



NetSuite Integration for CyberSource

Getting Started Guide

December 2018

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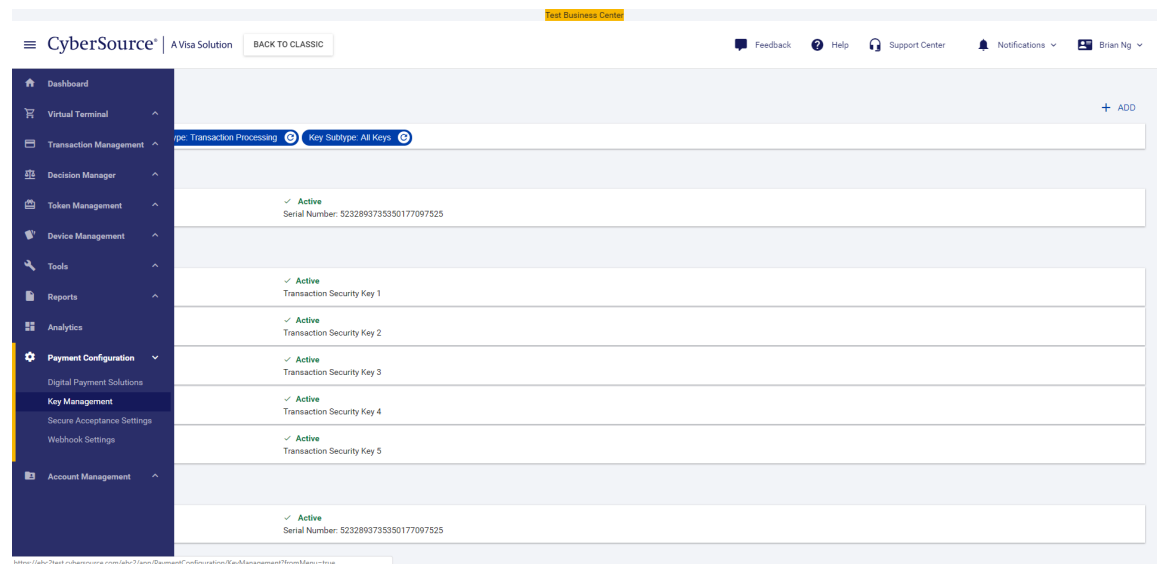
Introduction

This document explains the steps needed to configure your NetSuite environment to process credit card transactions through CyberSource.

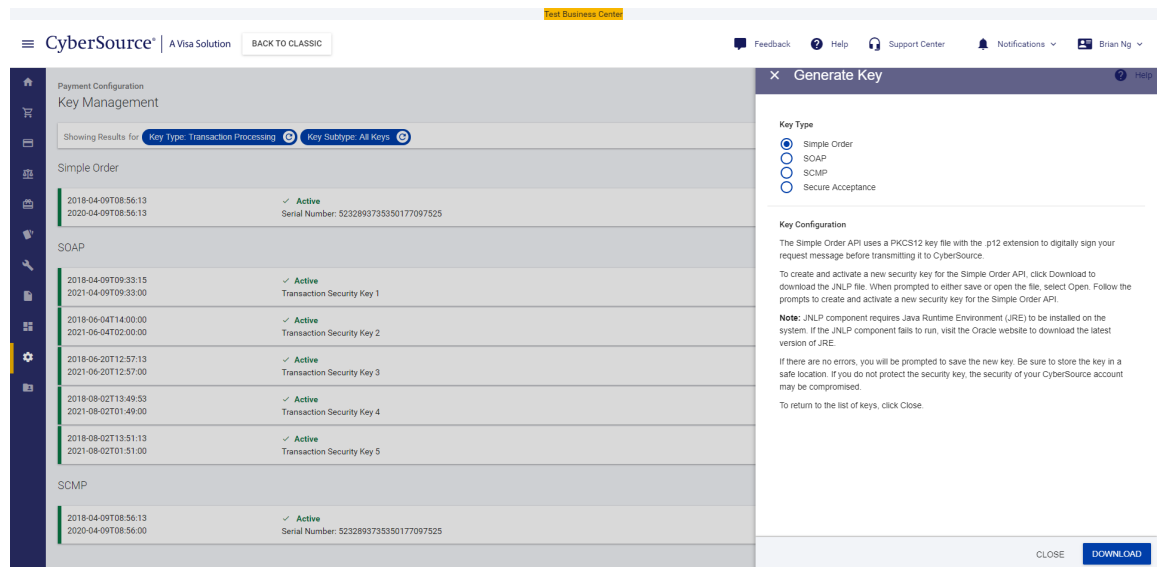
Configure Your CyberSource Account

You will need both a CyberSource Merchant ID and a Security Key to process transactions with NetSuite. The Security Key ensures that transactions originate from your web site and that no one, not even CyberSource, can run transactions on your behalf by using your private key.

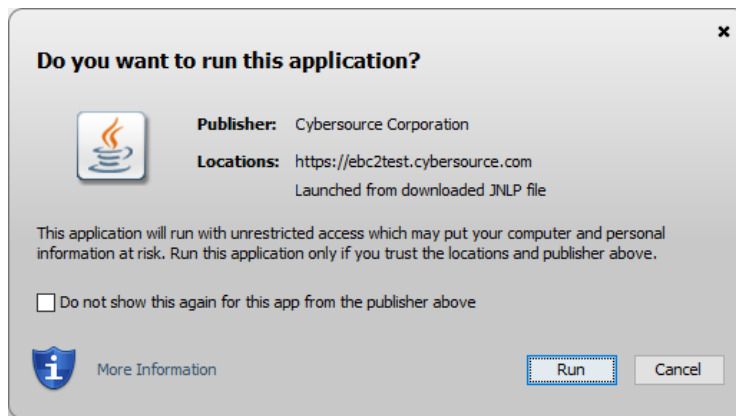
1. If you don't have one already, create a CyberSource test account:
<http://www.cybersource.com/register>. For more information on creating a test account, please contact your Sales Representative.
2. Create a Transaction Security Key (.p12 key)
 - Log into the CyberSource Business Center
 - Test: <https://ebc2test.cybersource.com/>
 - Production: <https://ebc2.cybersource.com/>
 - Click Payment Configuration > Key Management > + ADD (upper right corner)



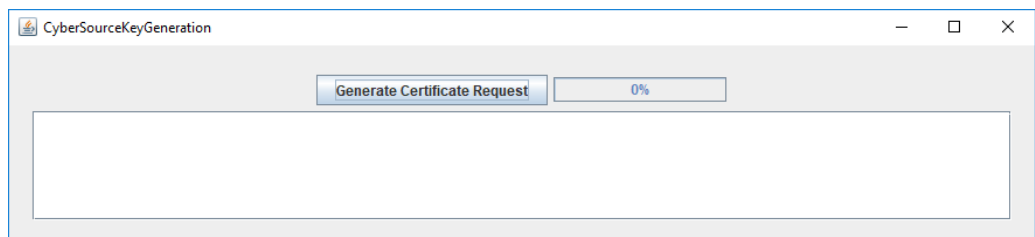
- Select the Simple Order key type on the Generate Key page and click DOWNLOAD



- The Downloaded JNLP File will require a JRE from [Oracle](https://www.oracle.com/in/java/technologies/javase-downloads.html) to run. Once a JRE is installed on your computer, open the downloaded file and click 'Run' on the following prompt:



- When you see the Java Application running as below, click Generate Certificate Request and save the key to your file system:



3. Ensure your CyberSource account has been enabled for any services or features you are subscribed to. Here is a list of services/features that are supported by NetSuite's integration:

- Credit Card Services
 - Level III (tested with GPN processor only)
- Decision Manager
- Token Management Service
 - Works only for tokens created in a 3rd party order entry system. NetSuite cannot create tokens for orders entered directly into NetSuite.
 - NetSuite only supports 16-digit tokens. Please setup your CyberSource account to support a 16-digit token format
- Payer Authentication
 - Supported with Site Builder and SuiteCommerce Advanced with Reference Checkout bundle Kilimanjaro and above

Configure Your NetSuite Account

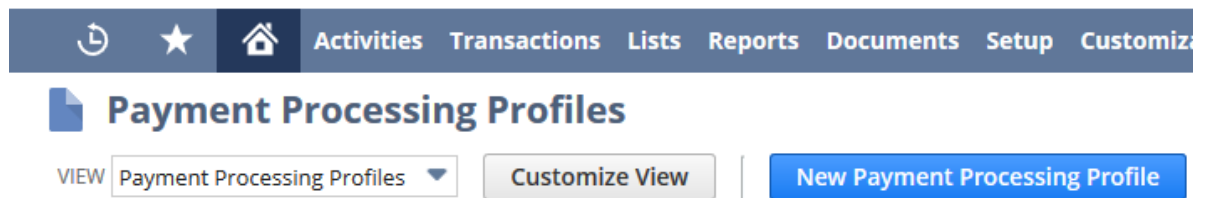
Complete instructions for configuring your NetSuite account to process credit cards with CyberSource are found in SuiteAnswer 7519. A subset of those steps is listed below.

Add a New CyberSource Credit Card Processing Profile

1. Log into NetSuite as an administrator and click Setup > Accounting > Payment Processing Profiles

Setup	Customization	Support
Setup Manager		▲
Company	▶	FINANCIAL STATEMENTS
Accounting	▶	Payment Processing Profiles
Payroll	▶	PayPal Accounts
Sales	▶	Credit Card Soft Descriptors
Marketing	▶	TAXES
Support	▶	Set Up Taxes

2. Click New Payment Processing Profile



3. Click the Add Profile action for CyberSource

Payment Gateway Integrations

ACTION	NAME
Install	Adyen
Install	AltaPay
Add Profile	CyberSource

4. Complete Profile configuration fields, including:
 - a. Primary Settings
 - i. **Test Mode:** Checking this box will send transactions to the CyberSource Test environment to simulate responses for your payment transactions
 - ii. **Allow Request ID to Meet Payment Card Field Requirements:** Check this box to allow credit cards to be charged by referencing the request ID. This applies to payments authorized through a third party order entry system.
 - iii. **Ignore AVS Response on Stand Alone Cash Sales:** Check this box to ignore the results of the Address Verification System (AVS) check during a stand-alone cash sale. If you check this box, CyberSource will process payment requests when a customer's address information does not match the billing address of the credit card account.
 - iv. **Ignore CSC Response on Stand Alone Cash Sales:** Check this box to ignore the results of the CSC (a.k.a. CVV or CVN) check during a standalone cash sale. If you check this box, CyberSource will process payment requests when the security code information entered for a card does not match the information on the credit card account.

SETTLEMENT BANK ACCOUNT

Checking ▼

☐

SUPPORT LINE-LEVEL DATA

☐

PAYER AUTHENTICATION

☒

TEST MODE

☒

ALLOW REQUEST ID TO MEET PAYMENT CARD FIELD REQUIREMENTS

☐

IGNORE AVS RESPONSE ON STAND ALONE CASH SALES

☒

IGNORE CSC RESPONSE ON STAND ALONE CASH SALES

☐

DISABLE SENDING THE RECURRING FLAG IN REQUESTS

☐

INACTIVE

5. Authentication Credentials

- a. **Merchant ID:** Enter your CyberSource Merchant ID
- b. **Security Key File:** Upload your CyberSource Security Key (.p12) file

Authentication Credentials

MERCHANT ID *

conorebc

☒

SECURITY KEY UPLOADED

LEAVE THE SECURITY KEY FIELD BLANK TO MAINTAIN THE CURRENT SECURITY KEY, IF ONE EXISTS

SECURITY KEY FILE

Browse...

No file selected.

6. Payment Information and Gateway Request Types

- a. Highlight all card brands that you accept
- b. Check the boxes for the CyberSource services you want NetSuite to perform

Payment Information

SUPPORTED PAYMENT METHODS

American Express

Discover

Master Card

VISA

Gateway Request Types

- ☒ AUTHORIZATIONS
- ☒ CAPTURES
- ☒ SALES
- ☒ REFUNDS
- ☒ CREDITS
- ☐ VOIDS

7. Order Verification Settings: If you are not using Decision Manager, these settings instruct NetSuite how to handle AVS and CVN results returned during authorizations

Order Verification Settings CyberSource Decision Manager Merchant Defined Data Mapping System Notes

Address Verification (AVS) Rules • Credit Card Verification(CSC) Rules •	
CONDITION	ACTION
No AVS Match	Verification Review ▼
AVS Service Not Available	Accept ▼
Partial AVS Match	Verification Review ▼

8. CyberSource Decision Manager: If you are using Decision Manager, these settings instruct NetSuite which types of orders to run Decision Manager on and how to handle orders rejected for fraud

Order Verification Settings CyberSource Decision Manager Merchant Defined Data Mapping System Notes

- ☒ INTERNAL ORDERS (MOTO)
- ☒ WEB STORE ORDERS (E-COMMERCE)
- ☒ ENABLE DEVICE FINGERPRINTING

CONDITION	ACTION
Decision Manager Reject	External Fraud Reject Hold Only ▼

9. Merchant Defined Data Field Mapping: Use these settings to map Sales Order Fields to parameters you setup in Decision Manager. You can select the pre-defined attributes from the dropdown, or create your own custom field names. NetSuite supports Merchant Defined Data Fields 1 – 15.

Order Verification Settings	CyberSource Decision Manager	Merchant Defined Data Mapping
CYBERSOURCE FIELDS		SALES ORDER FIELD
Merchant Defined Data Field 1		Existing Customer ▼
Merchant Defined Data Field 2		Ref. No. ▼
Merchant Defined Data Field 3		Source ▼
Merchant Defined Data Field 4		▼
Merchant Defined Data Field 5		▼
Merchant Defined Data Field 6		▼
Merchant Defined Data Field 7		▼

Setup Your CyberSource Profile to Support Tokenization

You can set up a CyberSource profile in NetSuite to support tokens generated by third-party applications. For example, orders created in a non-NetSuite ecommerce platform. These tokens are used in payment requests instead of primary account numbers (PAN). You can also use CyberSource Account Updater for any cards that have been tokenized by CyberSource.

Note: You cannot generate tokens for PANs already stored in your NetSuite account.

To use tokens with a CyberSource processing profile, create a payment method in your NetSuite account for your processor, and check the Tokenized box.

Payment Method

PAYMENT METHOD *

VISA - Token

- ☒ CREDIT CARD
- ☒ TOKENIZED
- ☐ REQUIRES LINE-LEVEL DATA
- ☐ EMV

Important: NetSuite accepts only 16-digit tokens. Make sure your CyberSource account is configured for a 16-digit token.

Testing Payment Transactions

Test your CyberSource-NetSuite configuration by sending transactions to our Test environment.

The test environment gives you the opportunity to troubleshoot and correct any connection issues that you may have. To verify that your configuration is correct, use the following credit card numbers to test the authorization, capture, and credit services in the test environment:

- American Express
378282246310005
- Discover
6011111111111117
- JCB
3566111111111113
- MasterCard
555555555554444
- VISA
4111111111111111

For a complete list of test card numbers, processor-specific testing scenarios, and general testing information, refer to:

http://www.cybersource.com/developers/test_and_manage/testing/simple_order_api/

Go Live

CyberSource

Contact CyberSource Support to configure your account for production processing. You will also need to generate a new Simple Order API security key in the Production Business Center: <https://ebc2.cybersource.com>.

NetSuite

In your CyberSource Profile, uncheck the Test Mode box and upload the Security Key (.p12) file you generated in the Production Business Center.

Appendix

Payment Flow

NetSuite invokes CyberSource at two important steps of the Order Management Process:

1. Payment authorization
2. Payment settlement/capture

From there, CyberSource communicates with the processors, who in turn communicate with the issuers and acquirers.

