

# Reseller Interface

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Reference Guide

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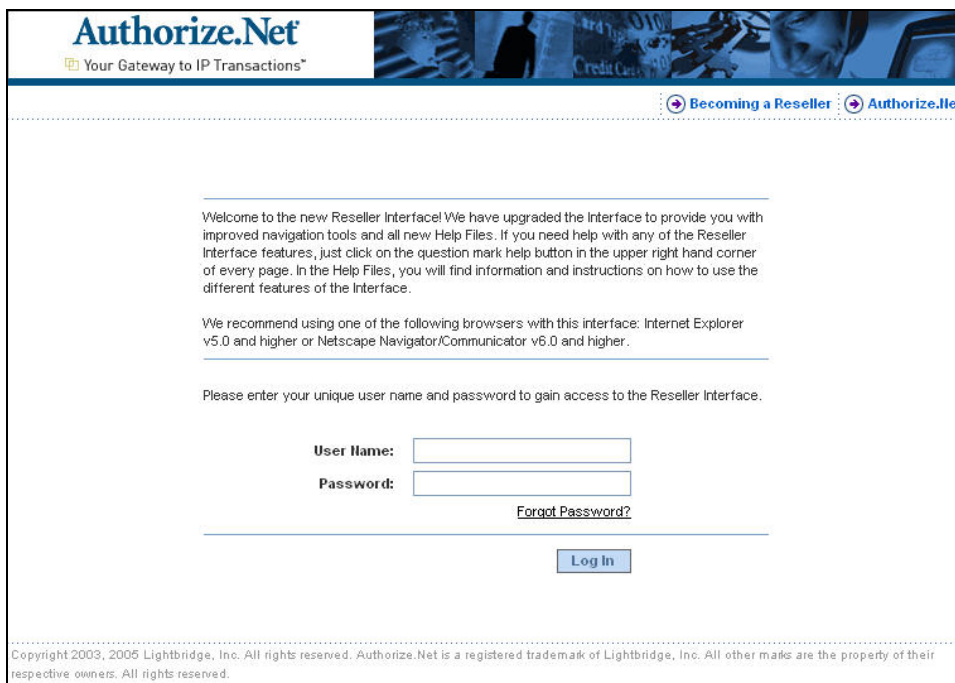
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## Introduction

The purpose of this guide is to provide you with an overview of the Authorize.Net Reseller Interface. The Reseller Interface allows you to add, track, and update your merchants, view and download reports and statements, and manage your Authorize.Net reseller account.

## Reseller Interface

The Reseller Interface is located at <https://secure.authorize.net/ResellerInterface>. To log in, you must be an active reseller of Authorize.Net services and have a valid user name and password.



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Welcome to the new Reseller Interface! We have upgraded the Interface to provide you with improved navigation tools and all new Help Files. If you need help with any of the Reseller Interface features, just click on the question mark help button in the upper right hand corner of every page. In the Help Files, you will find information and instructions on how to use the different features of the Interface.

We recommend using one of the following browsers with this interface: Internet Explorer v5.0 and higher or Netscape Navigator/Communicator v6.0 and higher.

Please enter your unique user name and password to gain access to the Reseller Interface.

**User Name:**

**Password:**

[Forgot Password?](#)

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After logging in with your user name and password, you will be directed to the Reseller Interface homepage.



Fig. 1 Reseller Interface Homepage

The homepage is your starting point for navigating to the features, announcements, forms, and other documents that will help you successfully manage your merchant portfolio and reseller account.

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



Remember to log out each time you are finished using the interface to properly end your session and help protect the security of your account.

## Add Merchant

You can add e-commerce, mail order/telephone order (MOTO), retail or mobile merchants to your reseller account at any time by using the Add Merchant feature.

- + **eCommerce** – The merchant sells their products or services via a website. (Card Not Present)
- + **MOTO** - The merchant sells their products or services via a call center using the Virtual Terminal. (Card Not Present)
- + **Retail** - The merchant sells their products or services at a retail location or using a handheld, portable device. (Card Present)

Fig. 2 Add Merchant

For detailed instructions on how to add a merchant to your reseller account, please read the Add Merchant help files in the Reseller Interface Online Help Files.

## Find Merchant

You can find any merchant previously created under your reseller account by using the **Find Merchant** drop-down list found at the top of most pages in the Reseller Interface. From this list, you can elect to search for a merchant by their Payment Gateway ID, Name, User Login ID, or Reference ID.

- + **User Login ID** – The user login ID of any user who has access to the merchant’s payment gateway account.
- + **Name** – The merchant’s business name.

- + **Payment Gateway ID** – The numeric ID that identifies the merchant on the Authorize.Net Payment Gateway.
- + **Reference ID** – The merchant's reseller assigned reference ID.

To make finding a merchant even easier, you can use the percent sign wildcard (%) for any search criteria except User Login ID.

## Update Merchant

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The Update Merchant pages grant you several options for viewing and updating a merchant's account:

- + **General** – This page allows you to view specific account information for the merchant, including the merchant's business information and account status.
- + **Gateway Profile** – This page allows you to view and configure the payment methods and value added services for the merchant. You can also view the sell rates currently being charged to the merchant by Authorize.Net.
- + **Processor** – This page allows you to view and edit the merchant's processor information, as well as the credit cards they accept.
- + **Billing** – This page 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.

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Home | Account | Live Help | Support | Help | Logout

**Update Merchant**

Find Merchant | General | Gateway Profile | Processor | Billing

Name: Merchant Name | Payment Gateway ID: 000000

**General Information**

Reference ID: <a href="#">Add</a>	
Merchant Payment Gateway ID: 000000	Billing Status: <b>Current</b>
Merchant Name: Merchant Name	Creation Date: 4/24/2004 10:30:01 PM
Account Status: <b>Active</b>	Billing Activation Date: 5/19/1999 3:52:18 AM
TOS Agreement Date: 5/19/1999 3:50:41 AM	Billing Balance: 199.89(USD)
Email Address: <a href="#">Add</a>	

**Business Information**

Name: Merchant Name
Address: 123 Any Street
City: Any City
State/Province: WA
Zip Code: 00000
Phone: (801) 000-0000
Fax:
URL:
Product Type: <b>Card Not Present</b>
Product Description:
Market Type: <b>eCommerce</b>

Next

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Fig. 3 Update Merchant

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 displays a summary of the merchant's total credit card and (if applicable) eCheck.Net® transactions for a selected month and year.
- + **Merchant Billing Status Report** – This report displays the merchant's billing information, current billing status, and any outstanding balances.
- + **Merchant List (those created in selected month and year)** – This report displays the merchants' basic information, including their billing information, payment gateway account status, creation date, and sell rates for a selected month and year.
- + **Merchant List (all merchants)** – This report displays the basic information for all merchants established under your reseller account.

- + **Merchant Extended List (all merchants)** – This report displays the basic information for all merchants listed under your reseller account, as well as information associated with the merchants' Automated Recurring Billing and Cardholder Authentication Programs setups (if applicable).
- + **Merchant List (all those who have never activated)** – This report displays the basic information for all merchants established under your reseller account who have not yet activated their payment gateway accounts.
- + Note: The payment gateway sends out automatic activation reminder emails to inactive merchants at 7, 14, 30 and 60 days following the merchant's initial setup. You can also manually generate a reminder email on the General page of the merchant's account.
- + **Merchant Fees** – This report lists the current fee configuration for your merchants.



Fig.4 Reports

For detailed instructions on how to run and download a Reseller Interface report, and for a comprehensive list of the fields included in any report, please read the Report help files in the Reseller Interface Online Help Files.

## Statements

The Reseller Interface includes several downloadable reseller statements.

- + **Residual Total by Sales Rep ID** – This statement displays the total merchant residuals earned for the selected month and year by Sales Representative ID.



- + **Residual Total by Sales Rep Name** – This statement displays the total merchant residuals earned for the selected month and year by Sales Representative Name.
- + **Residual Total by Payment Gateway ID** – This statement displays the total merchant residuals earned for the selected month and year by merchant Payment Gateway ID.
- + **Billing** – This statement displays entries for your Authorize.Net account billing activity. Detailed information may be viewed for certain entries.
- + **Residual Commission** – This statement displays entries for your residual commissions activity. Detailed information may be viewed for certain entries.

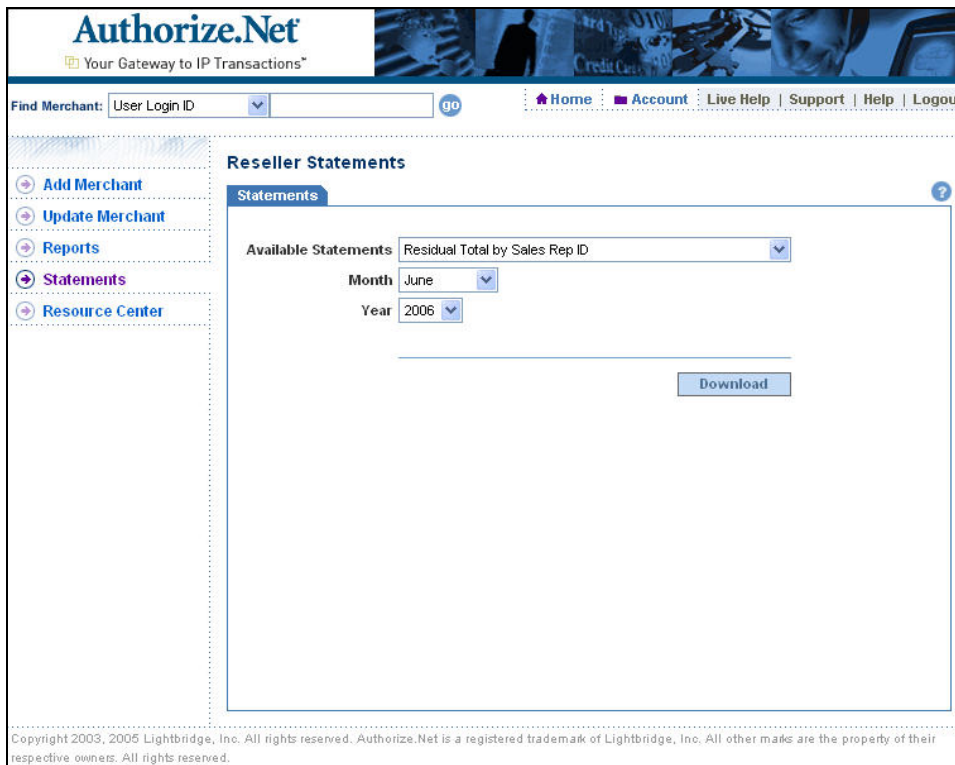


Fig. 5 Statements

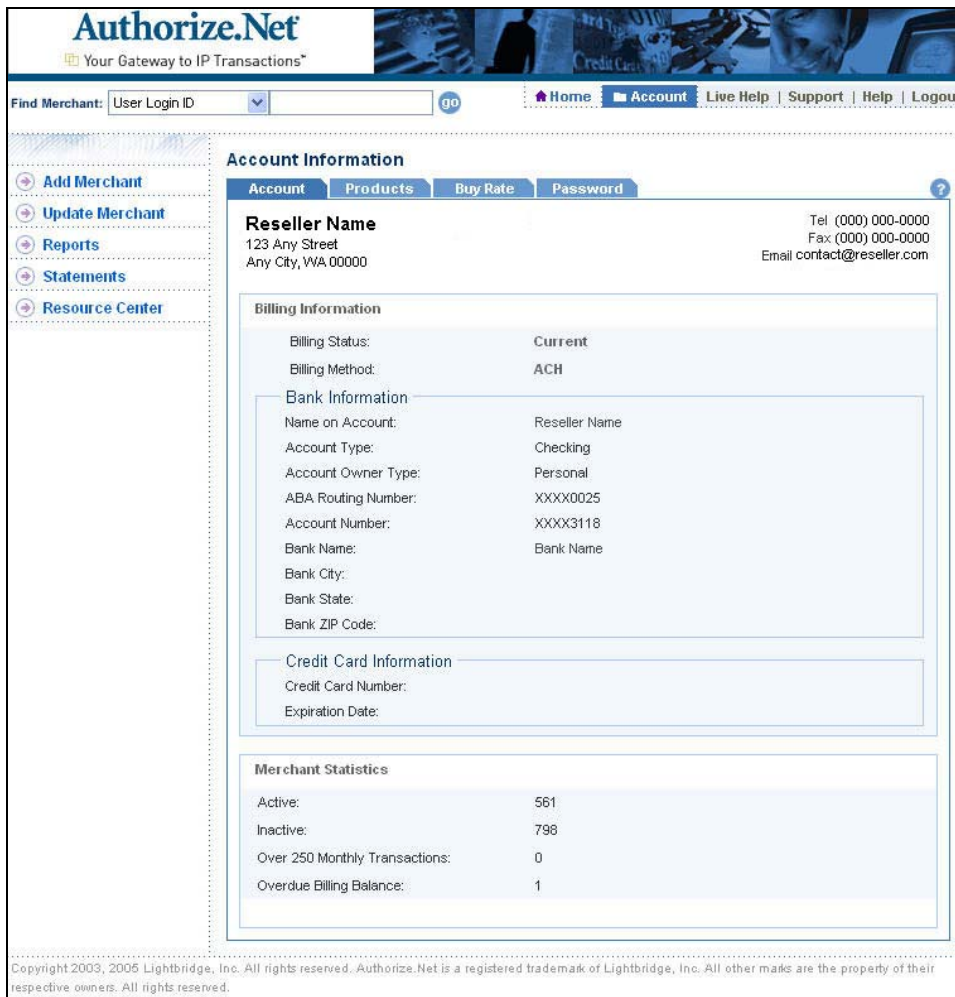
For detailed instructions on how to run and download Reseller Interface statements, please read the Statements help file in the Reseller Interface Online Help Files.

## Account

The Account Information menu allows you to view 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. For some of these products, you can also edit the sell rates from this page.
- + **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.



*Fig. 6 Account*

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

For details on the information included in the Account pages of the Reseller Interface, please read the Account help files in the Reseller Interface Online Help Files.

## 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** box on the right.

The screenshot shows the Authorize.Net Reseller Interface. At the top, there's a navigation bar with 'Home', 'Account', 'Live Help', 'Support', 'Help', and 'Logout'. Below this is a search bar for 'Find Merchant' and a 'go' button. The main content area is titled 'Resource Center' and features a 'New Fraud Detection Suite Pricing Structure' announcement dated 24 May 2006. The announcement details changes to the Fraud Detection Suite (FDS) pricing, including a new simplified structure based on direct feedback. It lists 'Buy Rate' and 'Sell Rate' details with setup and monthly fees. A callout box highlights '3 Reasons to Sell Fraud Detection Suite': 1. Earn an additional revenue stream, 2. Help protect your merchants from fraud, and 3. Enhance merchant loyalty. The right sidebar contains 'Announcements' and 'Forms & Documentation' sections with various links to updates and forms.

Fig. 7 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](mailto: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

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### Reseller Account

[Why can't I log into my account?](#)

[How do I get a user name and password?](#)

[How can I reset my user name or password?](#)

[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?](#)

[How do I contact Reseller Support?](#)

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 event 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 have your password reset.
- + **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.
- + **Inactive or unsupported account** – Please be sure that your reseller account with Authorize.Net has been established and is in good standing.

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. 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.

- + 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

#### How can I reset my user name or password?

You can update your password in the Reseller Interface by navigating to the Account screen and clicking on the Password tab. To update any other sensitive account information, you will need to call Reseller Support at 888-437-0481. After confirming your identity, Reseller Support will assist you with your request.

#### When am I funded for residuals?

All residual commissions will appear on 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 **View**. 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 "Request to Update Bank Account Billing Information." This form is also available at <http://www.authorize.net/files/achupdate.pdf>.

#### 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](mailto:resellersupport@authorize.net).
- + Call toll-free at 888-437-0481.

## Merchant Management

[How can I tell if a merchant's account is active?](#)

[Where can I see a list of my merchants?](#)

[Can a merchant's user login ID be changed once an account has been created?](#)

[When is a merchant billed the payment gateway setup fee?](#)

[How do I update the merchant's bank account information used for billing?](#)

[How do I sign up a merchant for eCheck.Net®?](#)

[How do I close a merchant's payment gateway account?](#)

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

You can view a merchant's account status in the Reseller Interface.

1. Log into the Reseller Interface.
2. Open the merchant's account using the **Find Merchant** feature.
3. Click on the **General Tab**.

The merchant's account status of Active or Not Active is listed in the **General Information** section.

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**. The Merchant List (all merchants) report is downloaded into a tab-delimited text file for easy importing into a database or spreadsheet program.

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:

1. Their Secret Answer for their individual user account;
2. The last four digits of the account number currently listed for their account billing;
3. The last four digits of their Social Security Number or Tax ID number.

### When is a merchant billed the payment gateway setup fee?

You are responsible for billing your new merchants a setup fee. Authorize.Net will bill you your applicable buy rate after the merchant is boarded in the Reseller Interface.

### How do I update the merchant's bank account information used for billing?

Only the merchant has the ability to update their 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**. Upon their next login, an Account Owner will be able to download and complete an eCheck.Net service application.

#### 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.

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

Due to the contractual relationship between a merchant and Authorize.Net, only the merchant has the authority to close their 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:

- + Send an email to [support@authorize.net](mailto:support@authorize.net);
- + Call toll-free at 877-447-3983.