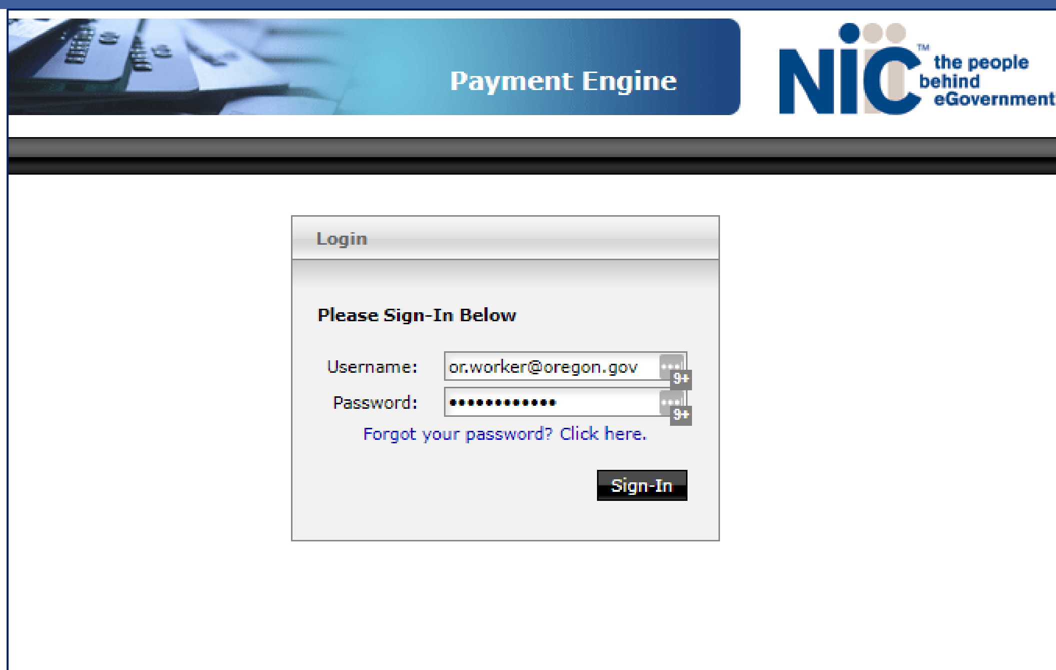
TPE

User Guide



Oregon E-Government Program
Shawn Amsberry
1/16/2019

Document History

Version Number	Date	Notes	Author
0.1	1/7/19	Document Birth	Shawn Amsberry (NIC)
1.0	1/17/19	Published to GovSpace	Shawn Amsberry (NIC)

Introduction

TPE (Transaction Payment Engine) is an enterprise solution for payment collection, dispersement and reporting. Access to the application is limited by a username and password and is granted at 3 different levels of responsibility.

The TPE console is not unique to Oregon. Being an enterprise solution, it does not lend itself to modifications and changes like some other Oregon specific applications do.

Terminology

Some terms used herein are used interchangeably. They are described here

TPE, TPE admin console, The admin console, Transaction Payment Engine – all refer to the online TPE admin console tool.

Agency, Organization, Board, Commission – all refer to Entities within the state of Oregon that use the TPE admin console. There is no difference in the way the different types of entities interact with TPE.

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Users, Login and Account Management

Users and Access

TPE access is requested by the Single Point of Contact (SPOC) for the agency or application. The Single Point of Contact is the person of record who takes responsibility for the application at the Agency, Board or Commission associated with the application. Access requests are sent to the Oregon E-Government Service Desk with an accompanying filled in and signed form. Requests for access to the test environment do not need to be signed by the Agency Security Officer.

TPE users can be granted one of three increasing levels of responsibility in the TPE admin console:

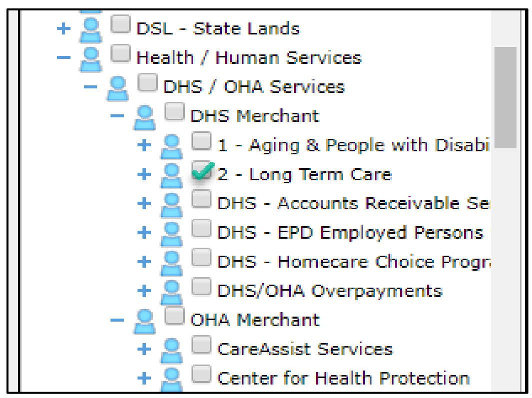
- **Company Managers** – search for and view order and transaction records. Run reports on orders and transactions.
- **Company Managers-Refunds** – add: performing refunds on transactions after the daily batch close process is run on the service.
- **Company Staff** – add: cancel order prior to the daily batch close process.

Access is granted on a cascading basis meaning that a single user may have visibility to either one, or all merchants under a parent merchant. Here's an example:

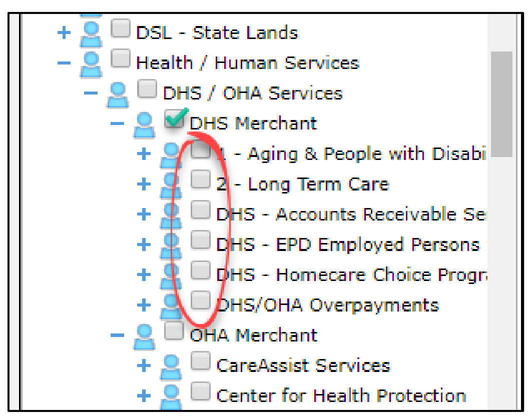
Here is a particularly deep parent/child merchant scheme in TPE.

If one merchant is specified for a user, say the Long Term Care merchant, then that user will only be able to see orders having been placed through services under that merchant.

If a different merchant like DHS/OHA Overpayments were specified for a user, then only orders placed through services under that merchant would be visible, but no others.



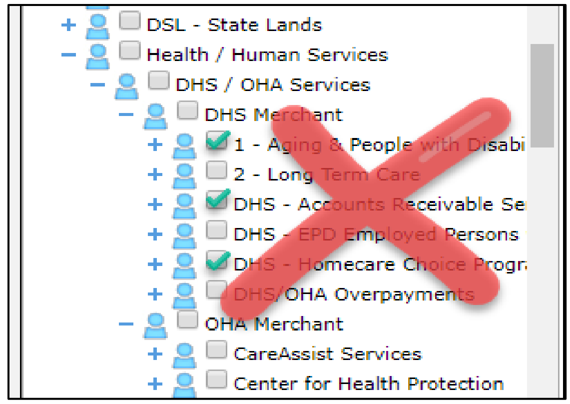
Here is the cascading part:
The 6 indicated merchants are child merchants of the 'DHS Merchant'. If the 'DHS Merchant' were specified for a user, then that user will be able to see orders made through all the services under all the merchants that are children of the 'DHS Merchant'.



An arrangement where one user has access to some, but not all of the child merchants of a parent, is not supported in TPE.

The parent/child merchant relationships cascades from the highest or left most specified merchant

The user with permissions specified for the DHS Merchant, would not have visibility into another merchant at the same level like the OHA Merchant.



Access is only controlled to the merchant level in TPE. Unique permissions are not available to services within merchants.

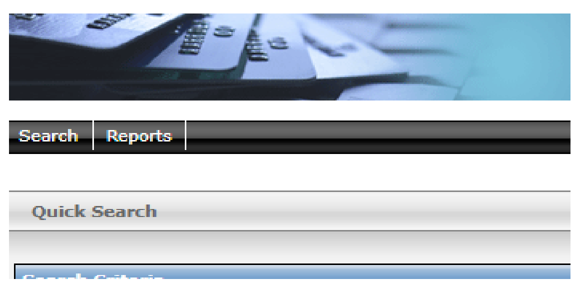
Login

TPE Test login URL:
https://tpe-test.dev.cdc.nicusa.com/tpe2admin/Login.aspx

TPE Production login URL:
https://tpe2admin-or.cdc.nicusa.com/Oregon/Login.aspx

The username and password will be provided by email from the Oregon E-Government Service Desk. A forgotten password link is provided on the login screen.

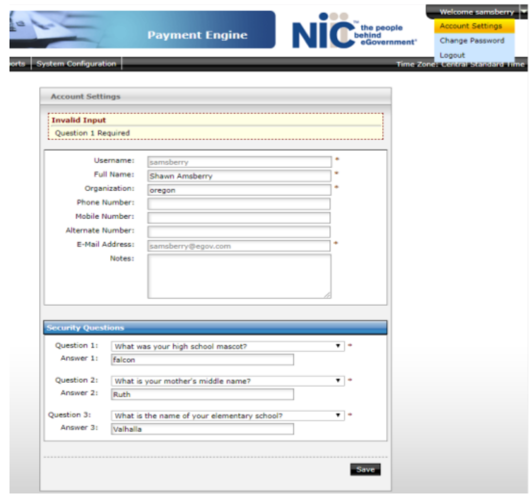
Once logged in, state agency users of TPE will see two tabs at the top of the TPE screen. 'Search' and 'Reports'



Account Management

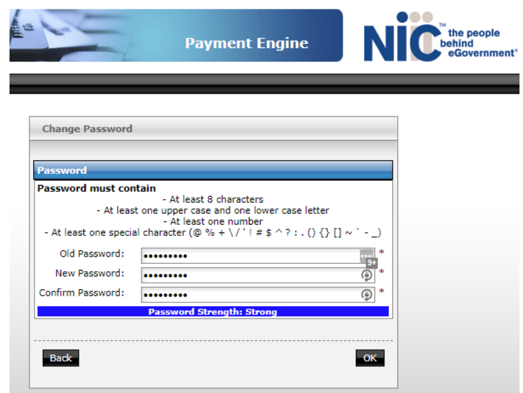
Once logged in, users may manage several aspects of their own account profile.

To manage account profile information



- Hover over the Welcome menu at the upper right of the screen
- Select Account Settings
- Make changes as needed.
  - Note: username and email address are not editable by user. Please request a change at the Oregon E-Government Service Desk.
  - Setting security questions allows self service for password resets.
- Once changes have been entered, click 'Save' and then navigate to the next desired area.

To Manually Change the TPE Password



TPE prompts for a password change every 90 days to comply with PCI security standards.

- Hover over the Welcome menu at the upper right of the screen
- Select Change Password
- Enter a new password according to the instructions in the top of the Change Password window.
  - Enter the former or current password
  - Enter your new password twice
- Once changes have been entered, click 'ok'

To Log Out

- Hover over the Welcome menu at the upper right of the screen
- Select Logout

The Basic TPE Order

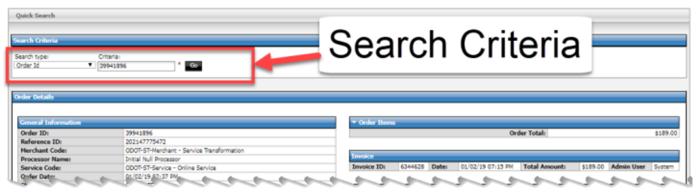
TPE is a platform for collecting orders or requests for goods and services and then submitting those orders to the bank for payment. This can happen in two ways.

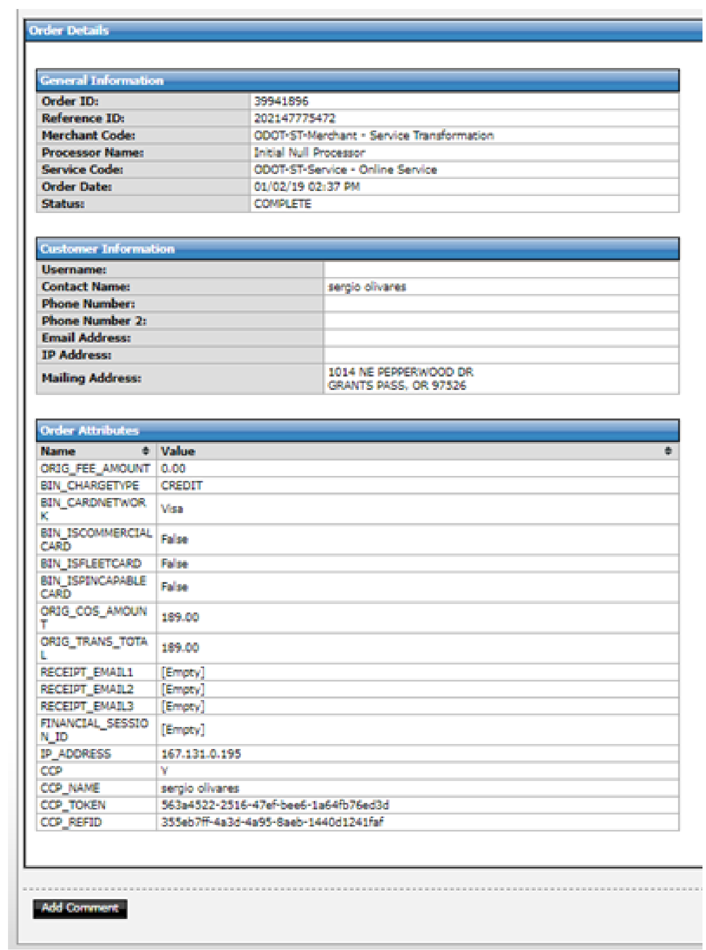
1. Daily batching of orders and sending them as a group for payment
2. Immediate submission for payment

Most Oregon agency services use the batching technique. Either way, an order is created that records the request and all the steps of the process of approval and payment of the order. Each order has an Order Details screen where the information and steps are visible to agency staff.

The parts of the order detail screen are described here:

At the top of the screen, the search criteria used is shown





The General Information section holds merchant, service and processor information used by the order.

The Customer information section holds information entered by the customer making the order.

Order Attributes holds information passed between institutions regarding the order.

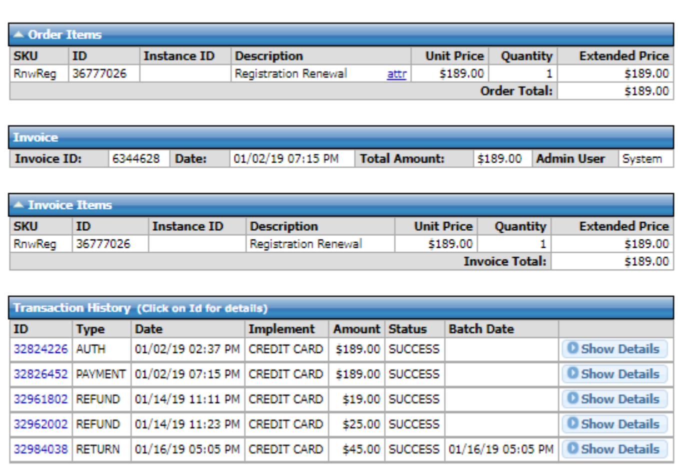
Add Comment allows a comment to be added to an order for reference if desired.

Order Items – Itemizes the requested good and services on the order.

Invoice Section – Is created when a payment is received for the order. Cancelled and failed orders will not have invoices.

Invoice Items – itemizes good and services paid for on the order.

Transaction - Contains a line item for each individual transaction on the order.



Order Items

SKU	ID	Instance ID	Description		Unit Price	Quantity	Extended Price
RnwReg	36777026		Registration Renewal	attr	$189.00	1	$189.00
						Order Total:	$189.00

Invoice

Invoice ID:	6344628	Date:	01/02/19 07:15 PM	Total Amount:	$189.00	Admin User	System

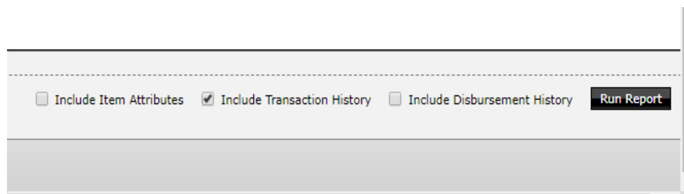
Invoice Items

SKU	ID	Instance ID	Description	Unit Price	Quantity	Extended Price
RnwReg	36777026		Registration Renewal	$189.00	1	$189.00
					Invoice Total:	$189.00

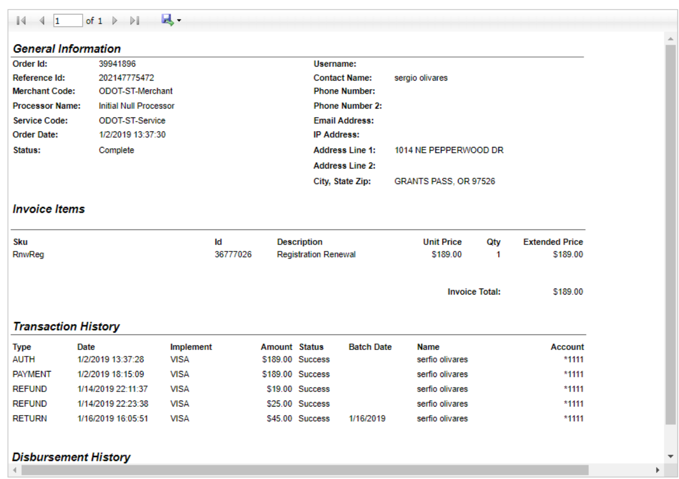
Transaction History (Click on Id for details)

ID	Type	Date	Implement	Amount	Status	Batch Date	
32824226	AUTH	01/02/19 02:37 PM	CREDIT CARD	$189.00	SUCCESS		Show Details
32826452	PAYMENT	01/02/19 07:15 PM	CREDIT CARD	$189.00	SUCCESS		Show Details
32961802	REFUND	01/14/19 11:11 PM	CREDIT CARD	$19.00	SUCCESS		Show Details
32962002	REFUND	01/14/19 11:23 PM	CREDIT CARD	$25.00	SUCCESS		Show Details
32984038	RETURN	01/16/19 05:05 PM	CREDIT CARD	$45.00	SUCCESS	01/16/19 05:05 PM	Show Details

At the bottom of the Order Detail screen is a button to 'Run Report'. The report can be configured to include the options offered.



An order report in the browser window. This can be printed if need be.



General Information

Order Id:	39941896	Username:	
Reference Id:	202147775472	Contact Name:	sergio olivares
Merchant Code:	ODOT-ST-Merchant	Phone Number:	
Processor Name:	Initial Null Processor	Phone Number 2:	
Service Code:	ODOT-ST-Service	Email Address:	
Order Date:	1/2/2019 13:37:30	IP Address:	
Status:	Complete	Address Line 1:	1014 NE PEPPERWOOD DR
		Address Line 2:	
		City, State Zip:	GRANTS PASS, OR 97526

Invoice Items

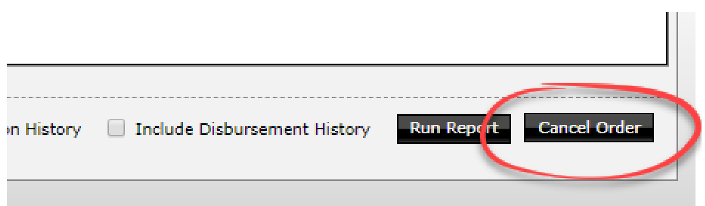
Sku	Id	Description	Unit Price	Qty	Extended Price
RnwReg	36777026	Registration Renewal	$189.00	1	$189.00
				Invoice Total:	$189.00

Transaction History

Type	Date	Implement	Amount	Status	Batch Date	Name	Account
AUTH	1/2/2019 13:37:28	VISA	$189.00	Success		serfio olivares	*1111
PAYMENT	1/2/2019 18:15:09	VISA	$189.00	Success		serfio olivares	*1111
REFUND	1/14/2019 22:11:37	VISA	$19.00	Success		serfio olivares	*1111
REFUND	1/14/2019 22:23:38	VISA	$25.00	Success		serfio olivares	*1111
RETURN	1/16/2019 16:05:51	VISA	$45.00	Success	1/16/2019	serfio olivares	*1111

Disbursement History

Unsettled orders offer a 'Cancel Order' button that stops a payment call from being made at batch close time. No funds are transferred on canceled orders.



Perform Searches for TPE Transactions

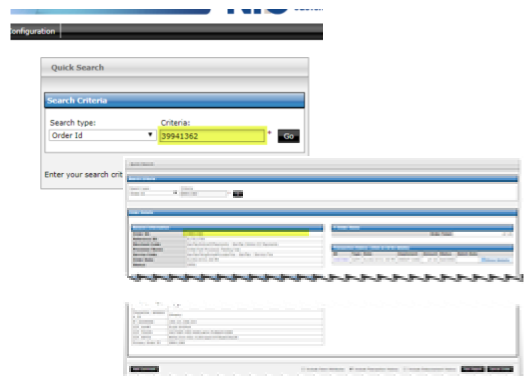
Log in to TPE Admin here: https://tpe2admin-or.cdc.nicusa.com/Oregon/Login.aspx

Perform a Quick Search for an Order

Once logged in, users start out at the Quick Search screen. Here there are four options to perform a simple search. The fourth, FTrans ID can be used, but is not used in most cases as it is usually only exposed in reports as opposed to being available to a customer with a quesiton.

Search by Order ID:

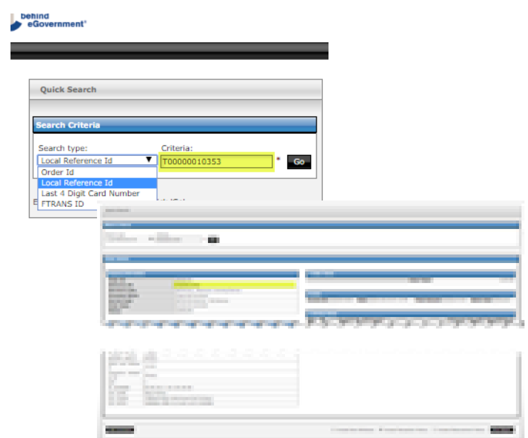
This is the default selection. If the Order ID is known, enter it in the 'Criteria' field and click 'Go'.



TPE will find and display the Order Detail screen.

Search by Local Reference ID:

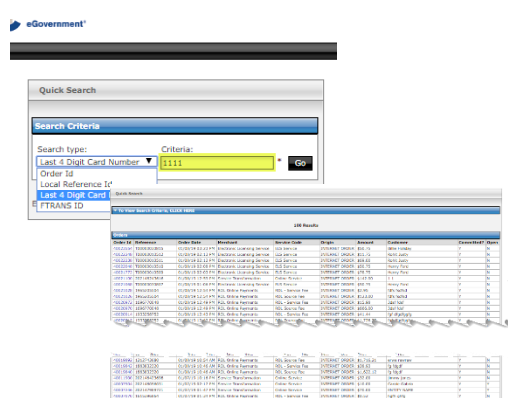
If the Local Reference ID number is known, using the drop menu in the search criteria window, select 'Local Reference ID'. Enter the Local Reference ID in the 'Criteria' field and click 'Go'.



TPE will find and display the Order Detail screen based on the Local Reference ID.

Search by Last 4 Digit Card Number:

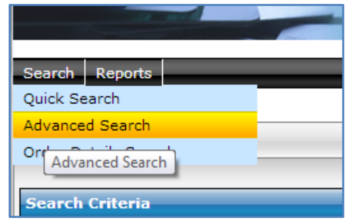
If the Last 4 digits of the credit card number used for the order or transaction are known, using the drop menu in the search criteria window, select 'Last 4 Digit Card Number'. Enter the last 4 digits and click 'Go'.



TPE will find and display the Orders where card numbers match the search. Any order may be viewed by clicking the corresponding order number in the left column.

To Perform an Advanced Search

Once logged in, hover over the search option in the top navigation bar and choose 'Advanced Search'.   On the advanced search page, set the criteria for the search in the displayed tabs.

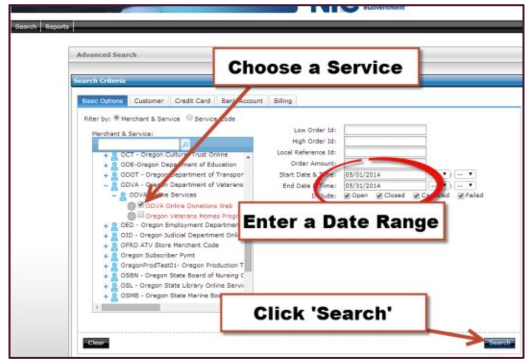


Basic Options Tab

Choose a merchant and/store if more than one is available. Set criteria on the right as desired

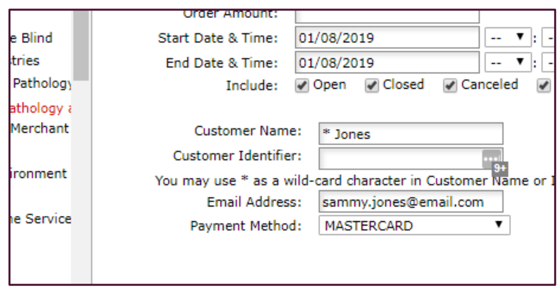
Setting an approximate start and end date and time will greatly reduce the time it will take TPE to produce results.

If a date and time window is enough, then click 'Search' and TPE will begin working on the search.



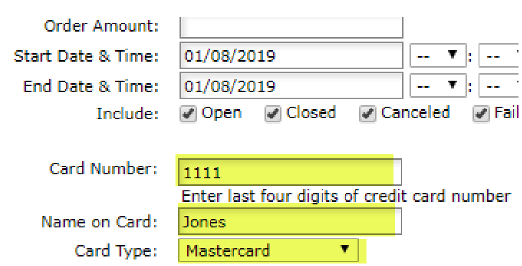
Customer Tab

Additional entry fields are available when viewing the 'Customer' tab.
The additional fields may be filled in to narrow a search. Any or none of these may be used.



Credit Card Tab

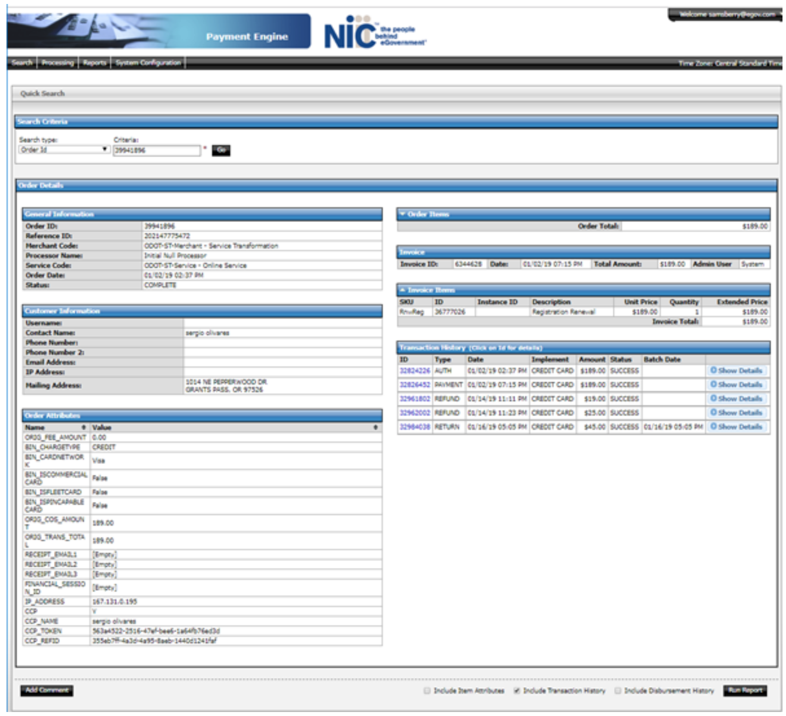
This tab allows you to enter the last 4 digits of the card, name on the card and a card type to narrow the search. Any or none of these can be used.



Bank Account Tab
Not Used

Billing Tab
Not Used

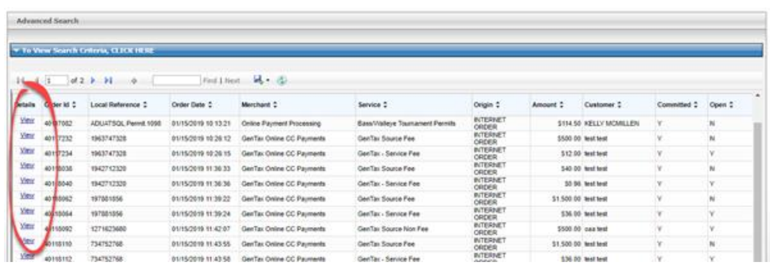
In search results, if a single result is found, TPE will display the order detail screen.



Order Details Screen

If multiple results are found, TPE will show a list of the qualifying orders.

The detail page of any order can be seen by clicking the order number on the left of the page.

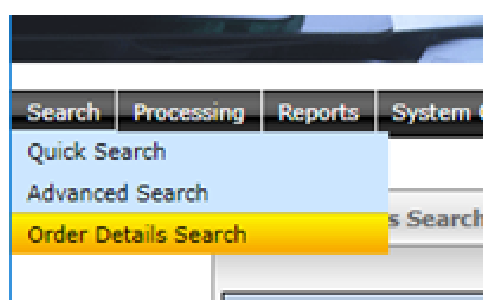


Search results

Performing an Order Detail Search

CCIf a range of orders is desired based service, date range, or disposition, then an Order Detail Search can be performed.

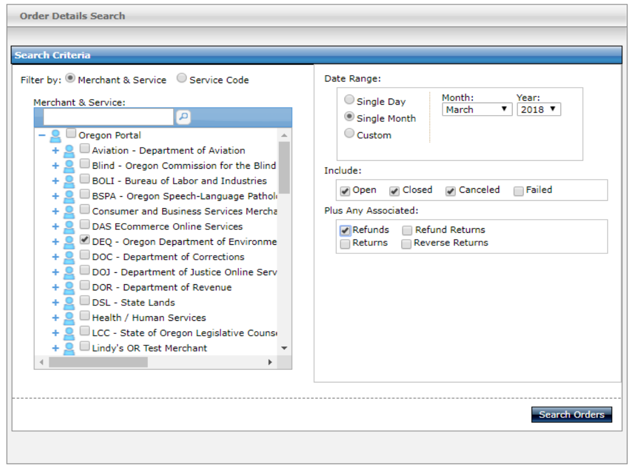
Once logged in, hover over the search option in the top navigation bar and choose ‘Order Detail Search’.   On the search page, set the criteria for the search as desired.



Variables include:

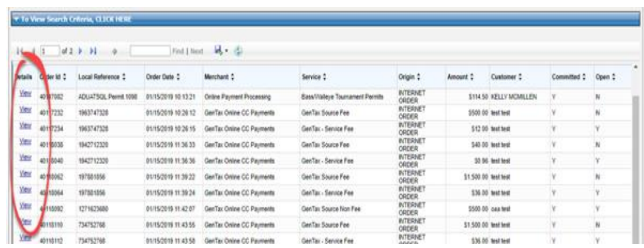
- Choosing by Merchant and Service or Service Code
- Setting a date range
- Include Open, Closed, Cancelled and Failed orders (select one or multiple options)
- Choosing to include any Refunds, Refund Returns (not used), Returns and Reverse Returns.

Click 'Search Orders'



TPE will generate a list of orders that match your selected criteria.

Any order detail page may be viewed by clicking the 'View' link in the search result.



Running Reports

Several reports are offered in the TPE Admin Console. Some are not used for Oregon services.

The ones described here are available to be used in Oregon and may or may not have value to your service or agency.

To run reports, while logged in to TPE, hover over the 'Reports' option in the top navigation and select 'Online Reports'.

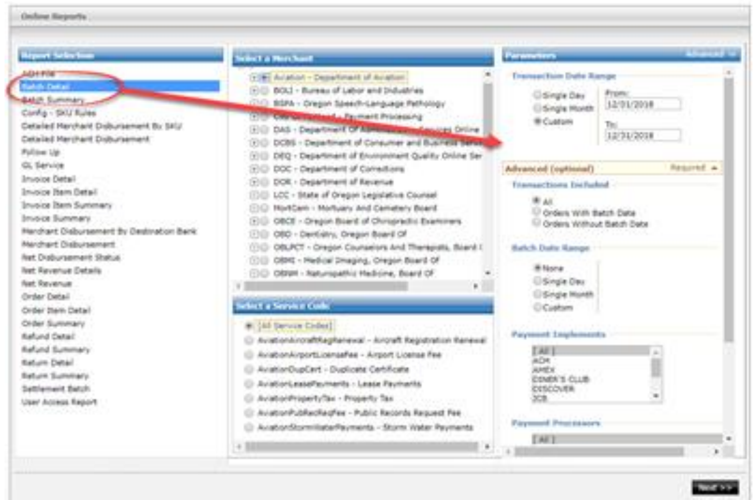
Patience is required when running reports.

Report results are searchable, sortable and exportable, but **line items are not clickable**. To get a result where line items can be clicked
to dive into, use the search function rather than reports.

Setting Report Parameters

Report parameters should be set from left to right on the screen. Different report types can offer different parameter options.

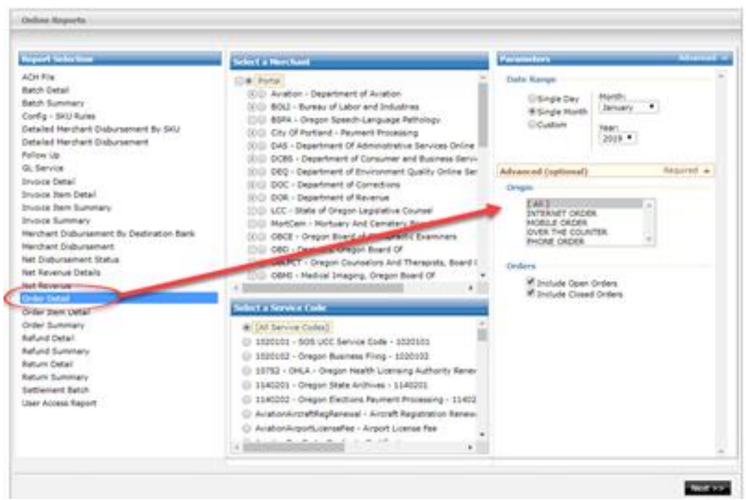
Example, the Batch Detail report selection provides for one set of parameters.



The Order Detail report offers fewer parameters.

When parameters have been chosen, click, 'Next'.

Give TPE a few minutes to complete.



Description of Report Types

These report types are available to Oregon agencies using TPE. Not all of these will be valuable to all agencies. Reports not listed here do not apply to Oregon agencies using TPE.

Batch Detail

Provides a list of all orders included in the batch(es) run within the parameters of the report. Batch Detail reports include columns for:

Order ID, FTRANS ID, Merchant Id, Service Code, Financial Processor, Implement, Client Trace, Transaction Type, Transaction Date, Batch Date, Amount

Batch Summary

Provides a list of daily batch totals included in the parameters of the report. Batch summary reports include columns for:

Financial Processor, Merchant Account, Implement, Transaction Date, Batch Date, Amount

Invoice Detail

Provides a list of invoices included in the parameters of the report. Invoice Detail reports include columns for:

Invoice Id, Order Id, Invoice Date, Order Date, Reference, Merchant, Service, Invoice Amount, Gross Revenue, Cost of Sale, Net Profit (Loss)

Invoice Item Detail

Provides a list of Invoices included in the parameters of the reports with invoice details. This report includes columns for:

Invoice Id, Order Id, Order Date, Invoice Date, Reference, Merchant, Service, Customer Name, SKU, Description, Instance ID, Quantity, Amount

Invoice Item Summary

Provides a list of invoice items purchased in the parameters of the report and the total number of items each and total amount per item type. Invoice Item Summary reports include columns for:

Merchant, Service, SKU, Volume, Quantity, Amount

Invoice Summary

Provides a list of merchants and services included in the parameters of the reports with item and amount totals. Invoice Summary reports include columns for:

Merchant, Service, Volume, Gross Revenue, Cost of Sale, Net Profit (Loss)

Net Revenue Detail

A list of invoices included in the set parameters including revenue and cost per invoice. Includes columns for:

Invoice Id, Order Id, Invoice Date, Order Date, Reference, Merchant, Service, Implement, Account Number, Invoice Amount, Gross Revenue, Cost of Sale, Profit (Loss)

Net Revenue

A single line per merchant and service describing overall revenue, profit and loss. Includes columns for:

Merchant, Service, Invoice Volume, Refund Volume, Return Volume, Gross Revenue, Cost of Sale, Processor COS, Net Profit (Loss)

Order Detail

List of orders with purchaser and item details. Includes columns for:

Order Id, Date/Time, Local Reference, Name, Type, Account Number, Merchant, Service, Order Amount, Invoice Amount, Gross Revenue, Cost of Sale, Profit (Loss)

Order Item Detail

A list of orders without customer information. Includes columns for:

Order Id, Date, Reference, Merchant, Service, SKU, Instance ID, Quantity, Amount

Order Summary

Summary of the amount for orders included in the report parameters. Includes columns for:

Merchant, Service, Volume, Order Amount, Invoice Amount, Merchant COS, Processor COS, Profit (Loss)

Refund Detail

List of details of refunds issued within the report parameters. Includes columns for:

Invoice Id, Order Id, Local Reference ID, Username, Invoice Date, Refund Date, Merchant, Service, Implement, Refund Method, Invoice Amount, Refund Amount, Merchant Payback

Refund Summary

Summary of refunds issued within report parameters. Includes columns for:

Merchant, Service, Volume, Refund Amount, Merchant Payback

Return Detail

List of details of returns recorded within the report parameters. Includes columns for:

Reference, Username, Invoice Id, Order Id, Local Reference Id, Instance Id, Invoice Date, Return Date, Merchant, Service, Implement, Transaction Type, Return Code, Return Amount, Merchant Payback

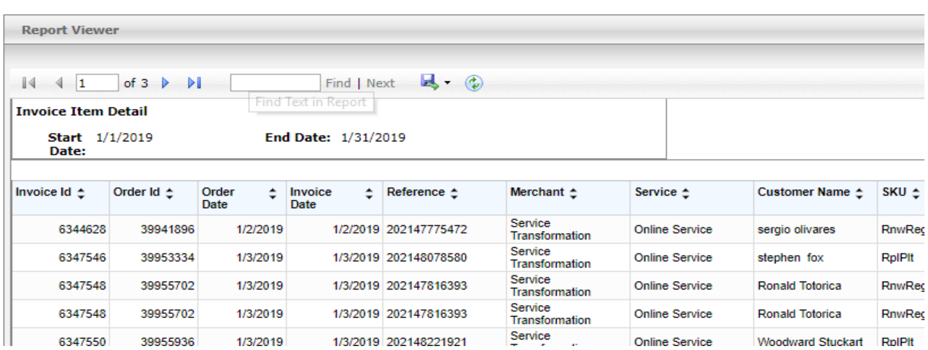
Return Summary

Summary of returns recorded within the report parameters. Includes columns for:

Merchant, Service, Volume, Return Amount, Merchant Payback

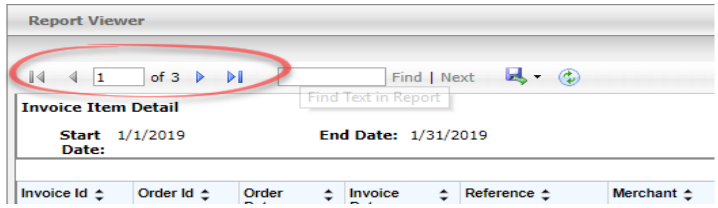
Exporting a Report

Once a report is run, the information is shown in a table in the browser window.

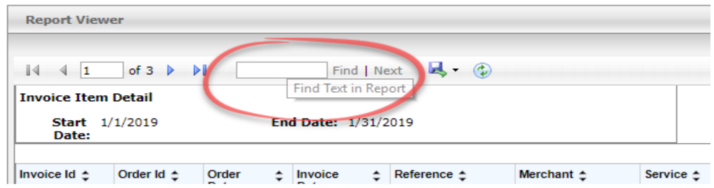


Invoice Id	Order Id	Order Date	Invoice Date	Reference	Merchant	Service	Customer Name	SKU
6344628	39941896	1/2/2019	1/2/2019	202147775472	Service Transformation	Online Service	sergio olivares	RnwReg
6347546	39953334	1/3/2019	1/3/2019	202148078580	Service Transformation	Online Service	stephen fox	RplPlt
6347548	39955702	1/3/2019	1/3/2019	202147816393	Service Transformation	Online Service	Ronald Totorica	RnwReg
6347548	39955702	1/3/2019	1/3/2019	202147816393	Service Transformation	Online Service	Ronald Totorica	RnwReg
6347550	39955936	1/3/2019	1/3/2019	202148221921	Service	Online Service	Woodward Stuckart	RplPlt

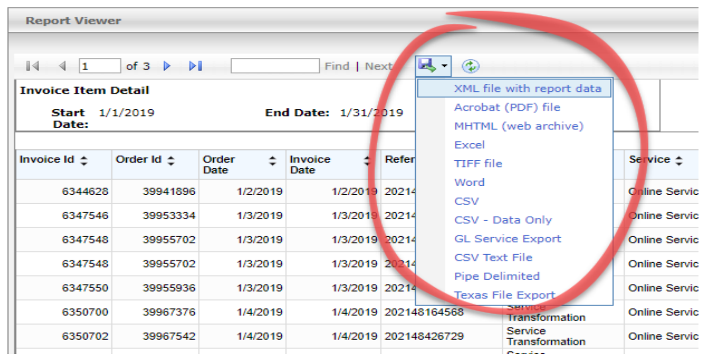
Long reports are paginated



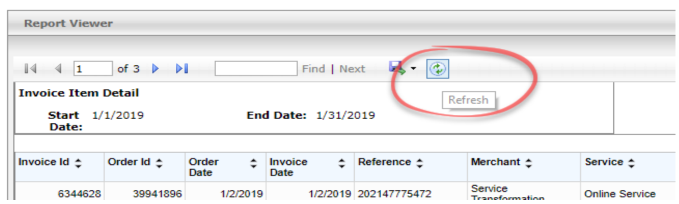
There is a search for text option. This feature searches the information included in the onscreen report result.



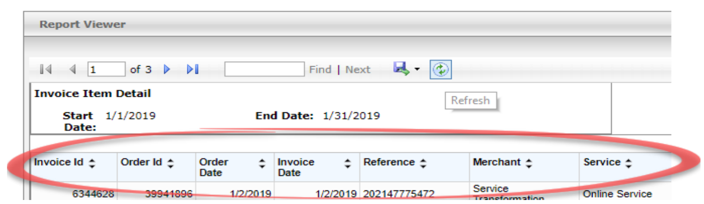
The report can be exported in several formats.



The report can be refreshed on the screen at any time prior to application timeout. (roughly 15 minutes)



Data in reports is sortable by columns.
Numeric columns sort lo/hi and hi/lo
Text columns sort a/z and z/a



Refunding a Transaction

The following should be understood concerning refunds in TPE.

- Performing a refund returns funds directly to the card account used to make the purchase.
    - Card issuing institutions may hold funds for a time before making them available to the card holder.
- Refunds can be issued for up to the total amount of the initial purchase.
- Multiple partial refunds may be issued.
- Refunds cannot be issued to an alternative credit card.

- Refunds are technically available for up to 12 months. Your agency refund policy may differ, but refunds cannot be issued to cards after 12 months.

To refund a transaction

Login to TPE and perform a search for the order where the refund is to be performed.

Once found, open the order by clicking the 'View' link on the left of the list of results.

On the right side of the Order Detail page, there is a list of transactions associated with the order. Open the 'Payment' transaction to see the 'Transaction Detail' screen.

From the buttons at the top of the screen, choose 'Create Refund'.

On the 'Create Refund' screen, enter the amount to be refunded, up to the 'Remaining Amount' indicated in the 'Order Details'.

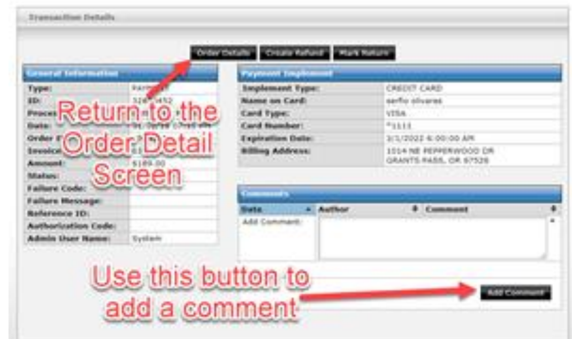
Once a refund has been issued, a new transaction item will show up in the transaction list on the Order Details page. The new transaction item is for the refund that was issued.

Additional refunds may be issued against the original total by viewing the 'Payment' line item and using the 'Create Refund' button again.

Just enter an amount up to the 'Remaining Amount' still available in the order.

Each new Refund item will add a new line item in the Transactions section of the Order Detail page.

Any of the Transaction Detail screens have a button to return to the ‘Order Details’ screen and an opportunity to ‘Add Comment’



Returning a Transaction (Mark Return)

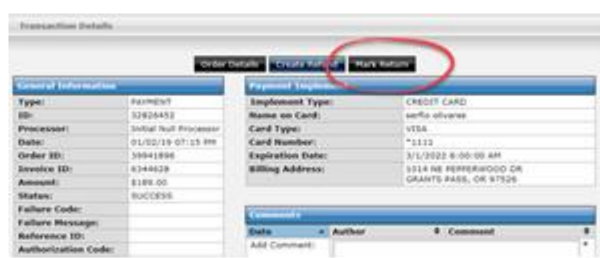
The following should be understood concerning returns in TPE.

- Marking a transaction as returned is done when a refund has been issued by a means outside of TPE such as a check issued by the agency to the customer.
- Transactions marked as returned have no effect upon funds either in the receiving account or on the customers card.
- Transactions can be marked returned for up to the total amount of the initial purchase.
- Multiple partial returns may be logged.
- Returns may be marked any time after an order has been paid.
- Returns may be reversed.

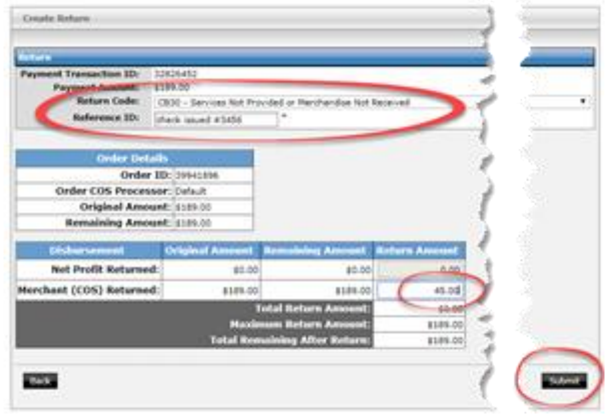
To mark a transaction returned

Login to TPE and perform a search for the order where the refund is to be performed. Once found, open the order by clicking the ‘View’ link on the left of the list of results.

Follow the same process as a refund, but use the ‘Mark Return’ button instead of the ‘Issue Refund’ button.



- Choose a return code
- Enter a Reference ID – This is not pre-prescribed. Enter whatever your program has established as an identifier for returns.
- Enter an amount for the return in the Merchant (COS) Returned field.
- Click 'Submit'

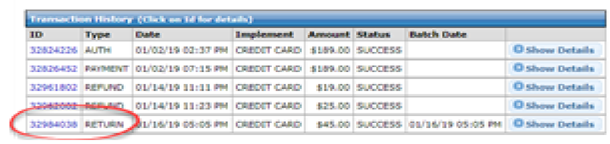


A new line item is added to the Transaction list for a Mark as Return.

To reverse a return

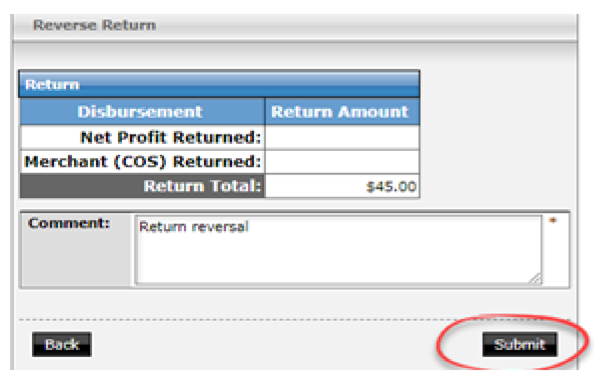
Returns may be reversed for the whole amount of the return.

Navigate to the order affected and find the return line item in the Transaction list



Use the 'Reverse Return' button.

Review and enter a comment if desired.
Click 'Submit'



Cancel (Void) a Transaction

The following should be understood concerning canceling an order.

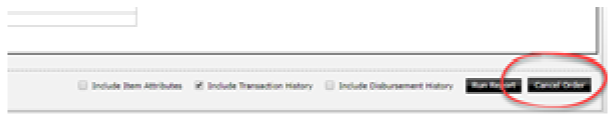
- Orders can be cancelled if they have not yet settled for payment. Settlements begin at 4pm each day.
- Cancellations apply to the whole amount of the order. There are no partial cancellations.
- Cancelled orders will not produce a request to the card issuing institution for payment.
- Cancellations are final and cannot be un-cancelled. A new order must be created.

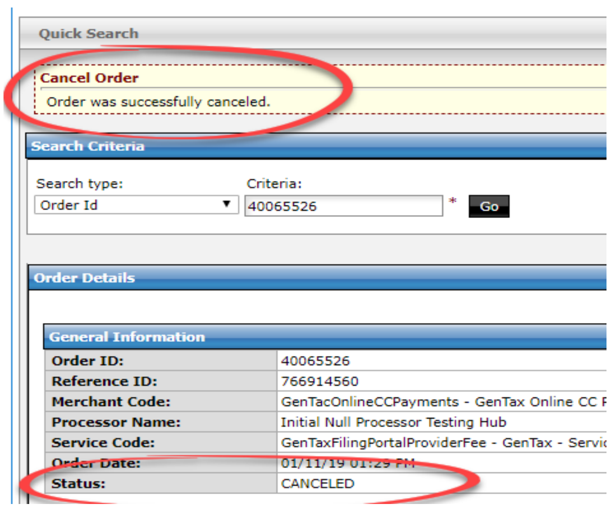
To Cancel an Order

Login to TPE and perform a search for the order where the refund is to be performed.

Once found, open the order by clicking the 'View' link on the left of the list of results.

At the bottom right of the Order Detail page, you'll find the cancel button.





Cancellation success message and a CANCELED entry in the Status field indicate a successful cancelation.

Frequently Asked Questions

How long after a transaction is finalized can a refund be issued on the card?

In most cases, 12 months.

Can a refund be issued to a different card than the purchase was charged to?

No. Refunds may only be applied to the original card. If the card is no longer viable, then an alternative means of funds transfer must (ie. Check or cash refund) be used and the transaction should be 'Marked Return' in TPE.