Reseller Interface

Reference Guide for Affiliate Resellers

Table of Contents

Introduction

The purpose of this guide is to provide you with an overview of the Authorize.Net Reseller Interface. The Reseller Interface allows you to track and update your referred merchants as well as manage your Authorize.Net Affiliate Reseller account. The Authorize.Net Reseller Interface is located at https://secure.authorize.net/ResellerInterface.

Reseller Interface

The Reseller Interface grants you secure access to your payment gateway account to update your merchants, view and download reports and statements, and edit your Affiliate Reseller account information.

Fig. 1 Reseller Interface

For comprehensive information on how to use the features and functions of the Reseller Interface, please refer to the online help files. You can access the help files by clicking on either of the help icons available on each page of the interface.

Reseller Interface Login

You must have a valid user name and password to log into the Reseller Interface. If you do not already have this information, please call Authorize.Net Reseller Support at 888-

437-0481 to obtain your user name and password. As a security precaution, Reseller Support will require you to provide a Reseller ID and/or other account-identifying information in order to authenticate your identity. Please have this information ready.

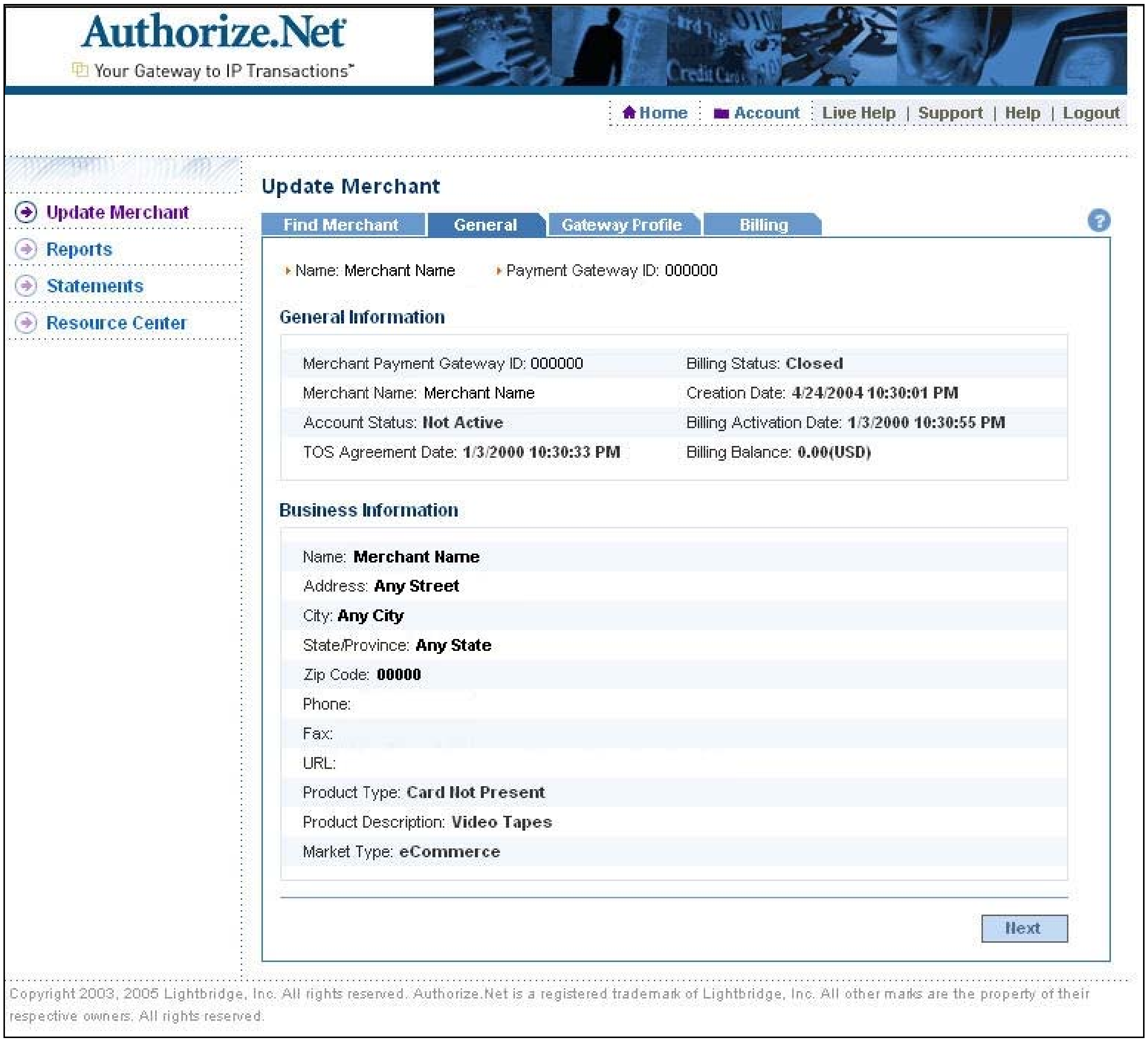
As soon as you receive your user name and password, you can log into the Reseller Interface located at https://secure.authorize.net/ResellerInterface.

Remember to log out of the interface when you have finished your session to help protect the security of your account.

Update Merchant

The Update Merchant functionality allows you to view and edit your merchants' accounts.

Fig. 2 Update Merchant



With the merchant's payment gateway account open you have several options:

- **General** – The General tab allows you to view specific account information for the merchant, including the merchant's business information and account status.

- **Gateway Profile** – The Gateway Profile tab allows you to view and configure the payment methods and value added services for the merchant. You can view the sell rates currently being charged to the merchant by Authorize.Net.
- **Billing** – The Billing tab allows you to view the merchant's billing information, including bank account and credit card information. For data security, all sensitive merchant account information is masked.

For information on how to update a merchant's payment gateway account, please read the Update Merchant help files in the Reseller Interface Online Help Files.

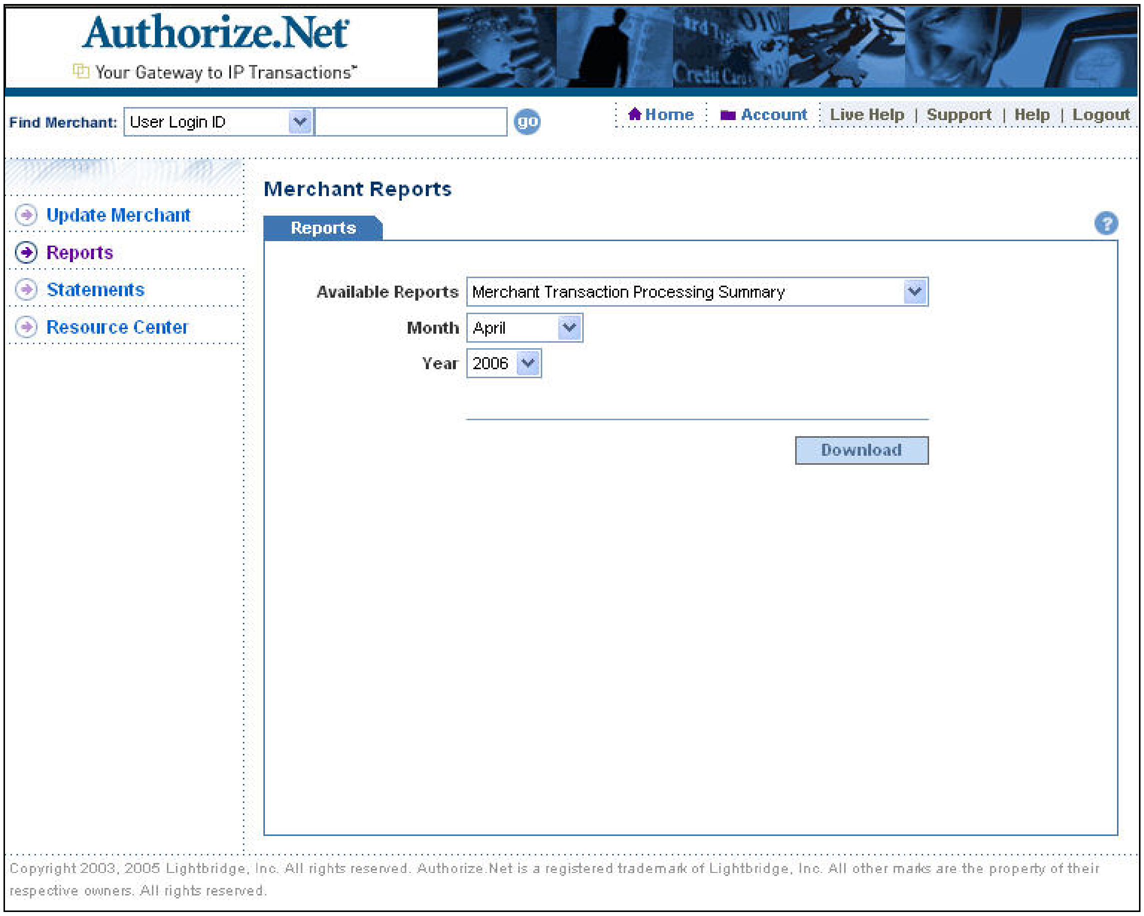
Reports

You can run several downloadable reports in the Reseller Interface.

- **Merchant Transaction Processing Summary** – This report lists a summary of the merchant's processed transactions for a selected time period.
- **Merchant Billing Status Report** – This report lists the merchant's masked billing information, the amount they currently owe, and the billing status (current, delinquent, collections, bad debt).
- **Merchant List (those created in selected month and year)** – This report lists all merchants added to the payment gateway in a selected time period and includes their basic account configuration.
- **Merchant List (all merchants)** – This report lists all merchants signed up on your Affiliate Reseller account and includes their basic account information.
- **Merchant Extended List (all merchants)** – This report is the same as the Merchant List report but includes extended fields.
- **Merchant List (all those who have never activated)** – This report lists all merchants signed up on your Affiliate Reseller account who have not yet activated their payment gateway accounts.
- **Merchant Fees** – This report lists the current fee configuration for your merchants.

Note: For a comprehensive list of the fields included in any merchant report, refer to the help files on the Reseller Interface.

Fig. 3 Reports



For information on how to run and download a Reseller Interface report, please read the Report help file in the Reseller Interface Online Help Files.

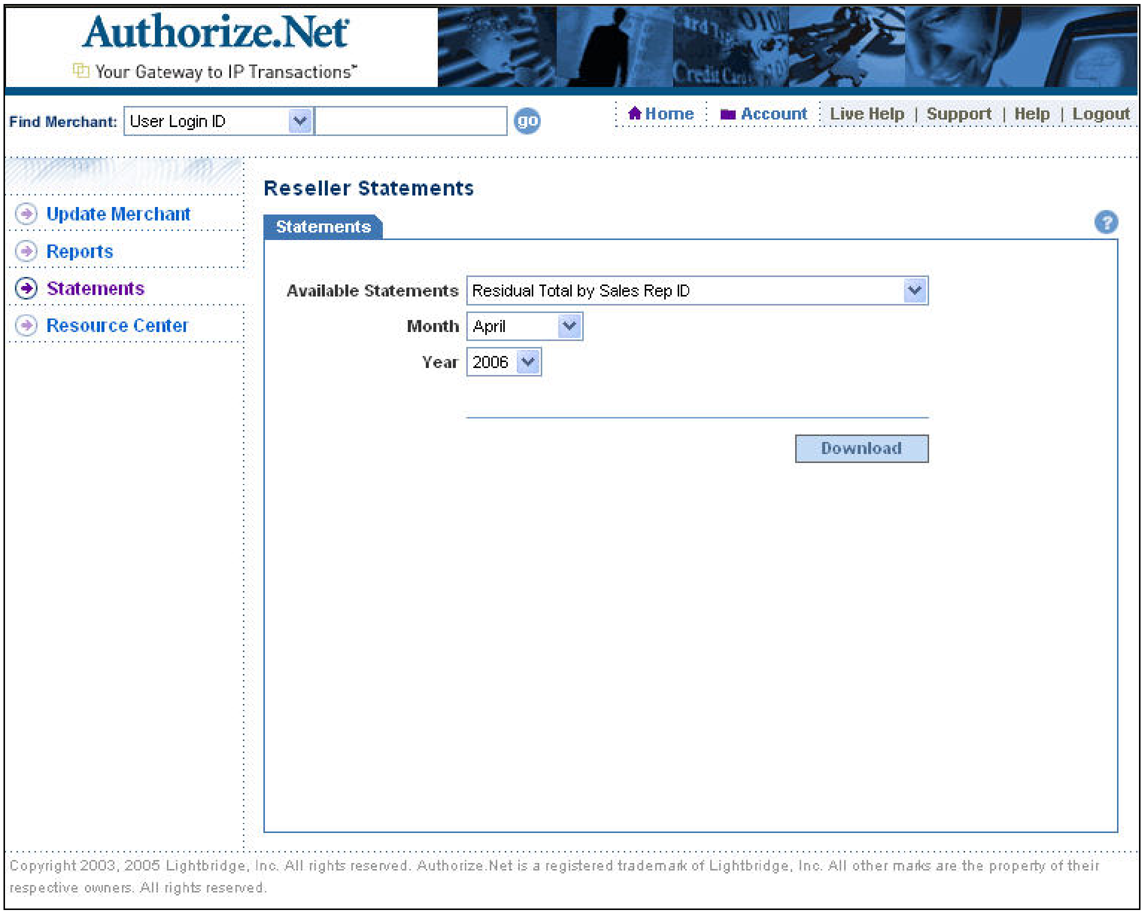
Statements

The Reseller Interface includes several downloadable reseller statements.

- **Residual Total by Sales Rep ID** – This statement reports the Sales Rep ID, Reseller Residual, and Sales Rep Split (calculated using the commission % provided by you at merchant setup) totals for a selected month and year.
- **Residual Total by Sales Rep Name** – This statement reports the Sale Rep Name, Reseller Residual, and Sales Rep Split (calculated using the commission % provided by you at merchant setup) for a selected month and year.
- **Residual Total by Authorize.Net Merchant ID** – This statement reports the Authorize.Net Merchant ID, Login ID, Name, Reseller Residual, and Sales Rep Split (calculated using the commission % provided by you at merchant setup) for a selected month and year.
- **Billing** – This statement reports the Date, Item, Type, Amount, Balance, and Description for Authorize.Net account billing activity. Detailed information may be viewed for certain entries.

- **Residual Commission** – This statement reports the Date, Item, Type, Amount, Balance, and Description for residual commissions activity. Detailed information may be viewed for certain entries.

Fig. 4 Statements



For information on how to run and download Reseller Interface statements, please read the Statements help file in the Reseller Interface Online Help Files.

Account

The Account Information menu allows you to view and in some cases edit your reseller account information.

- **Account** – The Account page displays your reseller account's basic information, billing status, billing information, and merchant statistics.
- **Products** – The Products page lists your reseller account's basic information as well as the sell rates for the value-adding products and services you offer to your merchants.
- **Buy Rate** – The Buy Rate page lists the buy rates for the standard Authorize.Net Payment Gateway as well as the value-adding products and services you offer to your merchants.

+ **Password** – The Password page allows you to change your Reseller Interface password.

To modify your account information, please call Authorize.Net Reseller Support at 888-437-0481.

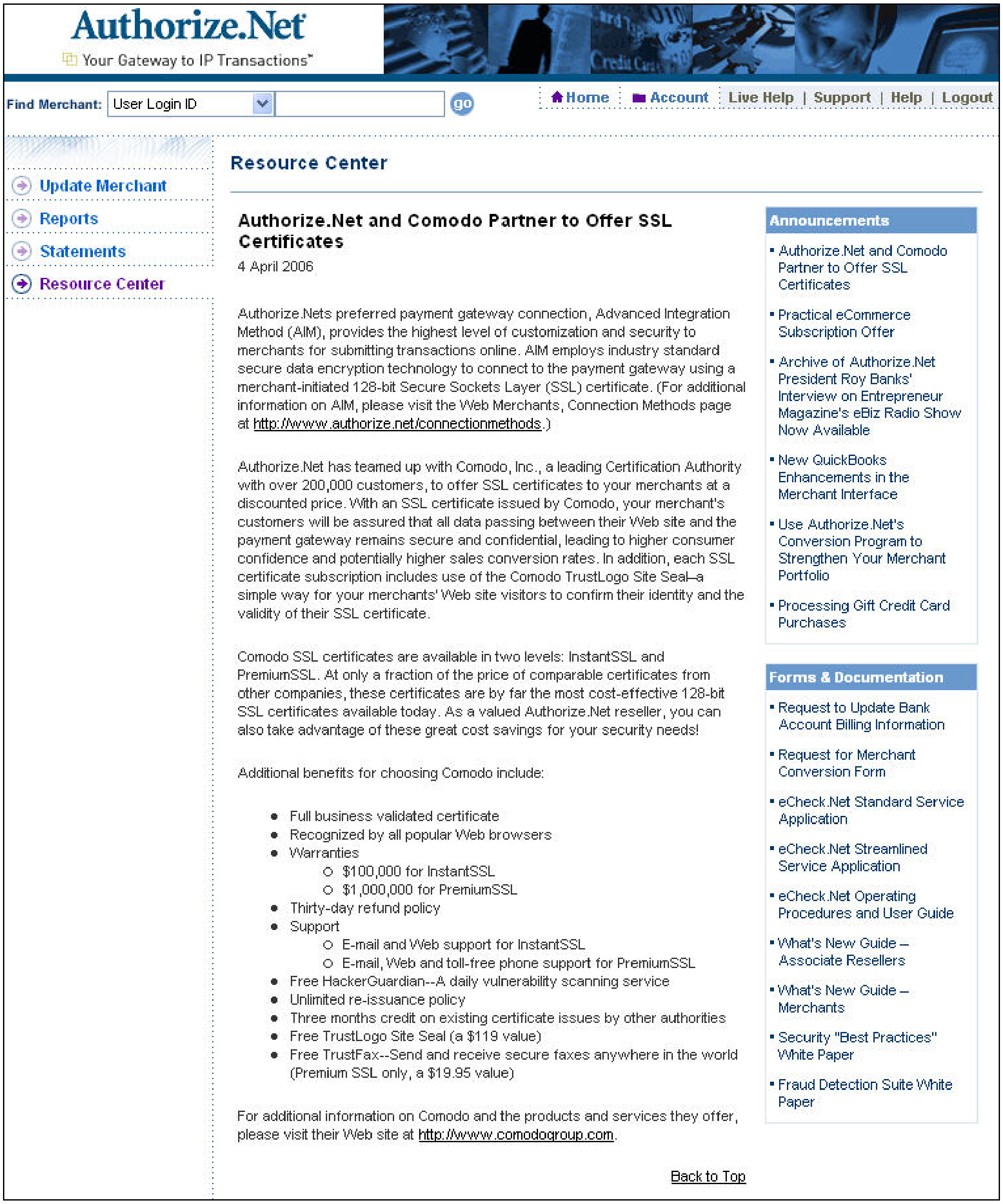
Fig. 5 Account

Resource Center

The Reseller Interface includes a Resource Center that provides additional information and tools such as announcements, notices, account management forms, user guides, and other valuable information regarding Authorize.Net services.

To view the forms and documentation available in the Resource Center, simply scroll down the page until you reach the **Forms and Documentation** table on the right.

Fig. 6 Resource Center



Reseller Support

If you have any questions regarding the Reseller Interface or Authorize.Net Payment Gateway, please feel free to contact Reseller Support. You may use any of the following methods:

- Submit an eTicket by logging into the Reseller Interface and clicking **Support.** Then **Create a New eTicket**. Simply verify your contact information, enter your request in the space provided and click **Submit**.
- Click on the **Live Help** icon in the Reseller Interface to begin a live chat session with a Reseller Support representative.
- Send an email to resellersupport@authorize.net.
- Call toll-free at 888-437-0481.

Reseller Support is ready to answer your questions Monday – Friday from 8 AM to 5 PM Pacific time.

Frequently Asked Questions

Reseller Account

Why can't I log into my account?

How can I reset my user name or password?

How do I get a user name and password?

How do I contact Reseller Support?

When am I funded for residuals?

How can I determine where my residuals came from?

How do I change the bank account where my residuals are sent?

Where can I find the bank account update form?

Where can I get a merchant account setup form?

Why can't I log into my account?

There are a few reasons why you might not be able to log into the Reseller Interface:

- **Incorrect Web address** – Please make sure you are at the correct Web address for the Reseller Interface. The Web address is https://secure.authorize.net/ResellerInterface
- **Caps lock is on** – Please make sure your caps lock key is off and your user name and password are being entered correctly (the password is case sensitive).
- **Account is locked** – In the case that an incorrect password was entered more than five times on the login page, your reseller account will become locked. If this occurs, the account will be unlocked automatically after 30 minutes from the time of the last unsuccessful login attempt. You may also contact Reseller Support to unlock your Affiliate Reseller account.

- **Incorrect user name or password** – If you do not know or have forgotten your correct user name or password you will need to contact Reseller Support.

How do I get a user name and password?

You may obtain your user name and password by contacting Reseller Support at 888-437-0481. Please have the following information ready so that a support representative can verify your identity:

- the last four digits of the account number currently listed for your account billing;
- the last four digits of your Social Security Number or Tax ID number;
- your Secret Question and Answer.

How can I reset my user name or password?

You will need to call Reseller Support at 888-437-0481 any time you need to update or reset sensitive account information. After confirming your identity, Reseller Support will inform you of your user name and reset your password

How do I contact Reseller Support?

You can reach Reseller Support Monday through Friday between the hours of 8 AM and 5 PM Pacific time via any of the following methods.

- Submit an eTicket by logging into the Reseller Interface and clicking **Support.** Then **Create a New eTicket**. Simply verify your contact information, enter your request in the space provided and click **Submit**.
- Click on the **Live Help** icon in the Reseller Interface to begin a live chat session with a Reseller Support representative.
- Send an email to resellersupport@authorize.net.
- Call toll-free at 888-437-0481.

When am I funded for residuals?

All residual commissions will appear in your Residual Commission Statement one month after merchants have been billed their monthly and per-transaction access fees.

How can I determine where my residuals came from?

To keep track of your monthly residuals, please review the Residual Commission Statement within the Reseller Interface regularly. This statement provides a complete breakdown of the commissions earned from your merchants.

1. Log into the Reseller Interface.
2. Click **Statements**.
3. Select Residual Commission from the **Available Statements** drop-down list.
4. Click **Download**. This will list all months and the amounts transferred to your account.
5. Click on the month you are interested in to see the breakdown of your residual amount.

How do I change the bank account where my residuals are sent?

You must submit a request to Reseller Support to update your merchant bank account information.

1. From the Resource Center, print out the "Request to Update Bank Account Billing Information" form.
2. Fill the form out completely.
3. Fax the completed form and a voided check or bank letter to 425-586-6188.

Where can I find the bank account update form?

The bank account update form is available in the Reseller Interface. Please click on the Resource Center link on the left hand side of the screen. Under the Forms & Documentation column on the right side of the screen, click on "Request to Update Bank Account Billing Information." This form is also available at http://www.authorize.net/files/achupdate.pdf

Where can I get a merchant account setup form?

Please contact Reseller Support to request a Payment Gateway Account Setup Form.

Merchants

How can I tell if a merchant's account is active?

You can view a list of active merchants from within the Reseller Interface.

1. Log into the Reseller Interface.
2. Click **Reports**.
3. Select Merchant Extended List (all merchants) from the **Available Reports** drop-down list.
4. Click **Download**.

How do I close a merchant's payment gateway account?

Due to the contractual relationship between the merchant and Authorize.Net, only the merchant has the authority to close the payment gateway account. To do so, the merchant must contact Authorize.Net Customer Support between 6 AM and 6 PM Pacific time via any of the following methods:

- Call toll-free at 877-447-3983
- Send an email to support@authorize.net

How would I update the merchant's bank account information?

Only the merchant has the ability to update the bank account information that Authorize.Net uses for billing. The merchant may update this information by logging into the Merchant Interface and navigating to the Billing Information page in the Account menu.

How do I sign up a merchant for eCheck.Net®?

There are two ways you can sign up a merchant for Authorize.Net's electronic check solution, eCheck.Net.

Update Merchant

1. Log into the Reseller Interface.
2. Look up the merchant using **Find Merchant**.
3. On the Update Merchant page, click on the **Gateway Profile** tab.
4. Under Payment Types, click **Add** next to the words "eCheck.Net."
5. Review the Add eCheck.Net page and make any edits necessary.
6. Click **Submit**.

Resource Center

1. Log into the Reseller Interface.
2. Navigate to the Resource Center.
3. Scroll down the page to the **Forms and Documentation** section on the right-hand side of the page.
4. Download an eCheck.Net application by clicking on **eCheck.Net Standard Service Application**
5. Send the application to your merchant for completion.

Can a merchant's user login ID be changed once an account has been created?

Your merchants will need to call Customer Support at 877-447-3983 any time they need to update or reset sensitive account information. The merchant should have the following information ready so that we can verify their identity:

+ the last four digits of the account number currently listed for their account billing
+ the last four digits of their Social Security Number or Tax ID number

Where can I see a list of my merchants?

To find a list of all of your merchants, please do the following:

1. Log into the Reseller Interface.
2. Click **Reports**.
3. Select Merchant List (all merchants) from the **Available Reports** drop-down list.
4. Click **Download**.

When is a merchant billed the payment gateway setup fee?

A new merchant will be billed a setup fee within a few days after the Payment Gateway Setup Form is received.

How can I update a merchant's email address?

The ability to edit a merchant's email address is not currently available within the Reseller Interface. To update this information, you will need to contact Reseller Support, or the merchant can update the information themselves in their User Profile in the Merchant Interface.