Auction Source Security

Auction Source strives to make our services as secure as possible. Through a constant auditing process, adoption of state-of-the-art encryption layers and physical server room security we have ensured that your data is safe with us.

Website Security

Communication between you and our website is secured by a VeriSign SSL certificate; this ensures that information you enter into our site and information we send to you from our site is encrypted while it travels over the internet. We have also contracted with McAfee's internet security division to perform a daily security scan of our website to test for possible personal information access, links to dangerous sites, phishing, and other online dangers. You can see the status of our enrollment in these services by clicking on these links on the Auction Source login screen:

Credit Card Security

Auction Source has taken extra precautions to ensure that credit card data collected during your event is secure. Prior to your event, you setup an encryption certificate password which is only known to you and is not stored by Auction Source. The encryption certificate you created is then used to encrypt all credit card information during the event. This credit card information cannot be decrypted without your certificate password. This ensures that even if a malicious individual were to obtain access to your database, they would still not be able to gain access to your credit card information because they do not have your decryption password. This extra security makes it imperative that you remember this password; without this password, all credit card information will be lost. Auction Source recommends that you write the password down in three different secure places so that it will not be   lost.

During your event, credit cards are scanned into our system and immediately encrypted by Microsoft SQL Server's enterprise level encryption layer using the encryption certificate you setup. At the time the credit card is scanned at an event, the Microsoft SQL Server that encrypts and stores the credit card information is not connected to the internet and does not use wireless access points for additional protection.

After your event, you reconcile all of the bills in the system and then can use your password to process credit cards through your payment gateway. Auction Source does not process credit cards directly; Auction Source interfaces with your payment gateway which does the actual credit card   processing.

Reconcile Payments

Use the reconcile payments form to reconcile how all of your guests will be paying for their purchases.
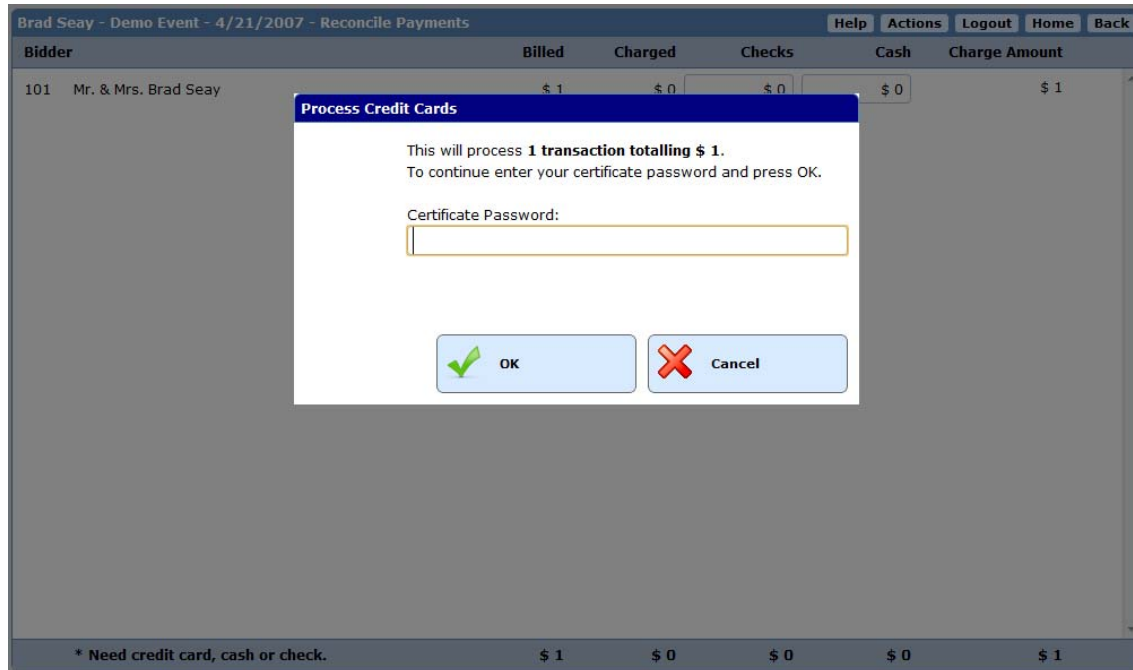
- **Billed** - The amount the bidder has been billed for their purchases. Use the Checkout and "Who Bought What" screens to make modifications to this.
- **Charged** - The amount that has already been charged to this person's credit card through a previous credit card batch.
- **Checks** - The amount of money this person paid using a check.
- **Cash** - The amount of money this person paid using cash.
- **Charge Amount** - The amount that will be charged to this person's credit card.

If any of the records have an asterisk beside them, you either need to enter in the amount they have paid by cash/check or add a valid credit card to their record using the Checkout screen. The charge amount total in the bottom right is the amount that will be charged to people's credit cards.

Brad Seay - Demo Event - 4/21/2007 - Reconcile Payments					Help Actions Logout Home Back
Bidder	**Billed**	**Charged**	**Checks**	**Cash**	**Charge Amount**
101 Mr. & Mrs. Brad Seay	$ 1	$ 0	$ 0	$ 0	$ 1
* Need credit card, cash or check.	$ 1	$ 0	$ 0	$ 0	$ 1
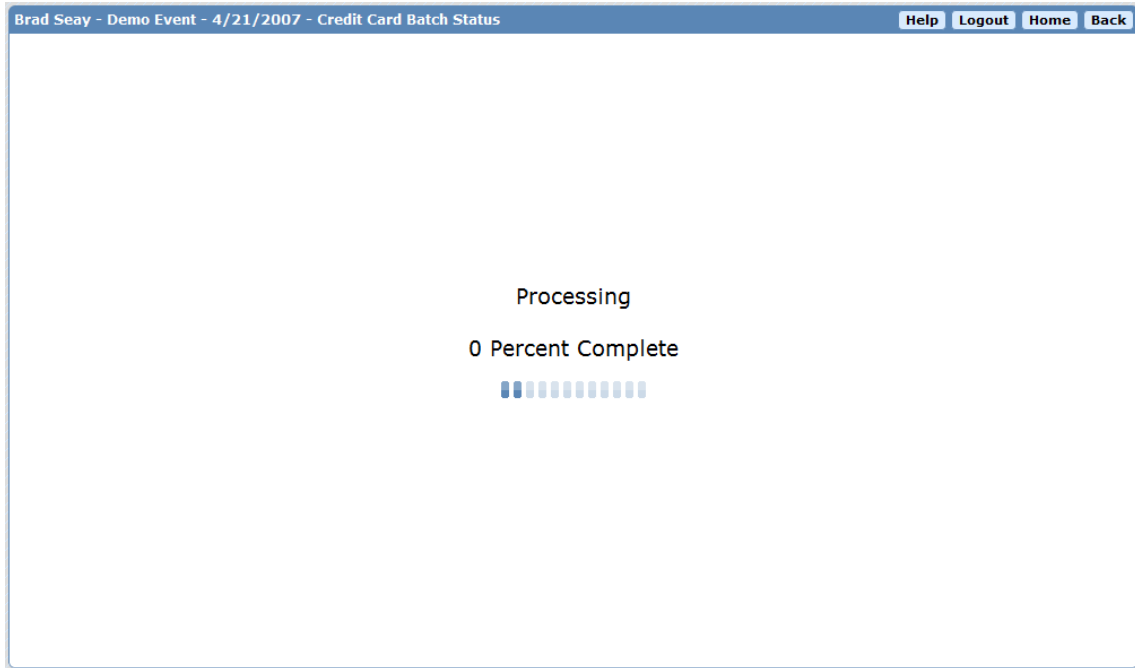
Start Processing Credit Cards

Once you have finished reconciling, choose "Process Credit Cards..." from the Actions menu of the Reconcile Payments screen. Verify the amount shown, enter your Certificate Password that you setup prior to the event and press OK.

Monitor Processing Status

While credit cards are being processed you will see a status bar and a percent complete. Depending on how many transactions you have to process, this will take several minutes.

Processing Complete / View Report

After processing has completed, you will be presented with a button to view the Credit Card Batch Report. This shows you the status of all transactions. Use this report to follow up with any people whose cards were declined.

This report is saved and is viewable in the future from the Report System.

- Report Group: Credit Card
- Report Name: u) Credit Card Batch
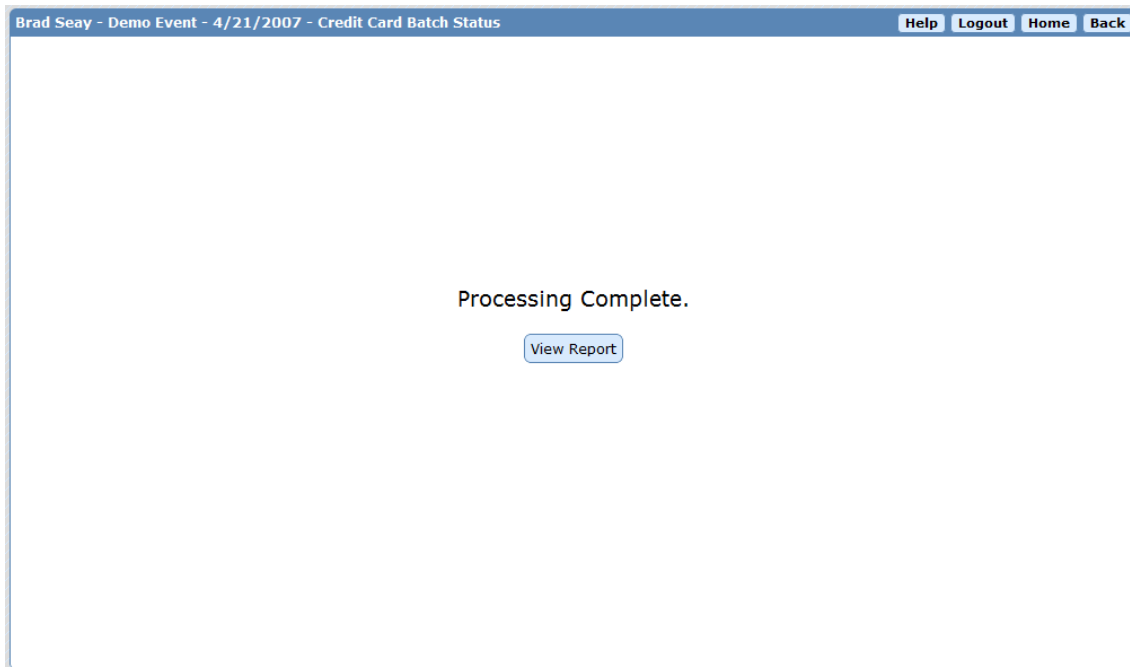
Example Report 1

In this report, all transactions were approved.

Credit Card Batch Report

Batch Number: 32

Batch Date: 3/6/2012 8:49:55AM

Batch Status: Completed

Created By: bseay

Approved	Name	Amount
Y	101 - Mr. & Mrs. Brad Seay	$1.00

	Count	Amount
Approved:	1	$1.00
Declined:	0	
Total:	1	$1.00

Example Report 2

In this report, a transaction was declined.

- **Response Code** - The response code given to us by your payment gateway. If you have any questions about the decline, this, combined with the transaction id, will be enough information for you to talk with your payment gateway representative.
- **Address Verification** - The response of the address verification step if it was performed for this transaction.
- **Last 4 Digits of Card** - The last four digits of the credit card that was charged.
- **Transaction Date** - The date and time that this transaction was charged.
- **Transaction Id** - The transaction id that uniquely identifies this transaction with your payment gateway provider.
- **Message** - A descriptive message concerning the decline that comes from your payment gateway provider.

Credit Card Batch Report

Batch Number: 27
Batch Date: 3/5/2012 2:37:57PM

Batch Status: Completed
Created By: bseay

Approved	Name	Amount
* N	101 - Mr. & Mrs. Brad Seay	$1.00

Response Code: 2.2
Address Verification: B - Address information not provided for AVS check
Last 4 Digits of Card: 0042
Transaction Date: 3/5/2012 2:38:04PM
Transaction Id: 4222523752
Message: The transaction has been declined because of an AVS mismatch. The address provided does not match billing address of cardholder.

	Count	Amount
Approved:	0	
Declined:	1	$1.00
Total:	1	$1.00

Frequently Asked Questions

Can I process credit cards more than once?

Yes, our batching process ensures that a person will only be charged up to the total on their bill. If a person has already been charged the full amount of their bill they will not be charged again in subsequent batches. It is considered best practice to fully reconcile before processing cards the first time.

Can I refund money using this system?

No, refunds cannot be processed using our interface. You can contact your payment gateway provider to process refunds.

What Payment Gateways does Auction Source support?

We have integrated with several payment gateways. If your gateway is not listed, please contact your Auction Source representative.

- Authorize.net
- First Data Global
- IATS

I don't have "Process Credit Cards..." on the Actions menu; what gives?

Please contact your Auction Source rep. They will be able to grant you access to this feature.