

ADVANCED

Merchant Onboarding Guide

Merchant
Onboarding Process

Frequently
Asked Questions

Enterprise Support
Process (Advanced)

Merchant Onboarding Process

Merchant Onboarding

1 **Register** for new CyberSource Merchant ID [here](#)



How do I create a new Merchant ID?

2 **Review** and **integrate** CyberSource products and services

- Integration documentation is available [here](#)
- Common integration methods available:

Secure Acceptance

Payer Authentication (3D Secure)

Token Management Service

Decision Manager

3 **Submit** the Merchant ID configuration request [here](#)



How to fill out the onboarding form

Production End-to-End Testing

Conduct end-to-end testing in production environment

- Test selected card types, alternative payment methods, and currencies
- Complete all tests before public launch of your site
- Deposit fund for test transactions into merchant bank account
- Issue credits/refunds for test transactions after fund deposit confirmation
- Ensure merchant information accuracy on card statements

Frequently Asked Questions

How can I submit a query to CyberSource Customer Support?

- Login to the Enterprise Business Center portal
- Select Support Center [here](#)
- Create a Case Ticket
- Enter the Description of your issue
- Submit the Case

Information required when submitting a query

- CyberSource Merchant ID
- CyberSource Request ID or Merchant Reference Number
- Specify if it is a test or live environment
- Error messages found in the Business Center
- Additional logs / stack traces if available

Information required when the issue is network-related

- Description of the issue
- Transaction error message
- Client server / Machine IP address
- Trace route output from client's server / machine to CyberSource Endpoint URL
- Screenshot of error message

Merchant POST-Onboarding include

- How to Create Admin user
- How to Add Users
- How to Generate Security Keys
- How to adjust Transaction Time Zone
- How to adjust TimeZone for custom reports

Enterprise Support Process

Our Enterprise Support Process is designed to ensure broad, high-quality attention to your service issues. If you have an issue you wish to escalate, our Enterprise Support team is always ready to help resolve your issues quickly and efficiently.

All of the support options you see in this Priority Support Guide are available to you. This document is organized in terms of priority, followed by the recommended contact option. To understand which are your best contact options, refer to the issue examples below.

Severity level

3/4

Low Severity

★★★★

2

Mid Severity

★★

1

High Severity

★

Examples

- General Enquiries
- Transaction Queries
- Documentation Queries
- Workarounds

- Service Latency
- Intermittent Services Failures

- Production Services Hard Down

Communication Channels

eTicket

Log into the [CyberSource Enterprise Business Centre \(EBC\)](#) and click on the Support tab and then click on *Support Center (Mid configuration/ Service enablement)*

Chat

Log into the [CyberSource Enterprise Business Centre \(EBC\)](#) and click on the Support tab and then click on *Live Chat*

Email

Email support center at advanced@cybersource.com

24/7 Phone support.

International toll-free access numbers.

Phone

Australia 1-800-728-844	India 000-800-100-1572	New Zealand 0800-444-847
China 400-881-0153	Indonesia 001-803-1-002-7918	Singapore 65-6818-5379
Hong Kong 301-74-281	Japan 03-6362-8092	Thailand 1800-11-002-7961
Korea 023-479-8405	Taiwan 886-2-2547-0594	

Notification and monitoring

Subscribe to VSIC/Status Page (<https://status.cybersource.com>) to receive the latest notification

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