

Processing Credit Card Charges with Strong Customer Authentication (SCA)

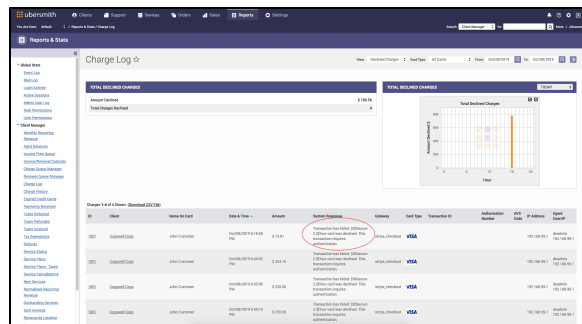
Strong Customer Authentication (SCA) is a form of multi-factor authentication required for merchants within the European Union (EU) who collect credit card payments from clients also within the EU. Payments that requires SCA can only be completed by the card holder.

Ubersmith [integrates with a number of tokenized gateways](#) that support SCA. SCA is not required for merchants or customers outside of the European Union.

Processing Automatically Initiated Charges with SCA

Automated credit card charges, initiated by the daily invoicing script that trigger SCA challenges, emails your clients directing them to log into the [Client Portal](#) to complete the payment.

Unlike other automatic transactions that fail, SCA-challenged transactions are not added to the Retry Queue because they require the payer's intervention. These failed charges appear in the *Charge Log* with the message prefix [3D Secure 2.0]. The rest of the message varies depending on the provider.



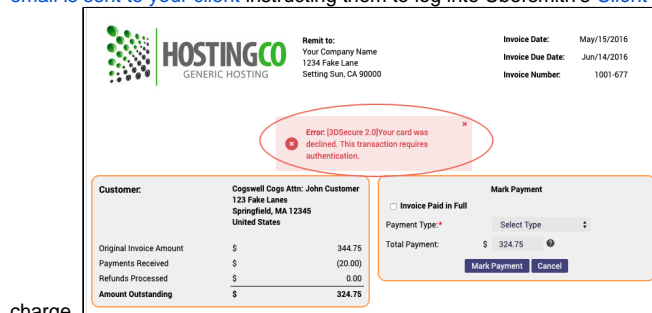
| ID | Client | Invoice No | Invoice Date | Amount | Payment Method | Status | Card Type | Transaction ID | Authorization Code | CVV | IP Address | Merchant Ref |
|---|--------|------------|--------------|-----------|----------------|--------|-----------|------------------|--------------------|------------------|------------------|------------------|
| 1001 | Client | 1001 | 2016-05-15 | \$ 324.75 | Card | Failed | VISA | 1001000000000000 | 1001000000000000 | 1001000000000000 | 1001000000000000 | 1001000000000000 |
| Error [3D Secure 2.0] Your card was declined. This transaction requires authentication. | | | | | | | | | | | | |

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Processing User initiated charges with SCA

1. [Access the Invoices page.](#)
2. When [marking the payment](#), If the bank requests SCA for the charge, an error displays and [an email is sent to your client](#) instructing them to log into Ubersmith's [Client Portal](#) to complete the



HOSTINGCO GENERIC HOSTING

Remit to: Your Company Name
1234 Fake Lane
Setting Sun, CA 90000

Invoice Date: May/15/2016
Invoice Due Date: Jun/14/2016
Invoice Number: 1001-677

Error [3D Secure 2.0] Your card was declined. This transaction requires authentication.

Customer: Cogswell Cogs Attn: John Customer
123 Fake Lanes
Springfield, MA 12345
United States

Original Invoice Amount \$ 344.75
Payments Received \$ (20.00)
Refunds Processed \$ 0.00
Amount Outstanding \$ 324.75

Mark Payment

☐ Invoice Paid in Full

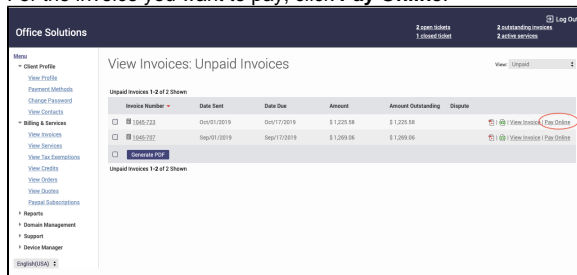
Payment Type: Select Type

Total Payment: \$ 324.75

Mark Payment **Cancel**

Processing Client Initiated Charges with SCA

1. [From the Client Portal, access the View Invoices page.](#)
2. For the invoice you want to pay, click **Pay Online**.



| Invoice Number | Date Sent | Date Due | Amount | Amount Outstanding | Charges |
|----------------|-------------|-------------|-----------|--------------------|---|
| 1001-677 | May/15/2016 | Jun/14/2016 | \$ 324.75 | \$ 324.75 | View Invoice Pay Online |
| 1001-678 | May/15/2016 | Jun/14/2016 | \$ 324.75 | \$ 324.75 | View Invoice Pay Online |

The invoice appears.

3. [Mark the payment.](#) The *3D Secure 2.0 authentication process* page appears.

4. Click **Proceed with Authentication**.

3D Secure 2.0 authentication process

Your bank requires authentication for this transaction of \$ 1,225.58

PROCEED WITH AUTHENTICATION

What is 3D Secure 2.0 (3DS2)?

3DS2 is a security protocol that helps to prevent fraud in online credit and debit card transactions in accordance with the Strong Customer Authentication (SCA) regulation. When enforced in by the bank, both manual and automated credit card charges will require an additional level of authentication from the customer before the transaction can be approved.

Marshall Hosting has no authority or control to when a 3DS2 challenge is requested by the bank.

Cancel

A page presenting the challenge from the credit card gateway provider appears. Each gateway will display and require different things depending on its individual processes.

5. Click **Submit**.

Verified by VISA

MEMBER BANK

Added Protection

Please submit your Verified by Visa password.

Merchant: Sandbox

Amount: **2099.00**

Date: 01/03/2020

Card Number: *****1111

Personal Message: Password is "1234"

User Name: test1

Password:

[New User](#) / [Forgot your password?](#)

Submit Help [Exit](#)

The invoice appears.

6. Click **Mark Payment**.

Signing Quotes with SCA

1. Once you have emailed the approved quote to the client, the client can access the quote online and sign the contract and pay for the service.
2. From the *Payment Information* section on the *Quote Signature* page, the client selects **credit card**, electronically signs the quote and clicks **Sign Contract**.

Phone Number: (204) 555-1234

PAYMENT INFORMATION

☒ Credit Card 3DS

☐ New Credit Card

☐ New ACH Account

☐ Check/Wire

☐ Paypal

SIGNATURE

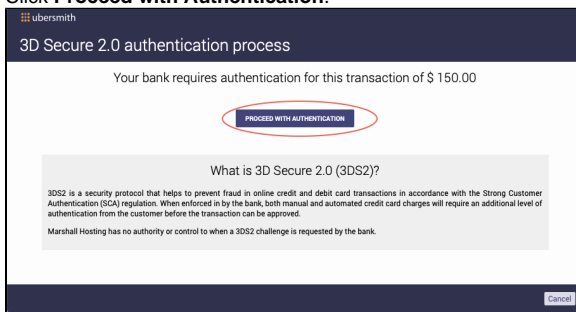
By signing this quote, you agree to the terms and conditions defined in the contract provided on this page.

Type Your Full Name to Approve this Contract:

Sign Contract

The 3D Secure 2.0 authentication process page appears.

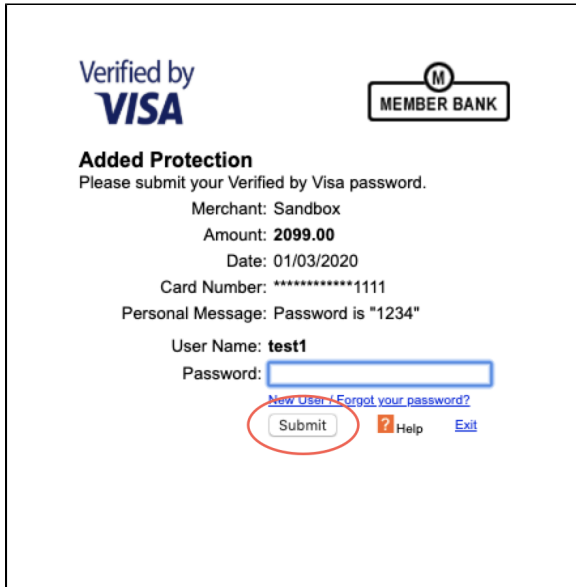
3. Click **Proceed with Authentication**.



The screenshot shows a web page titled "3D Secure 2.0 authentication process" with the "ubersmith" logo in the top left. The main heading is "3D Secure 2.0 authentication process". Below it, a message states: "Your bank requires authentication for this transaction of \$ 150.00". A blue button labeled "PROCEED WITH AUTHENTICATION" is circled in red. Below this, a section titled "What is 3D Secure 2.0 (3DS2)?" contains explanatory text about the security protocol and a disclaimer: "Marshall Hosting has no authority or control to when a 3DS2 challenge is requested by the bank." A "Cancel" button is located at the bottom right.

A page presenting the challenge from the credit card gateway provider appears. Each gateway will display and require different things depending on its individual processes.

4. Click **Submit**.



The screenshot shows a "Verified by VISA" authentication page. At the top left is the "Verified by VISA" logo, and at the top right is a "MEMBER BANK" logo. The heading is "Added Protection" with the instruction "Please submit your Verified by Visa password." Below this, transaction details are listed: "Merchant: Sandbox", "Amount: 2099.00", "Date: 01/03/2020", "Card Number: *****1111", and "Personal Message: Password is '1234'". The "User Name" is "test1". The "Password:" field is empty and highlighted with a blue border. Below the password field, there is a link "New User / Forgot your password?", a "Submit" button circled in red, a "Help" link with a question mark icon, and an "Exit" link.

The *Quote Signature* page appears.

Related Topics

[Managing Invoices](#)

[Supported Merchant Gateways](#)

[Configuring Payment Processing Options](#)