Payments Portal

Getting Started Guide

September 2024

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1. Introduction

1.1 What is the Payments Portal?

The Payments Portal is an online tool that you can use to enter and manage transactions on your computer. It includes the following features:

- Credit and debit card sales
- Gift card sales, activation, adding value, and balance inquiry
- Online account management
- Recurring billing
- Historic search for transactions and batches
- Batch processing
- Multiple user accounts and permissions
- Uploading payment processing certificates

You can access the Payments Portal at https://tsys.accessaccountdetails.com/sign-in/.

Note: Depending on whether you use the Payments Portal with an integrated Point of Sale (POS) or if you use the Virtual Terminal to process transactions, the Payments Portal displays different functions and options.

1.2 User Types

The Payments Portal has four different user types that you can assign to your employees' accounts:

- Administrative user: Performs all functions including creating and managing other users. This user is typically the business owner or manager.
- Power user: Performs card sales, pre-authorizations, voids, refunds, and views reports. This user is typically the sales supervisor.
- Terminal user: Performs card sales, pre-authorizations, refunds, and views reports. This user is typically the sales assistant.
- Reporting user: Views reports but cannot perform any transactions.

1.3 User guide for the Payments Portal

We provide two help guides for using the Payments Portal. They are:

1. **Getting Started Guide**, which describes how to:
   - Sign in and navigate the Payments Portal
   - View your sales overview and activity overview
   - Run debit, credit, and gift card transactions on the Virtual Terminal
   - Close and view your batches
2. **Merchant Reference Guide**, which describes how to:
   - Set up recurring billing for customers
   - Run batch uploads
   - Receive daily reports about transaction activity
   - Manage user accounts for multiple personnel
   - View transaction activity for multiple merchant locations
   - Add a return or refund policy to store receipts

These documents are useful training aids and reference guides for staff members who prefer to read printed materials. The guides are in PDF format; to view them you need a PDF viewer such as Adobe Acrobat Reader.

2. The Payments Portal

2.1 Signing in to the Payments Portal

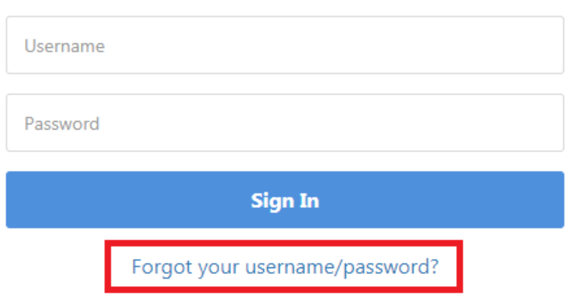
1. From the top-right of the Payments Portal, click your **user name.**
2. From the drop-down menu, click **Change Password.**
3. Type your **Current Password.**
4. Type your **New Password**.
5. In the Confirm **Password field**, re-type your **password.**
6. Click Change Password.

Note: When you click Change Password, the Payments Portal redirects you to the sign-in page to sign in using your new password. This is to help protect your account's security.

2.2 Resetting your Password

To reset your password, complete the following steps:

1. Go to https://tsys.accessaccountdetails.com/sign-in/.
2. Click **Forgot your username/password?**



3. In the **Username box,** type your **Payments Portal username.**
4. Click **Reset Password.**
5. Click the link in the email. The link in the email expires after three hours.

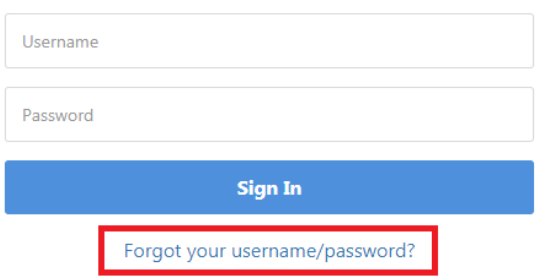
6. In the New Password box, type your **new password**. Your password must:
    - Contain between 8 and 20 characters
    - Contain at least one number
    - Contain both upper-case and lower-case letters
    - Not match your username
7. You must change your password every 90 days and you can't use the same password more than once.
8. In the Confirm Password box, re-type your new password.
9. Click **Reset Password**.
    - If your password reset is successful, the Payments Portal prompts you to return to the sign-in page.
    - If your password reset is unsuccessful, return to the sign-in page and try to reset your password again.

2.3 Forgotten your username

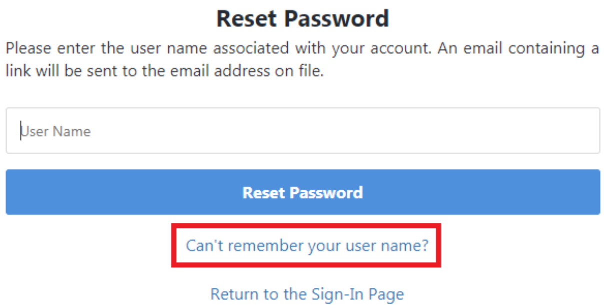
Note: When you retrieve your username, you also need to change your password.

To retrieve your username, complete the following steps:

1. Go to https://tsys.accessaccountdetails.com/sign-in/.
2. Click Forgot your username/password?



3. Click Can't remember your username?



4. In the Email Address box, type the **email address** connected to your account.
5. Click **Recover Account.** The Payments Portal sends an email to the email address you connected to your account.

6. Click the link in the email. The link in the email expires after three hours. Take a note of your username.

In the New Password box, type your **new password**. Your password must:

- Contains between 8 and 20 characters.
- Contain at least one number
- Contain both upper-case and lower-case letters
- Not match your username

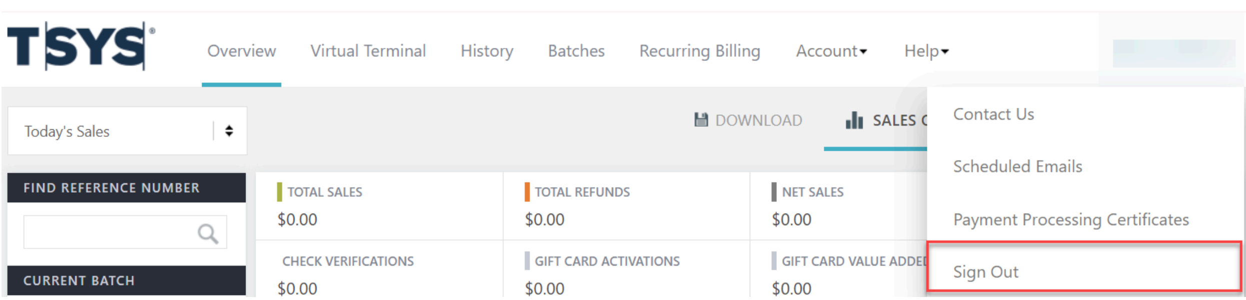
You must change your password every 90 days and you can't use the same password more than once.

7. In the **Confirm Password box,** re-type your new password.
8. Click **Reset Password.**
   - If your password reset is successful, the Payments Portal prompts you to return to the sign-in page.
   - If your password reset is unsuccessful, return to the sign-in page and try these steps again.

2.4 Signing Out of the Payments Portal

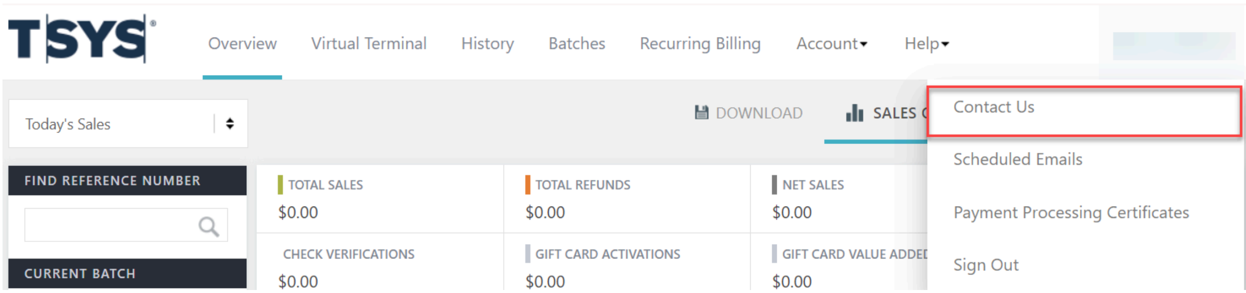
Important: The Payments Portal does not automatically save your progress. You should complete your current task before signing out. For security reasons, the Payments Portal automatically ends your current session after 15 minutes of inactivity.

1. From the top-right of the Payments Portal, click your **username.**
2. From the drop-down menu, click **Sign Out.**



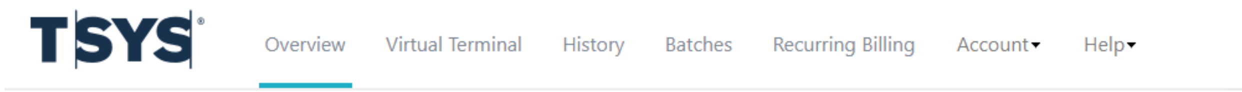
2.5 Contacting our Customer Support Team

You can contact our Customer Support Team using the Payments Portal. We respond by phone or email.

1. From the top-right of the Payments Portal, click your user name.
2. From the drop-down menu, click **Contact Us**.
3. 

4. Enter your question:
    - From the Topic drop-down menu, select the topic that best describes your issue. The topic you select helps us to respond more effectively.
    - In the Message field, describe your issue. You can write up to 2000 words.
5. Confirm your Contact Information is correct:
    - First Name
    - Last Name
    - Email Address
    - (Optional) Phone Number
6. Use the option buttons to select your Preferred Contact Method.
7. Click **Send Email.**

2.6 Layout of the Payments Portal



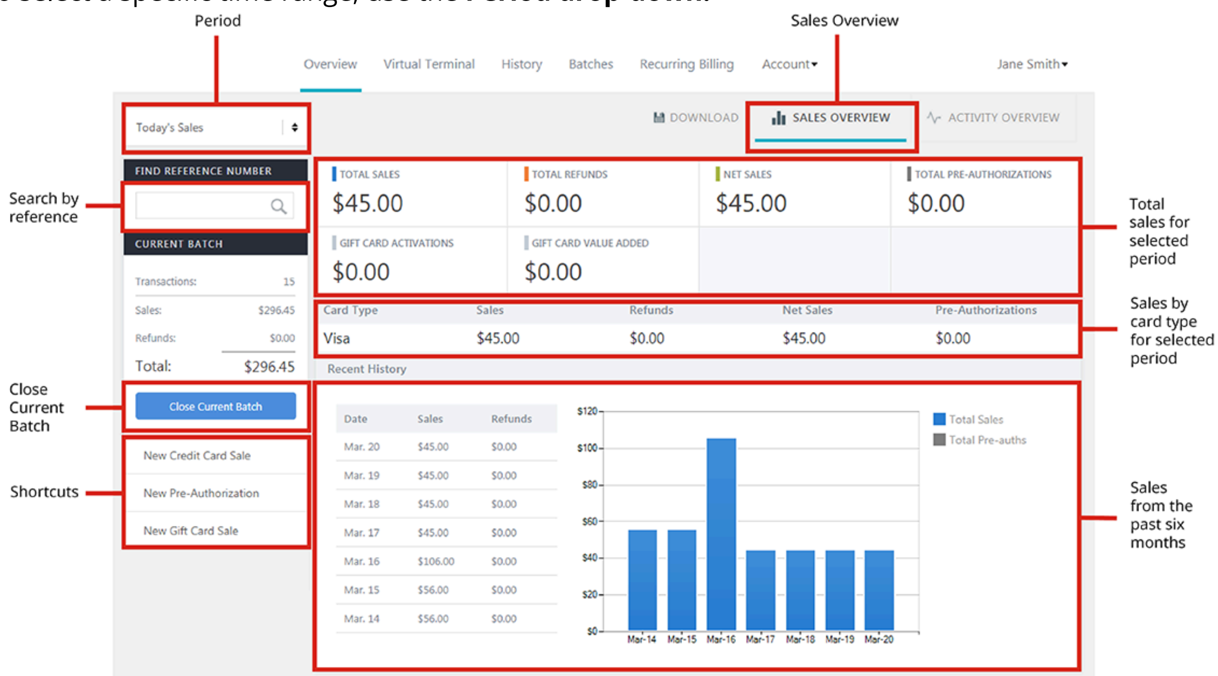
You can access the following Payments Portal pages from the toolbar:

- **Overview**: View information on total sales and activity over the past six months.
- **Virtual Terminal**: Run credit, debit, and gift card transactions.
- **History**: View information on closed, current, and intermediate batches
- **Batches**: Access Indeterminate, current and closed batches.
- **Recurring Billing**: Set up and manage recurring billing.
- **Account**: Set up and manage user accounts, and your merchant settings. You can also access the Statements and Reporting tool, and the PCI Compliance tool.
- **Help**: Access the Help Center, and the Payments Portal Help and FAQ section.

3. The Overview Page

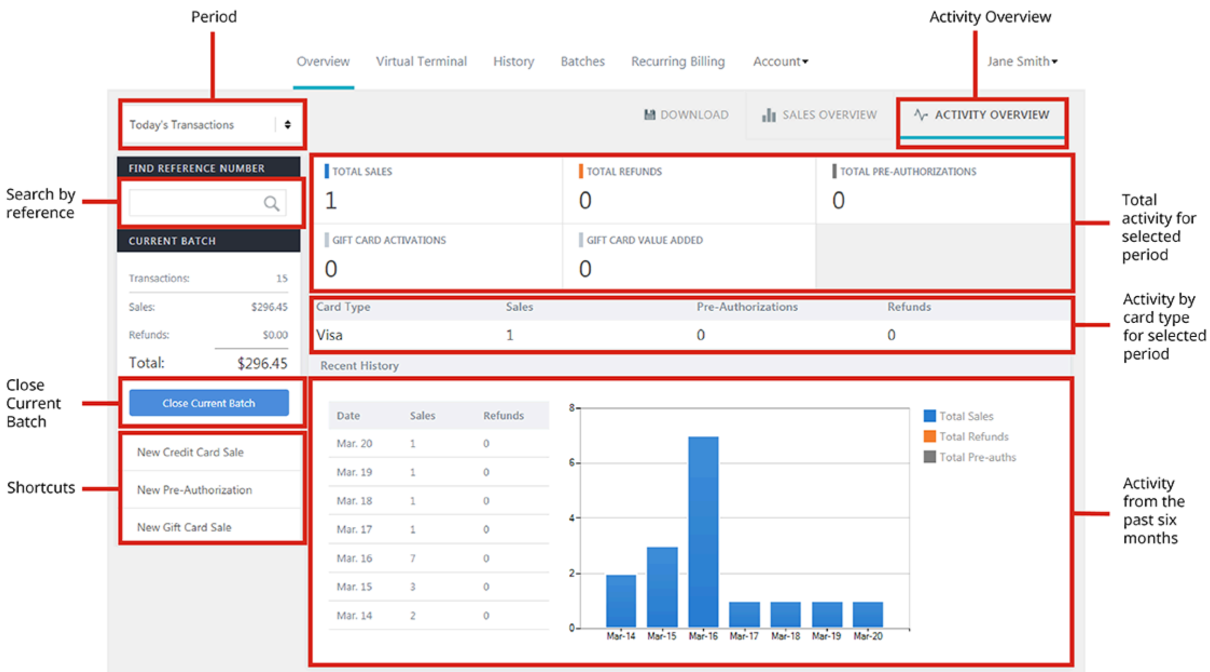
3.1 Viewing the Sales Overview

1. On the toolbar, click **Overview.**
2. Click **Sales Overview.**
3. To select a specific time range, use the **Period drop-down.**



3.2 Viewing the Activity Overview

1. On the toolbar, click **Overview.**
2. Click **Activity Overview.**
3. To select a specific time range, use the **Period drop-down menu.**

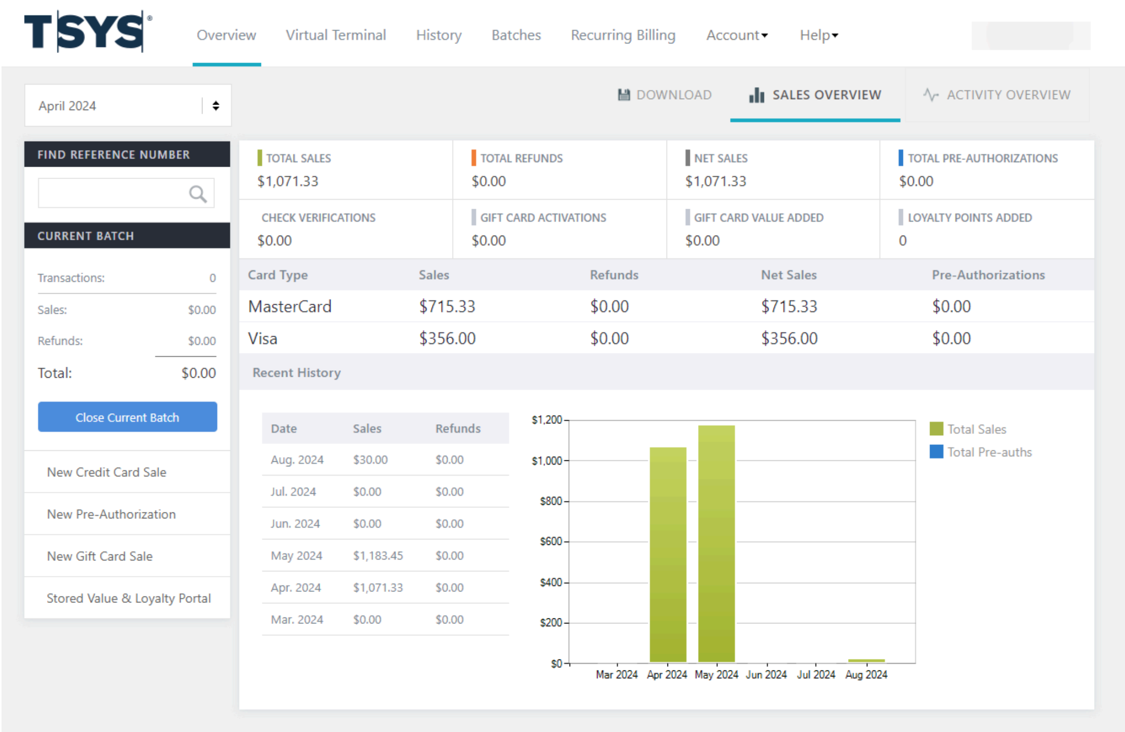


3.3 Downloading a transaction summary

To download a summary of your sales and activity in .CSV format:

1. On the toolbar, click **Overview.**
2. To select a time range, use the **Period drop-down menu.**
3. Click **Download.** Depending on your browser, you may need to complete additional actions.

4. Searching for a transaction



4.1 Searching for a transaction

Note:If you do not have the customer's full card-number, you can search for the last four numbers on their card. You can find the last four numbers of the customer's card on the customer's receipt.

1. On the toolbar, click **History.**
2. Click **Find.**

3. Type the Reference Number, or enter one or more of the following:
    a. Time Range
    b. Transaction Type
    c. Payment Type
    d. Name On Card
    e. Card Number
    f. Invoice Number
    g. Purchase Order
    h. Customer ID
    i. Customer Email
    j. Amount
    k. Batch Number
    l. Authorization Code
    m. Merchant Username
    n. Register / Clerk
    o. Transaction Result
    p. Checking Account Number
    q. Name on Check
    r. Check Status
    s. Check Type
    t. Check Funding Status
4. (Optional) To display only transactions that were processed using Store and Forward, select Only Show Stored Transactions.
5. Click **Find Transactions.**

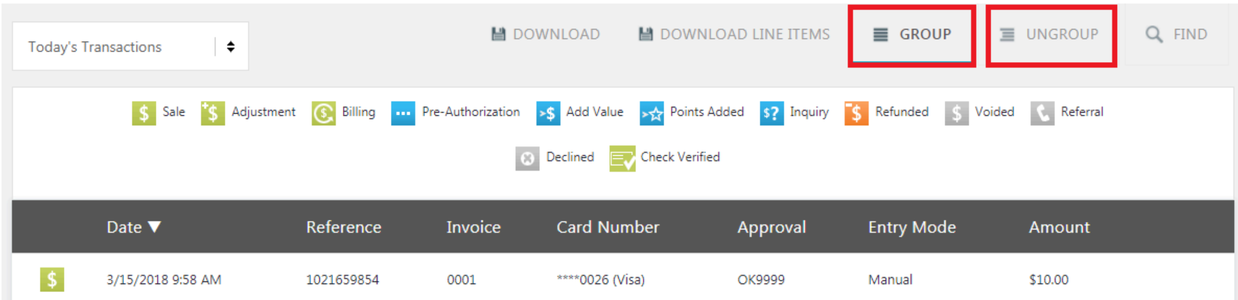
4.2 Downloading a transaction summary

When you are viewing the search results you can:

- Group or ungroup your results – group any related transactions, for example, a pre-authorization with its completed sale.
- Download your results in .CSV format – you can download your search results.
- Open a detailed view of a transaction – you can view more information about the transaction.

4.2.1 Grouping or ungrouping your transactions

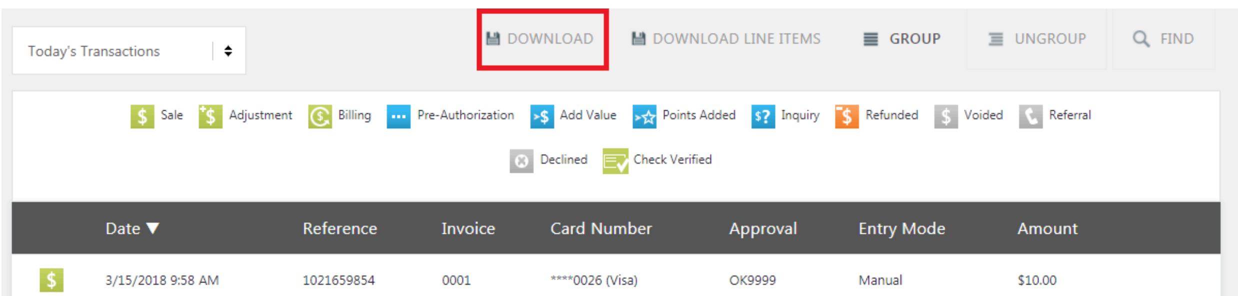
To group or ungroup your search results, click **GROUP** and **UNGROUP.**



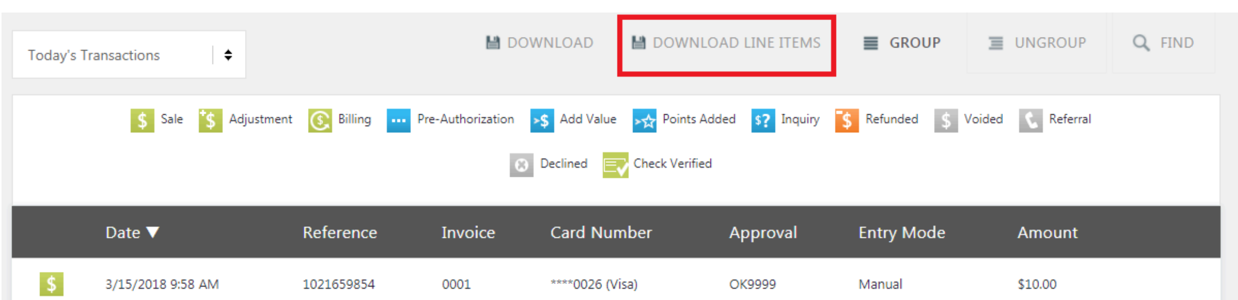
4.2.2 Downloading your transactions

You can download all your search results, or you can download only transactions that include more than one item. They download in .CSV format.

To download all your search results, click **DOWNLOAD.**



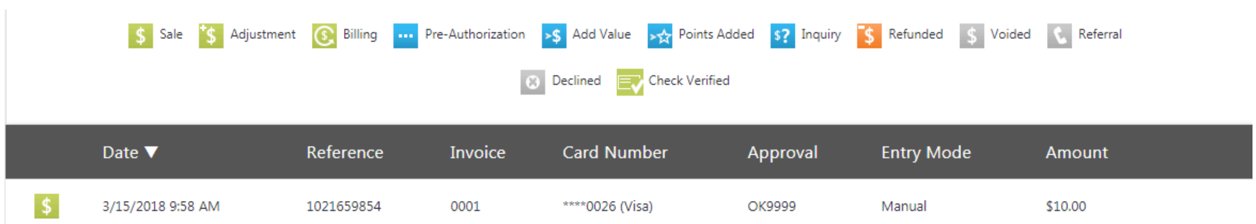
To download transaction results that include more than one item, click **DOWNLOAD LINE ITEMS.**



4.2.3 Opening the detailed view of a transaction

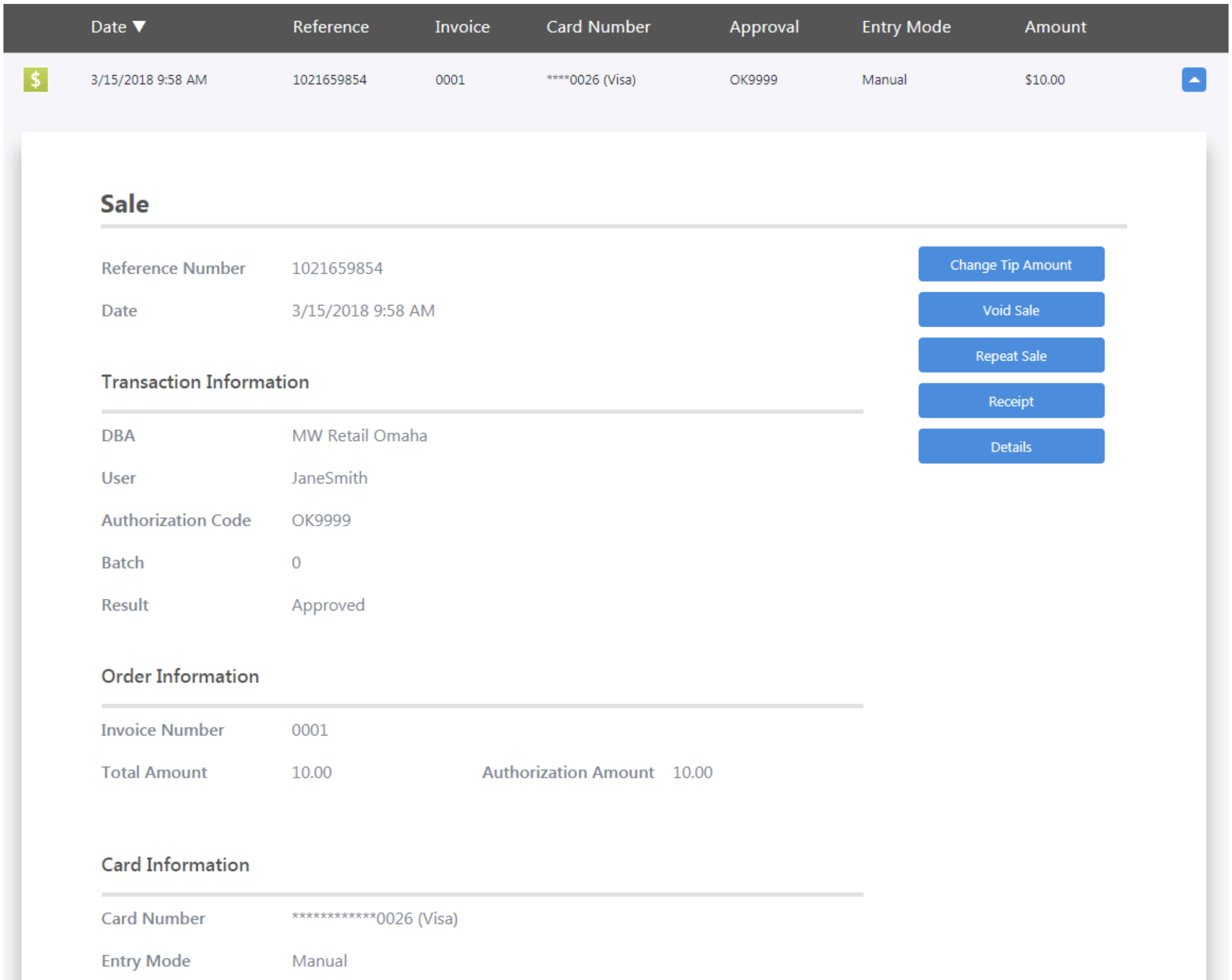
The History page displays transactions in a simplified view. The simplified view includes the following information:

- Type of transaction
- Date of the transaction
- Reference number
- Invoice number
- Card number
- Authorization code (if applicable)
- Entry mode
- Amount



If you click on any transaction, you open the detailed view. The detailed view includes more information than the simplified view, such as:

- User who performed the transaction
- Batch number
- Name on the card
- Cardholder address



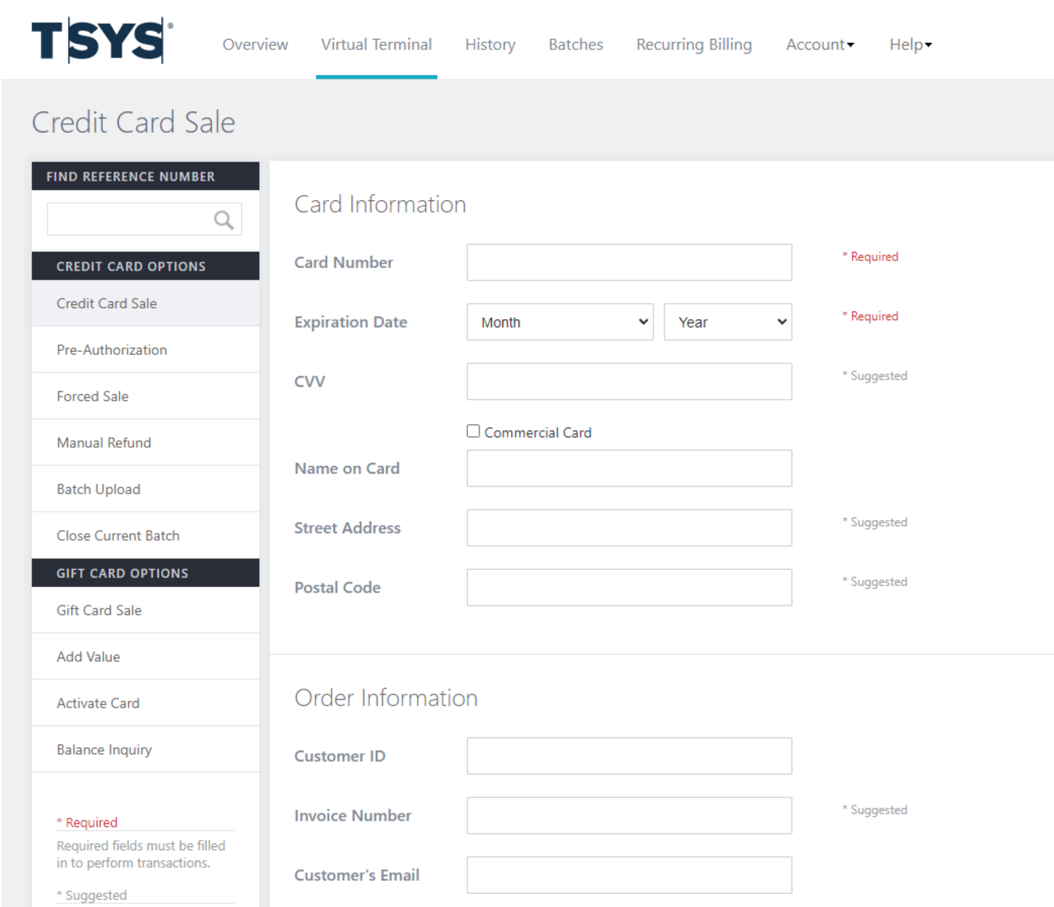
In the detailed view, you can use the option buttons to run additional functions, such as:

- Void or refund
- View transaction receipt
- View transaction details

5. Running a transaction

5.1 The Virtual Terminal

You use the Virtual Terminal to run transactions without a Point of Sale (POS).



The following fields are available in the Virtual Terminal:

- **Card number**: Credit or debit card number on the front of the customer's card.
- **Expiration Date**: Month and year that the card expires, and after which the customer can no longer use the card
- for transactions.
- **CVV**: A three-digit code on the signature strip of a credit or debit card. Also known as a CVC or a CVV2.

- **Commercial Card**: Credit card connected to a business or organization. Also known as a corporate card.
- **Name on Card**: The customer's name on their credit or debit card.
- **Street Address**: The customer's street address connected to their credit or debit card.
- **Postal Code**: The customer's postal code (zip code) connected to their credit or debit card.
- **Customer ID**: Customer reference number that you create at the time of the transaction.
- **Invoice Number**: Invoice reference number you create at the time of the transaction.
- **Customer Email**: The customer's email address for their card information.
- **Subtotal Amount**: Value of item or service before tax is added.
- **Tax Amount**: Value added to item or service cost, based on state tax requirements.
- **Total**: The total amount needed for payment.
- **Notes**: Notes relating to the transaction for future reference.
- **Allow duplicate transactions**: Allows you to process the same transaction for the same card more than once during a 24-hour period.

5.2 Considerations for Mail Order or Telephone Order merchants

When you sell goods or services, using mail order or telephone order you must run a pre authorization and finalize the sale only when you ship the goods to the customer.

5.3 Running a card sale

1. On the toolbar, click **Virtual Terminal.**
2. Enter the Card Information:
    - Type the **Card Number.**
    - Use the month and year drop-down menus to select the **Expiration Date.**
    - Type the **CVV.**
    - (Optional) Type the **Name on the Card.**
    - Type the **Street Address.**
    - Type the **Postal Code.**
3. Type the Order Information:
    - (Optional) Customer ID.
    - Invoice Number.
    - (Optional)Customer's Email.
    - Subtotal Amount.
    - (Optional) Tax Amount.
    - (Optional) Notes relating to the sale for future reference.
4. (Optional) To allow the same transaction to occur for the same card more than once in a 24-hour period, select the **Allow Duplicate Transactions** check box.
5. Click **Submit Payment**. The Payments Portal displays either a decline, or an approval screen:

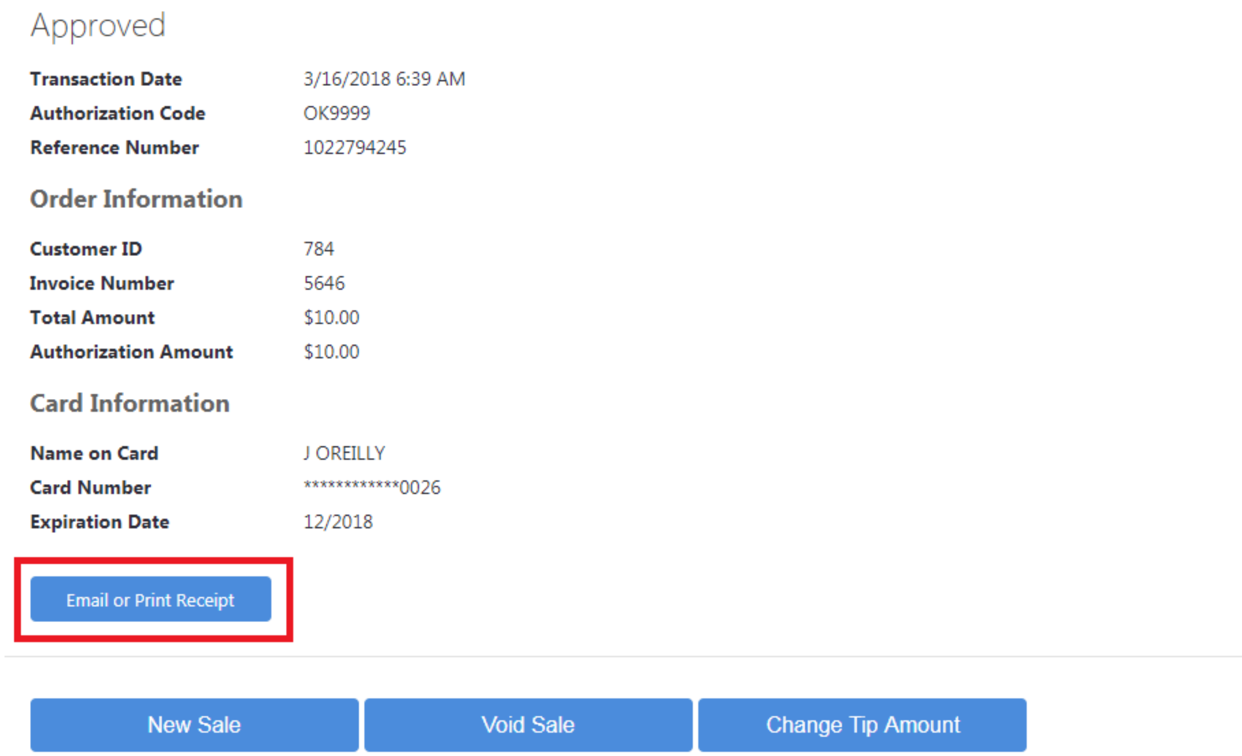
- Decline – Payments Portal may display a reason such as “Decline; Invalid CVV.” You can retry the card or ask your customer to use a different payment method.
- Approval – The approval screen includes a summary of the transaction. On the approval screen, you can:
  - Email or Print Receipt
  - Start a new sale
  - Void the sale
  - Change the Tip Amount

Note: If you are a Virtual Terminal user and do not have an integrated POS, the Payments Portal does not display the Tip Amount and Convenience Fee fields.

5.4 Emailing a receipt

You can email a sales receipt directly after running a card sale from the sale-approval screen. You can also email receipts for past transactions using the History page.

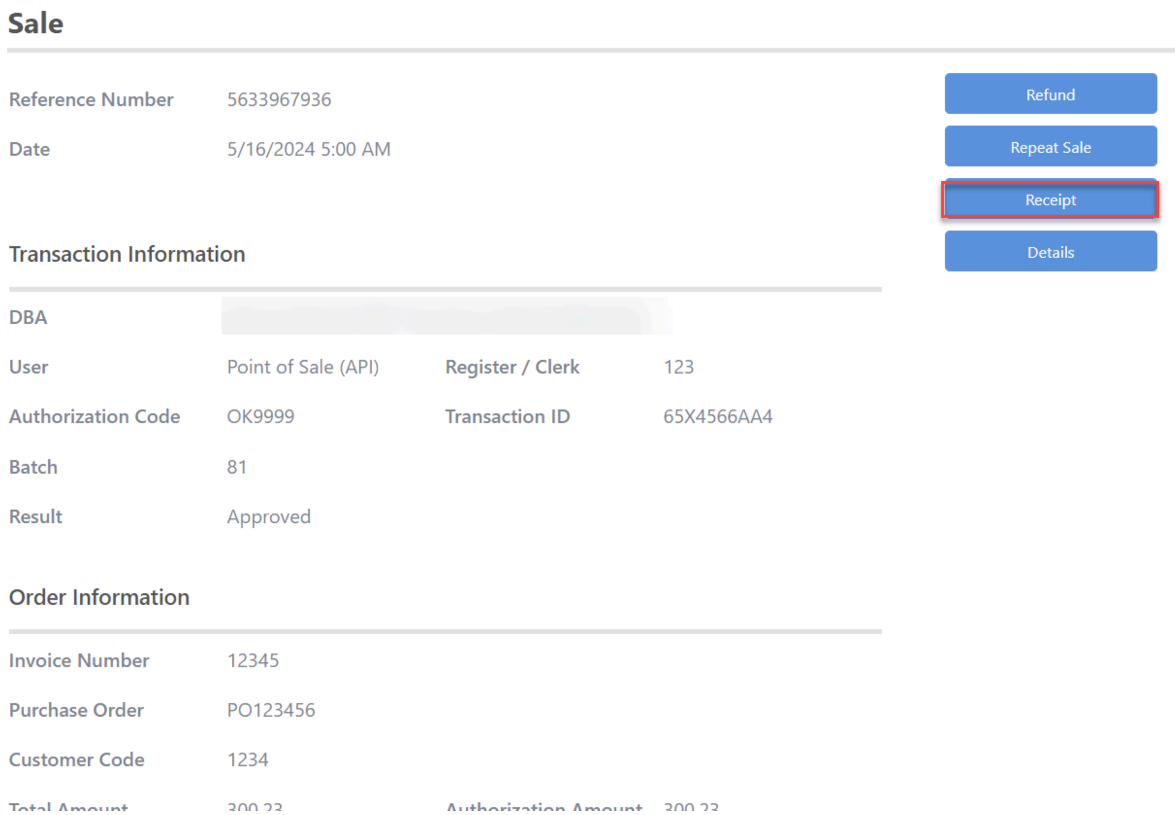
1. Run a card sale.
2. Click **Email or Print Receipt.**



3. In the Email Address field, type the **recipient's email address.**
4. Click **Email Receipt**. The Payments Portal confirms it has sent the receipt to the customer.

5.4.1 Emailing a receipt from the History page

1. On the toolbar, click **History.**
2. Search for the transaction of the receipt you want to email.
3. Click the transaction to display the detailed view.
4. Click **Receipt** to display the sale receipt.

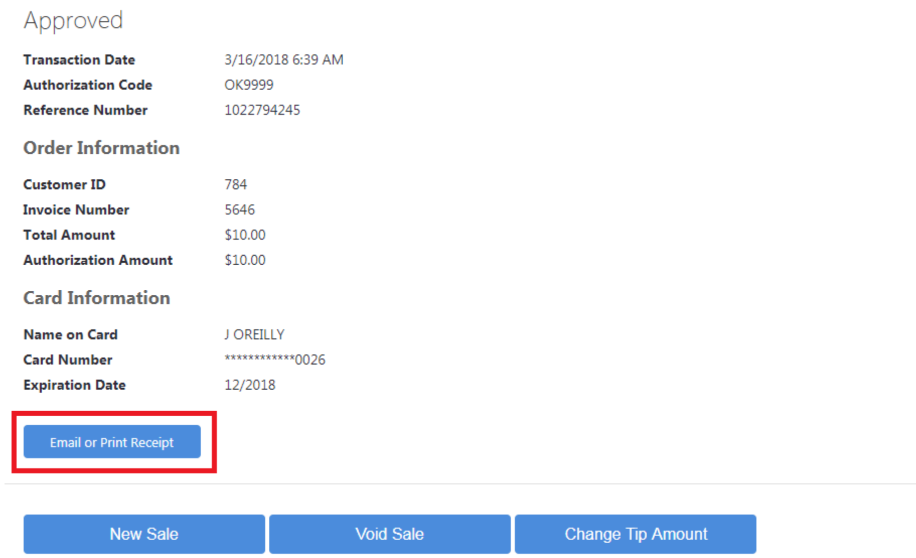


5. In the Email Address field, type the recipient's email address.
6. Click **Email Receipt.** The Payments Portal confirms it has sent the receipt to the customer.

5.5 Printing a receipt

You can print a sales receipt directly after running a card sale from the sale-approval screen. You can also print receipts for past transactions using the History page.

1. Run a **card sale**.
2. Click **Email or Print Receipt.**

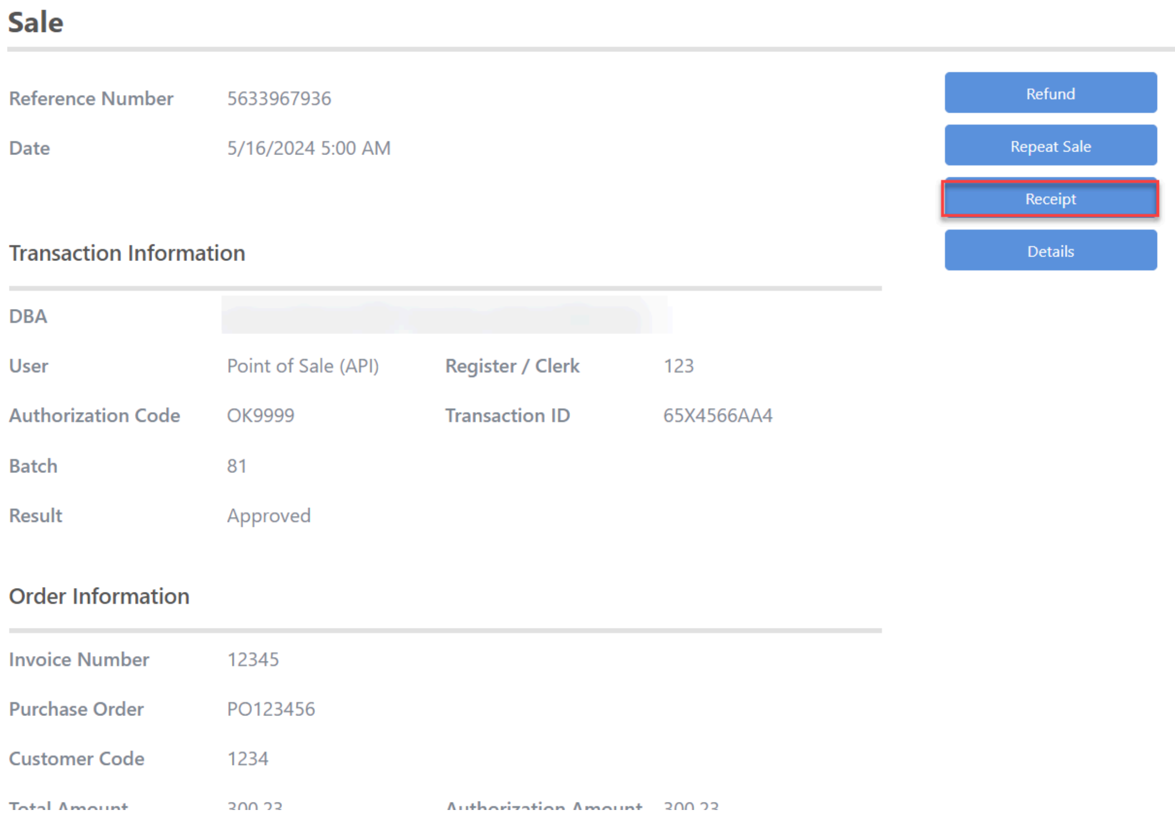


3. Click **Print Receipt**. Depending on your browser, you may need to complete additional actions.

5.5.1 Printing a receipt from the History page

1. On the toolbar, click **History.**
2. Search for the transaction of the receipt you want to email.
3. Click the **transaction** to display the detailed view.

4. Click **Receipt** to display the sale receipt.



5. Click **Print Receipt**. Depending on your browser, you may need to complete additional actions.

5.6 Voiding a transaction

A void cancels an unsettled transaction. You can void only transactions that are part of an open batch. When you close the current batch, any voided transactions are not transferred to your account from the customer's account.

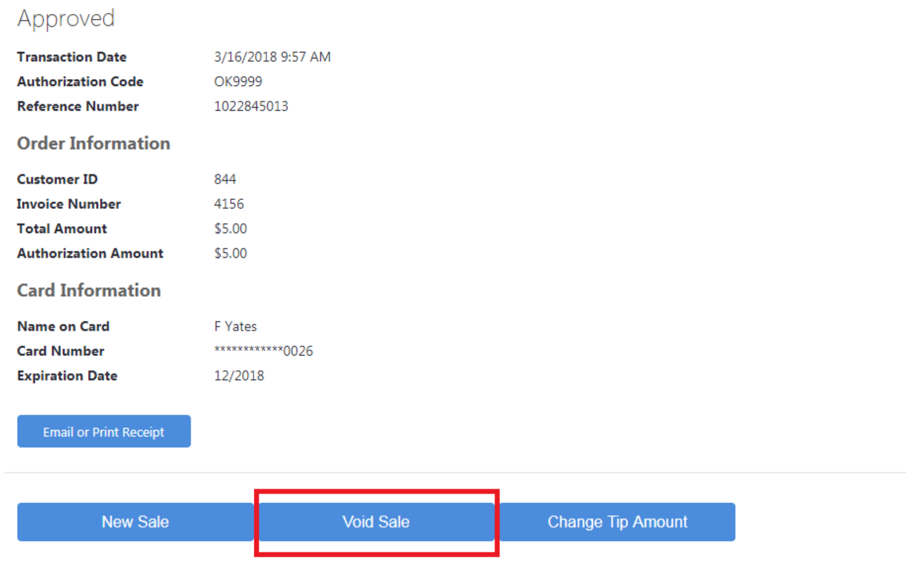
Note: If you do not have an option to void a sale on the Payments Portal, the sale is part of a closed batch and you must perform a refund.

You can void a transaction immediately after running the sale on the Virtual Terminal, or by using the History page.

5.6.1 Void immediately after running a card sale

To void a transaction immediately after running a card sale:

1. Click **Void Sale.**

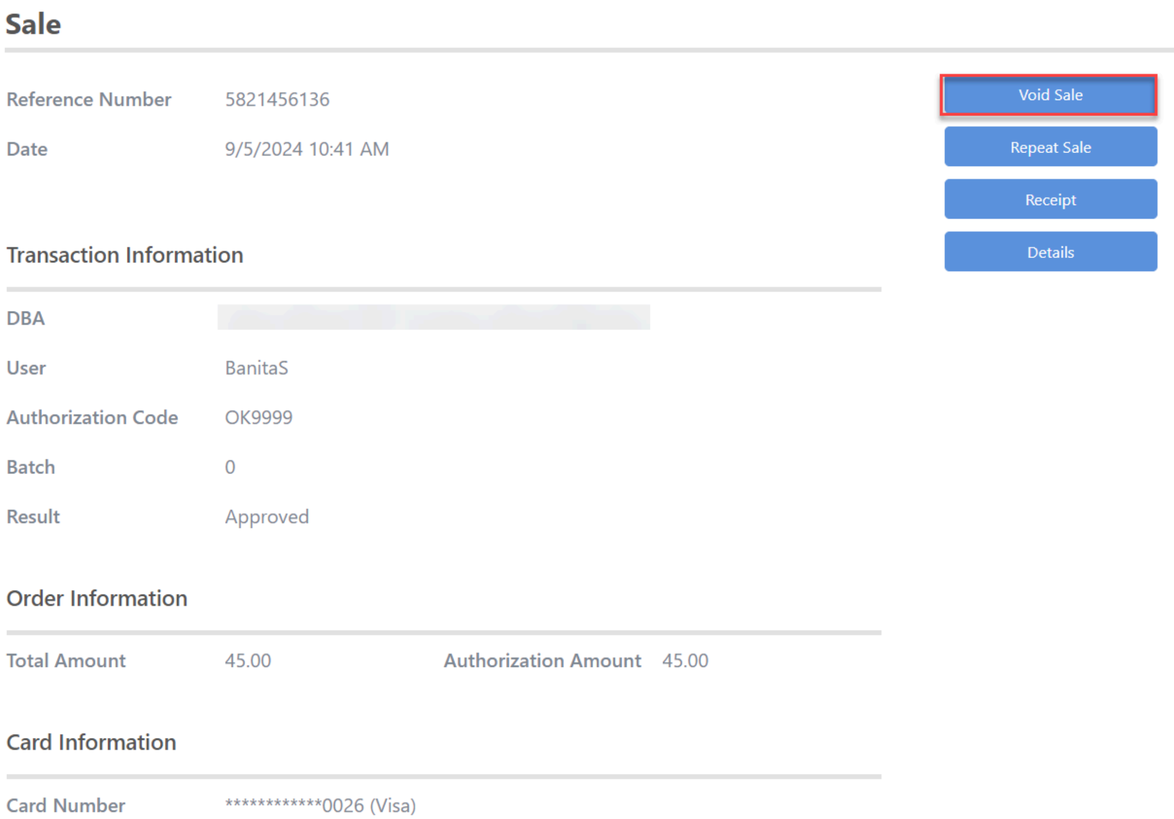


2. Click **Void Sale**. The Payments Portal confirms the void was successful.

5.6.2 Void a transaction from the History page

To void a transaction from the History page:

1. On the toolbar, click **History.**
2. Search for the transaction you want to void.
3. Click the transaction to display the detailed view.
4. Click **Void Sale.**



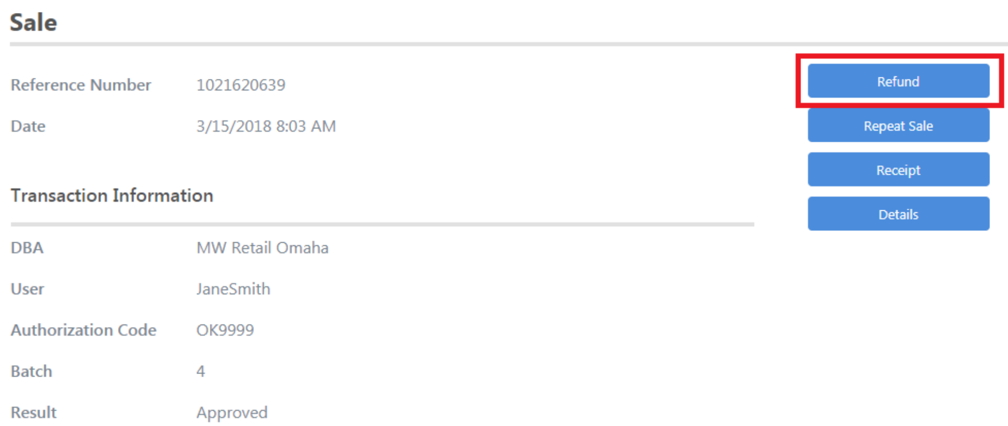
5. Click **Void Sale**. The Payments Portal displays an approval that it voided the transaction.

5.7 Refunding a sale

A refund returns all or part of the transaction value to the customer. You can refund a sale only when the transaction is part of a closed batch. When you refund a sale, the value of the transaction leaves your account the next time you close the current batch.

Note: If you do not have an option to refund a sale on the Payments Portal, the sale is part of an open batch and you must perform a void. You can refund a transaction from the History page.

1. On the toolbar, click **History.**
2. Search for the transaction you want to refund.
3. Click the transaction to display the detailed view.
4. Click **Refund.**



5. Check the Refund Amount is correct. If it is incorrect, type the **correct refund amount.**
6. Click **Refund**. The Payments Portal confirms the refund was successful.

5.7.1 Voiding a refund

Note: You can only void a refund that is part of an open batch.

If you accidentally return funds to a customer using a refund, you can cancel the transaction using a void. You can void a refund using the refund-approval screen, or by using the History page.

5.7.2 Voiding a refund using the refund-approval screen

To void a refund using the refund-approval screen:

1. On the refund approval-screen, click **Void Refund.**
2. On the Transaction Information screen, click **Void Refund**. The Payments Portal confirms you voided the refund.

5.7.3 Voiding a refund using the History page

To void a refund using the History page:

1. On the toolbar, click **History.**
2. Click on the refunded transaction you want to void.
3. Click **Void Refund.**
4. Click **Void Refund.** The Payments Portal confirms you have voided your refund.

5.8 Running a pre-authorization

A pre-authorization temporarily holds funds in the customer's account, which you later capture when you finalize the sale. You can use a pre-authorization to make sure customers pay for the services you provide, for example, at the start of their hotel stay or when they hire a car.

You should use a pre-authorization if you are a mail order or telephone order merchant that ships physical goods. You can then finalize the sale when you ship the goods to the customer.

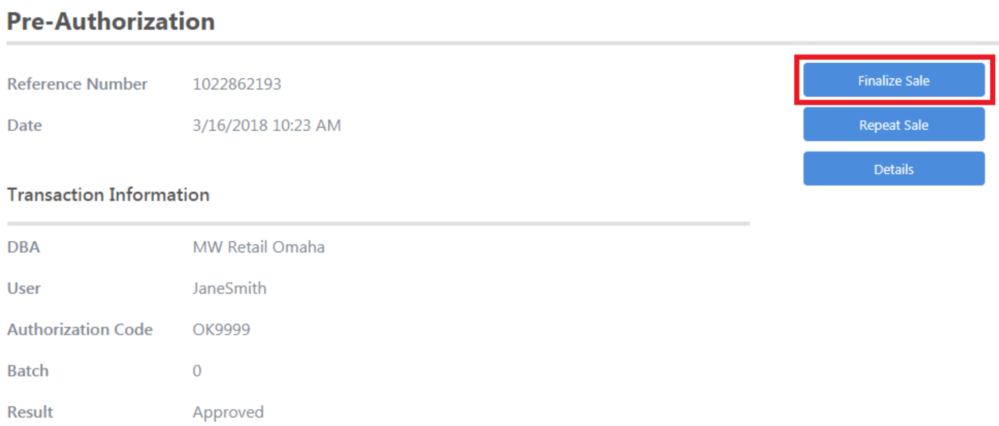
1. On the toolbar, click **Virtual Terminal.**
2. On the side menu, click **Pre-Authorization.**
3. Enter the Card Information:
    - Type the Card Number.
    - Use the month and year drop-down menus to select the Expiration Date.
    - Type the CVV.
    - (Optional) Type the Name on Card.
    - Type the Street Address.
    - Type the Order Information:
    - (Optional) Customer ID.
    - Invoice Number.
    - (Optional) Customer's Email.
    - Subtotal Amount.
    - (Optional) Tax Amount.
    - (Optional) Notes relating to the pre-authorization for future reference.
4. Click **Submit Payment.** The Payments Portal confirms the pre-authorization

Note: If you are a Virtual Terminal user and do not have an integrated POS, the Payments Portal does not display the Tip Amount and Convenience Fee fields.

5.8.1 Finalizing a pre-authorization

To finalize a pre-authorization:

1. On the toolbar, click **History.**
2. Search for the pre-authorization you want to finalize.
3. Click the transaction to display the detailed view.
4. Click **Finalize Sale.**



5. Click **Finalize Sale**. The Payments Portal confirms you have finalized the sale.

5.9 Running a forced sale

If a card transaction requires a referral, you can complete the transaction using a forced sale. You run a forced sale from the Virtual Terminal, or from the History page.

To run a forced sale from the Virtual Terminal:

1. On the toolbar, click **Virtual Terminal.**
2. On the side menu, click **Forced Sale.**
3. Enter the Card Information:
    - Type the **Authorization Number** that the card issuer has provided.
    - Type the **Card Number.**
    - Use the month and year drop-down menus to select the **Expiration Date.**
    - Type the **CVV**.
    - (Optional) Type the **Name on Card**
    - Type the **Street Address.**
    - Type the **Postal Code.**
4. Type the Order Information:
    - (Optional) Customer ID

- Invoice Number
- (Optional)Customer’s Email.
- Subtotal Amount
- (Optional) Tax Amount
- (Optional) Notes relating to the forced sale for future reference.

5. Click **Submit Forced Sale**. The Payments Portal confirms the forced sale is successful.

6. Batching

6.1 Viewing your batch history

On the Payments Portal, you can view batches that you have previously uploaded or closed.

To view your batches:

1. On the toolbar, click **Batches.**
2. Use the Period drop-down menu to choose the time frame that your batch was in.
3. (Optional) Click any batch to see a list of the transactions held in that batch.
4. (Optional) Click any transaction to:
    - View the detailed information
    - Repeat the sale
    - Email or print the receipt

6.2 Closing your batch

To close your batch:

1. On the toolbar, click **Virtual Terminal.**
2. From the side menu, click **Close Current Batch.**
3. Click **Close Current Batch**. The Payments Portal confirms that you have closed the batch.

7. User Management

7.1 User types

The Payments Portal has four different user types that you can assign to your employees' accounts:

- **Administrative user**: Performs all functions including creating and managing other users. This user is typically the business owner or manager.
- **Power user**: Performs card sales, pre-authorizations, voids, refunds, and views reports. This user is typically the sales supervisor.
- **Terminal user**: Performs card sales, pre-authorizations, refunds, and views reports. This user is typically the sales assistant.
- **Reporting user**: Views reports but cannot perform any transactions.

7.2 Adding a new user account

To add a new user account:

1. On the toolbar, click **Account.**
2. From the drop-down menu, click **User Management.**
3. On the side menu, click **Add New User.**
4. Enter the User Information:
    - Type the **User Name.**
    - Type the **First Name** of the user.
    - Type the **Last Name** of the user.
    - Type the **Email Address** of the user.
    - From the drop-down menu, select the user's **Time Zone**

Note: The Payments Portal prompts you to enter a different user name if your first attempt is in use by another merchant.

5. Select the **Administrator Account** check box to assign the Administrative user type to the account, or select the Grant Gateway Access check box, and select one of the following to assign a user type:
    - Reporting User
    - Terminal User
    - Power User

6. Click **Add User**.

7.3 Deactivating a user account

To deactivate a user account:

1. On the toolbar, click **Account.**
2. From the drop-down menu, click **User Management.**
3. Click the user's record to open the detailed view.
4. Click **Deactivate the User Account.**

7.4 Activating a user account

To activate a user account:

1. On the toolbar, click **Account.**
2. From the drop-down menu, click **User Management.**
3. Click the user's record to open the detailed view.
4. Click Activate the **User Account.**

7.5 Resetting a user's password

If a user forgets their password, you can send them a password-reset email.

To reset a user's password:

1. On the toolbar, click **Account.**
2. From the drop-down menu, click **User Management.**
3. Click the user's record to open the detailed view.
4. Click **Send Password Reset.**

7.6 Unlocking a user account

The Payments Portal locks an account when a user does not enter their password correctly six times in a row.

Note: The Payments Portal resets the number of failed login attempts to zero when the user successfully enters their password.

To unlock a user account:

1. On the toolbar, click **Account.**
2. From the drop-down menu, click **User Management.**
3. Click the user's record to open the detailed view.
4. Click **Unlock the User Account.**

7.7 Editing a user account

You can edit the following user account information at any time:

- First name
- Last name
- Email address
- Time zone
- Account status
- User type

To edit a user account:

1. On the toolbar, click **Account.**
2. From the drop-down menu, click **User Management.**
3. Click the user's record to open the detailed view.
4. Edit the **User Information** as needed:
    - First Name
    - Last Name
    - Email Address
    - Time Zone
5. Click **Deactivate the User Account** or **Activate the User Account.**
6. Select the Administrator Account check box to assign the Administrative user type to the account, or select the Grant Gateway Access check box, and select one of the following to assign a user type:
    - Reporting User
    - Terminal User
    - Power User
7. Click **Update User.**

7.8 Deleting a user password

Important: You cannot recover a user account after you have deleted it. You must deactivate a user account before deleting it. When you delete an active user account, the user name cannot be reused or recovered.

To delete a user account:

1. On the toolbar, click **Account.**
2. From the drop-down menu, click **User Management.**
3. Click the user's record to open the detailed view.
4. Click **Delete User**. The Payments Portal prompts "Are you sure you want to delete the account?"
5. Click **Delete User Account.**

8. Managing Payment Processing Certificates

8.1 What is a Payment Processing Certificate

A payment processing certificate is a certificate associated with the merchant locations you administer and is used to encrypt payment data for secure payment transactions. To create a payment processing certificate for Apple Pay: eCommerce online transactions, refer to the Apple Pay documentation.

> **Important:** Before you can upload a payment processing certificate, it must be a valid PKCS#12 file with a .pfx or .p12 file extension.

8.2 What is a Merchant Location?

The merchant that you have access to view and which the certificate can be linked to. As a user, you can be associated with multiple merchants which the certificate can also be linked to.

8.3 How do I add a payment processing certificate?

1. From your username drop-down menu, select **Payment Processing Certificates.**
2. On the side menu, click **Add Certificates.**
3. To upload the certificate, click **Browse** and then **select a certificate.**
4. Optionally, enter a password associated with the certificate if you created one when creating the Apple Pay certificate.
5. Search for, or select, the merchant location the certificate is to be associated with. This is required to successfully upload a certificate.
6. Click **Add Certificate**. A confirmation page displays the certificate information.

Field	Description
Type	The certificate type; Apple Pay.
ID	The unique identifier of the certificate.
Public Key Hash	The fingerprint identifying the public key associated with the certificate.
Valid From	The date and time the certificate is valid from.
Valid To	The date and time (UTC) the certificate expires.
Locations	Merchant locations associated with the certificate.

8.4 How do I view a payment processing certificate?

From your username drop-down menu, select **Payment Processing Certificates,** or on the side menu, click **View Certificates**.

The View Certificates page lists all of the uploaded certificates and displays the following information for each certificate. You can sort the table listing by status.

Field	Description
ID	The unique identifier of the certificate.
Type	The certificate type: Apple Pay.
Status	The current status of the certificate; active or expired.
Expiry date	The date and time (UTC) the certificate expires.

8.5 How do I edit a payment processing certificate?

Important: You can only edit the merchant locations associated with the certificate.

1. From your username drop-down menu, select **Payment Processing Certificates**, or on the side menu, click **View Certificates.**
2. Select the Edit icon (>) located beside the certificate you want to edit or select the table row the certificate is listed on.
3. Search for, select, or deselect the merchant location the certificate is to be associated with.
4. Click **Update Certificate.** A confirmation page displays the updated certificate information.

8.6 How do I remove a payment processing certificate?

Important: You can only remove a certificate by removing all visible merchant locations associated with that certificate.

1. From your username drop-down menu, select **Payment Processing Certificate**s, or on the side menu, click View Certificates.
2. Select the Edit icon (>) located beside the certificate you want to edit or select the table row the certificate is listed on.
3. Deselect all merchant locations associated with that certificate.
4. Click **Update Certificate**.
5. You are prompted to confirm that you want to remove the certificate, click Confirm. A confirmation page confirms the certificate has been removed.

8.7 What does unsupported file type mean and what action do I need to take?

The payment processing certificate must be **a valid PKCS#12** file with a **.pfx** or **.p12** file extension. Please try again with a valid certificate.

8.8 What does invalid key or password mean and what action do I need to take?

The uploaded payment processing certificate has an invalid password (if applicable) or the keys in the certificate are incorrect. Contact Support if the error message persists.

8.9 What does unable to process mean and what action do I need to take?

An unexpected error has occurred when uploading the certificate. Please try again or contact Support if the error message persists.

8.10 My payment processing certificate has expired, what can I do?

If your payment processing certificate has expired, you must upload a valid certificate to continue processing Apple Pay: eCommerce online transactions.

1. From your username drop-down menu, selec**t Payment Processing Certificates.**
2. On the side menu, click **Add Certificates.**
3. To upload the certificate, click Browse and then select a certificate.
4. Optionally, enter a password associated with the certificate if you created one when creating the Apple Pay certificate.
5. Search for, or select, the merchant location the certificate is to be used for.
6. Click **Add Certificate.**

8.11 My payment processing certificate is expiring, what can I do?

> **Important:** Before the ***valid to*** date of the expiring certificate, you must upload a new certificate to continue processing Apple Pay: eCommerce online transactions.

1. From your username drop-down menu, select Payment Processing Certificates.
2. On the side menu, click **Add Certificates.**
3. To upload the certificate, click **Browse** and then **select a certificate.**
4. Optionally, enter a password associated with the certificate if you created one when creating the Apple Pay certificate.
5. Search for, or select, the merchant location the certificate is to be associated with.
6. Click **Add Certificate.**

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