

Processing Credit Card Charges with Strong Customer Authentication (SCA)

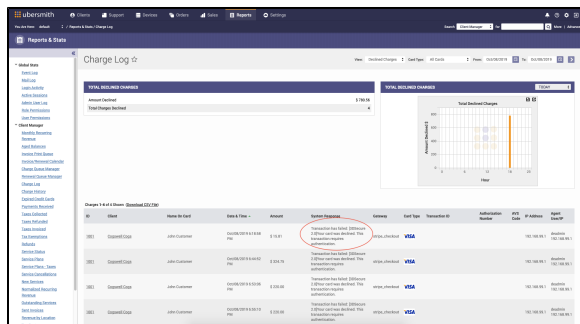
Strong Customer Authentication (SCA) is a form of multi-factor authentication required for merchants within the European Union (EU) who collect credit card payments from clients also within the EU. Payments that requires SCA can only be completed by the card holder.

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.



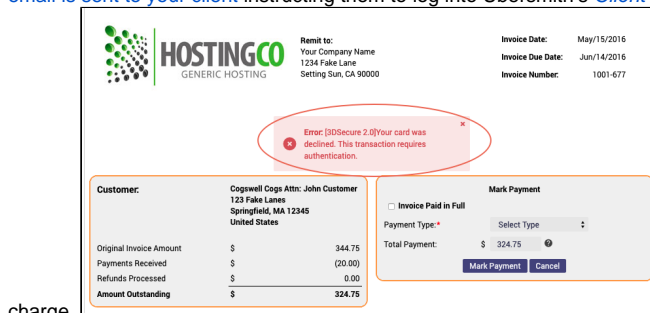
ID	Client	Invoice No	Invoice Date	Amount	Payment Method	Status	Card Type	Transaction ID	Authorization Code	CVV	IP Address	Merchant Ref
1001	Client A	12345	2019-10-01	\$ 1,234.56	Card Payment	Failed	VISA	1234567890	1234567890	1234567890	192.168.1.1	1234567890
1002	Client A	12345	2019-10-01	\$ 1,234.56	Card Payment	Failed	VISA	1234567890	1234567890	1234567890	192.168.1.1	1234567890
1003	Client A	12345	2019-10-01	\$ 1,234.56	Card Payment	Failed	VISA	1234567890	1234567890	1234567890	192.168.1.1	1234567890
1004	Client A	12345	2019-10-01	\$ 1,234.56	Card Payment	Failed	VISA	1234567890	1234567890	1234567890	192.168.1.1	1234567890

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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



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

Invoice Date: May/18/2016
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

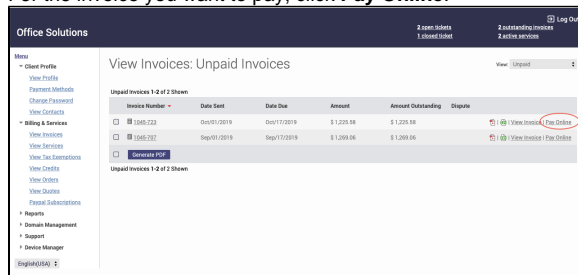
☐ Invoice Paid in Full

Payment Type:

Total Payment: \$ 324.75

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**.

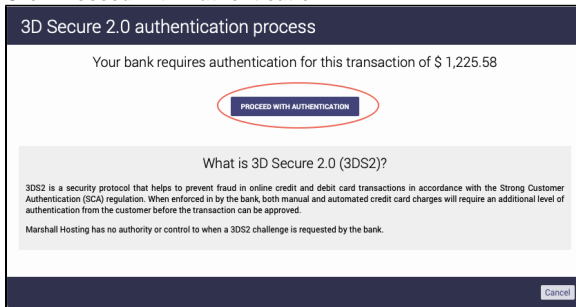


Invoice Number	Date Sent	Date Due	Amount	Amount Outstanding	Charges
1001-677	Oct/01/2019	Oct/17/2019	\$ 1,234.56	\$ 1,234.56	View Invoice Pay Online
1002-678	Oct/01/2019	Oct/17/2019	\$ 1,234.56	\$ 1,234.56	View Invoice Pay Online

The invoice appears.

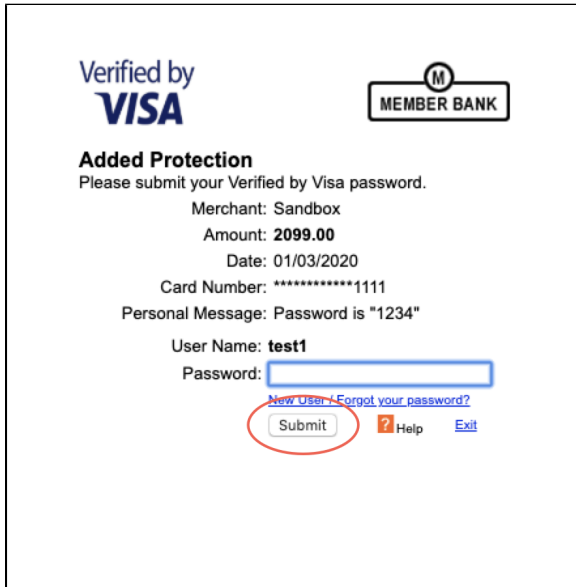
3. [Mark the payment.](#) The *3D Secure 2.0 authentication process* page appears.

4. Click **Proceed with Authentication**.



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**.



The invoice appears.

6. Click **Mark Payment**.

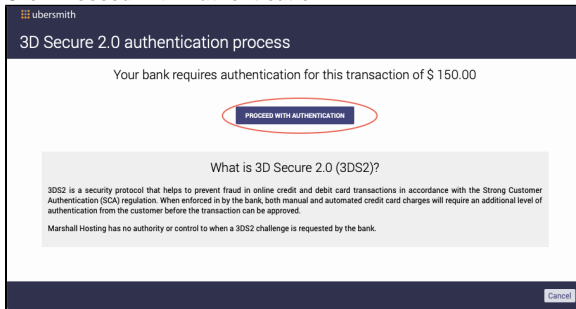
Signing Quotes with SCA

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**.



The 3D Secure 2.0 authentication process page appears.

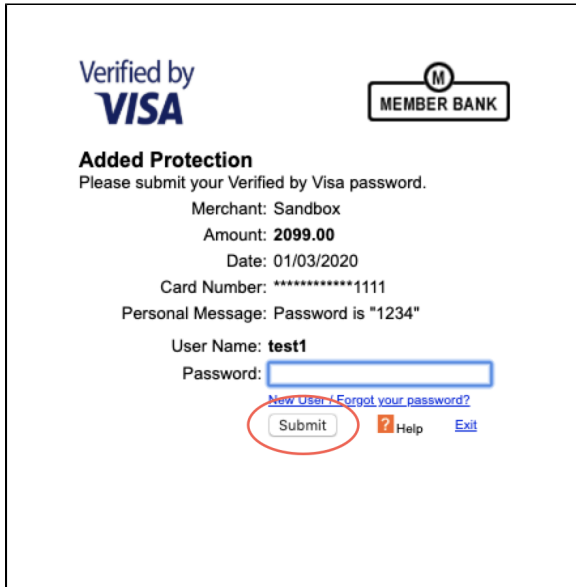
3. Click **Proceed with Authentication**.



The screenshot shows a dark-themed page titled "3D Secure 2.0 authentication process" with the "ubersmith" logo in the top left. The main text states: "Your bank requires authentication for this transaction of \$ 150.00". Below this, a blue button labeled "PROCEED WITH AUTHENTICATION" is circled in red. A light gray box contains the heading "What is 3D Secure 2.0 (3DS2)?" followed by 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 displays a "Verified by VISA" authentication page. At the top are the "Verified by VISA" logo and a "MEMBER BANK" logo. The heading "Added Protection" is followed by the instruction "Please submit your Verified by Visa password." 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" field is pre-filled with "test1". The "Password:" label is followed by an empty text input field. Below the password field, a link "New User? / Forgot your password?" is visible. A "Submit" button is circled in red, and there are also "Help" and "Exit" links at the bottom.

The *Quote Signature* page appears.

Related Topics

[Managing Invoices](#)

[Supported Merchant Gateways](#)

[Configuring Payment Processing Options](#)