example of what might be returned based on a Search By that is defaulted to same day. The Transactions will appear in descending order with the most recent transaction listed first. NOTE: the underscored Transaction ID will be discussed on the next slide).
2. Returns, more commonly known as declines will appear directly below the Transactions detail.
3. Once you have applied your Search By criteria filter and transaction data has been returned, an underscored sequence of numbers will appear. This indicates that an exportable document has been created for you that once chosen will more the exact information you see into either an .xls or .txt (based on your setup parameters).
4. If you click on the underscored transaction ID it will provide you specific details for that transaction. Example on the next slide.

3 [36926-65207-CC-CD](#) (.txt) has been created on 4/16/2010 6:52:07 AM

Transactions

Transaction ID <small>(Click to view details.)</small>	Reference ID	Card Type	Account Name	Posted Date	Next Process Date	Status	Amount
<u>218346903</u>	AZ FARE TEST	VISA	Junior Doe	4/16/2010	4/16/2010	IN AN OPEN BATCH	\$1.50
<u>218346714</u>	AZ FARE TEST	Mastercard	Jane Doe	4/16/2010	4/16/2010	RETURNED	\$1.05
<u>218346587</u>	AZ FARE TEST	VISA	John Doe	4/16/2010	4/16/2010	RETURNED	\$1.01
Count: 3						Summary Total:	\$3.56

No Credits at this time!

Returns

Trans ID	Card Type	Reason	Account Name	Account Number	Posted Date	Resubmit	Amount
218346714	Mastercard	14\Invalid account number (no such number)	Jane Doe	5*****5454	4/16/2010	Not	\$1.05
218346587	VISA	15\No such Issuer	John Doe	4*****1111	4/16/2010	Not	\$1.01
Count: 2						Summary Total:	\$2.06

Transaction ID

1. This will provide you the specific details of the transaction you are reviewing. Key elements of each transaction include:
2. Cardholder **Name** on Account
3. Transaction **Posted Date** (Date and Time of the Authorization), **Settled Date** (When the transaction was closed)
4. The **Authorization Code** (or **Decline Message**)
5. If **AVS (Address Verification)** was present, **CVV2** (this is the three (3) digit code that is on the back of the card beside the signature)
6. Any **Note** would have information if the transaction was declined by the Card Issuing Bank
7. The **View Receipt** button at the top of this screen will provide a receipt for the defendant should they request

1

7

[View Receipt](#)

TransactionID	216346903
Transaction Type	Credit Card
Card Type	VISA
Reference ID	AZ FARE TEST
Account Number	4*****0130
2 Name on Account	Junior Doe
Account Address	
Account Postal Code	
Expiration Date	0813
Amount	\$1.50
3 Posted Date(Pacific Time)	4/16/2010 6:41:00 AM
Settled Date(Pacific Time)	
4 Authorization Code	346903
Time Processed(Pacific Time)	4/16/2010 6:41:00 AM
AVS Code	
5 AVS Description	no address verification
CVV2 Response Message	Match
6 Note	
Source	CC

Transaction Receipt

1. This View Receipt tab will create a receipt that the court could provide a defendant if requested.

1

TC DEMO
7400 W 110th St Suite 500
Overland Park, KS, 662100000
8005381601

Date: 4/16/2010 6:41:00 AM (Pacific Time)

Transaction ID: 216346903

Ref ID: AZ FARE TEST

Purchase Order #:

Account #: 4*****0130

Auth:346903

Amount: \$1.50

Signature:

I, Junior Doe, agree to pay the above amount according to the card issuer agreement.
(Merchant agreement if credit voucher)

Thank You!

Credit Card Authorization Flow

