

BrainTree

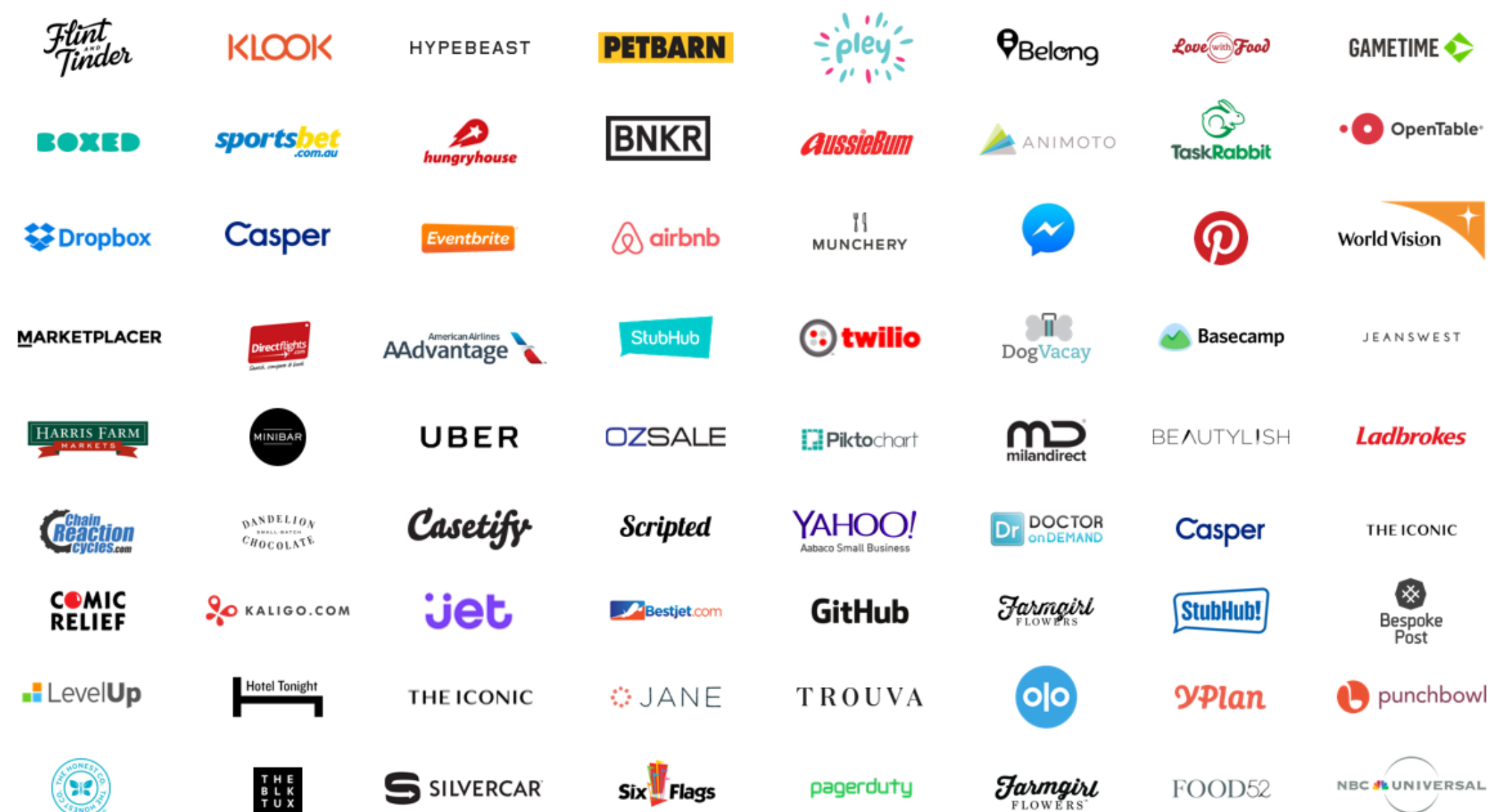
Onboarding FAQ's

What is Braintree and Who can use it?

Braintree is a full-stack payments platform that makes it easy to accept payments in your app or on your website. Our service replaces the traditional model of sourcing a payment gateway and merchant account from different providers. From single touch payments to mobile SDK's and foreign currency acceptance, we provide everything you need to start accepting payments today.

All kinds of organizations use Braintree to accept payments in mobile apps and websites. From startups in garages, to not-for-profits, to some of the largest online retailers, we have more experience working with new business models than any other payments provider.

Merchants in the US can use Braintree to accept PayPal, Apple Pay, Google Pay, Venmo, and most credit and debit cards, including Visa, Mastercard, American Express, Discover, JCB, and Diner's Club.



Money

What currencies can I accept?

A: Merchants can accept payments in over 130 currencies. Braintree will convert and deposit funds in USD for a 1% fee.

What currencies can I settle in?

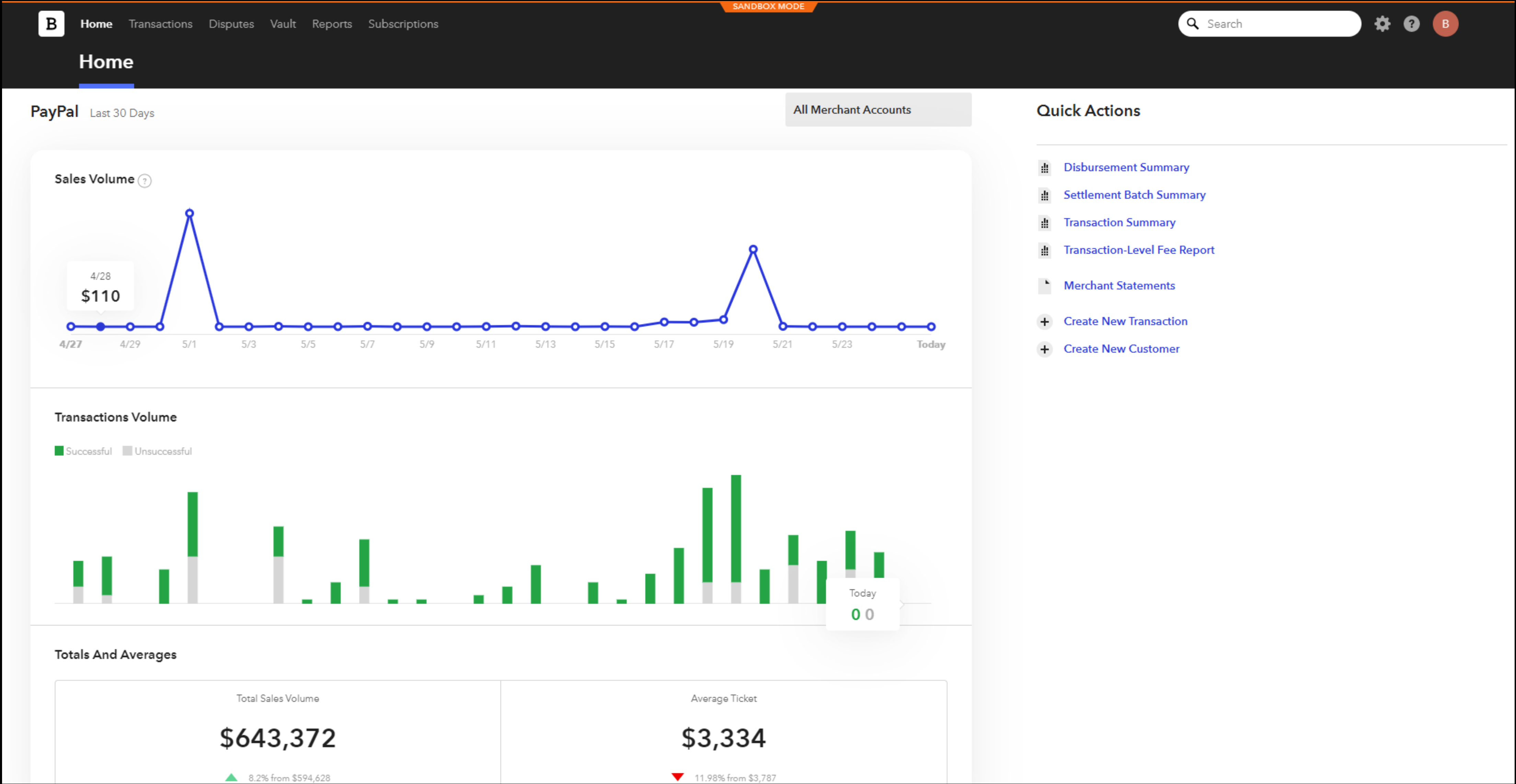
A: By default funds will be deposited into your US bank account in USD. Contact us for more details regarding settlement currencies.

How soon will I get my money after the transaction is processed?

A: For US merchants, Visa, MC, and Discover transactions are usually deposited into your bank account in 2-3 business days. American Express transactions are typically deposited in 3-5 days or less.

Day of Settlement	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Disburse To Bank	Wednesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday

Braintree Dashboard and Quick Links



Quick Actions

Disbursement Summary

Settlement Batch Summary

Transaction Summary

Transaction-Level Fee Report

Merchant Statements

Create New Transaction

Create New Customer

Transaction Details

Where can I view individual transactions and transaction details?

A: There is a specific tab dedicated to transaction information. You will be able to view a list of transactions and their status, as well as search for specific transactions based on time frame, exact date, dollar amount, credit card number, etc.

Where can I find more information about a single transaction?

A: By clicking on the Transaction ID number you will be directed to a page that displays all the necessary information about the transaction.

Where can I view individual transactions and transaction details?

B

HomeTransactionsDisputesVaultReportsSubscriptions

SANDBOX MODE

Search

⚙️ ? B

TransactionsPayment Contexts

Found 228 Transactions






Download

Edit

Search Criteria

Card Type: All
Created At: 05/01/2021 12:00 AM - 05/31/2021 11:59 PM
Created Using: All
Customer Location: All
Local Payment Funding Source: All
Payment Instrument Type: Credit Card, Apple Pay Card, Venmo Account, PayPal Account, Local Payment, Google Pay, Samsung Pay Card, Payment Reader
Status: All
Transaction Source: All
Transaction Type: All

12345678910

Amount	Type	Status	ID	Customer	Payment Method	Date
\$10.00 USD	Sale	✔ Settled	4h9mnqhz	Preetha G	 401288*****1881	May 25, 2021 6:43 AM
\$10.00 USD	Sale	❌ Gateway Rejected	gfkzme5p	Preetha G	 401288*****1881	May 25, 2021 6:37 AM
\$10.00 USD	Sale	✔ Settled	dsawkxj0	Preetha G	 401288*****1881	May 25, 2021 6:37 AM
\$10.00 USD	Sale	❌ Gateway Rejected	qx02bcdn	Sydney dfgdfg	 401288*****1881	May 25, 2021 6:33 AM
\$12.00 USD	Sale	❌ Gateway Rejected	g13jsgvk	Preetha G	 401288*****1881	May 25, 2021 6:30 AM

Transaction Search Tool – Control Panel

B

HomeTransactionsDisputesVaultReportsSubscriptions

SANDBOX MODE

Search

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TransactionsPayment Contexts

Transaction Search

Merchant Account

☒ All

☒ AUS_test

☒ AUS_test1

☒ AUS_test_admin

☒ Australia_Payment_AUD

☒ BB_USASW

☒ Canada_test

☒ catholic_publishinghous_hqfb7wbh

☒ demo_publisher_instant_8c7b38k3

☒ fggttest2019

☒ ignatius_press_instant_byt7z2by

☒ ignatius_press_instant_fnk54kd9

☒ jane_doe_instant_g7z2kvbh

☒ jane_doe_instant_mn6wjcw7

☒ jane_doe_instant_qvrwqbg5

☒ janesladders_instant_3r7y48bc

☒ janesladders_instant_nbyfhhb6

Transaction Type

☒ All

☒ Sale

☒ Credit with a Previous Transaction (Refund)

☒ Credit without a Previous Transaction

Transaction Source

☒ All

☒ API

☒ Control Panel

☒ Recurring

Payment Method Source

☒ Pay with Venmo

OAuth

☒ All

☒ WooCommerce

☒ MerchantPanelOAuthApplication

☒ PayPal-PPH-BT-Integration

Status

☐ All

☒ Authorized

☒ Submitted For Settlement

☒ Settlement Pending

☒ Settling

☒ Settled

☒ Voided

☐ All Unsuccessful

☒ Processor Declined

☒ Gateway Rejected

☒ Failed

☐ Settlement Declined

☒ Authorization Expired

Card Type

☒ All

☒ Visa

☒ Mastercard

☒ Amex

☒ Discover

☒ JCB

☒ Maestro

☒ UnionPay

☒ Elo

☒ Hiper

☒ Hipercard

Payment Instrument Type

☒ All

☒ Credit Card

☒ Apple Pay

☒ Google Pay

☒ Venmo Account

☒ PayPal

☒ Local Payment

☒ Samsung Pay

☒ Payment Reader

Select Fieldis

+ Add

Amount (x,xxx)

to

☒ Creation date range

This YearThis MonthLast MonthPast 30 DaysTodayCustom

Start

05/01/2021

00

:

00

End

05/31/2021

23

:

59

☐ Settled date range

☐ Submitted For Settlement date range

☐ Disbursed date range

☐ Disputed date range

Individual Transaction Details

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HomeTransactionsDisputesVaultReportsSubscriptions

TransactionsPayment Contexts

Transaction Detail For ID: 4h9mnqhz

Receipt

Refund

Transaction Information

Merchant	PayPal
Merchant Account	USA_test2
Transaction Type	sale
Amount	\$10.00 USD
Transaction Date	May 25 2021, 06:43 AM CDT
Status	Settled
Settlement Batch	2021-05-25_USA_test2_611wca7f
Processor Authorization Code	71MN0F

Basic Fraud Tools Information

CVV Response	Not provided (I).
AVS Response	Street Address matches (M). Postal Code matches (M).

Premium Fraud Management Tools Information

Fraud Service Provider	Fraud Protection
Fraud Provider Transaction ID	4h9mnqhz
Decision	Approve
Device Data Captured	False

Premium Fraud Management Tools Information

Fraud Service Provider	Fraud Protection
Fraud Provider Transaction ID	4h9mnqhz
Decision	Approve
Device Data Captured	False

Subscription Information

Subscription ID	jmws5r
Plan Name	US_TRANSACTIONS - US_TRANSACTIONS
Billing Period	05/22/2021 - 06/21/2021
Subscription Price	\$10.00 USD
Total Transaction Amount	\$10.00 USD

Customer Information

Customer ID	152341113
Name	Preetha G
Company	SWTV SWTV SPF 4140
Email	pay@shalommedia.org

Payment Information

Payment Type	Credit Card
Transaction Origin	E-Commerce

Payment Information

Payment Type	Credit Card
Transaction Origin	E-Commerce
Payment Method Token	bqv9p5
Card Type	Visa
Cardholder Name	Preetha G
Credit Card Number	401288*****1881
Credit Card Unique Identifier	79987d7e21715ddf617ef7462c4053c9
Expiration Date	03/2031
Country of Issuance	

Billing

c2, Block 1, Galaxy Edifice Othupalliparambu Road
68202

Disbursement Information

Disbursement Date	May 26th, 2021
Settlement Amount	\$10.00 USD

History

Timestamp
05/25/2021 06:43:18 AM CDT

PayPal Transactions

Do I need a PayPal account to accept PayPal payments through Braintree?

A: Yes you will need a PayPal Business Account to begin accepting payments. You'll then link that account to Braintree via the Braintree control panel.

- Log into the [Control Panel](#)
- Click on the gear icon in the top right corner
- Click Processing from the drop-down menu
- Scroll to the Payment Methods section
- Next to PayPal, click the toggle to access the Accept PayPal options page
- Click the Log In with PayPal button
- Enter your PayPal login credentials and click Log In
- Enter the URLs to your website's [Privacy Policy and Terms and Conditions](#) in the fields provided
- Click the Submit button

Can you void or refund a PayPal transaction through Braintree:

A: Yes. All actions are available through the Control Panel just as they are for credit cards.

How are disputes for PayPal transactions managed?

A: Disputed PayPal transactions are managed withing PayPal's Resolution Center, which can be found in your PayPal console.

Disputes

How will I be able to manage disputes?

A: There is a comprehensive dispute dashboard. In the dashboard you will be able to:

- Check a dispute’s status.
- Submit evidence to defend the dispute.
- Accept a dispute.

Disputes Dashboard

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Home

Transactions

Disputes

Vault

Reports

Subscriptions

SANDBOX MODE

Search

⚙️

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B

All

Needs Response

Under Review

Complete

Give us feedback on Disputes

Filter

Dispute ID

Search

Report

Amount	Status	Type	Reason	Transaction ID	Source	Disputed On	Respond By
\$93.00	<div>✖</div> Lost	Chargeback	Fraud	ftkbvhr	<div>VISA</div>	Jun 25, 2019	— <div>⋮</div>
\$15.00	<div>✖</div> Lost	Chargeback	Fraud	c854e2jh	<div>VISA</div>	Apr 13, 2018	— <div>⋮</div>
\$100.00	<div>✖</div> Lost	Chargeback	Fraud	adhc8zqw	<div>VISA</div>	Apr 2, 2018	— <div>⋮</div>
\$100.00	<div>✖</div> Lost	Chargeback	Fraud	0qv59187	<div>VISA</div>	Mar 20, 2018	— <div>⋮</div>

Dispute Details – Example

B

HomeTransactionsDisputesVaultReportsSubscriptions

SANDBOX MODE

Search

Give us feedback on Disputes

AllNeeds ResponseUnder ReviewComplete

Dispute

\$93.00

Transaction

ftkbvhr

→

Customer

Asim Patinet

→

Payment Method

8028

→

Status

✖

Chargeback lost

The bank resolved this dispute in the cardholder's favor. The disputed amount of \$93.00 has not been returned to you. [Learn more about disputes](#)

Aug 30, 2019, 5:19:08 AM CDT

Details

ID	b5g8sfdngp98kzf7
Global ID	ZGlzcHV0ZV9iNWc4c2ZkbmdwOThremY3
Case Number	CB665072815929
Reference Number	–
Type	Chargeback
Reason	Fraud
Reason Code	62
Reason Description	–
Status	Lost
Amount	\$93.00
Merchant Account	USA_test1
Disputed On	Jun 25, 2019, 12:00:00 AM CDT

Dispute Notifications

How will I know if a customer initiates a dispute?

A: When one of your customers initiates a dispute, you'll receive an email with instructions on how to proceed. By default, the first admin user created in your gateway will receive notifications, but this can be adjusted in the Control Panel.

How can I update my dispute notification settings?

A: To edit your notifications –

- Log into the Control Panel.
- Click on the gear icon in the top right corner.
- Click Processing from the drop down menu.
- Scroll to the Notifications section.
- Next to Dispute Notifications, click the Options link.

** Here, you can adjust the frequency of the notifications and designate who receives them. Any merchant accounts that do not currently have a recipient designated will also be listed here; while not all merchant accounts will generate dispute notifications, we recommend that you assign notification recipients to all merchant accounts.

https://articles.braintreepayments.com/guides/payment-methods/paypal/disputes?_ga=2.177605669.1222596552.1621967225-606284619.1605636356

Reporting

What type of reporting does Braintree offer?

A: There are a few reporting options available, including pulling reports via the API and viewing them from your control panel.

Reports available are:

- Transaction Summary – Shows transactions currently categorized as successful/unsuccessful within a given date range.
- Settlement Batch Summary – Lists transactions processed in a settlement batch, categorized by payment method. Can be automatically emailed to Control Panel users.
- Dispute Report
- Disbursement Summary
- Dispute Financial Impact Report
- Transaction Level Fee Report - Provides a transaction level breakdown of assessed fees.
- Statements
- Export Customers
- Export Customers & Payment Methods
- Export Customers & Addresses
- 1099-K – Required for tax purposes and provided to applicable merchants.

Reporting Control Panel

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HomeTransactionsDisputesVault**Reports**Subscriptions

SANDBOX MODE

Search

⚙️ ? B

ReportsStatements

Transactions

Transaction Summary

Shows transactions currently categorized as successful or unsuccessful within a given date range.

Run Report →

Settlement Batch Summary

Lists transactions processed in a settlement batch, categorized by payment method.

Run Report →

Dispute Report

Lists transactions that have been disputed within a given date range.

Run Report →

Disbursement Summary

Lists disbursements made to your bank account within a given date range.

Run Report →

Dispute Financial Impact Report

Lists financial impact for disputes within a given date range.

Run Report →

Transaction-Level Fee Report

Provides a transaction-level breakdown of assessed fees.

Run Report →

Vault

Expiring Cards

Details all expiring and expired cards in your vault within a specified date range.

Run Report →

Export Customers

CSV file with all of your customers' names.

↗ Export

Export Customers & Payment Methods

CSV file with all of your customers' names and payment methods.

↗ Export

Export Customers & Addresses

CSV file with all of your customers' names and addresses.

↗ Export

Fraud Protection

What is Fraud Protection?

A: Fraud Protection is an out of the box tool for Braintree merchants that helps automatically detect fraudulent transactions and mitigate risk. Intelligence harnessed from PayPal and Braintree networks combined with robust risk machine learning models, help merchants more accurately decision card transactions in real time to minimize chargebacks, reduce false positives, and reduce friction.

Is additional integration required to use Fraud Protection?

A: No additional integration is required for new Braintree merchants.

Does Fraud Protection protect all of my transactions?

A: Fraud Protection gives merchants more control and insight into the decisioning process of their credit card and debit card transactions. It does not cover PayPal wallet transactions.

Can I make changes to fraud filters?

A: Yes. You can enable, disable, or change the threshold value of an existing filter based on your tolerance for risk and business needs.

How do I know that making changes to filters will produce the outcome I want?

A: When you enable a filter or change the threshold value, you will be prompted to “test” the changes. This will allow you to see the simulated impact of that filter change on your approvals, rejections and chargebacks, before using the filter in production.

What are your Fraud Protection recommendations and how do they work?

A: Recommendations are a set of suggestions based on micro models that run on the backend to help keep filter continuously optimized. Recommendations will be made to enable filters not currently enabled, disable filters no longer catching fraud, or change the threshold value of a filter to improve the performance.

Fraud Management Control Panel

[←](#) [Team](#) [API](#) [Fraud Management](#) [Processing](#) [Business](#) [OAuth](#) [Purge Test Data](#)

Fraud Management

Help detect and prevent fraudulent transactions with a suite of integrated tools to fit your business needs, ranging from basic to advanced.

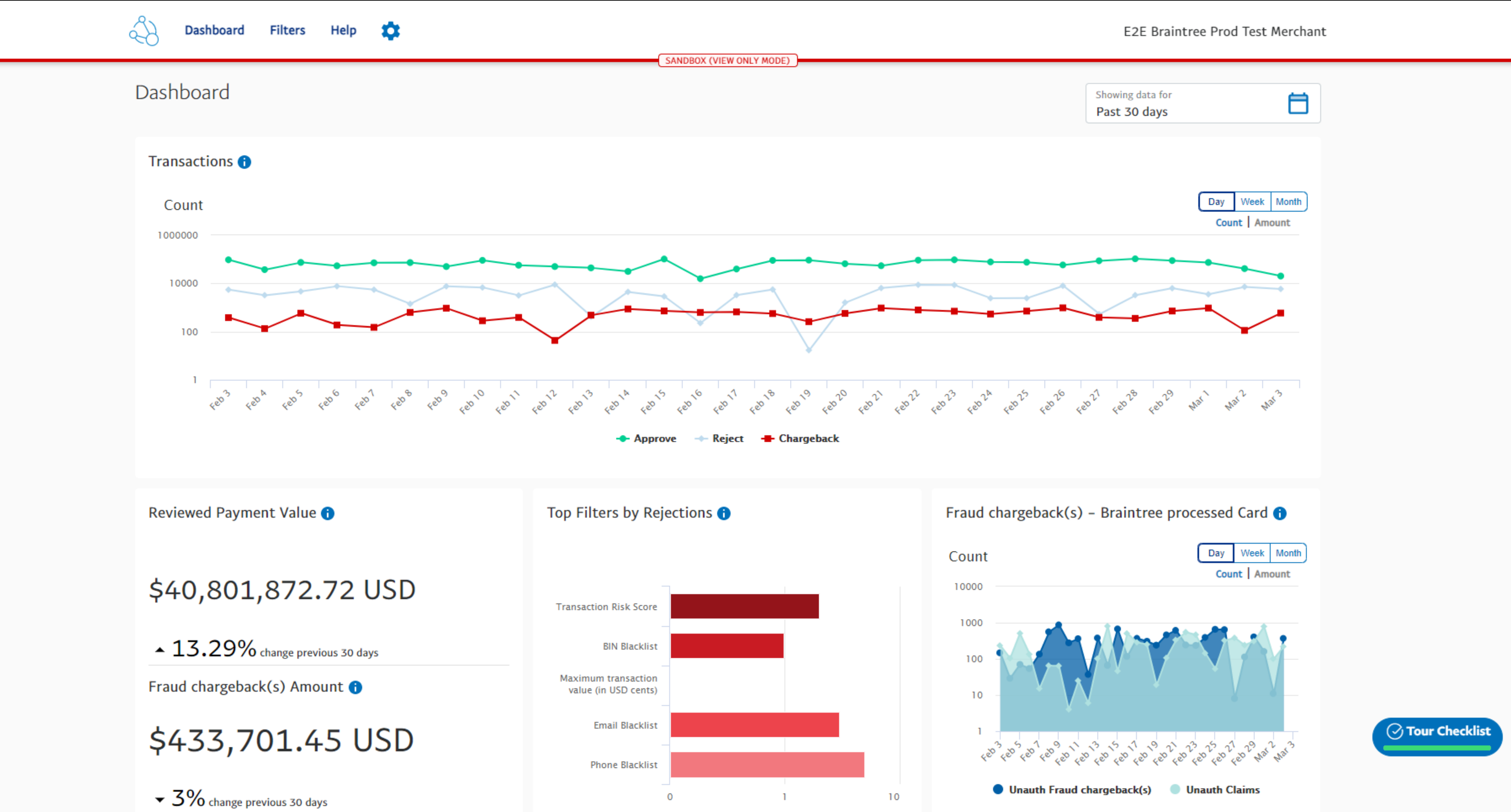
Basic

Easily turn on or off standard settings below to guard against the most common types of fraudulent transactions.

Included with your account.

AVS Automatically verify customer address information when processing transactions and verifications	Options
CVV Automatically verify the Card Verification Value with the card's issuing bank when processing transactions and verifications	Options
Risk Thresholds Apply a set of customizable rules and triggers to help detect and prevent fraud	Options

Fraud Protection Advanced – Example Sandbox Dashboard



Managing Users and Roles

How can I limit control who can do what inside of the Braintree account?

A: Creating users allows you to manage who can access your control panel. You can also create different roles that restrict or grant user access to certain information and gateway functionalities.

Can I assign specific role permissions to different users?

A: Yes. You must assign at least one role to each user. If a user has multiple roles, the role with the greatest permissions trumps any others assigned.

How do I create different roles?

- Log into the Control Panel.
- Click on the gear icon in the top right corner.
- Click Team from the menu.
- Click the Roles tab to see a list of your existing roles.
- Click the New Role button to create.
- Click the Edit link to the right of an existing role you'd like to alter.

** The Account Admin role has the maximum permissions possible and can't be edited or renamed.

How do I create a new user?

- Log into the Control Panel.
- Click on the gear icon in the top right corner.
- Click Team from the menu.
- Click the New User button.
- Specify the user's details, including their e-mail address, whether they should have API access, their Control Panel role, which merchant account(s) they should have access to.
- Click the Create User button.

** Once you've finished these steps, we will send an email prompting the new user to activate their account by completing the user information form. Here they will fill in their full name, create a username and password, and log into the Control Panel. After logging in, their status in the Control Panel will officially change from "Pending" to "Active" and the username and name fields will be populated.

Can I edit the permissions of an existing user?

A: Yes. After you've created a user you can change most of their information and permissions. While you can't edit the username associated with a user, you can change the Name and Email fields, as long as the user still has access to the original email account in order to confirm the update.

Managing Users

←

Team

API

Fraud Management

Processing

Business

OAuth

Purge Test Data

SANDBOX MODE

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B

Users

Roles

+ New User

Manage Roles

Username	Name	Email	Status	Two Factor Authentication	Actions
		bennyj@shalomworld.org	pending	disabled	Edit Suspend Delete
		bsetlik@paypal.com	pending	disabled	Edit Suspend Delete
		test@tester.com	pending	disabled	Edit Suspend Delete
		x@paypal.com	pending	disabled	Edit Suspend Delete
		xx@aol.com	pending	disabled	Edit Suspend Delete
bnaef@paypal.com	Bryson Naef	bnaef@paypal.com	active	disabled	Edit Suspend Delete
davidrules1	David Kost	dkost@paypal.com	active	disabled	Edit Suspend Delete
jordan.auck1617@huskers.unl.edu (using Log In with PayPal)	Jordan Auck	jauck@paypal.com	active	disabled	Edit Suspend Delete
jpfrang@paypal.com	James Pfrang	jpfrang@paypal.com	active	disabled	Edit Suspend Delete
shanerules	Bob Smith	sgardner@paypal.com	active	disabled	Edit

Managing Roles

←

Team

API

Fraud Management

Processing

Business

OAuth

Purge Test Data

SANDBOX MODE

Users

Roles

+ New Role

Name	Actions
Account Admin	
accountant	Edit Delete
Accounting	Edit Delete
accounting 2	Edit Delete
admin1	Edit Delete
Chargeback Gal	Edit Delete