

TOKEN MANAGEMENT PORTAL (TMS)

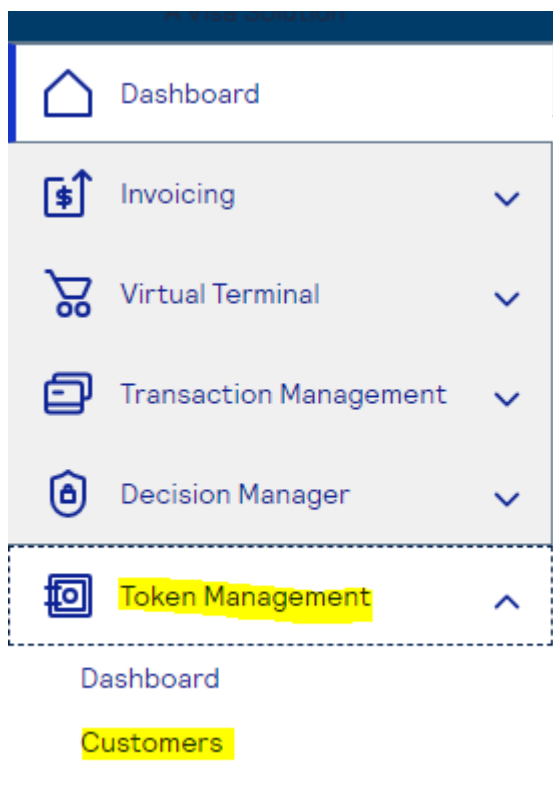
Managing Tokens In The Cybersource Business Portal

The Recurring Billing/Secure Storage function will no longer be in the Virtual Terminal menu. You should now see **Token Management Service (TMS) option** in your Dashboard.

The TMS menu can be used to make on-demand token payments as you were able to do with the old "Recurring Billing" feature.

Please see below instructions on how to Create A New Token.

1. On the left navigation pane, click Token Management then Customers.



2. Once the customers page appears, click Create token.

Token Management
Customers

[+ Create token](#)

Search Filters

+ Add filter

New Filter
Select or enter an option...

Applied Filters: No filters applied

Search Reset search

Search Results 0 results shown

3. The Create Customer page opens.

- Under Customer Details, enter:
 - a. Reference: a name for the customer token
 - b. Email: email address for the customer
 - c. Description: description of the customer token

Token Management
Create Customer

Fields marks with * are required.

Customer Details

Customer Reference *

Description

Email

Merchant Reference Number

- Under Payment Information, enter:
 - d. Currency
 - e. Payment Type
 - f. Account Information for the selected payment type

Payment Information

Payment Type
Credit Card ✓ Check

Currency
United States (USD)

Credit Card Number *

Credit Card Type *
Visa

Expiration Date *
May / 2025

Note: The default currency will display in USD as Cybersource is a US based platform and you'll need to update the currency to AUD each time. Unfortunately, the default currency cannot be updated at this time.

- **Enter the billing information for the customer.**

Billing Information	
First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Company	
<input type="text"/>	
Street Address 1 *	Street Address 2
<input type="text"/>	<input type="text"/>
City *	State/Province *
<input type="text"/>	Select an option
Postal Code *	Country *
<input type="text"/>	United States
Phone Number	Email *
<input type="text"/>	<input type="text"/>

- **Enter the shipping information for the customer. If it is the same as billing information, check the Same as Billing Information box.
(Optional) Enter any merchant-defined data fields.**

Shipping Information	
<input type="checkbox"/> Same as Billing Information	
First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Company	
<input type="text"/>	
Street Address 1 *	Street Address 2
<input type="text"/>	<input type="text"/>
City *	State/Province *
<input type="text"/>	Select an option
Postal Code *	Country *
<input type="text"/>	United States
Phone Number	Email *
<input type="text"/>	<input type="text"/>
Merchant-Defined Data Fields	
Merchant-Defined 1	Merchant-Defined 2
<input type="text"/>	<input type="text"/>
Merchant-Defined 3	Merchant-Defined 4
<input type="text"/>	<input type="text"/>

4. Click Save

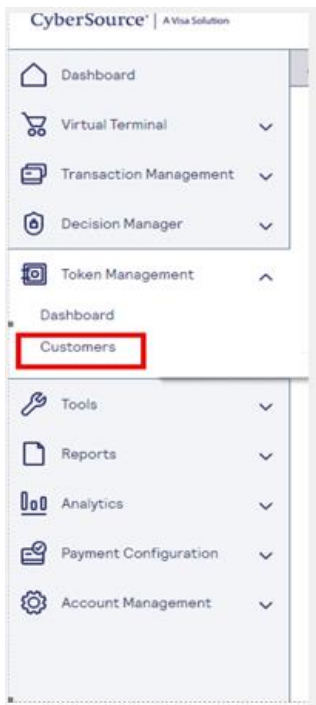
You can view subscription details, including payment history and the next Scheduled Payment. Use these Filters to search for subscriptions:

- **Date Range**
- **Card Expiration**

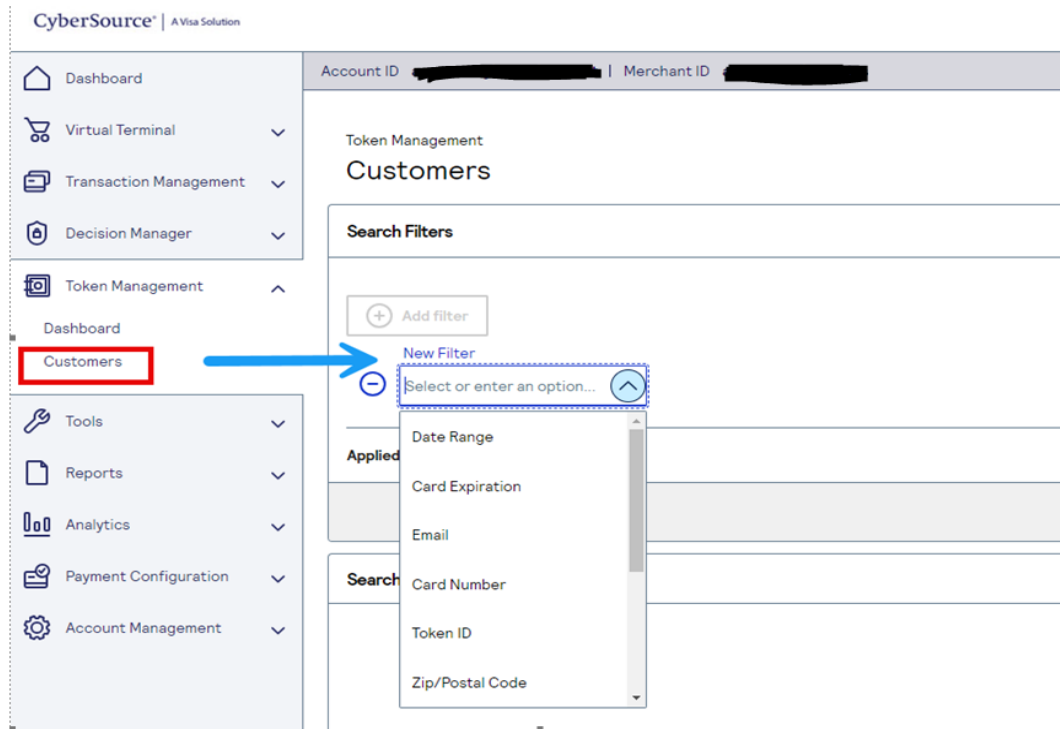
- **Email**
- **Card Number**
- **Token ID**
- **Postal Code**
- **First and Last name**
- **Account Number**
- **Merchant Reference Number**

Note: All the old tokens are there as they were under the TMS menu and can be searched using the filter as long as the information matches. Then a payment can be made as shown below.

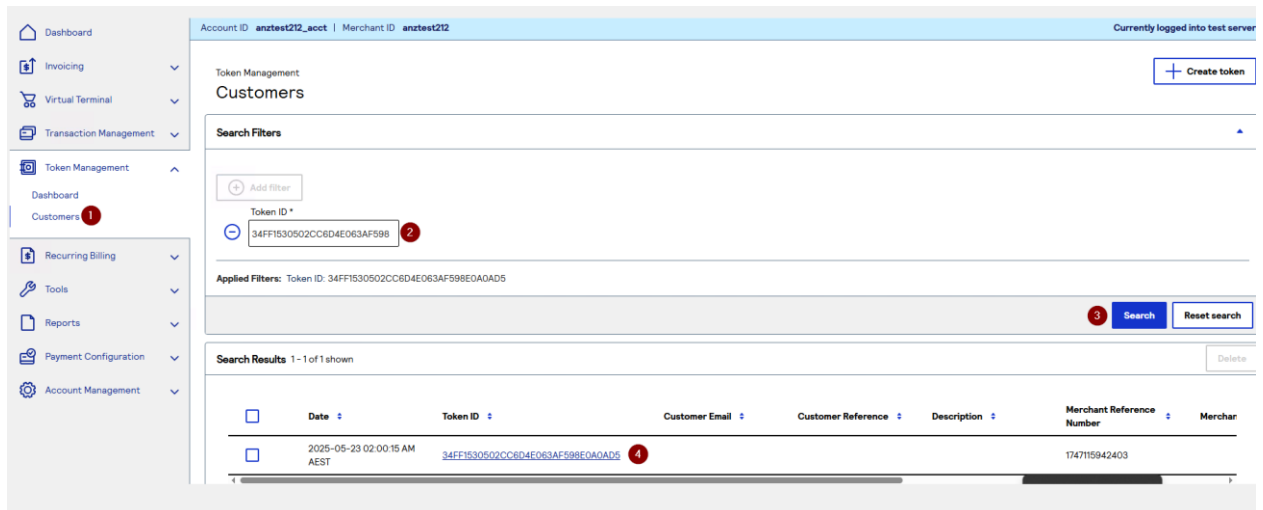
1. To search for a Token. On the left navigation pane, click Token Management then Customers.



2. In the Customers page, click on the "New Filter" dropdown menu next to "Search Filters". From the list, select one of the options appropriate for your search.



3. The Token ID will populate in the search results. Click on the blue hyperlink (Point 4 from the image below) of the Token ID to view the detailed customer and token information.



4. The token information section offers several management options. You can click on the "More Actions" button (represented by the three dots) next to the token details to access options such as editing or deleting the token. Additionally, within the Payment Methods section, you can click on the Token ID (highlighted in blue / Point 5) to view more details about that specific token. This allows for easy verification and management of your stored payment methods.

Token Management / Customers

[Edit customer](#) [Add payment method](#) [Add shipping address](#) [Manage subscriptions](#) [Delete customer](#)

Customer Details

Reference: 34FF15305020C6D4E063AF598E0A0AD5

Customer Information

Customer Reference: Email:
Description: Merchant Reference Number:
1747115942403

Payment Methods

Edit	More Actions	Token ID	Primary	First Name	Last Name	Account Number	Expiration	Em
		Press Enter to filter by Token ID		Press Enter to filter by Fir	Press Enter to filter by Last	Press Enter to filter by Acc	Press Enter to filter by Exp	Pr
Edit	...	34FF15305020C6D4E063AF598E0A0AD5	Primary	JOHN	CENA	411110XXXXXX1111	05/2028	nu
Add payment method								

5. From here, you can see the Payment Instrument Token along with the Payment history and other available options, such as *Make Payment (Point 6)*, *Edit Payment Instrument*, or *Delete Token*.

As shown in the image below, in the Payment Information section, the Instrument Identifier is a unique code that helps you retrieve or identify the last 4 digits of the customer's card if needed for reference or verification purposes.

Account ID: anstest212_scut | Merchant ID: anstest212

Token Management / Customers

Reference: 34FF15305020C6D4E063AF598E0A0AD5

Customer Token: 34FF15305020C6D4E063AF598E0A0AD5 / Payment Instrument Token: 34FF15305020C6D4E063AF598E0A0AD5

Currently logged into test server

[Make payment](#) [Edit payment instrument](#) [Delete token](#)

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Billing Information

Name: JOHN CENA
Address: collins street
City: Melbourne
State:
Postal Code: N/A
Country: Australia
Email: null@kyber source.com
Phone:
Company:

Payment Information

Account Number: 411110XXXXXX1111
Expiration Date: 05/2028
Instrument Identifier: 70300000000458881111
Status: ACTIVE
Payment Account:
Reference:
Currency: AUD

The Instrument Identifier is now how you would retrieve the last 4 digits of the customer's card.

Payment History

Application	Request ID	Amount	Date and Time	Merchant Reference Number
Success, Credit Card Settlement	7479660039416008704503	10.00 AUD	2025-05-23 12:05:43 PM AEST	1747966003024
Success, Credit Card Authorization				
Success, Credit Card Authorization	7479659426676027404505	10.00 AUD	2025-05-23 12:05:42 PM AEST	1747965942660
Success, Credit Card Settlement				

Select "No" for the question "Is this a cardholder initiated transaction?" to indicate a Merchant Initiated Transaction where the CVV is not required. Once you select "No," the "Select a Reason" dropdown will appear. Choose the appropriate reason from the list (such as Resubmission, Delayed Charges, Reauthorisation, No Show, or Incremental). After completing these steps, click "Proceed" to continue.

Make a Payment for this Token

Token ID:

34FF1530502BC6D4E063AF598E0A0AD5

Is this a card holder initiated transaction?

Yes

No ✓

7

Select a Reason *

8

Select an option



Resubmission

Delayed Charges

Reauthorization

No Show

Incremental

Cancel

● ACTIVE

AUD

6. The Virtual Terminal - One Time Payment page will open, showing the Order Details, Billing/Shipping Information, and Payment Details.

Account ID **anztest212_sacct** | Merchant ID **anztest212**

Virtual Terminal

One-Time Payment

Customer Presence

Information: Use the One-Time Payment page to process cardholder-initiated transactions.

* = Required

Mode:
Card Not Present

Order Details 9

Transaction Type *
Sale

Amount *

Merchant Descriptor

Comments

Currency
Australia: Dollar

Order or Merchant Reference Number

Billing Information

Customer ID

First Name *
JOHN

Company

Street Address 1 *
collins street

Last Name *
CENA

Street Address 2

Total: AUD 0.00

- Fill in the required details marked with an asterisk (*) and then click on the 'Submit' button to complete the payment.

Please note that under the 'Payment Information' section, the 'Card Number' and 'CVV' fields will be greyed out, as the card has been tokenised and these details are securely stored.

Payment Information

Payment Type

Credit Card

Transaction Source *

MOTO - Mail/Phone Order

Credit Card Number *

XXXX XXXX XXXX 1111

Expiration Date *

May / 2028

Credit Card Type *

Visa

CVV

Total: AUD 0.00

Submit

Cancel

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8. The system will process the payment and display the result on the same page. You will see whether the payment was successful or declined (Point 11), and a unique Request ID will be generated for that transaction. You can click on the Request ID (blue hyperlink / Point 12) to view the transaction information in Transaction Management.

Success: Transaction successfully submitted for processing.

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Virtual Terminal / Onetime Payment

Now transaction

Transaction Summary

Transaction Details

The unique Transaction ID below has been created. This ID and your transaction are both now viewable in Transaction Search. Transaction ID [7482220039986506204501](#)

Return Codes

Request ID	7482220039986506204501	12
Result Code	SOK - Request was processed successfully.	
Authorization Code	831000	
AVS Result	Y - Match: address and 5-digit postal code match.	

Order Details

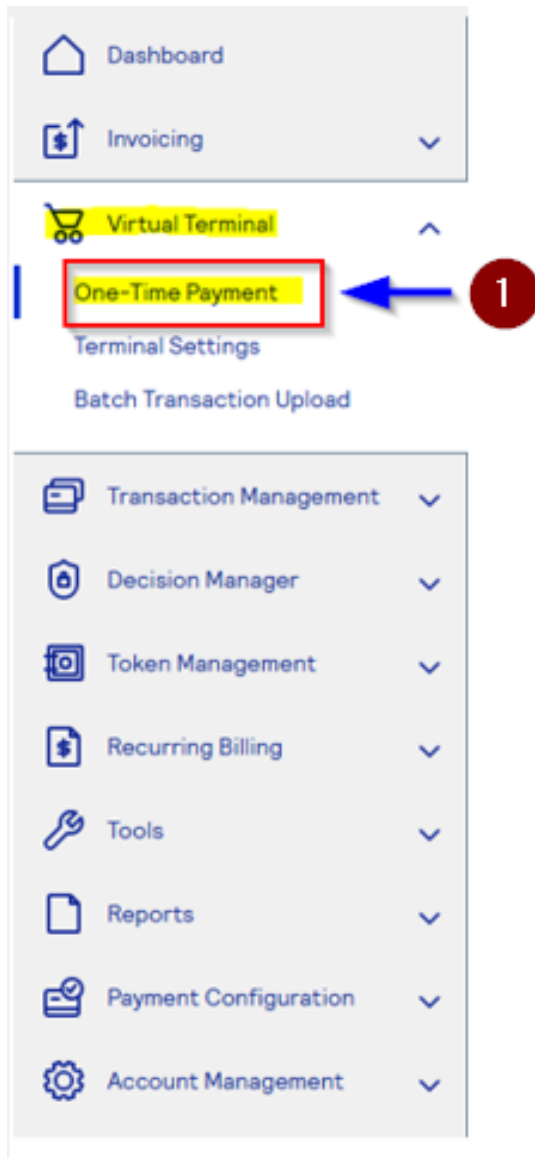
Description	Thanks for your payment!!!
Transaction Amount (inclusive of all taxes and charges)	10.00 AUD
Shipping Information	JOHN CENA collins street Melbourne , VIC N/A AU

Customer Information

Name	JOHN CENA
Email Address	null@cybersource.com
Billing Information	JOHN CENA collins street Melbourne , VIC N/A AU

Instructions on processing a Virtual Terminal – One Time Payment transaction and creating a token:

1. On the left navigation pane, click *Virtual Terminal* then One Time Payment.



2. Once the One-Time Payment page appears, enter the Order Details, Billing Information and Shipping Information (if different to the Billing Information).

Order Details 2

Transaction Type *
Sale

Amount *

Merchant Descriptor

Comments

Currency
Australia: Dollar

Order or Merchant Reference Number

Billing Information

Customer ID

First Name *

Company

Street Address 1 *

City *

State *

Zip/Postal Code

Country
Select the Country

Phone Number

Email Address

Last Name *

Street Address 2

☐ Ignore AVS Results

☐ Shipping information same as billing

Enter the Payment Information and tick these 2 boxes and fill out the **Subscription Information**.

Payment Information 3

Payment Type

Credit Card

Transaction Source *

MOTO - Mail/Phone Order

Credit Card Number *

Expiry Date *

May / 2025

Credit Card Type *

Select card type

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☐ Use payment details to create more transactions

☐ Cardholder agrees to save the payment instrument for later use

3. Click Submit.

☒ Use payment details to create more transactions

Subscription Information 5

Subscription Type

Create Token Only

Create Token Only

Title

Default Amount

☒ Cardholder agrees to save the payment instrument for later use

Total: AUD 0.00

6 Submit Cancel