

Transaction Processing Engine

TPE[®] Admin

USER GUIDE

Prepared for:
Texas.gov Customers

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Introduction

NIC Texas offers a fully USAS compliant, comprehensive suite of payment solutions with Texas government in mind. Our solutions encompass the full life cycle of payments, from origination to disbursement to reporting – all hosted at our PCI-DSS Level 1 Data Centers.

NIC Texas is pleased to provide the Transaction Processing Engine (TPE®) Admin tool to our partners. TPE® Admin offers complete transaction management services from payment to disbursement.

The following information is an overview of payment processing and fund disbursement capabilities supporting government partners.

Payment Methods

The primary payment types typically utilized for e-government transactions are Credit Cards, Debit Cards, and ACH Debit (also sometimes referred to as electronic check). Not all payment methods are appropriate for all types of transactions, nor all government entities. NIC Texas' solution is designed to allow for configuration in multiple areas to only show and collect those payment types for which the entity has authorized use.

Credit Card Processing

Credit cards are well suited for Internet payments since they allow government entities to obtain a real-time authorization which validates that the card is in good standing and has the adequate funds available.

Credit cards already provide a number of fraud prevention features, including the following:

- **Address Verification Service (AVS)** – The consumer's address information is validated against the billing address of the card holder.
- **Card Security Code (CSC)** – A three (3) digit, or four (4) digit number printed on the actual credit card that helps ensure the consumer has physical access to the credit card.

The credit card industry is constantly working on new methods to make online credit card transactions safer. TPE® is a SAS 70 Type II-certified solution that is fully compliant with federal, state, local and industry standards, and is PCI Level 1 certified.

ACH Processing

The ACH network provides a quick, effective way of moving money from one bank account to another. A customer provides their bank routing and account number. This information is placed into an ACH file for processing. These files are processed nightly and the funds are frequently deposited the following business day.

Unlike credit cards, there are limited methods to perform real-time authorization checks to ensure that a customer's bank account is in good standing and has sufficient funds. This can lead to an ACH return, which is similar to a returned check.

To help reduce these returns, NIC Texas utilizes a third-party check validation service, MicroBilt, which can assist in the validation of check payments. The customer's routing number is validated by MicroBilt. The service is not able, however, to confirm available funds. Additionally, the accuracy of the account number cannot be guaranteed.

Reporting

Regardless of the processing method or application integration, it is imperative that agencies are able to access transaction-level financial data for internal purposes as well as customer support. Within TPE® Admin, all payment processing data is made available via a wide variety of reporting features.

Reports range from summary reports to detail reports showing line-item level data. In addition to generating reports, TPE® Admin provides a powerful order research tool that allows individuals to quickly locate transactions.

TPE® Admin allows individuals to search and filter transactions based on a number of criteria, including:

- Local Reference ID (Trace Number)
- Transaction Date
- Customer ID
- Service Code (Vendor ID)
- Customer Name
- Payment Method
- Last 4 digits of Credit Card Number
- Last 4 digits of Bank Account Number
- Username (for monthly account Users)
- Account Number (for monthly account Users)

Once a search is executed, additional detail is available by selecting an individual transaction from the search results screen. The full details of the selected transaction include:

- Payment status information
- Full financial history of the transaction including refunds and returns (chargebacks)
- Customer contact information (if provided by the calling application)

- Payment method with masked account information
- Line-item details of the transaction
- Comments from other administrators regarding the transaction

**Chargeback detail not available on American Express transactions*

TPE® Admin also provides a rich set of configurable reports. These reports are targeted towards common audit points in the funds flow process to facilitate financial audit processes. Standard reports include:

- Summary reports, rolled up by Customer and service
- Detail reports at a transaction level
- Detail reports at a line-item level
- Reports on refunds and returns
- Settlement batch and deposit reports
- Disbursement reports

Once a report is generated, it can be printed or exported in many formats, including a delimited file, Excel, or a PDF.

Texas.gov/TPE® Contact Information

If TPE® Admin access is required, or there is a need to communicate any Incidents, Problems, or Service Requests regarding TPE®, or an existing service, please initiate a request through the DIR Service Catalog.

- [Texas.gov](https://www.texas.gov) state agency and higher education customers please use the below information for assistance.
 - **Email:** stshelp@sharedtechnologyservices.texas.gov .
 - **Phone:** [877-767-0656](tel:877-767-0656).
- Counties with vehicle registration issues please use the below information for assistance.
 - **Email:** support@texasgovhelpdesk.com
 - **Phone:** 877-452-9060

Chapter 1: Learning the Basics

How are order, Invoices, and Transactions Identified?

TPE® assigns three (3) important IDs to each transaction. These IDs uniquely identify the particular order, invoice, and transaction within TPE®. These values are not the same as Local Reference ID, which is assigned by the application interfacing with TPE®.

- Order ID
- Invoice ID
- Transaction ID

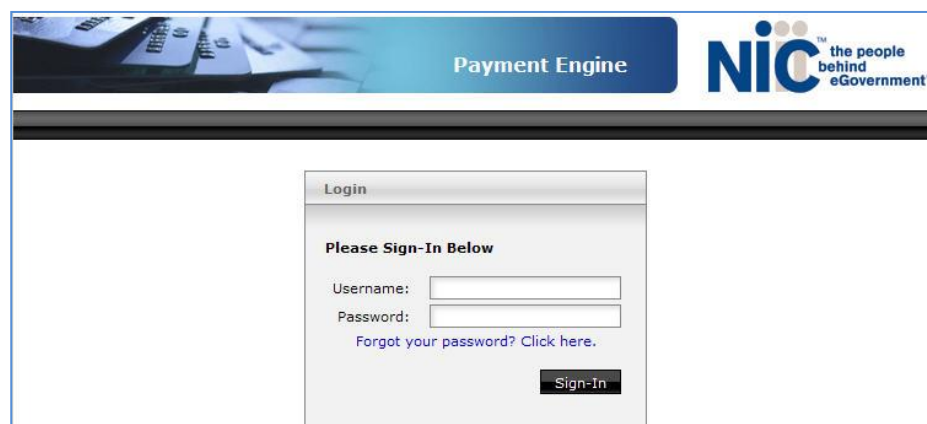
Transaction IDs are items such as AUTH, PAYMENT, REFUND, RETURN, MARK, and REVERSE_RETURN. An order will always have one or more of these financial transactions associated with it.

For example: When creating an invoice a PAYMENT financial transaction is created. When issuing a refund, a REFUND transaction is generated. When recording a chargeback, a RETURN transaction is created.

From time to time, customers require refunds. Agency personnel can use TPE® Admin to issue a full or partial refund for any charge made by a customer. When using TPE® Admin, the refund cannot be larger than the total amount of the original charge.

Starting the Administrative Interface

Go to the TPE® Admin production website at: <https://tpe2admin-tx.cdc.nicusa.com/Texas/Login.aspx>

The screenshot shows the login interface for the TPE Admin system. At the top, there is a header bar with a blue gradient. On the left side of the header, the text "Payment Engine" is displayed in white. On the right side, the NIC logo is shown, consisting of the letters "NIC" in a bold, blue font, followed by the tagline "the people behind eGovernment" in a smaller, lighter blue font. Below the header, the main content area is white. In the center, there is a login box with a light gray border. The box has a title bar that says "Login". Inside the box, the text "Please Sign-In Below" is displayed in bold. Below this, there are two input fields: "Username:" and "Password:". Below the password field, there is a link that says "Forgot your password? Click here." in blue text. At the bottom right of the login box, there is a black button with the text "Sign-In" in white.

1. Enter the assigned **Username** and **Password**. For user name, login or password assistance, please initiate a request through the DIR Service Catalog.

A Texas.gov state agency and higher education customers please use the below information for assistance.

a. **Email:** stshelp@sharedtechnologyservices.texas.gov .

b. **Phone:** [877-767-0656](tel:877-767-0656).

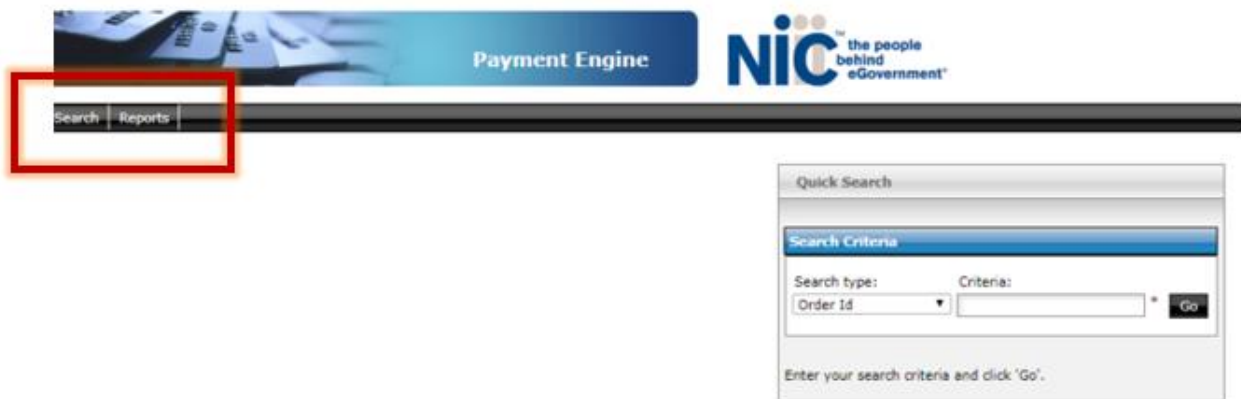
B Counties with vehicle registration issues please use the below information for assistance.

c. **Email:** support@texasgovhelpdesk.com

d. **Phone:** 877-452-9060

2. Then select **Sign-In**.

The Main Menu displays and provides available menu options to choose from. Agency personnel should see options for Search and Reports.



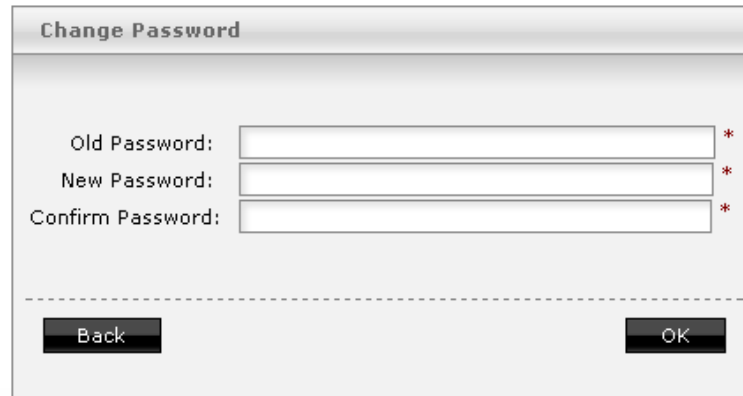
When done generating reports or searching transactions through TPE® Admin, select **Logout** from the Welcome Menu located in the upper right-hand corner to end the current session.



Chapter 2: User Management

First Login

The first-time logging in to TPE® Admin, agency personnel will be prompted to change the initial temporary password and to establish account settings with security questions and answers.



A screenshot of a 'Change Password' dialog box. The dialog has a title bar that says 'Change Password'. Inside, there are three text input fields labeled 'Old Password:', 'New Password:', and 'Confirm Password:'. Each field has a red asterisk to its right. Below the fields is a dashed horizontal line. At the bottom, there are two buttons: 'Back' on the left and 'OK' on the right.

1. Enter values in the **Old Password**, **New Password**, and **Confirm Password** fields. The values in New Password, and Confirm Password must be identical for the value to be saved.
2. Select **OK**.

If this is the first login attempt, the My Account settings screen is displayed to manage User account settings. Below is an example of the My Account settings, screen.

My Account

Username:

JaneDoe

*

Full Name:

Jane E. Doe

*

Organization:

Any Test Agency

*

Phone Number:

803-555-1212

*

Mobile Number:

Alternate Number:

E-Mail Address:

email@anyagency.gov

*

Notes:

Security Questions

Question 1:

What was your high school mascot?

Answer 1:

*

Question 2:

What is your mother's middle name?

Answer 2:

*

Question 2:

What is the name of your favorite sit-down restaurant?

Answer 3:

*

Back

Save

*Denotes a required field.


Once here, edit the account settings. Username and E-mail Address fields, however, are assigned by the system and cannot be changed. In the event the email address changes, please initiate a request through the DIR Service Catalog so it may be updated.

The Notes box is available to enter important notes about the User account (e.g., User role).

1. Select three (3) unique **Security Questions** and enter an **Answer** for each question.
2. When finished, select **Save**.

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TEXAS  NIC



The security questions are necessary to validate the user name in case of failed login attempts, or forgotten passwords.

Changing Passwords

To change passwords, do the following:



1. From the Welcome drop-down menu (top far right of the screen), select **Change Password** (the current password is required).

1. In the **Old Password** box, type the current password.
2. In the **New Password** box, type the new password.
3. For confirmation, type the new password again in the last box and then select **OK**. The values in New Password, and Confirm Password must be identical for the value to be saved.



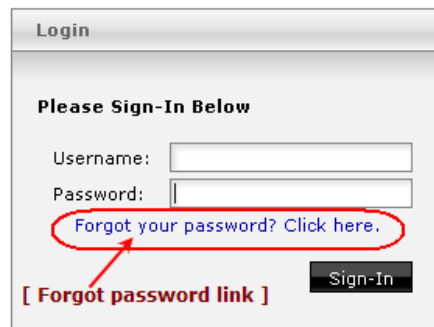
Note: For security reasons, the password does not display in the box as typed. However, the system “remembers” whether upper or lower-case letters were used in the password. Be sure to remember the password – it must be entered the same way every time, until the next change occurs.

Passwords must adhere to the below rules when assigning passwords.

- Passwords are required to meet the below criteria.
 1. Minimum of eight (8) characters in length.
 2. Include at least one number.
 3. Include at least one lower case letter.
 4. Include at least one upper case letter.
 5. Include at least one special character.
- Passwords are required to be updated every 90 days.
- The previous ten (10) passwords cannot be repeated.
- Passwords must not be a word in any language, slang, dialect, jargon.
- Passwords must not be interpreted as words in any language when using special characters. For example the value h@!71 would be interpreted as haiti which is an English word.
- Passwords are not based on personal information, names of family, etc.
- The account will be locked out after five (5) invalid password entries.

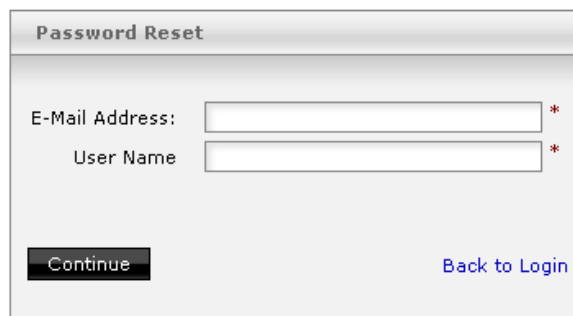
Forgot Password

A link is available from the login screen to request a new temporary password to be sent by email.



The screenshot shows a 'Login' window with the title 'Please Sign-In Below'. It contains two input fields: 'Username:' and 'Password:'. Below the 'Password:' field, the text 'Forgot your password? Click here.' is circled in red. A red arrow points from this text to a label '[Forgot password link]' located below the input fields. To the right of the input fields is a 'Sign-In' button.

1. From the payment engine login screen, select the '**Forgot your password? Click here**' link.
2. Enter the **Email Address** and **User Name**. Then select Continue. The email address must match the address used when originally created in TPE® Admin. If the agency has adopted new email conventions, provide the email used when creating the account.



The screenshot shows a 'Password Reset' window. It contains two input fields: 'E-Mail Address:' and 'User Name:'. Both fields have a red asterisk (*) to their right. Below the input fields are two buttons: 'Continue' and 'Back to Login'.

3. Answer the **three (3) security questions** correctly. Then select Continue.

Password Reset

Please answer the following security question to reset your password.

What was your high school mascot?

What is the first name of the best man at your wedding?

Growing up, what was your neighbor's first name?

Continue Back to Login

A temporary password is sent to the email address stored in TPE® Admin associated with the Username. Again, the email will be sent to the email address originally associated with the account, not the conventions newly established for email addresses.

At the **next login**, enter the Username and temporary Password. The system will provide prompts to change the password for added security.

4. Enter the **Old Password** (the temporary password received earlier), and a **New Password**. Then re-enter the new password in the **Confirm Password** field.
5. When finished, select **OK**.

Forgot Assigned User Name

If the assigned username cannot be remembered, please initiate a request through the DIR Service Catalog

1. **Phone:** 877-767-0656
2. **Email:** stshelp@sharedtechnologyservices.texas.gov

Password Expiration

For added security, passwords are configured to expire. At that time, prompts will be presented to change the password. This will be the password at the next login. Passwords are required to change every 90 days, and the previous ten (10) passwords cannot be repeated.

Rather than waiting for passwords to expire, a recommended security habit is to change passwords monthly.

Modifying/Viewing Account Settings/Profile

To view or change the account profile information, do the following:

1. From the Welcome menu, select **Account Settings**.

Account Settings

Personal Information

Username: sneal *

Full Name: *

Organization: *

Phone Number:

Mobile Number:

Alternate Number:

E-Mail Address: sneal@nicusa.com *

Notes: Test

Security Questions

Question 1: What is the name of your favorite fast food restaurant? ▾

Answer 1: *

Question 2: What is your mother's middle name? ▾

Answer 2: *

Question 3: What is the name of your favorite sit-down restaurant? ▾

Answer 3: *

Save

- From the Account Settings page, make any necessary changes.

It is possible to change the name shown on the account, the phone numbers, and the Security Questions.

- When finished, select **Save**.

Chapter 3: Managing Financial Transactions

Order Management

From the TPE® Admin interface, agency personnel can access details on an individual order or a group of orders using specific or even incomplete information about the transaction. If the Order ID number is known, perform a Quick Search. Otherwise, perform an Advanced Search using generalized search criteria on the order(s) for which information is desired.

Performing a Quick Search

To perform a Quick Search, do the following:

1. From the Main Menu, select **Search** and then select **Quick Search**.

The screenshot shows the 'Payment Engine' interface. At the top, there is a navigation bar with 'Search', 'Processing', 'Reports', and 'System Configuration'. The 'Search' menu is open, showing 'Quick Search', 'Advanced Search', and 'Details Search'. A red circle with the number '1' highlights the 'Search' menu. To the right, the 'Quick Search' form is visible. It has a 'Search type:' dropdown menu with 'Order Id' selected, and a 'Criteria:' text input field. A red circle with the number '2' highlights the 'Search type:' dropdown. Below the input fields is a 'Go' button and a prompt: 'Enter your search criteria and click 'Go'.'

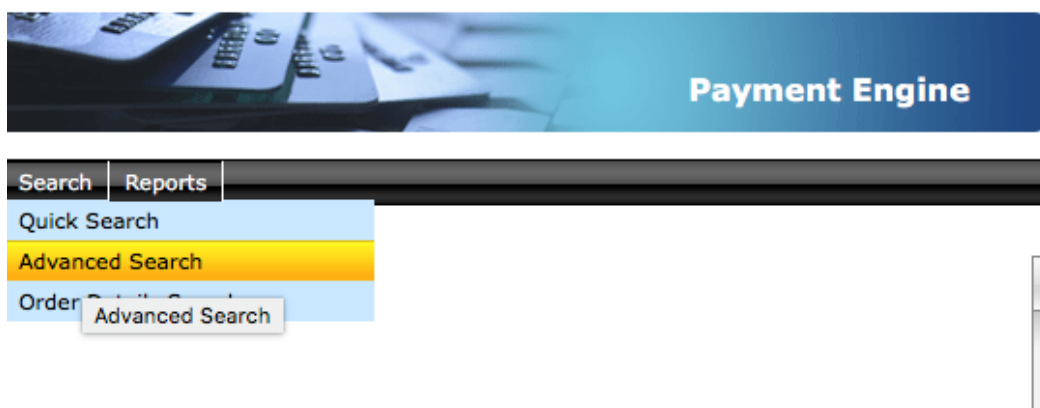
2. Select the desired **Search Type**:
 - a. Order ID
 - b. Local Reference ID
 - c. Credit Card Number (last four digits)
 - d. Client Trace
 - e. FTRANS ID
3. Enter the **Search Criteria** for the associated Search Type information.
4. Then select **Go**.

The Order Details page displays based on the information provided.

Performing an Advanced Search

Because some services may have hundreds of orders, TPE® Admin provides advanced search features that can be used to look up a select group of orders at a time. It is also possible to display orders within a specific order range or date range, show orders with a specific service code or origin, and even display open, closed, canceled, or failed orders.

To perform an Advanced Search, do the following:



1. From the Main Menu, select **Search** and then select **Advanced Search**.
2. Enter the search criteria desired for each tab for Basic Options, Customer, Credit Card, Bank Account (ACH), and/or Billing.



Note: The Customer, Credit Card, Bank Account, and Billing tabs contain the same search fields as the Basic Options tab. These four (4) tabs also contain additional search fields not available on the Basic Options tab. For these four (4) tabs, only the unique fields to those tabs are documented separately.

Basic Options

Basic Options include Order ID, Order Amount, time frame, merchant service name, and status. Basic Options are presented below, and are available with each Advanced Search.

Advanced Search

Basic Options Customer Credit Card Bank Account Billing

Merchant & Service:

Portal
ABSCAN MERCHANT
ANDERSON COUNTY
ART COMMISSION
BELLSOUTH

Select a merchant.

Low Order Id:
High Order Id:
Order Amount:
Start Date & Time: 00 : 00
End Date & Time: 00 : 00

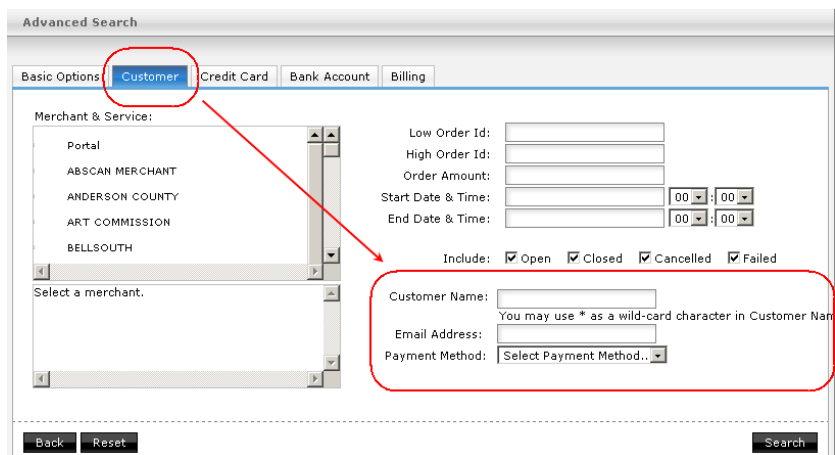
Include: ☒ Open ☒ Closed ☒ Cancelled ☒ Failed

Back Reset Search

For This Option	Do This
Low Order ID	Use this field, together with the High Order ID field, to display a range of orders. In this field, enter the lowest order number in the range.
High Order ID	Use this field, together with the Low Order ID box, to display a range of orders. In this field, enter the highest order number in the range.
Start Date	Use this field, together with the End Date boxes, to display a group of orders in a specific date range. In these fields, enter the starting date in the range. It is possible to select a month, day, year, and even minutes and seconds in the fields provided.
End Date	Use this field, together with the Start Date fields, to display a group of orders in a specific date range. It is possible to select a month, day, year, and even minutes and seconds in the fields provided.
Show Open Orders	Select this option to display all orders that have not yet been fulfilled or completed.
Show Closed Orders	Select this option to display all orders that have been fulfilled or completed.
Show Canceled Orders	Select this option to display all orders that have been canceled.
Show Failed Orders	Select this option to display all orders that have not processed successfully.

Customer Options

Includes Basic Options plus: Customer Name, Customer Identifier, Email Address, and Payment Method. Many available payment methods will be displayed. Standard Texas.gov payment methods are: ACH, AMEX, DISCOVER, MASTERCARD, or VISA



The screenshot shows the 'Advanced Search' window with the 'Customer' tab selected. A red circle highlights the 'Customer' tab, and a red arrow points from it to a red-bordered box containing the 'Customer Name', 'Email Address', and 'Payment Method' fields. The 'Merchant & Service' section on the left lists 'Portal', 'ABSCAN MERCHANT', 'ANDERSON COUNTY', 'ART COMMISSION', and 'BELLSOUTH'. The right side includes fields for 'Low Order Id', 'High Order Id', 'Order Amount', 'Start Date & Time', and 'End Date & Time'. Below these are checkboxes for 'Include: Open', 'Closed', 'Cancelled', and 'Failed'. At the bottom are 'Back', 'Reset', and 'Search' buttons.



Note: The customer name field can process wildcard characters. Use a '*' character to indicate that any data is acceptable in place of the asterisk. Be aware, searches using Customer Identifier may provide more desirable results than searches using Customer Name. Customer Name requires an exact match. As an agency employee, if you do not know the exact value the customer typed, no transaction will be located. Example: Bugs A. Bunny, Bug Bunny, Bugs A bunny.

Credit Card Options

Includes Basic Options plus: Card Number, Name on Card, and Card Type. Name on Card is an exact match and may not be the best search field. Remember, card number requires only the last four (4) digits of the card number.

Advanced Search

Basic Options Customer **Credit Card** Bank Account Billing

Merchant & Service:

Portal
ABSCAN MERCHANT
ANDERSON COUNTY
ART COMMISSION
BELLSOUTH

Select a merchant.

Low Order Id:
High Order Id:
Order Amount:
Start Date & Time: 00 : 00
End Date & Time: 00 : 00

Include: ☒ Open ☒ Closed ☒ Cancelled ☒ Failed

Card Number:
Enter last four digits of credit card number
Name on Card:
Card Type:

Back Reset Search

Bank Account (ACH) Options

Includes Basic Options plus: Account Number, Check Number, and Name on Acct. Name on Acct is an exact match and may not be the best search field. Remember, account number requires only the last four (4) digits of the bank account number.

Advanced Search

Basic Options Customer Credit Card **Bank Account** Billing

Merchant & Service:

Portal
ABSCAN MERCHANT
ANDERSON COUNTY
ART COMMISSION
BELLSOUTH

Select a merchant.

Low Order Id:
High Order Id:
Order Amount:
Start Date & Time: 00 : 00
End Date & Time: 00 : 00

Include: ☒ Open ☒ Closed ☒ Cancelled ☒ Failed

Account Number:
Enter last four digits of bank account number
Check Number:
Name on Acct:

Back Reset Search

Billing Options (Subscription Accounts)

Includes Basic Options plus: Account ID and Username. Subscription accounts must exist for this feature to process successfully. As of 2021, there is no entity in Texas using the Subscription option.

Advanced Search

Basic Options Customer Credit Card Bank Account **Billing**

Merchant & Service:

Portal

ABSCAN MERCHANT

ANDERSON COUNTY

ART COMMISSION

BELLSOUTH

Select a merchant.

Low Order Id:

High Order Id:

Order Amount:

Start Date & Time: 00 : 00

End Date & Time: 00 : 00

Include: ☒ Open ☒ Closed ☒ Cancelled ☒ Failed

Account Id:

Username:

Back Reset Search

Search Results

The search results display on a new page.

Multiple Matching Records

In the event that multiple matching records are located, an Order Search results page is presented.

Advanced Search

Click the order number to view detailed information about the order

[Ascending / Descending sort arrows]

Show Search Criteria

Order Id	Reference	Order Date	Merchant	Service Code	Origin	Amount	Customer	Committed?	Open
1186		06/15/08 03:53 AM	Kansas City	Water Company Service	PHONE ORDER	101.0	ANONYMOUS	Y	N
1300	NEW_TEST_REF	07/08/08 12:50 PM	Test Merchant	Test SC Service	INTERNET ORDER	1.95	John Doe	Y	N
1301	NEW_TEST_REF	07/08/08 12:54 PM	Test Merchant	Test SC Service	INTERNET ORDER	1.95	John Doe	Y	N
1302	NEW_TEST_REF	07/08/08 01:07 PM	Test Merchant	Test SC Service	INTERNET ORDER	1.95	John Doe	Y	N
1303	NEW_TEST_REF	07/08/08 01:10 PM	Test Merchant	Test SC Service	INTERNET ORDER	1.95	John Doe	Y	N
1305	NEW_TEST_REF	07/09/08 01:16 PM	Test Merchant	Test SC Service	INTERNET ORDER	1.95	John Doe	Y	N
1306	NEW_TEST_REF	07/09/08 01:54 PM	Test Merchant	Test SC Service	INTERNET ORDER	1.95	John Doe	Y	N
1307	NEW_TEST_REF	07/09/08 02:06 PM	Test Merchant	Test SC Service	INTERNET ORDER	1.95	John Doe	Y	N
1321	NEW_TEST_REF	07/11/08 03:31 PM	Test Merchant	Test SC Service	INTERNET ORDER	1.95	John Doe	Y	N
1374	NEW_TEST_REF	07/14/08 01:11 PM	Test Merchant	Test SC Service	INTERNET ORDER	1.95	John Doe	Y	N
1436		07/15/08 03:52 PM	Test Merchant	Test SC Service	INTERNET ORDER	5.0	Sai Chow	Y	N
1440		07/15/08 05:24 PM	Test Merchant	Test SC Service	INTERNET ORDER	5.0	Sai Chow	Y	N
1448		07/16/08 11:20 AM	Test Merchant	Test SC Service	INTERNET ORDER	5.0	Sai Chow	Y	N
1450		07/16/08 11:28 AM	Test Merchant	Test SC Service	INTERNET ORDER	5.0	Sai Chow	Y	N
1463	LOCAL REFERENCE	07/16/08 12:00 AM	Kansas City	Service Test	INTERNET ORDER	0.0	James Roman	Y	N

On the Order Search results page, results may be sorted by category in ascending or descending order. The ascending/descending arrows located in the table column headings allow results to sort by category.

The View link in the Details column serves as a hyperlink to the Order Details page.

One Matching Record

In the event that only one matching record is located, it will lead directly to the Order Details page.

Viewing Order Details

To help provide quality customer service, the TPE® Admin Interface allows viewing the details of an order. This detailed view shows important information about the original order, fulfillment invoices, and financial history. With access to customer contact information, agencies can contact the customer if questions or issues surface about the order.

To view the details of a selected order, do the following:

1. If not previously completed, perform a **Quick or Advanced search**.
2. When performing an **Advanced Search**, select the appropriate **Order ID** in the Search Results page to display details for that order.

An order consists of several general categories of information: General Information (3), Order Items (6), Customer Information (4), and Transaction History (9).

The screenshot displays the 'Order Details' page in the TPE Admin Interface. Red circles with numbers 1 through 9 highlight specific features and sections:

- 1**: Search type dropdown menu.
- 2**: Action buttons: Add Comment, Create Refund, Create Return.
- 3**: General Information section.
- 4**: Customer Information section.
- 5**: Comments section.
- 6**: Order Items section.
- 7**: Invoice section.
- 8**: Invoice Items table.
- 9**: Transaction History section.

General Information

Order ID:	1701
Reference ID:	86f2f12f9f9547aa9825af3f9523aaec
Merchant Code:	CITYOFCOLUMBIA - CITY OF COLUMBIA
Processor Name:	Demo Processor
Service Code:	COC_UTILITYPMTS - COC_WATER
Order Date:	08/04/08 03:13 PM
Status:	COMPLETE

Customer Information

Username:	
Contact Name:	Nancy Schmid
Phone Number:	
Phone Number 2:	
Email Address:	
IP Address:	127.0.0.1
Mailing Address:	109 Dupre Mill Road Lexington, SC 29072

Order Items

SKU	ID	Description	Unit Price	Quantity	Extended Price
SKU1	4473	Child Support Payments	\$130.00	1	\$130.00
SKU2	4474	Salary Payments	\$110.00	1	\$110.00
SKU3	4475	Lunch Payments	\$45.00	1	\$45.00
SKU4	4476	Child Support Payments	\$156.00	1	\$156.00
SKU5	4477	Late Fees	\$25.00	1	\$25.00
TPEFEE_PORTAL	4478	Portal Fee	\$1.00	1	\$1.00
TPEFEE_MISCELLANEOUS	4479	Miscellaneous Fee	\$10.00	1	\$10.00
Invoice Total:					\$477.00

Invoice

Invoice ID:	1363	Date:	08/04/08 03:13 PM	Total Amount:	\$477.00
-------------	------	-------	-------------------	---------------	----------

Transaction History

ID	Type	Date	Implement	Amount	Status	Batch Date
2797	AUTH	08/04/08 03:13 PM	CREDIT CARD	\$477.00	SUCCESS	
2798	PAYMENT	08/04/08 03:13 PM	CREDIT CARD	\$477.00	SUCCESS	

In addition to the above categories, the Order Details page also shows Invoice (7), Invoice Items (8) and Comments information (5).

It is possible to select an **Invoice** or **Financial Transaction ID** for additional details.

Viewing Invoice Details

From the Order Details page, agencies can view the ID of the Invoice, the date the invoice was generated, and the total amount of the invoice.

Invoice					
Invoice ID:	2295	Date:	10/13/08 09:11 AM	Total Amount:	\$0.01

The Invoice Items show additional information about the invoice, including SKU code, description of items, dollar per item, and quantity purchased.

Invoice Items					
SKU	ID	Description	Unit Price	Quantity	Extended Price
zFVG8GOUFg8=	6827	OGSTvap9KQo=	\$0.01	1	\$0.01
Invoice Total:					\$0.01

Viewing Financial Transaction Details

To help manage customer relations, TPE® Admin retains historical information on the payment lifecycle from origination to disbursement. TPE® Admin assigns each transaction a unique confirmation number, or FTRANS ID, which can be viewed from the Order Details screen.

FTRANS ID

Transaction History (Click on Id for details)						
ID	Type	Date	Implement	Amount	Status	Batch Date
4982	AUTH	10/13/08 09:10 AM	CREDIT CARD	\$0.01	SUCCESS	
4983	PAYMENT	10/13/08 09:11 AM	CREDIT CARD	\$0.01	SUCCESS	

In addition to the FTRANS ID, each transaction shows the date, type, amount, and status of the transaction. The above example shows that two (2) transactions occurred with the order—the first transaction was an authorization, and the second transaction was a payment.

To view additional information about the transaction from the Order Details page, select the FTRANS ID for that transaction.

As shown below, the Transaction Details page appears and shows general information about the transaction, payment information, and any customer support notes.

Transaction Details

Order Details

General Information	
Type:	AUTH
ID:	7981920
Processor:	NullCCProcessor
Date:	11/05/14 02:54 PM
Order ID:	9223532
Invoice ID:	0
Amount:	\$2.00
Status:	SUCCESS
Failure Code:	
Failure Message:	
Reference ID:	TEST
Authorization Code:	TEST123
Admin User Name:	System

Payment Implement	
Implement Type:	CREDIT CARD
Name on Card:	robin tester
Card Type:	MASTERCARD
Card Number:	*6781
Expiration Date:	6/1/2016 4:00:00 AM
Billing Address:	3800 JACKSON AVE AUSTIN, TX 78779

Comments

Date	Author	Comment
Add Comment:		
<div></div>		
<div>Add Comment</div>		

In the event the transaction being viewed processes through the Texas Comptroller's Office (TCPA), the Transaction Details page includes information used for posting to the Uniform Statewide Accounting System (USAS). Below is an example of USAS information that may be included on a transaction.

Additional Transaction Details	
Attribute Name:	Attribute Value:
CONV_FEE	1.49
USAS1AMOUNT	55
USAS1CO	3175
USAS1PCA	99906
USAS1TCODE	188
USAS2AMOUNT	0
USAS2CO	3752
USAS2PCA	13014
USAS2TCODE	179
USAS3AMOUNT	0
USAS3CO	3752
USAS3PCA	13014
USAS3TCODE	179
USAS4AMOUNT	1.49
USAS4CO	3879
USAS4PCA	97768
USAS4TCODE	179
USAS5AMOUNT	1.49
USAS5CO	7219
USAS5PCA	97768
USAS5TCODE	265
USASLINES	5

TPE® Failure Codes

It is possible to view the fields labeled as Failure Code through TPE® Admin. Please note that while the label may say Failure Code, not all transactions failed. Below is a list of possible Failure Codes. Remember, TPE® Admin does not evaluate the transaction, nor does TPE® Admin assign the failure code. TPE® Admin displays the information received from the credit card processor after the credit card processor received the information from the customer's card issuing bank.

Code	Description	Response Literal Returned
000	Approved	APPROVED
001	Refer to Issuer	CALL VOICE OPER
002	Refer to Issuer	CALL VOICE OPER
003	Invalid merchant	INVALID MERCHANT
004	Issuer requested pick up card	PICK UP CARD
005	Do not honor card or transaction	DO NOT HONOR
007	Issuer requested pick up card	PICK UP CARD
010	Approved for lesser amount	APPROVED PARTIAL
011	Approved	APPROVED
012	Invalid transaction	INVALID TRANS
013	Invalid transaction amount	INVALID AMOUNT
014	Invalid account number	INVALID PAN
015	Invalid Issuer	INVALID ISSUER
041	Card reported lost; pick up card	PICK UP CARD
043	Card reported stolen; pick up card	PICK UP CARD
051	Exceeded available funds	OVER CREDIT LIMIT
061	Exceeds daily withdrawal limit	EXCEEDS DLY AMOUNT
065	Exceeds daily withdrawal frequency	EXCEEDS DLY FREQ
091	Processor error	PROCESSOR ERROR
096	System error	SYSTEM ERROR
098	Duplicate	DUPLICATE
099	Void denied	VOID DENIED
All Others	Undefined	DENIED

Performing Refunds

With the conversion to First Data in 2019, it is now possible for all refunds to be performed by agency personnel. There is no need to request refunds be processed by NIC Texas regardless of the time between the original transaction date, and the refund date.



Note: In order to successfully process a refund, agency personnel and the respective applications must be configured by NIC Texas to allow refund processing.

Refund Guidelines

Processing refunds requires that agency personnel are well informed of current policies and procedures. Please follow the below guidelines when performing a refund:

- Agencies reporting through the Texas Treasury or Treasury Trust are PROHIBITED from performing ACH refunds through TPE®.
- A refund is not permitted for more than the original payment amount.
- If a Texas.gov service fee was collected for the transaction, the service fee is not refundable. To provide a full refund to the customer, the agency must fund the service fee refunded to the customer. Or, the agency may request DIR consider processing a refund of the service fee by submitting the appropriate ticket through Service Now.
- Use correct refund naming conventions to avoid violating uniqueness rules or maximum length constraints. See the “Refund Naming Schemes” section of this document for further detail.

Initiating a Refund

Follow these steps to initiate a refund:

1. Perform a **Quick Search** with the Order ID or Local Reference ID.
2. Enter the **Search Criteria** on the Quick Search screen and select **Go**.

The Order Details Page is presented.

Quick Search

Search type: Criteria: **1**

Order Id 1701 * Go

Order Details

Add Comment Create Refund Create Return **2**

General Information **3**

Order ID: 1701
Reference ID: 86f2f12f9f9547aa9825af3f9523aaec
Merchant Code: CITYOFCOLUMBIA - CITY OF COLUMBIA
Processor Name: Demo Processor
Service Code: COC_UTILITYPMTS - COC_WATER
Order Date: 08/04/08 03:13 PM
Status: COMPLETE

Customer Information **4**

Username:
Contact Name:
Phone Number:
Phone Number 2:
Email Address:
IP Address:
Mailing Address:

Comments **5**

Date Author Comment

Order Items **6**

Order Total: \$477.00

Invoice **7**

Invoice ID: 1363 Date: 08/04/08 03:13 PM Total Amount: \$477.00

Invoice Items **8**

SKU	ID	Description	Unit Price	Quantity	Extended Price
SKU1	4473	Child Support Payments	\$130.00	1	\$130.00
SKU2	4474	Salary Payments	\$110.00	1	\$110.00
SKU3	4475	Lunch Payments	\$45.00	1	\$45.00
SKU4	4476	Child Support Payments	\$156.00	1	\$156.00
SKU5	4477	Late Fees	\$25.00	1	\$25.00
TPEFEE_PORTAL	4478	Portal Fee	\$1.00	1	\$1.00
TPEFEE_MISCELLANEOUS	4479	Miscellaneous Fee	\$10.00	1	\$10.00
Invoice Total:					\$477.00

Transaction History (Click on Id for details) **9**

ID	Type	Date	Implement	Amount	Status	Batch Date
2797	AUTH	08/04/08 03:13 PM	CREDIT CARD	\$477.00	SUCCESS	
2798	PAYMENT	08/04/08 03:13 PM	CREDIT CARD	\$477.00	SUCCESS	

The Order Details Page contains multiple categories including General Information (3), Customer Information (4) and Comments (5), Order Items (6), Invoice (7), Invoice Items (8) and Transaction History (9).

Transaction History section of the Order Details page presents the activities associated with a transaction.

1. Select **ID (FTRANS ID)** next to the Type 'Payment' to view the Transaction Details page.

Transaction History (Click on Id for details)							
ID	Type	Date	Implement	Amount	Status	Batch Date	
688738	PAYMENT	05/04/10 08:54 PM	CREDIT CARD	\$26.95	SUCCESS	05/04/10 12:00 AM	Show Details

For TPE® Usernames configured to allow refunds, the Create Refund button appears at the top of the Transaction Details page. If the Create Refund button is not presented, refunds are not currently available to that Username.

2. Select the **Create Refund** button.

Transaction Details

Order Details

Create Refund

General Information

Type:	PAYMENT
ID:	688738
Processor:	NullCCProcessor
Date:	05/04/10 08:54 PM
Order ID:	684233
Invoice ID:	571681
Amount:	\$26.95
Status:	SUCCESS
Failure Code:	
Failure Message:	
Reference ID:	TEST
Authorization Code:	TEST123
Admin User Name:	System

Payment Implement

Implement Type:	CREDIT CARD
Name on Card:	Georgia Test
Card Type:	VISA
Card Number:	*****0019
Expiration Date:	2/1/2011 5:00:00 AM
Billing Address:	10 TEST ST LONDON, AE 09899

Comments

Date	Author	Comment
Add Comment:		
<div></div>		
<div>Add Comment</div>		

Additional Transaction Details

Attribute Name:	Attribute Value:
COMPANY	Georgia Test
CONV_FEE	10.0



Note: At the Create Refund page, the refund process will vary by agency. Please review the Refund Process instructions below to determine what refund process the agency must follow.

Refund Process Instructions

Here is the process for refunding transactions through TPE® Admin.

Note: Do not refund a credit card transaction by issuing a **warrant** to the customer. Credit card rules state that funds should be returned to the card used to acquire the service. If a warrant is issued, the credit card company will not be aware of the refund and the customer may receive the refund twice.

Refund Process

Create Refund Page

The Create Refund page includes areas entitled Original Order Details, Refund Order Details, Disbursements, and Attributes. Enter data in each area except Original Order Details in order for the refund to process successfully.

Original Order Details

Entries in the Original Order Details are not required.

Original Order Details	
Order ID:	1130360
Local Reference Number:	
Vendor ID:	
Customer ID:	682082
Order COS Processor:	Default
CONVFEE:	\$4.11

Refund Order Details

Three (3) entries are required for Refund Order Details.

1. **Change the Local Reference Number** to create a unique value. Please adhere to the agency's policies regarding the naming scheme for Local Reference Numbers. There is also a fifteen-character limit for the Local Reference Number.

Refund Order Details	
Local Reference Number:	<input type="text"/> *
Refund Description:	<input type="text"/>
CONV_FEE:	<input type="text"/>
Original Amount:	\$144.11
Remaining Amount:	\$144.11
Refund Amount:	\$0.00
Total After Refund:	\$144.11

2. Provide a **description** for the refund. Examples are 'refund', 'over payment', 'double payment', etc. Please adhere to the agency's policies regarding the description when processing a refund.

Refund Order Details	
Local Reference Number:	<input type="text" value=""/> *
Refund Description:	<input type="text" value="Double Charge"/>
CONV_FEE:	<input type="text" value="0"/>
Original Amount:	\$144.11
Remaining Amount:	\$144.11
Refund Amount:	\$0.00
Total After Refund:	\$144.11

- Place a **value of zero, '0'** in the CONV_FEE field. Since the convenience fee for each transaction is not refundable, place a value of '0' in the field.

The remaining fields in Refund Order Details will update automatically based on the entries in other areas on the Create Refund page.

Disbursement

Disbursement refers to the middle box on the refund screen, and includes the Cost of Sale (COS) or the cost to the customer for receiving the service. It also includes the Texas.gov service fee paid by the customer to receive the service. Remember, the Texas.gov service fee is not refundable. In the screen shots below, COS is reflected in the first row of the first snippet. COS is reflected in the second row of the second snippet. The presentation will vary based on the information provided to TPE® from the application.

SKU	Destination	Report Type	Original Amount	Remaining Amount	Refund Amount
0045078537VS	123321456	COS	\$16.95	\$16.95	<input type="text"/>
0045078537VS	123321456	Fee	\$10.00	\$10.00	<input type="text"/>
Total Refund Amount:					\$0.00
Maximum Refund Amount:					\$26.95
Total Remaining After Refund:					\$26.95

Disbursement	Original Amount	Remaining Amount	Refund Amount
Net Profit Refunded:	\$0.00	\$0.00	<input type="text" value="0.00"/>
Merchant (COS) Refunded:	\$45.00	\$45.00	<input type="text" value="25"/>
Total Refund Amount:			\$25.00
Maximum Refund Amount:			\$45.00
Total Remaining After Refund:			\$20.00

The only entry required in the Disbursements area is the refund amount for each row.

- Enter the desired **refund amount** in the Refund Amount field of each row.

If the customer is receiving a full refund, enter the full refund amount in the COS row. The Total Refund Amount will equal the Maximum Refund Amount. The amount fields in Refund Order Details will also update to reflect the amount entered.

SKU	Destination	Report Type	Original Amount	Remaining Amount	Refund Amount
0045078537VS	123321456	COS	\$16.95	\$16.95	26.95
0045078537VS	123321456	Fee	\$10.00	\$10.00	
Total Refund Amount:					\$26.95
Maximum Refund Amount:					\$26.95
Total Remaining After Refund:					\$0.00

If the customer is receiving a partial refund, enter the desired refund amount in the COS row. The Total Refund Amount will reflect the total amount entered. The other amount fields will also update to reflect the amount entered.

SKU	Destination	Report Type	Original Amount	Remaining Amount	Refund Amount
0045078537VS	123321456	COS	\$16.95	\$16.95	20.95
0045078537VS	123321456	Fee	\$10.00	\$10.00	
Total Refund Amount:					\$20.95
Maximum Refund Amount:					\$26.95
Total Remaining After Refund:					\$6.00

Attributes

For USAS applications, Attributes contains information that is presented to USAS when the refund transaction is posted. The values placed in the Refund Amount column in the Attributes table do not influence the amount refunded to the customer. The Refund Amount only impacts how the transaction posts to USAS and whether the transaction is in balance when the funds post.

Only two (2) entries are allowed per row in the Attributes table.

1. Enter the appropriate information in the **Other** field of the row.
2. Enter the appropriate information in the **Refund Amount** field of the row.

Attributes									
Line	Fund	PCA	Comp Obj.	Agency Obj.	Dep Agency	TCode	Index	Other	Refund Amount
1		42100	3879		537	179		F000027 ...	10.0
2		41179	3579		537	153		F000027	22.00
3		40387	3802		537	153		F000027	4.95
4		42100	7219		537	265		F000027 ...	10.0

There is no automatic calculation or balancing of the amounts entered in the Attributes table, with the amounts entered in other areas of the Create Refund page.

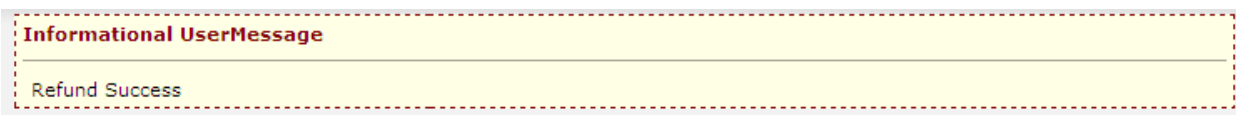


Note: Before issuing a refund, double check the Refund Amount in the various rows of the Attributes table to confirm that the transaction is 'in balance' and will post successfully to USAS. If the Refund Amounts do not balance when posting to USAS, the transaction will post to the agency's default account, and will require manual entry at USAS to post the transaction.

Issue Refund

1. When all data entry on the Create Refund page is completed, select **Issue Refund**.

Once the refund has processed, a message will appear at the top of the page indicating the results. Below is an example of the result message when the refund processes successfully.



Agency requirements may include documentation for tracking purposes. If tracking documentation is desired, please print the Create Refund page with the Refund message. Or, use Quick Search to retrieve the transaction and view the Transaction History that indicates the result of the refund.

Refunds will process through TPE® Admin to TCPA and into USAS just like the original transaction. USAS accounts for the agency should reflect the refund results at roughly the same speed as the initial charge (within a few days). Each agency should establish processes and procedures for reconciling refunds. Please refer to the Comptroller's Accounting Policy Statement 029 (APS029) to learn more about reconciliation.



Note: REFUNDS CANNOT BE UNDONE. Before issuing a refund, confirm the correct customer is being refunded, for the correct dollar amount. Once processed, if an agency incorrectly processes a refund, the customer will need to initiate a new transaction.

Refund Naming Schemes

Another important aspect to processing refunds is knowledge of the refund naming conventions desired by the agency. Naming conventions are very important when multiple partial refund attempts are made. Every transaction has a unique transaction identifier, called a Local Reference Number or Local Reference ID. When a refund is performed on a particular transaction, a new distinct Local Reference ID is required to process the refund. Local Reference ID naming conventions allow these identifiers to be similar to the original Local Reference ID without violating the uniqueness rule or the maximum length constraint.

Depending on the agency's desires for separation of debit vouchers from credit vouchers, it may be desirable to change one of the alphanumeric characters in positions 4 or 5 of the Local Reference ID to indicate a refund transaction. Some agencies change one of the alphanumeric values to a different character signifying refund. Traditionally, the character has changed to an "R" but each agency may desire a different letter based on the application used. If distinct vouchers are not required, it is possible to append, or replace a character at the end of the Local Reference ID. When appending a value, however, the Local Reference ID must still not exceed 15 characters in length.

As an example, consider the Local Reference ID 504DE1240721. The change to the Local Reference ID for agencies making a refund on this transaction could be: 504RE1240721 or 504DR1240721. Or, the other option is 504DE1240721R.



Note: Agencies that report to USAS may not want to add an "R" to the end of the Local Reference ID to indicate a refund. See the "Local Reference ID Considerations" section for details.

Tracking Refunds

Following are the steps to track refunds. If you are unable to find the desired information, please initiate a request through the DIR Service Catalog

1. **Phone:** 877-767-0656
2. **Email:** stshelp@sharedtechnologyservices.texas.gov

Steps

1. **Verify Refund Transaction** – Verify the refund transaction successfully processed through TPE® Admin. Verification to determine the transaction was processed through TPE® Admin may be completed by submitting a request through the DIR Service Catalog, or by asking internal agency personnel with TPE® Admin access.
2. **Prior to 10th Bank Work Day** – The DIR Service Catalog can only confirm the monies have been processed through their respective systems, but cannot confirm whether the bank has processed the refund. As soon as the bank processes the refund, the monies should appear on the agency's USAS reports.
3. **After 10th Bank Work Day** – If the refund does not appear on USAS reports or the Agency Turnaround (Complete) File by the 10th Bank business day, please initiate a request through the DIR Service Catalog.



Note: Banking business days do not necessarily coincide with normal business days. There are bank holidays where businesses may operate but banks will be closed, e.g. Columbus Day.

Adding Comments to Transactions

Please know, a transaction is not necessarily concluded at the time the transaction was made. Follow-up is often required due to customer interactions including disputes, refunds, and returns (chargebacks).

For orders and financial transactions, special instructions or other comments can be added for a particular item. These comments can be particularly useful. For example, if a fulfillment dispute surfaces about an invoice, it is possible to record the dispute as a comment. TPE® Admin permanently maintains comments as part of the order history.

To add a comment, do the following:

1. Select the **Add Comment** button from the appropriate Details page (from Order Details, Invoice Details, or Financial Transaction Details).

Quick Search

Search type: Criteria: Order Id 1701 * Go

Order Details

Add Comment **Create Refund** **Create Return**

General Information	
Order ID:	1701
Reference ID:	86f2f12f9f9547aa9825af3f9523aaec
Merchant Code:	CITYOFCOLUMBIA - CITY OF COLUMBIA
Processor Name:	Demo Processor
Service Code:	COC_UTILITYPMTS - COC_WATER
Order Date:	08/04/08 03:13 PM
Status:	COMPLETE

Customer Information	
Username:	
Contact Name:	
Phone Number:	
Phone Number 2:	
Email Address:	
IP Address:	
Mailing Address:	

Comments		
Date	Author	Comment

Order Items	
Order Total: \$477.00	

Invoice	
Invoice ID:	1363
Date:	08/04/08 03:13 PM
Total Amount:	\$477.00

Invoice Items					
SKU	ID	Description	Unit Price	Quantity	Extended Price
SKU1	4473	Child Support Payments	\$130.00	1	\$130.00
SKU2	4474	Salary Payments	\$110.00	1	\$110.00
SKU3	4475	Lunch Payments	\$45.00	1	\$45.00
SKU4	4476	Child Support Payments	\$156.00	1	\$156.00
SKU5	4477	Late Fees	\$25.00	1	\$25.00
TPEFEE_PORTAL	4478	Portal Fee	\$1.00	1	\$1.00
TPEFEE_MISCELLANEOUS	4479	Miscellaneous Fee	\$10.00	1	\$10.00
Invoice Total:					\$477.00

Transaction History (Click on Id for details)						
ID	Type	Date	Implement	Amount	Status	Batch Date
2797	AUTH	08/04/08 03:13 PM	CREDIT CARD	\$477.00	SUCCESS	
2798	PAYMENT	08/04/08 03:13 PM	CREDIT CARD	\$477.00	SUCCESS	

2. The Add Comment page appears.

Add Comment

Refund

Comment Comments here. *

Cancel **Submit**

3. In the Comment Text box, type the desired comment and then select **Submit**.

The comment appears in the details page. To help track comments, TPE® Admin lists the date the comment was entered and the Username of the author that submitted the comment. The author value mirrors the TPE® Admin Username.

Comments		
Date	Author	Comment
09/19/08 03:42 PM	admin	VYvIaVFFYeYxbzsTRH9wCfQH58nWu0qZ
12/17/08 11:48 AM	sneal	Comments here.

Chapter 4: Addressing Chargebacks

In general, Texas.gov partners do not experience many chargebacks. This chapter covers the steps involved with addressing a chargeback, including:

1. Identify the chargeback type: Retrieval Request, or Chargeback
2. Receive notification of chargeback
3. Determine how to handle the chargeback
4. Develop documentation
5. Respond as required

Identify the Chargeback Type: Retrieval, or Chargeback

The first step requires identifying whether the chargeback notification received is a **retrieval request**, or a **chargeback**. See descriptions of each below:

Chargeback Type

- **Retrieval Request** – A scenario where a customer contacts the bank that issued their credit card because they do not recognize a charge that appears on their credit card statement. The issuing bank generates a retrieval request to acquire documentation from the merchant that explains the charge. Funds are not removed from the agency's bank account when a retrieval request is generated.



Note: If the agency does not respond to the retrieval request, a chargeback to the customer's credit card will occur automatically.

- **Chargeback** – A scenario where a customer contacts the bank that issued their credit card indicating that the charge on their credit card was not authorized. Accurately, or not, the customer may use terms suggesting the charge was fraudulent. The issuing bank generates a chargeback to immediately return the funds to the customer and also alerts the merchant that a chargeback was processed. At this point, the funds are removed from the agency's bank account when the chargeback is processed. If the agency would like to have the funds returned, the agency must respond/refute to the chargeback. If the agency does not provide a response, there will not be another opportunity for the funds to be returned to the agency.



Note: Regardless of whether the deadline to respond has passed or not, please continue to respond to the chargeback should the agency decide a response is desired.

Receive Notification of Chargeback

The notification process for Retrievals and Chargebacks will vary based on both the **card brand** and the **type of request**.

American Express Notification Process

The DIR Service Catalog will provide a resource concerning American Express Chargebacks or Retrieval Requests. The language of American Express versus the other card brands will vary slightly, along with the name of any document attached to communications. For example, American Express refers to Retrieval Requests as Inquiries.

Following is an example of the chargeback notification that is sent for an American Express transaction, along with a sample attachment. This notification email is sent to the individual identified as the agency's chargeback contact for the specific application.

A customer has reached out to their bank to dispute the charge for the below transaction(s), according to the attached American Express chargeback notification. If your agency agrees that the chargeback is valid, no further action is required. Funds have already been returned to the customer.

Trace Number: [Local Reference ID]

If your agency wishes to dispute a chargeback, they will need to respond to AMEX Merchant Services (1-800-528-5200). If you do choose to dispute these charges, please provide AMEX with the necessary documentation proving the charge to be valid, including the attachment received from the DIR Service Catalog.

Sample AMEX document attached to the email:

Disputed amount			\$0.00
Chargeback amount			-\$67.00
Charge amount			\$67.00
Case number	15EJ1AL	Status	Please respond
Date received	3/27/2015	Reply by	4/16/2015
Days Left	20	Reply By - Days Left	04/16/2015-20
Responded on	N/A	Case Type	Non-Fraud
Reason	Other	Reason Code	C08
Card number at transaction	379622XXXX1009	Charge amount	\$67.00
Dispute Amount	\$0.00	Resolution	N/A
Submitting merchant number		Submitting location ID	0000000220
Payee merchant number	N/A	Payee location ID	N/A
Charge reference number	125052309	Airline ticket number	N/A
Adjustment number	333768	Adjustment date	3/28/2015
Chargeback amount	-\$67.00	Settlement date	N/A
Settlement amount	\$0.00	Response code	N/A
Reason and Code	Other-C08	Amount	-\$67.00
Dispute Type		CB Industry location number	N/A
Terminal ID	N/A	SE Tracking number	N/A
SE Reference number	N/A	SOC Amount	\$0.00
SOC Date	N/A	First Presentment Amount	\$0.00
Acquirer Reference number	N/A	Microfilm Sequence Code	N/A
Intend Chargeback Code	N/A	Case Update date	N/A
Resolution Code	N/A		
Card Member	JOSEPH	Tracking number	N/A
Card number	379622XXXX1009	Case type	SEDIS
Card number at transaction	379622XXXX1009	Charge date	1/25/2015
Assured Reservation	N/A	Merchandise type	N/A
Reservation cancellation	N/A	Return location	N/A
Reservation cancellation date	N/A	Return name	N/A
Cancellation zone	N/A	Return date	20N/A-
Reservation name	N/A	Type of return	N/A
Reservation location	N/A	Return reason	N/A
Reservation date	N/A	Credit received	N/A
Cancellation date	N/A	Card deposit	N/A
Cancellation number	N/A	Reference number	125052309
ROC Invoice number	125052309	Dept code	DTSAG08
Transaction number	N/A	Passenger name	N/A
Passenger first name	N/A	Passenger middle name	N/A
Passenger last name	N/A	SE process	N/A
Credit receipt number	N/A	Return to	N/A
Street	N/A	Industry location number	N/A

When the funds are removed from USAS, the Comptroller sends an email alerting the agency. Following is an example of the message that the Comptroller will send related to an American Express chargeback. This email is sent to the individual(s) provided to the Comptroller for chargeback processing.

*An automatic Texas.gov Chargebacks USAS 'R' document (**R8XXXXXX**) was entered into your USAS default fund today in the amount of \$XX.XX.*

This amount was received as a result of a cardholder chargeback for credit card merchant number XXXXXXXXXXXX.

For further details, please contact the Shared Technology Service Desk at 877-767-0656 or you can email stshelp@sharedtechnologyservices.texas.gov or use the virtual assistant on the STS Portal.

First Data Notification Process

Since First Data processes Discover, MasterCard and Visa transactions, the following process applies to all brands other than American Express.

First Data chargeback notices are mailed to the governmental entity from Maryland, their Hagerstown office. The standard mailing address used for chargebacks appears as below.

- **Merchant Name** (My Application Name)
- **Address Line 1** (100 Congress Avenue)
- **City, State, Zip** (Austin, Texas 78701)

In the event changes are desired to the mailing address, please initiate a request through the DIR Service Catalog

- a. **Phone:** 877-767-0656
- b. **Email:** stshelp@sharedtechnologyservices.texas.gov

Also note, it is possible to create an Attention (ATTN) line with the mailing address. If an attention line is desired, please initiate a request through the DIR Service Catalog. Below is a sample First Data chargeback notification provided to the entity from First Data.

MERCHANT SERVICES
PO BOX 6010
HAGERSTOWN, MD 21741-0010
USA

DISPUTE NOTIFICATION

Dispute Type: FIRST CHARGEBACK

10/31/2020 (mm/dd/yyyy)



US

A financial adjustment has been made to your account as a result of a dispute. If you wish to contest, your response must be received no later than: **11/15/2020** (mm/dd/yyyy)

Issuer: The Bancorp Bank
Case Number: 203034292001
Adjustment Amount: 29.75
Reason: 1040 / Other fraud - Card Absent Environment

Original Transaction Detail Information

Merchant Number:		Credit Card Number:	
Card Product Type:	Visa Classic	Transaction Amount:	29.75
Batch Date (mm/dd/yyyy):	10/16/2020	Transaction Date (mm/dd/yyyy):	10/16/2020
Invoice Number:		Alternate Amount:	0.00
Merchant Xref:		Transaction Method:	Electronic Commerce
Reference Number:	24733090291091633003397	POS Entry:	01 / Hand Keyed
Airline Ticket Number:		MCC:	9399
Custom Data:			

DO NOT ISSUE CREDIT! The cardholders account has been credited as a result of this chargeback. If you previously issued credit, please provide the date and amount of the credit.

When responding to this dispute, follow all instructions on the back of the form.

Comment: Our records indicate Visa 3D Secure was not utilized for this transaction. To refute this chargeback, please provide copies of all transaction documentation available to assist the cardholder in recognizing this transaction or proof that a valid Visa 3D Secure response was received.

Dispute Alert: Are you challenging a Mastercard chargeback? This is a reminder that MasterCard eliminated the second chargeback and added a new fee on July 19th. If an Issuer initiates a prearbitration and you accept the case, a \$5.00 fee per case may be assessed. If you respond to the prearbitration, fees in excess of \$450.00 may be assessed if MasterCard reviews and decides in the Issuers favor.

Questions?
Call Merchant Services at:
1-800-916-6264

Contact your Representative today to manage your disputes in a more efficient, timely and secure environment.

For more information about a First Data chargeback, the agency should run the **Return Detail Report** in TPE® Admin. This report lists the transactions against which a chargeback has been initiated.

Following is a sample Return Detail Report for a single month and a single application. The agency should determine the process for running the report and its frequency. Based on the information within the report, the agency may decide to take additional action.

Report Viewer

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Return Detail Report

Start Date: End Date:

Displaying rows -

Reference	Username	Invoice Id	Order Id	Invoice Date	Return Date	Merchant	Service	Implement	Transaction Type	Return Code	Return Amount	Merchant Payback	
54254892		5608965	6183295	12/3/2011	12/11/2011		11529001		CREDIT CARD	RETURN	R99	\$52.00	\$50.00
54254883		5609043	6183397	12/3/2011	12/11/2011		11529001		CREDIT CARD	RETURN	R99	\$52.00	\$50.00
64304607		5053335	5564493	11/22/2011	12/13/2011		11529001		CREDIT CARD	RETURN	R99	\$52.00	\$50.00
24654898		1537777	1684217	9/24/2011	12/22/2011		11529001		CREDIT CARD	RETURN	R03	\$52.00	\$50.00
Totals:											\$208.00	\$200.00	

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When the funds are removed from USAS, the Comptroller sends an email alerting the agency. Following is an example of the message that the Comptroller will send related to a First Data chargeback. This email is sent to the individual(s) provided to the Comptroller for chargeback processing.

*An automatic Texas Online Chargeback USAS document (**R88XXXXX**) and the total amount (\$XX.XX) was entered into your USAS default fund today. The respective trace number(s) and amount(s) are listed below in detail.*

*The amounts were received as a result of a cardholder chargeback for credit card merchant number **235XXXXXXXXX**.*

For further details, please contact the Shared Technology Service Desk at 877-767-0656 or you can email stshelp@sharedtechnologyservices.texas.gov or use the virtual assistant on the STS Portal. *Trace Number* *Document Amount*

313RS0123456 \$ XX.XX

Determine How to Handle Chargeback

When a chargeback is received, there are several decisions to consider. Based on the responses to the following questions, different response processes may be desired.



Note: Effective 2021, regardless of the agencies decision regarding a chargeback, a response is required to affirm, or refute the chargeback.

- Is the customer initiating the chargeback deserving of the funds?

Agency personnel should research transactions for the customer initiating the chargeback. Based on this research, it may be determined the customer is deserving of the funds. The agency will need to affirm the chargeback.

- **Does the agency want to respond to the chargeback and return documentation to the processor?**

The agency may decide to refute the chargeback. Remember, always refute the chargeback even if the “Respond By” date has passed, should the agency wish to refute. If no response is provided to the processor, the agency will not have the funds returned. If a response is intended, agencies should develop the necessary documentation as described in the ***Develop Documentation*** section below and return it to the processor.

- **Will the agency contact the customer and alert them to the repercussions of the chargeback?**

Some agencies may choose not to respond to the chargeback in favor of contacting the customer directly. When contacting the customer, the agency may make the customer aware of the repercussions, including but not limited to some of the following: service cancellation, late fee penalty, officer confiscation of documentation/services provided, and entry in the system preventing additional/future services.

Develop Documentation

As previously mentioned, the agency may receive notification for two (2) documents: Retrieval Requests and Chargebacks. If the agency does not respond to the Retrieval Request, it will automatically become a Chargeback by default. To ensure a prompt, thorough response to either notification, the agency should consider developing a standard set of documentation that will be used in response to either a Retrieval Request or Chargeback.

Retrieval Requests generally occur because the customer does not remember what they purchased. The agency's documentation should include information that can be customized for each customer that clearly informs them about the service they purchased.

The agency should also develop a standard set of documentation in response to a Chargeback. Chargebacks generally occur for the following reasons:

- the customer, or their partner do not recognize the purchase,
- the customer does not receive a service,
- the customer is overcharged for a service, or
- the agency does not provide a response to a Retrieval.

With a pre-defined standard set of chargeback response documentation, the time to respond is reduced. The only variable is the specific situation, or customer initiating the chargeback. Remember, if the agency does not respond to a Chargeback, the agency will not have the opportunity to have these funds returned.



Note: It is preferred that agency personnel respond to chargebacks using the First Data online portal.

If agency personnel require access to the First Data online portal, please initiate a request through the DIR Service Catalog

- Phone:** 877-767-0656
- Email:** stshelp@sharedtechnologyservices.texas.gov

Below is a sample Dispute Response document for First Data transactions.

DISPUTE RESPONSE

Case #: _____ Amount: _____
 Custom Data: _____
 Reason Code: _____

Date (MM/DD/CCYY): _____

The Issuer requires supporting documentation for compelling responses. Please check the appropriate items listed below to identify what has been included to support your case. Ensure the case number is written in the upper right hand corner of each separate sheet supplied.

Why are you requesting a reversal of this Dispute?**Reason Code: Visa RC 83, 10.4, 13.1; MasterCard 37; AMEX F29; or Discover 7030/UA02**

- ☐ Accept Dispute (By selecting this action, no further recourse can be taken in the future on this case)
- ☐ Proof of Credit Issued Tran Date (MM/DD/CCYY) ____/____/____ Tran Amount \$ _____
- ☐ 01 - Documentation to prove the cardholder is in possession of and/or using the merchandise
- ☐ 02 - Signed Delivery form, copy of cardholder identification as proof goods were picked up at merchant location
- ☐ 03 - AVS of Y or M and proof of delivery
- ☐ 04 - Digital goods download (**2 or more optional selections** must be selected):
- Download Date (Required MM/DD/CCYY) ____/____/____ Time (Required HH:MM) ____:____
- Purchaser IP Address & Device Geographic Location (Optional) _____
- Device ID & Device Name (Optional) _____
- Purchaser Name & Purchaser Email (Optional) _____
- Profile Setup or Application Access (Optional) _____
- Merchant Website or Application Access (Optional) _____
- Same Device & Previous Transaction on Same Card Not Disputed (Optional)
- ARN _____ Transaction Date (MM/DD/CCYY) ____/____/____
- ☐ 05 - Delivery to cardholder at place of employment
- ☐ 06 - T & E Loyalty transactions related to purchase
- ☐ 07 - T & E Subsequent purchases made throughout service period
- ☐ 08 - Passenger Transport proof ticket received, scanned at gate or other information (e.g. frequent flyer miles)

Reason Code: Visa RC 83, 10.4; MasterCard 37; AMEX F29; or Discover 7030/UA02

- ☐ 09 - Evidence of one or more non disputed payments for same merchandise or service
- ARN (Required) _____ Transaction Date (Required MM/DD/CCYY) ____/____/____
- IP Address (Optional) _____ Email Address (Optional) _____
- Physical Address (Optional) _____ Phone Number (Optional) _____
- ☐ 11 - Signed Mail Order/Phone Order form
- ☐ 12 - Legitimate spend across multiple payment types for same merchandise
- ☐ 13 - Recurring contract or prior undisputed recurring transaction & proof cardholder using merchandise or service
- ARN (Required) _____ Transaction Date (Required MM/DD/CCYY) ____/____/____
- ☐ 14 - Signer is member of cardholder's household
- ☐ 15 - Flight Manifest with corresponding purchase itinerary record

Reason Code: Visa RC 13.1.0; MasterCard 37; AMEX F29; or Discover 7030/UA02

- ☐ 10 - Authorized signer known by the cardholder

Reason Code: MasterCard 37 only

- ☐ AVS of Y or M and SIGNED proof of delivery to AVS confirmed address

FOR FAST PROCESSING, FAX YOUR RESPONSE TO: ###-###-####

OR, MAIL TO: Merchant Services, P O BOX ####, HAGERSTOWN, MD 21741-####, USA

Respond as Required

Once the agency has decided to respond to the notification, determine whether it is an AMEX or non-AMEX initiated request. The time available to respond to the notifications will vary. As a general rule, reply to chargebacks within two (2) to three (3) business days. Processor documentation, however, may provide a more condensed response deadline. Also remember, even though the deadline may have passed, refute the chargeback if a response is desired.

Responses to American Express

If the agency is responding to a fraud dispute, fax all supporting documentation to 623.444.3003. If the dispute is non-fraud, all supporting documentation should be faxed to 623.444.3000. The notification received will clearly indicate if it is fraud-related or not.

Responses to First Data

When responding to First Data, please fax the documentation to 402.933.1525. Remember, First Data prefers that chargebacks are refuted using their online portal.

Chapter 5: Generating Reports

TPE® Admin provides financial summary reports, detailed activity reports, and disbursement reports. For a brief description of each of these reports, refer to the Glossary of Reports on the next page. The remainder of this section explains how to create a typical report.

To generate a new report from TPE® Admin, complete the following actions.

1. From the Main Menu, select **Reports** then select **Online Reports**.
2. From **Report Selection**, highlight the desired report.

A Report Setup page appears for the selected report. The following graphic shows the Invoice Item Summary Report Setup page.



Note: Be sure to complete the Report Selection columns working from left to right, and top to bottom on the reports page.


The screenshot shows the 'Quick Reports' interface with three main sections: 'Report Selection', 'Merchants & Services', and 'Parameters'. The 'Report Selection' list on the left has 'Invoice Item Summary' highlighted. The 'Merchants & Services' section in the middle contains a tree view of service categories with checkboxes for various options like 'Arizona Test Svc #2', 'Eps Root', 'County Merchant 1', 'EFile - Test', 'Waivable Offenses', 'EFile - Training', 'County Merchant 2', 'Corporate Test Merchant', and 'Corporate Test Service'. The 'Parameters' section on the right includes a 'Date Range' section with radio buttons for 'Single Day', 'Single Month', and 'Custom', and dropdowns for 'Month' (April) and 'Year' (2009). Below this is an 'Advanced (optional)' section with a 'SKU' field and an 'Origin' dropdown menu currently showing 'All'. A 'Next >>' button is at the bottom right.

3. In the Setup page, specify the appropriate **parameters** for the report.

Setup options vary, depending on the report selected, but most are similar by allowing agency personnel to specify a service code and a date range. Order and Invoice Reports provide additional origin and SKU code parameters.

- After specifying the parameters, select **Next** to view the results.
- To export the report data, select the **disc icon** (circled below), then select the appropriate file format to export the report.

Report Viewer

1 of 1 Find | Next 

Batch Summary Report

Transaction Start Date: 4/20/2015 Transaction End Date: 4/20/2015
Batch Start Date: Batch End Date:

Financial Processor	Merchant Account	Implement	Batch Date	Transaction Date	Amount
2001 WP US CC PROCESSOR	LK367229	DISCOVER	4/20/2015 12:00:00 AM	1/1/0001	\$63.75
2001 WP US CC PROCESSOR	LK367229	MASTERCARD	4/20/2015 12:00:00 AM	1/1/0001	\$71.25
2001 WP US CC PROCESSOR	LK367229	VISA	4/20/2015 12:00:00 AM	1/1/0001	\$67.00
Total:					\$202.00

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It is also possible to download the data into another application, such as an Excel spreadsheet, for further manipulation or analysis, or into PDF for a more printable format.

Glossary of Reports

The following tables list several reports available on the Reports page in TPE® Admin and provide a brief description of each report.

Financial Summary Reports	Description
Batch Summary	Shows the Financial Processor, Merchant Account, Implement (Card Brand) Transaction Date, Batch Date, and Amount totaled by Implement. This report total dollar amount should match the Batch Detail report for the same date, along with the bank deposit amount, and the DMV 99 report.
Invoice Summary	Shows the volume of invoices generated, invoice amounts, merchant cost of sales (COS), and total profit (or loss).
Invoice Item Summary	Shows the sum of dollar and volume of items invoiced by merchant/service and SKU.
Net Revenue	Shows the total revenue, merchant cost of sale, and net profit for a selected merchant/service, as well as the total volume of invoices, refunds, and returns processed. The Net Rev

Order Summary	Shows the volume of orders generated, order amounts, invoice amounts, and total profit.
Order Item Summary	Shows the sum of dollar and volume of items ordered by merchant/service and SKU.
Refund Summary	Shows the volume of refunds processed, the total refund amount, and the amount paid back to the merchant.
Returns Summary	Shows the volume of returns, the total return amount, and the amount the merchant paid back.

Detailed Activity Reports	Description
Batch Detail	Shows the Order ID, FTrans ID, Merchant ID, Service Code, Financial Processor, Implement (Card Brand), Client Trace (Local Reference ID, Transaction Type, Transaction Date, Batch Date, and Amount. This report would be used by Texas Counties to balance the deposit amount, with the DMV 99 report, and reconcile each transaction which is part of the deposit.
Invoice Detail	Shows the order and invoice dates, invoice amounts, merchant and processor cost of sales (COS), and total profit (or loss) by Order ID.
Invoice Item Detail	Shows the dollar and volume of items invoiced by merchant/service and SKU.
Net Revenue Details	Shows the Invoice ID, Order ID, Invoice Date, Order Date, Reference (Local Reference ID), Merchant, Service, Implement (Card Brand), Account Number (Last 4 Digits of Card Used), Invoice Amount, Gross Revenue, Cost of Sale, and Profit. The cutoff time of the Net Revenue Details report is not the same cutoff time as the Batch Detail, or Batch Summary reports. It is possible for the Net Revenue Details reports to have the same total amounts as the Batch reports, but it is not expected or required. When running reports manually, the transactions on the Net Revenue Details report correlate to the next day's Batch Summary, and Batch Detail reports. Counties may want to consider using only the Batch Detail report for reconciliation since it lists the vehicle license plates, and matches exactly the deposit amount received by the county.
Order Detail	Provides details of orders including, reference ID, payment type, invoice amounts, merchant and processor cost of sales (COS), and total profit (or loss).
Order Item Detail	Provides details of order items including quantity and amount by Order ID.
Refund Detail	Shows refunds made for a particular service or set of services.
Returns Detail	Shows returns made for a particular service or set of services.

Disbursement Reports	Description
Merchant Disbursement	Shows disbursements made to merchants listed by service.

Batch Detail

Use this report to view invoices created in TPE® Admin. It is possible to show invoices for a particular merchant, service, date range, and even filter a report to include invoices generated from a particular source. The report shows sum totals for the invoices selected for display. Below is a sample Batch Detail report from TPE® Admin. The Batch Detail total should match the Batch Summary total, which should match the daily deposit amount.

Counties may want to consider using only the Batch Detail report for daily reconciliation, rather than the Net Revenue Detail report, since the Batch Detail report lists the vehicle license plates, and matches exactly the deposit amount received by the county.

Sequential Steps

1-Select desired report from left column.

2-Select desired merchant from middle column.

3-Select desired Service Code from middle column. Generally, the largest Service Code is the most current Service Code for the IVTRS counties. For current transactions, Anderson County would select 13001004 when generating reports.

4-Select date range, in the right column, using at least three (3) days prior, and three (3) days after the current date. It may be desirable to select an entire month if multiple reports are desired, so the date range will not need to change on subsequent reports.

5-Confirm Transactions Included, in the right column, is Orders With Batch Date

6-Specify the single date, in the right column, for which the report is desired. Use the date funds are posted to the bank account as the date for the Batch Detail report.

Report Selection
ACH File
Batch Detail
Batch Summary
Config - SKU Rules
Detailed Merchant Disbursement By SKU
Detailed Merchant Disbursement
Follow Up
GL Service
Invoice Detail
Invoice Item Detail
Invoice Item Summary
Invoice Summary
Merchant Disbursement By Destination Bank
Merchant Disbursement
Net Disbursement Status
Net Revenue Details By Frans
Net Revenue Details
Net Revenue
Order Detail
Order Item Detail
Order Summary
Refund Detail
Refund Summary
Return Detail
Return Summary
Settlement Batch

Select a Merchant
☐ Higher Ed Hierarchy
☐ Local Govt Hierarchy
☐ Non USAS Agency Hierarchy
☐ Non TX Hierarchy
☐ SmartBuy Customer Paymnts
☐ Testing Hierarchy
☐ VehReg Hierarchy
☐ Auto Renewal Sticker
☐ TX VehReg Hierarchy
☒ Anderson Cnty TX
☐ Anderson County RTS Online
☐ Anderson RTS CCP
☐ Anderson RTS CCP P&H
☐ Anderson County webDEALER
☐ Andrews Cnty TX
☐ Angelina Cnty TX
☐ Aransas Cnty TX
☐ Archer Cnty TX
☐ Armstrong Cnty TX

Select a Service Code
☐ [All Service Codes]
☐ 13001002 - Anderson VehReg
☐ 13001003 - Anderson webDEALER
☐ 13001004 - ANDERSON VEHREG
☒ 2001 - Anderson Cnty VehReg

Parameters Advanced
Transaction Date Range
☐ Single Day
☒ Single Month
☐ Custom
Month:
Year:
Advanced (optional) Required
Transactions Included
☐ All
☒ Orders With Batch Date
☐ Orders Without Batch Date
Batch Date Range
☐ None
☒ Single Day
☐ Single Month
☐ Custom
Select a date:
Payment Implements
☒ All
ACH
AMEX
DINER'S CLUB
DISCOVER
VISA

Report Viewer										
<div> <div>1 of 1</div> <div>Find Next</div> </div>										
Batch Detail Report <div> <div>Transaction Start Date: 4/1/2015</div> <div>Transaction End Date: 4/30/2015</div> </div> <div> <div>Batch Start Date: 4/20/2015</div> <div>Batch End Date: 4/20/2015</div> </div>										
Order Id	FRANS ID	Merchant Id	Service Code	Financial Processor	Implement	Client Trace	Transaction Type	Transaction Date	Batch Date	Amount
141648640	189959528	TXVR001	2001	2001 WP US CC PROCESSOR	DISCOVER	1VBR4487302D	PAYMENT	04/20/2015 08:35:01	04/20/2015	\$63.75
141698872	190020188	TXVR001	2001	2001 WP US CC PROCESSOR	VISA	1VRDLP5080PRV	PAYMENT	04/20/2015 10:37:33	04/20/2015	\$67.00
141804628	190170196	TXVR001	2001	2001 WP US CC PROCESSOR	MASTERCARD	1VRB84423166M	PAYMENT	04/20/2015 15:32:17	04/20/2015	\$71.25
Totals:										\$202.00
<div> <div>Page 1 of 1</div> <div>Executed on 1/25/2021 3:48:14 PM, EST</div> </div>										

Batch Summary

Use this report to view invoices created in TPE® Admin. It is possible to show invoices for a particular merchant, service, date range, and even filter a report to include invoices generated from a particular source. The report shows sum totals for the invoices selected for display. Below is a sample Batch Summary report from TPE® Admin. The Batch Summary total should match the Batch Detail total, which should match the daily deposit amount.

Sequential Steps

1-Select desired report from left column.

2-Select desired merchant from middle column.

3-Select desired Service Code from middle column. Generally, the largest Service Code is the most current Service Code for the IVTRS counties. For current transactions, Anderson County would select 13001004 when generating reports.

4-Select date range, in the right column, using at least three (3) days prior, and three (3) days after the current date. It may be desirable to select an entire month if multiple reports are desired, so the date range will not need to change on subsequent reports.

5-Confirm Transactions Included, in the right column, is Orders With Batch Date

6-Specify the single date, in the right column, for which the report is desired. Use the date funds are posted to the bank account as the date for the Batch Detail report.

Report Selection	Select a Merchant	Parameters
ACH File	<input checked="" type="radio"/> Anderson Cnty TX	Transaction Date Range
Batch Detail	<input type="radio"/> Andrews Cnty TX	<input type="radio"/> Single Day From: 04/01/2015
Batch Summary	<input type="radio"/> Angelina Cnty TX	<input type="radio"/> Single Month
Config - SKU Rules	<input type="radio"/> Aransas Cnty TX	<input checked="" type="radio"/> Custom To: 04/30/2015
Detailed Merchant Disbursement By SKU	<input type="radio"/> Archer Cnty TX	
Detailed Merchant Disbursement	<input type="radio"/> Armstrong Cnty TX	
Follow Up	<input type="radio"/> Atascosa Cnty TX	
GL Service	<input type="radio"/> Austin Cnty TX	
Invoice Detail	<input type="radio"/> Bailey Cnty TX	
Invoice Item Detail	<input type="radio"/> Bandera Cnty TX	
Invoice Item Summary	<input type="radio"/> Bastrop Cnty TX	
Invoice Summary	<input type="radio"/> Baylor Cnty TX	
Merchant Disbursement By Destination Bank	<input type="radio"/> Bee Cnty TX	
Merchant Disbursement	<input type="radio"/> Bell Cnty TX	
Net Disbursement Status	<input type="radio"/> Bexar Cnty TX	
Net Revenue Details By Ftrans	<input type="radio"/> Blanco Cnty TX	
Net Revenue Details	<input type="radio"/> Borden Cnty TX	
Net Revenue	<input type="radio"/> Bosque Cnty TX	
Order Detail		Advanced (optional) Required
Order Item Detail	Select a Service Code	Transactions Included
Order Summary	<input type="radio"/> [All Service Codes]	<input type="radio"/> All
Refund Detail	<input type="radio"/> 13001002 - Anderson VehReg	<input checked="" type="radio"/> Orders With Batch Date
Refund Summary	<input type="radio"/> 13001003 - Anderson webDEALER	<input type="radio"/> Orders Without Batch Date
Return Detail	<input type="radio"/> 13001004 - ANDERSON VEHREG	
Return Summary	<input checked="" type="radio"/> 2001 - Anderson Cnty VehReg	Batch Date Range
Settlement Batch		<input type="radio"/> None Select a date: 04/20/2015
		<input checked="" type="radio"/> Single Day
		<input type="radio"/> Single Month
		<input type="radio"/> Custom
		Payment Implements
		<input checked="" type="radio"/> [All]
		ACH
		AMEX
		DINER'S CLUB
		DISCOVER

Report Viewer

1

of 1

Find | Next

Batch Summary Report

Transaction Start Date: 4/1/2015

Batch Start Date: 4/20/2015

Transaction End Date: 4/30/2015

Batch End Date: 4/20/2015

Financial Processor	Merchant Account	Implement	Transaction Date	Batch Date	Amount
2001 WP US CC PROCESSOR	LK367229	DISCOVER		4/20/2015	\$63.75
2001 WP US CC PROCESSOR	LK367229	MASTERCARD		4/20/2015	\$71.25
2001 WP US CC PROCESSOR	LK367229	VISA		4/20/2015	\$67.00
Total:					\$202.00

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Executed on 1/25/2021 3:45:19 PM, EST

Invoice Detail

Use this report to view invoices created in TPE® Admin. It is possible to show invoices for a particular merchant, service, date range, and even filter a report to include invoices generated from a particular source. The report shows sum totals for the invoices selected for display. Below is a sample Invoice Detail report from TPE® Admin.

Report Viewer										
<div> <div>1 of 1</div> <div>Select a format Export</div> </div>										
Invoice Detail Report										
Start Date: 10/1/2008					End Date: 10/31/2008					
Invoice Id	Order Id	Invoice Date	Order Date	Reference	Merchant	Service	Invoice Amount	Gross Revenue	Cost of Sale	Profit (Loss)
2315	3143	10/14/2008	10/14/2008		Kansas City	Test Utility Service 2	\$0.06	\$0.06	\$0.06	\$0.00
2342	3163	10/16/2008	10/16/2008		Kansas City	Test Utility Service 2	\$0.08	\$0.08	\$0.08	\$0.00
2384	3244	10/22/2008	10/22/2008		Kansas City	Test Utility Service 2	\$0.06	\$0.06	\$0.06	\$0.00
2389	3250	10/22/2008	10/22/2008		Kansas City	Test Utility Service 2	\$0.06	\$0.06	\$0.06	\$0.00
2390	3251	10/22/2008	10/22/2008		Kansas City	Test Utility Service 2	\$0.06	\$0.06	\$0.06	\$0.00
2299	3122	10/13/2008	10/13/2008	p=29nm09/mY=	Kansas City	Water Company Service	\$0.12	\$0.12	\$0.12	\$0.00
2303	3126	10/13/2008	10/13/2008		Kansas City	Water Company Service	\$0.12	\$0.12	\$0.12	\$0.00
2304	3127	10/13/2008	10/13/2008		Kansas City	Water Company Service	\$0.12	\$0.12	\$0.12	\$0.00
2309	3134	10/13/2008	10/13/2008		Kansas City	Water Company Service	\$0.08	\$0.08	\$0.08	\$0.00
2311	3136	10/13/2008	10/13/2008		Kansas City	Water Company Service	\$0.09	\$0.09	\$0.09	\$0.00
2312	3137	10/13/2008	10/13/2008		Kansas City	Water Company Service	\$0.12	\$0.12	\$0.12	\$0.00
2321	3149	10/15/2008	10/15/2008		Kansas City	Water Company Service	\$0.07	\$0.07	\$0.07	\$0.00
2366	3208	10/20/2008	10/20/2008		Kansas City	Water Company Service	\$0.03	\$0.03	\$0.03	\$0.00
2367	3209	10/20/2008	10/20/2008		Kansas City	Water Company Service	\$0.12	\$0.12	\$0.12	\$0.00
2385	3245	10/22/2008	10/22/2008		Kansas City	Water Company Service	\$0.06	\$0.06	\$0.06	\$0.00
2386	3246	10/22/2008	10/22/2008		Kansas City	Water Company Service	\$0.07	\$0.07	\$0.07	\$0.00
2388	3249	10/22/2008	10/22/2008		Kansas City	Water Company Service	\$0.07	\$0.07	\$0.07	\$0.00
Totals:							\$1.39	\$1.39	\$1.39	\$0.00

Invoice Item Detail

Use this report to show the details of individual items associated with an invoice. The report provides the same filtering options as the Invoice Detail Report but offers an additional SKU field that can be used to show a particular item. The report shows a sum total for the items selected for display. Below is a sample Invoice Item Detail report from TPE® Admin.

Report Viewer										
<div> <div>1 of 1</div> <div>Select a format</div> <div>Export</div> </div>										
Invoice Item Detail Report										
<div> <div>Start Date: 10/1/2008</div> <div>End Date: 10/31/2008</div> </div>										
Invoice Id	Order Id	Order Date	Invoice Date	Reference	Merchant	Service	SKU	Instance ID	Quantity	Amount
2315	3143	10/14/2008	10/14/2008		Kansas City	Test Utility Service 2	132456		1	\$0.06
2342	3163	10/16/2008	10/16/2008		Kansas City	Test Utility Service 2	132456		1	\$0.08
2384	3244	10/22/2008	10/22/2008		Kansas City	Test Utility Service 2	132456		1	\$0.06
2389	3250	10/22/2008	10/22/2008		Kansas City	Test Utility Service 2	132456		1	\$0.06
2390	3251	10/22/2008	10/22/2008		Kansas City	Test Utility Service 2	132456		1	\$0.06
2299	3122	10/13/2008	10/13/2008	p=29nm09/mY=	Kansas City	Water Company Service	nkYDEM0mmY=		1	\$0.12
2303	3126	10/13/2008	10/13/2008		Kansas City	Water Company Service	132456		1	\$0.12
2304	3127	10/13/2008	10/13/2008		Kansas City	Water Company Service	132456		1	\$0.12
2309	3134	10/13/2008	10/13/2008		Kansas City	Water Company Service	12345		1	\$0.08
2311	3136	10/13/2008	10/13/2008		Kansas City	Water Company Service	132456		1	\$0.09
2312	3137	10/13/2008	10/13/2008		Kansas City	Water Company Service	132456		1	\$0.12
2321	3149	10/15/2008	10/15/2008		Kansas City	Water Company Service	132456		1	\$0.07
2366	3208	10/20/2008	10/20/2008		Kansas City	Water Company Service	132456		1	\$0.03
2367	3209	10/20/2008	10/20/2008		Kansas City	Water Company Service	132456		1	\$0.12
2385	3245	10/22/2008	10/22/2008		Kansas City	Water Company Service	132456		1	\$0.06
2386	3246	10/22/2008	10/22/2008		Kansas City	Water Company Service	132456		1	\$0.07
2388	3249	10/22/2008	10/22/2008		Kansas City	Water Company Service	132456		1	\$0.07
Totals:									17	\$1.39

Invoice Item Summary

Use this report to view a summary of items that have been invoiced. It is possible to show the items invoiced for a particular merchant, service, date range, and even filter a report to include orders generated from a particular source. The report shows sum totals for the items selected for display. Below is a sample Invoice Item Summary Detail report from TPE® Admin.

Report Viewer					
1 of 1					
Select a format					
Export					
Invoice Item Summary Report					
Start Date: 10/1/2008 End Date: 10/31/2008					
Merchant	Service	SKU	Volume	Quantity	Amount
Kansas City	Test Utility Service 2	132456	5	5	\$0.32
Kansas City	Water Company Service	12345	1	1	\$0.08
Kansas City	Water Company Service	132456	10	10	\$0.87
Kansas City	Water Company Service	nkYDEM0mmY=	1	1	\$0.12
Totals:			17	17	\$1.39

Invoice Summary

Use this report to view an invoice summary. For a particular merchant, service, date range, or origin, the invoice summary shows the volume of invoices generated, invoice amount, merchant and processor cost of sales (COS), and total profit (or loss). The report shows sum totals for the invoices selected for display. Below is a sample Invoice Summary report from TPE® Admin.

Report Viewer					
1 of 1					
Select a format					
Export					
Invoice Summary Report					
Start Date: 10/1/2008 End Date: 10/31/2008					
Merchant	Service	Volume	Gross Revenue	Cost of Sale	Net Revenue
Kansas City	Test Utility Service 2	5	\$0.32	\$0.32	\$0.00
Kansas City	Water Company Service	12	\$1.07	\$1.07	\$0.00
Totals:		17	\$1.39	\$1.39	\$0.00

Merchant Disbursement

Use this report to view the disbursements made to the agency, listed by service. This report may be used to verify that fund transfers have been completed and identify transfers that are pending. For a particular time frame, agencies can generate a report of all disbursements made to them by TPE® Admin. This report will equal the amount of the bank deposit.

Select the “Details” link to view information on the individual transactions that make up the disbursement dollars. Any returns being netted off the disbursement will be included under Details. Below is a sample Merchant Disbursement report from TPE® Admin.

Report Viewer

1 of 1

Select a format

Export

Merchant Disbursement Report

Start Date: 1/1/2007

End Date: 12/17/2008

Date Type: Effective

Status Types: PENDING, COMPLETE, FAILED, RESOLVED

View	Effective Date	Disburse Date	Merchant	Service	Disburse Amount	Addenda	Order Date Range
Details Items	11/03/2008		CITY_KANSAS	TEST_UTILITY	\$0.14	test service	10/14/2008 - 10/27/2008
				Total:	\$0.14		

Net Revenue

Use this report to view total revenue for a selected merchant and service, as well as the total volume of invoices, refunds, and returns processed for a selected service. This report highlights the net revenue of specific agency services by showing a one-line total per service, plus sum totals. Below is a sample Net Revenue report from TPE® Admin.

Report Viewer

1 of 1

Select a format

Export

Net Revenue Report

Start Date: 10/1/2008

End Date: 10/31/2008

Merchant	Service	Invoice Volume	Refund Volume	Return Volume	Gross Revenue	Merchant COS	Processor COS	Net Profit (Loss)
CITY_KANSAS	TEST_UTILITY	6	0	1	\$0.26	\$0.26	\$0.00	\$0.00
CITY_KANSAS	Water Company	12	2	0	\$0.93	\$0.93	\$0.00	\$0.00
Totals:		18	2	1	\$1.19	\$1.19	\$0.00	\$0.00

Net Revenue Details

Use this report to view invoices created in TPE® Admin. It is possible to show invoices for a particular merchant, service, date range, and even filter a report to include invoices generated from a particular source. The report shows sum totals for the invoices selected for display.

Below are the steps to complete when requesting a Net Revenue Details report. Below the steps is a screenshot of the values to select. Below the screenshot is a sample Net Revenue Details report from TPE® Admin.

Sequential Steps

1-Select desired report from left column.

2-Select desired merchant from middle column.

3-Select desired Service Code from middle column. Generally, the largest Service Code is the most current Service Code for the IVTRS counties. For current transactions, Anderson County would select 13001004 when generating reports.

4-Specify the single date, in the right column, for which the report is desired. Use the day before the date funds are posted to the bank account as the date for the Net Revenue Details report. The Reference values listed on the Net Revenue Details report should match the Reference values on the Batch Detail report when the same transactions are selected.

Online Reports

Report Selection

- ACH File
- Batch Detail
- Batch Summary
- Config - SKU Rules
- Detailed Merchant Disbursement By SKU
- Detailed Merchant Disbursement
- Follow Up
- GL Service
- Invoice Detail
- Invoice Item Detail
- Invoice Item Summary
- Invoice Summary
- Merchant Disbursement By Destination Bank
- Merchant Disbursement
- Net Disbursement Status
- Net Revenue Details By Frans
- Net Revenue Details**
- Net Revenue
- Order Detail
- Order Item Detail
- Order Summary
- Refund Detail
- Refund Summary
- Return Detail
- Return Summary

Select a Merchant

- ☒ Anderson Cnty TX
- ☐ Andrews Cnty TX
- ☐ Angelina Cnty TX
- ☐ Aransas Cnty TX
- ☐ Archer Cnty TX
- ☐ Armstrong Cnty TX
- ☐ Atascosa Cnty TX
- ☐ Austin Cnty TX
- ☐ Bailey Cnty TX
- ☐ Bandera Cnty TX
- ☐ Bastrop Cnty TX
- ☐ Baylor Cnty TX
- ☐ Bee Cnty TX
- ☐ Bell Cnty TX
- ☐ Bexar Cnty TX
- ☐ Blanco Cnty TX
- ☐ Borden Cnty TX

Parameters

Date Range

- ☒ Single Day
- ☐ Single Month
- ☐ Custom

Advanced (optional)

Payment Implements

- [All]
- ACH
- AMEX
- DINER'S CLUB
- DISCOVER
- JCB

Origin

- [All]
- INTERNET ORDER
- MOBILE ORDER
- OVER THE COUNTER
- PHONE ORDER

User Name(s)

- [All]
- A Norton
- Aaron Berns
- ...

Select a Service Code

- ☐ [All Service Codes]
- ☐ 13001002 - Anderson VehReg
- ☐ 13001003 - Anderson webDEALER
- ☐ 13001004 - ANDERSON VEHREG
- ☒ 2001 - Anderson Cnty VehReg

Net Revenue Details

Start Date: 04/19/2015 00:00:00 End Date: 04/19/2015 23:59:59

Invoice Id	Order Id	Invoice Date	Order Date	Reference	Merchant	Service	Implement	Account Number	Invoice Amount	Gross Revenue	Cost of Sale	Profit (Loss)
124644384	141648640	04/20/2015 08:35:02	4/20/2015	1VRBR4487302D	Anderson Cnty TX	Anderson Cnty VehReg	DISCOVER	*5945	\$63.75	\$63.75	\$63.75	\$0.00
124686644	141698872	04/20/2015 10:37:33	4/20/2015	1VRDLP5080PRV	Anderson Cnty TX	Anderson Cnty VehReg	VISA	*5216	\$67.00	\$67.00	\$67.00	\$0.00
124788800	141804628	04/20/2015 15:32:18	4/20/2015	1VRBB4423166M	Anderson Cnty TX	Anderson Cnty VehReg	MASTERCARD	*5583	\$71.25	\$71.25	\$71.25	\$0.00
Totals:										\$202.00	\$202.00	\$0.00

Order Detail

To help track orders and provide quality customer service, use this report to view the details of orders in TPE® Admin. It shows orders for a particular agency, service, date range, and even filter a report to include open orders, closed orders, or orders generated from a particular source. The report shows sum totals for the orders selected for display. Below is a sample Order Detail report from TPE® Admin.



Note: To access the detail screen for an order, use the Search menu option.

Report Viewer												
<div> <div>1 of 1</div> <div>Select a format</div> <div>Export</div> </div>												
Order Detail Report												
Start Date: 10/1/2008 End Date: 10/31/2008												
Order Id	Date	Reference	Name	Type	Account Number	Merchant	Service	Order Amount	Invoice Amount	Gross Revenue	Cost of Sale	Profit (Loss)
3143	10/14/2008			VISA	*****1111	Kansas City	Test Utility Service 2	\$0.06	\$0.06	\$0.06	\$0.06	\$0.00
3161	10/16/2008			BANK ACCOUNT	****3815	Kansas City	Test Utility Service 2	\$0.08	\$0.08			
3162	10/16/2008			BANK ACCOUNT	****3815	Kansas City	Test Utility Service 2	\$0.08				
3163	10/16/2008			BANK ACCOUNT	****3815	Kansas City	Test Utility Service 2	\$0.08	\$0.08	\$0.08	\$0.08	\$0.00
3244	10/22/2008			BANK ACCOUNT	****3815	Kansas City	Test Utility Service 2	\$0.06	\$0.06	\$0.06	\$0.06	\$0.00
3250	10/22/2008			VISA	*****1111	Kansas City	Test Utility Service 2	\$0.06	\$0.06	\$0.06	\$0.06	\$0.00
3251	10/22/2008			VISA	*****1111	Kansas City	Test Utility Service 2	\$0.06	\$0.06	\$0.06	\$0.06	\$0.00
Totals:								\$0.48	\$0.40	\$0.32	\$0.32	\$0.00

Order Item Detail

Use this report to show the details of individual items associated with an order. The report provides the same filtering options as the Order Detail Report but offers an additional SKU field that can be used to show a particular item. The report shows a sum total for the items selected for display. Below is a sample Order Item Detail report from TPE® Admin.

Report Viewer								
<div> <div>1 of 1</div> <div>Select a format</div> <div>Export</div> </div>								
Order Item Detail Report								
Start Date: 10/1/2008 End Date: 10/31/2008								
Order Id	Date	Reference	Merchant	Service	SKU	Instance ID	Quantity	Amount
3143	10/14/2008		Kansas City	Test Utility Service 2	132456		1	\$0.06
3161	10/16/2008		Kansas City	Test Utility Service 2	132456		1	\$0.08
3163	10/16/2008		Kansas City	Test Utility Service 2	132456		1	\$0.08
3244	10/22/2008		Kansas City	Test Utility Service 2	132456		1	\$0.06
3250	10/22/2008		Kansas City	Test Utility Service 2	132456		1	\$0.06
3251	10/22/2008		Kansas City	Test Utility Service 2	132456		1	\$0.06
Totals: 6								\$0.40

Order Item Summary

Use this report to view a summary of items ordered. It is possible to show the items ordered for a particular service, date range, and even filter a report to include open orders, closed orders, or orders generated from a particular source. The report shows sum totals for the orders selected for display. Below is a sample Order Item Summary report from TPE® Admin.

Report Viewer					
1 of 1					
Select a format Export					
Order Item Summary Report					
Start Date: 10/1/2008			End Date: 10/31/2008		
Merchant	Service	SKU	Volume	Item Quantity	Item Amount
CITY_KANSAS	TEST_UTILITY	132456	6	6	\$0.40
CITY_KANSAS	Water Company	12345	1	1	\$0.08
CITY_KANSAS	Water Company	132456	10	10	\$0.87
CITY_KANSAS	Water Company	nkYDEM0mmY=	1	1	\$0.12
Totals:			18	18	\$1.47

Order Summary

Use this report to view an order summary. For a particular service or date range, the order summary shows the volume of orders generated, order amount, invoice amount, and total profit. The report shows sum totals for the orders selected for display. Below is a sample Order Summary report from TPE® Admin.

Report Viewer							
1 of 1							
Select a format Export							
Order Summary Report							
Start Date: 10/1/2008				End Date: 10/31/2008			
Merchant	Service	Volume	Order Amount	Invoice Amount	Merchant COS	Processor COS	Profit (Loss)
CITY_KANSAS	TEST_UTILITY	7	\$0.48	\$0.40	\$0.26	\$0.00	\$0.14
CITY_KANSAS	Water Company	16	\$1.21	\$1.07	\$0.93	\$0.00	\$0.14
Totals:		23	\$1.69	\$1.47	\$1.19	\$0.00	\$0.28

Refund Detail

A refund occurs when the agency determines a customer is worthy of a refund. Since the money has already been transferred to the agency, the money needs to be remitted back to the customer. It is possible to generate a report of all refunds made for a particular service or set of services. Below is a sample Refund Detail report from TPE® Admin. The report contains:

- Reference information to tie the refund to an invoice or an order
- The invoice date and amount
- The refund date and amount
- The amount that the merchant owes the credit card holder

Report Viewer											
<div> <div>1 of 1</div> <div>Select a format</div> <div>Export</div> </div>											
Refund Detail Report											
Start Date: 10/1/2008				End Date: 10/31/2008							
Invoice Id	Order Id	Username	Invoice Date	Refund Date	Merchant	Service	Implement	Invoice Amount	Refund Revenue	Merchant Payback	
2321	3149		10/15/2008	10/17/2008	CITY_KANSAS	Water Company	CREDIT CARD	\$0.07	\$0.07	\$0.07	
2388	3249		10/22/2008	10/27/2008	CITY_KANSAS	Water Company	CREDIT CARD	\$0.07	\$0.07	\$0.07	
Totals:								\$0.14	\$0.14	\$0.14	

Refund Summary

Use this report to view a summary of all refunds processed for a particular service. For a particular service, the report shows the volume of refunds processed, the total refund amount, and the amount that the agency owes the customer. Below is a sample Refund Summary report from TPE® Admin.

Report Viewer				
<div> <div>1 of 1</div> <div>Select a format</div> <div>Export</div> </div>				
Refund Summary Report				
Start Date: 10/1/2008		End Date: 10/31/2008		
Merchant	Service	Volume	Refund Amount	Merchant Payback
CITY_KANSAS	Water Company	2	\$0.14	\$0.14
K_DOR	License test 2	4	\$0.08	\$0.08
Totals:		6	\$0.22	\$0.22

Return Detail

A return (or chargeback) can be associated with a failed and reversed electronic check payment or even with a credit card chargeback because of a cardholder dispute. When a return is encountered, the general ledger is first updated. Afterwards, the agency associated with the return is notified of the return so that the money originally disbursed to the agency can be returned.

It is possible to use the Return Detail report to research and keep track of returns in order to initiate the in-office process associated with a payment that is charged back. Below is a sample Return Detail report from TPE® Admin.

Report Viewer												
<div> <div> <div>1 of 1</div> <div>Select a format</div> <div>Export</div> </div> </div>												
Return Detail Report												
Start Date: 10/1/2008			End Date: 10/31/2008									
Reference	Username	Invoice Id	Order Id	Invoice Date	Return Date	Merchant	Service	Implement	Transaction Type	Return Code	Return Amount	Merchant Payback
test		2390	3251	10/22/2008	10/27/2008	CITY_KANSAS	TEST_UTILITY	CREDIT CARD	RETURN	R01	\$0.06	\$0.06
Totals:											\$0.06	\$0.06

Return Summary

Use this report to view a summary of all returns received for a particular service. For each service, the report shows the volume of returns, the total return amount, and the uncollected amount. Below is a sample Return Summary report from TPE® Admin.

Report Viewer				
<div> <div> <div>1 of 1</div> <div>Select a format</div> <div>Export</div> </div> </div>				
Return Summary Report				
Start Date: 10/1/2008		End Date: 10/31/2008		
Merchant	Service	Volume	Return Amount	Merchant Payback
CITY_KANSAS	TEST_UTILITY	1	\$0.06	\$0.06
K_DOR	license test 3	3	\$0.11	\$0.11
Totals:		4	\$0.17	\$0.17

Appendix A: TPE® Administrative Access Form

Below is a sample TPE® Admin access request form. Please have the below information available when accessing DIR's Service Catalog, and completing the Request for Service - TPE Access Request.

Customer Information

Agency #: Click here to enter text.		Agency Name: Click here to enter text.	
Physical Street Address (No PO Boxes): Click here to enter text.			
City: Click here to enter text.		State: Click here to enter text.	ZIP: Click here to enter text.
Contact Name: Click here to enter text.		Title: Click here to enter text.	
Phone: Click here to enter text.		Email: Click here to enter text.	

Account Information

Account Action. <i>Select one.</i> <input type="checkbox"/> Add <input type="checkbox"/> Change <input type="checkbox"/> Delete
Environment: <input type="checkbox"/> Production <input type="checkbox"/> Test
Service Code Name (20 characters): Click here to enter text. This name should match what you provided on the Application Setup Form.
Service Codes: Click here to enter text. List the Service Code numbers provided by Texas.gov for all applications this individual can access.
Will this account perform credit card refunds? <input type="checkbox"/> Yes <input type="checkbox"/> No
Will this account perform ACH refunds? <input type="checkbox"/> Yes <input type="checkbox"/> No NOTE: ACH refunds are not allowed for entities that report to the State Treasury or Treasury Trust.