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Elavon Payment Gateway – Managing Transactions

User Guide

Version: v1.0



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1 Managing and Viewing Transactions

In order to view transactions in the Elavon Payment Gateway Reporting application, click on **'Transactions'** in the main menu.

In the **'Transactions'** section, you have the ability to search for multiple transaction types that have been processed.

1. To search for transactions, enter the relevant data in the fields located in the **'Search for Transactions'** section.
2. Using the **'Status'** drop-down menu, you have the option to filter out specific transaction types. For example, if you would only like to view **'Pending'** transactions, choose the **'Pending'** option from the dropdown and this will return all transactions that match this criteria.
3. The status of the transaction will appear to the right of the transaction line. The below example shows all transactions which were processed on March 4th 2015 based on the search criteria entered.
4. To view more details on the transaction, click on the transaction line.

The screenshot shows the Elavon Transactions page. The top navigation bar includes the Elavon logo, a quick search bar, and a 'TEST' button. The left sidebar contains a 'MENU' with 'Transactions' selected, and 'QUICK LINKS' for Pending, Delayed, Voided, and Failed transactions. The main content area is titled 'TRANSACTIONS' and features a 'SEARCH FOR TRANSACTIONS' section with various filters. Below the filters, a table lists transactions for Wednesday, 4 March 2015. The table columns include Date, Status, Payment Method, Customer Name, Card Number, Customer Number, Account, Product ID, Variable Reference, Customer IP, and Batch ID. The status of each transaction is displayed on the right side of the row.

Date	Status	Payment Method	Customer Name	Card Number	Customer Number	Account	Product ID	Variable Reference	Customer IP	Batch ID	Status
4 Mar 2015 - 4 Mar 2015	All	Cards				Select Accounts					
List currently refined by Date 04/03/2015 - 04/03/2015 Status All Payment Method Cards											
WEDNESDAY, 4 MARCH 2015											
14:03:14	PENDING	VISA	Joe Smith	9252bc1a6edc42a8829fc0c9f							PENDING
14:02:52	FAILED	VISA	Joe Smith	eececf8b026746198432b8f3							FAILED
14:02:12	DELAYED	VISA	Jane Doe	983f866b5a8f4089c092e189							DELAYED
14:01:51	PENDING	VISA	Ben Wafer	336f1f9076fc4069a0e556502							PENDING
14:00:57	PENDING	VISA	Joe Smith	7c91cca2573c481a812ae2dea							PENDING
07:31:01	PENDING	VISA	John Smith	JSMITH1-9F7F92A8C0424F688F87-001-0							PENDING

1.1 Voiding a Transaction

'Pending' and **'Delayed'** transaction types can be voided to prevent the transactions from proceeding to settlement. You can search for **'Pending'** and **'Delayed'** transaction types within the **'Transactions'** section using the **'Status'** dropdown in the **'Search for Transactions'** pane.



1. To **'Void'** transactions, click on the dropdown box located to the right of the transaction status. Once you have clicked on the drop down you will have the option to **'Void'** as seen below.

14:00:57	VISA Joe Smith	7e91cca2573c481a812ae2dea	15.50 GBP	PENDING
07:31:01	VISA John Smith	JSMITH1-9F7F92A8C0424F688F87-001-0	16.50 GBP	P Void

2. If you wish to add comments relating to the transaction you can do so in the **'Comment'** section.

VOID

Date	Cardholder Name	Order ID	Account	Amount
Wed, 4 Mar 2015 14:00:57	VISA Joe Smith	7e91cca2573c481a812ae2dea	Internet	15.50 GBP

VOID TRANSACTION

Comment

2

CANCEL VOID TRANSACTION

3. When you have entered comments and wish to complete the void, click on the **'Void Transaction'** button.

Should you wish to view the transaction details before voiding a transaction you can click into the transaction line. This will bring you to the **'Transaction Details'** screen and the **'Void Transaction'** option will be present above the Transaction Details.

TRANSACTION DETAILS PRINT RECEIPT VOID TRANSACTION

Date	Cardholder Name	Order ID	Account	Amount
Wed, 4 Mar 2015 14:00:57	Joe Smith	7e91cca2573c481a812ae2dea	Internet	15.50 GBP
Customer Number	Product ID	Variable Reference	Recurring Flag	
-	-	-	-	
Comment				
-				

1. Click on **'Void Transaction'**.
2. Once you have clicked on **'Void Transaction'**, you will again have the option to add additional comments as detailed on the void screen above before finalising the **'Void'**.

Once a transaction has been voided it will not be sent for settlement however the customer's account may already have been debited for the transaction amount. Once the customer's issuer acknowledges the voided transaction the customer will receive their funds. Please note it can take up to 28 days for the authorisation on the customer's account to lapse depending on the bank.

1.2 Rebating a Transaction

After a transaction has been sent for settlement, it can no longer be voided. To return funds to the customer, the transaction may now be rebated. A rebate is a transaction that returns funds to the consumer and debits your bank account. The rebate uses the details from the original authorisation transaction; therefore, you do not need to contact the customer for their details to process a rebate.

Note: The **'Rebate'** transaction type can only be accessed if you have sufficient permissions. You will need to have been assigned the role of **'Administrator'** or **'Power User'** to access this.



There are two restrictions for rebates which do not apply for refunds:

- There is an upper limit on the amount that you can rebate: you can partially rebate the transaction, rebate the full amount or rebate any amount up to 115% of the original authorisation.
- You can only rebate the transaction up to 180 days after it has originally been processed. After 6 months, you will need to process a refund. *For more information on processing a refund, please see the [Elavon Payment Gateway - Terminal - User Guide](#).*

To process a rebate:

1. Click on the transaction you wish to rebate. At the top of the **'Transaction Details'** screen, click on **'Rebate Transaction'**.

TRANSACTION DETAILS					PRINT RECEIPT	REBATE TRANSACTION
Date	Cardholder Name	Order ID	Account	Amount		
Tue, 3 Mar 2015 16:10:35	John Smith	d04b4b85177436b81b0895b1	Internet	15.00 GBP		
Customer Number	Product ID	Variable Reference	Recurring Flag			
-	-	-	-			
Comment						
-						

2. Once you have clicked on **'Rebate Transaction'** you will be brought to the following screen to enter further details before finalising the rebate. You can add the rebate **'Amount'**, **'Customer Number'**, **'Variable Reference'**, **'Product ID'** and any additional comments for reconciliation purposes.

REBATE				
Date	Cardholder Name	Order ID	Account	Amount
Tue, 3 Mar 2015 16:10:35	John Smith	d04b4b85177436b81b0895b1	Internet	15.00 GBP

REBATE TRANSACTION	
Amount*	15.00 GBP
15.00	
Customer Number	Comment
Variable Reference	
Product ID	
Password*	

3. You are required to enter your login password.
4. Click on **'Rebate Transaction'** to process this transaction. You can then view the rebated transaction in the **'Transactions'** section.



1.3 Settling a Delayed Transaction

A delayed settlement transaction can be located under **'Transactions'**. When you click into **'Transactions'**, you can search for **'Delayed'** transactions in the **'Search for Transactions'** section. You will need to choose **'Delayed'** from the **'Status'** field and click on **'Search'**. This will return all delayed transactions that meet your search criteria.

1. When you locate the transaction you wish to settle, click into the transaction and choose **'Settle Transaction'**.

TRANSACTION DETAILS					PRINT RECEIPT	VOID TRANSACTION	SETTLE TRANSACTION
Date	Cardholder Name	Order ID	Account	Amount			
Tue, 3 Mar 2015 11:48:38	Jane Doe	311ec0f06e664cee802191c34	Internet	50.00 GBP			
Customer Number	Product ID	Variable Reference	Recurring Flag				
-	-	-	-				
Comment							
-							

2. If you wish to add additional information relating to the transaction you can do so on the **'Settle'** screen as shown below.

SETTLE									
Date	Cardholder Name	Order ID	Account	Amount					
Tue, 3 Mar 2015 11:48:38	visa Jane Doe	311ec0f06e664cee802191c34	Internet	50.00 GBP					
SETTLE TRANSACTION									
Amount*	50.00 GBP								
50.00									
Customer Number					Comment				
Variable Reference									
Product ID									
					CANCEL	SETTLE TRANSACTION			

3. Click on **'Settle Transaction'** to process this transaction. You can then view this transaction within the **'Pending'** category.



1.4 Offline Transactions

Some authorisations will be declined with a 102 Response Code. Transactions that receive a 102 response code can still be authorised in the Elavon Payment Gateway Reporting application by using the **'Offline Transaction'** type. You must manually obtain an authorisation code for transactions of this type. This involves contacting Elavon's authorisation centre by phone. The **'Offline Transaction'** type is not enabled by default. To have this transaction type enabled, please contact the Elavon Payment Gateway Support Team. **'Offline Transaction'** is only available with card transactions.

If a transaction has failed with a 102 Response, it will be located in the **'Failed'** transaction section accessible via the Quick Links menu. If you have obtained the authorisation code for this transaction, you can then proceed by clicking on the **'Offline Transaction'** tab as seen below.

TRANSACTION DETAILS					PRINT RECEIPT	OFFLINE TRANSACTION
Date	Cardholder Name	Order ID	Account	Amount		
Mon, 9 Mar 2015 17:27:56	John Smith	6b904a303230499286dbbf2bf	internet	15.50 GBP		
Customer Number	Product ID	Variable Reference	Recurring Flag			
-	-	-	-			
Comment						
-						

To complete the transaction, you must enter the authorisation code into the **'Offline AuthCode'** field. Click on **'Process'** to complete the transaction.

OFFLINE					
Date	Cardholder Name	Order ID	Account	Amount	
Mon, 9 Mar 2015 17:27:56	John Smith	6b904a303230499286dbbf2bf	internet	15.50 GBP	
OFFLINE TRANSACTION					
Offline AuthCode*					
<input type="text"/>					
<input type="button" value="CANCEL"/> <input type="button" value="PROCESS"/>					

