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CyberSource/CCAdmin Description and Operations

Overview

This document provides a comprehensive overview of the CCAdmin administrative application, a custom tool developed by the GVSU University Marketing Web Team. Designed to enhance transaction management within the GVSU ecosystem, the application allows authorized users to view and manage payments securely without direct access to the Cybersource payment gateway. It supports viewing and managing transactions, issuing invoices, and processing refunds, while integrating seamlessly with GVSU's authentication systems and financial management platforms like Workday and Banner. This document details the application's functionality, procedural guidelines for secure operations, and the permissions required for various administrative roles.

Components

CCAdmin Administrative Application

The CCAdmin administrative application is a custom application developed by the GVSU University Marketing Web team. It allows authorized user to:

- View transactions from the GVSU.edu website, external vendor forms via the Hosted Order Page (HOP), and external vendors directly interfacing with Cybersource.
- Reissue an invoice.
- Initiate a refund request.

- Stay within the GVSU ecosystem for easier authentication and authorization.

This allows us to not have to open access to our Cybersource payment gateway directly. This application also pushes journal entries into Workday and/or Banner.

Web Form Payment Option

The GVSU.edu custom CMS offers a form builder for content authors. This form builders contains many custom form elements including an option to accept payments via a web form. This enables the form to send payment requests to Cybersource for processing. The CCAdmin application records these transactions.

Hosted Order Page

The hosted order page allows GVSU vendors to efficiently connect with our Cybersource payment gateway. An API is offered to view transaction information and mark records as complete.

Full documentation can be found here:

https://www.gvsu.edu/tools/paymentprocessor/sample_form.htm

Procedures

Credit Card Refund Process

At GVSU, credit card refunds are managed through the Credit Card Admin (CCAdmin) system, following a series of secure steps designed to ensure compliance with PCI standards.

The first step involves submitting a Credit Card Descriptor Form. This form generates a unique Workday Key, which is then assigned to the relevant website for payment collection. The designated user is added as an administrator for that key in the CCAdmin system, granting them the necessary permissions to view and manage transactions.

When a refund is requested, the administrator must log into the CCAdmin system using their GVSU user ID and complete the required two-factor authentication to ensure secure access. Once logged in, the administrator can search for the specific transaction by filtering through details such as the customer's first and last name, the transaction amount, date, time, and other identifiers.

After locating the transaction, the administrator scrolls down to the "Request Refund" section. Here, they enter the refund amount and provide a reason for the refund. Upon reviewing the information, the administrator submits the refund request, which then follows the internal processing protocols.

This process ensures that refunds are handled securely and accurately, while maintaining compliance with the Payment Card Industry Data Security Standards (PCI DSS).

Descriptors

Permissions in the Credit Card Admin are assigned on an individual basis to a descriptor. A descriptor is a human readable string that can later be assigned to a form when collecting payments. Descriptors determine where funds will be deposited once a payment is submitted. Within the admin there are permissions that: allows view access to specific descriptors; allows view access to specific descriptors and the ability to assign new administrators to view the transactions for those descriptors; a permission that allows a user to view and manage (e.g.: edit) a descriptor; a permission to request refunds; and a super permission for viewing and managing all descriptors. When logging into the Credit Card Admin, only users with the super permission can see all descriptors. Users with the other permissions can only see the descriptors they have been assigned to.

When adding a new descriptor to the system by a super user, a Workday Key must first be created by the GVSU Accounting Office. Once the Web Team has this Workday Key, it is added to a descriptor, and the descriptor is then available to assign user permissions to and accept payments. Those payments are then moved to the appropriate Workday Worktags assigned to the Workday Key, managed by the Accounting Office.

Permission Levels

Listed below are the types and levels of permission that are grantable within the CCAdmin

application. Buckets

- Add a bucket
- Add administrators from the bucket page (dependent on bucket)
- Delete a bucket (dependent on bucket)
- Delete administrators from the bucket page (dependent on bucket)
- Edit a bucket (dependent on bucket)
- View a bucket (dependent on bucket)
- View the list page (dependent on bucket) Cron Jobs

- Run the Cybersource cron job
- Run the workday cron job Descriptors

- Add a descriptor

- Add administrators from the descriptor page (dependent on descriptor or bucket)
- Add notes (and delete own) (dependent on descriptor or bucket)
- Delete a descriptor (dependent on descriptor or bucket)
- Delete administrators from the descriptor page (dependent on descriptor or bucket)
- Delete anyone's notes (dependent on descriptor or bucket)
- Edit a descriptor (dependent on descriptor or bucket)
- View a descriptor (dependent on descriptor or bucket)
- View graphs and charts (dependent on descriptor or bucket)
- View notes (dependent on descriptor or bucket)
- View the list page (dependent on descriptor or bucket)

Imports

- View the list page
- Settings
- Add a group
- Add admin permissions
- Delete a group
- Delete admin permissions
- Delete an admin
- Edit a group
- Edit an admin
- Edit an admin
- View a group
- View admin list
- View an admin
- View group/permission list Transactions

- Ability to filter the transaction list
- Ability to search the transaction list by descriptor
- Add notes (and delete own) (dependent on descriptor or bucket)
- Delete anyone's notes (dependent on descriptor or bucket)
- Mark refunds as approved (dependent on descriptor or bucket)
- Mark refunds as denied (dependent on descriptor or bucket)
- Mark refunds as review (dependent on descriptor or bucket)

- Repair a transaction (dependent on descriptor or bucket)
- Request new refunds (dependent on descriptor or bucket)
- Send copy of invoice/receipt (dependent on descriptor or bucket)
- View a transaction (dependent on descriptor or bucket)
- View notes (dependent on descriptor or bucket)
- View notification (transaction failure/success) details (dependent on descriptor or bucket)
- View public form data (dependent on descriptor or bucket)
- View refunds (dependent on descriptor or bucket)
- View subscription details (dependent on descriptor or bucket)
- View the list page (dependent on descriptor or bucket)
- View the receipt (dependent on descriptor or bucket)