



REPORTING TOOL USER GUIDE

TERMINAL
2016

VERSION 1.0



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1. PROCESSING A TRANSACTION

In order to process a transaction in the reporting tool you will need to go to the '**Terminal**' section. This can be found within the navigation menu to the left of the dashboard.

The screenshot shows the Elavon Reporting Tool interface. On the left, there's a vertical navigation menu with sections like MENU (Dashboard, Transactions, Customers, Terminal, Fraud Management, Settled, Reports), QUICK LINKS (Pending, Delayed, Held, Voided, Failed), and ADMINISTRATION (Client Settings, User Management). The main area is titled 'TERMINAL' and contains several sections: 'ORDER DETAILS' (Type: Sale, Account: Select Account), 'PAYMENT DETAILS' (Order ID, Auto generate Order ID, Currency: USD, Amount: 0.00, Cardholder Name, Card Number, Expiry Date, Security Code, checkbox for 'Automatically Settle to the Bank'), 'ADDITIONAL INFORMATION' (Product ID, Comment, Customer Number, Variable Reference), and 'BILLING' and 'SHIPPING' sections. To the right, there's a 'SUMMARY' panel showing transaction details: new terran inc, The Observatory, GB, Merchant ID: (redacted), SALE TRANSACTION: 0.00, 06/02/2017 at 16:50:26, and a large blue 'PROCESS >' button. The top of the page has a search bar with 'Choose Criteria' and 'Enter Keyword' fields, and a magnifying glass icon.

The Terminal can be used to process card transactions including:

- Sales
- Refunds
- Manual Transactions
- Card Verification

1.1 SALE

In order to process a '**Sale**', follow the steps below:

1. In the 'Type' field choose '**Sale**' from the dropdown menu.
2. To select a particular sub-account to process the transaction against, choose the '**Account**' from the dropdown menu. If you have a single sub-account this will be populated by default.
3. All fields marked with an * are mandatory and must be completed to process the transaction.
4. Once all mandatory fields are complete, click on 'Process'.

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The screenshot shows the Elavon Reporting Tool interface. On the left, there's a sidebar with a logo, a search bar at the top, and several sections: **MENU** (Dashboard, Transactions, Customers, Terminal, Fraud Management, Settled, Reports), **QUICK LINKS** (Pending, Delayed, Held, Voided, Failed), and **ADMINISTRATION** (Client Settings, User Management). Below these are icons for phone, email, and reallex payments.

The main area is divided into sections: **TERMINAL**, **ORDER DETAILS** (Type: Sale, Account: Select Account), **PAYMENT DETAILS** (Order ID: PP8888, Auto generate Order ID: , Currency: EUR, Amount: 0.00, Cardholder Name: [redacted], Card Number: [redacted], Expiry Date: mm/yy, Security Code: [redacted], Not available, Automatically Settle to the Bank), **ADDITIONAL INFORMATION** (Product ID: [redacted], Comment: [redacted], Customer Number: [redacted], Variable Reference: [redacted]), **SUMMARY** (new terran inc, The Observatory, GB, Merchant ID: [redacted]), **SALE TRANSACTION** (0.00, 06/02/2017 at 16:50:26), and a **PROCESS >** button.

5. The transaction result will display and the appropriate message will appear at the top of the 'Terminal' screen.

This screenshot shows the same Elavon Reporting Tool interface as above, but with a green success message at the top: **Sale Successful (ee96ac5548c547958180456ff) 175.00 EUR**. The rest of the screen is identical to the previous screenshot, showing the terminal details, payment fields, summary, and process button.

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1.2 REFUND

To process a '**Refund**' you will need to have been assigned the role of '**Administrator**' or '**Power User**' to gain access to this section of the '**Terminal**'.

1. To process a refund, select '**Refund**' from the '**Type**' dropdown.
2. To select a particular sub-account, choose the sub-account from the '**Account**' dropdown. If you have a single sub-account this will be populated by default.
3. All fields marked with an * are mandatory and must be completed to process the transaction.
4. You will be required to enter your personal login password as this is a mandatory field.
5. Once all mandatory fields are complete, click on '**Process**'.
6. The transaction result will display and the appropriate message will appear at the top of the '**Terminal**' screen as seen in Section 1.1 above.

The screenshot shows the Elavon Reporting Tool terminal interface. The left sidebar contains a 'MENU' with options like Dashboard, Transactions, Customers, Terminal (selected), Fraud Management, Settled, Reports, and a 'QUICK LINKS' section for Pending, Delayed, Held, Voided, Failed, Client Settings, and User Management. The main area is titled 'TERMINAL' and has sections for 'ORDER DETAILS', 'PAYMENT DETAILS', 'REFUND PASSWORD', and 'ADDITIONAL INFORMATION'. In 'ORDER DETAILS', 'Type' is set to 'Refund' and 'Account' is a dropdown. In 'PAYMENT DETAILS', 'Order ID' is auto-generated, 'Currency' is GBP, 'Amount' is 0.00, 'Cardholder Name' and 'Card Number' fields are present, and 'Expiry Date' and 'Security Code' fields are also shown. A note says 'Not available'. In 'REFUND PASSWORD', there is a 'Password' field. In 'ADDITIONAL INFORMATION', there are fields for 'Product ID', 'Customer Number', 'Variable Reference', and a large 'Comment' text area. The right side shows a 'SUMMARY' section with account details (new terran inc, The Observatory, GB, Merchant ID) and a 'REFUND TRANSACTION' summary showing a value of 0.00 and the date 06/02/2017 at 16:53:49. A large blue 'PROCESS >' button is at the bottom right.

Note:

1. Please note that the refund option is not enabled by default on your account. For more information on this please contact Elavon Payment Gateway Support Team.
2. You need to have the full card number and expiry date to process a refund. If you do not have these details and the transaction is less than 180 days old, you should process a rebate. For more information on rebates, please see the Managing Transactions User Guide.

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1.3 MANUAL

To process a '**Manual**' transaction you will need to have been assigned the role of '**Administrator**' or '**Power User**' to gain access to this section of the Terminal.

Note: Manual transactions are not sent to the bank for authorisation, instead they are added directly to the days settlement file. To process a manual transaction you must contact your acquiring bank's authorisation centre by phone to obtain an authorisation code. Elavon payment Gateway requires written confirmation from your acquiring bank before this transaction type can be enabled on your account.

1. To process a manual transaction, select '**Manual**' from the '**Type**' dropdown.
2. To select a particular sub-account, choose the sub-account from the '**Account**' dropdown. If you have a single sub-account this will be populated by default.
3. All fields marked with an * are mandatory and must be completed to process the transaction.
4. A manual transaction requires you to input a two to six digit alphanumeric code as evidence of authorisation. This code is entered in the '**Auth Code**' field as below:

The screenshot shows the Elavon Reporting Tool interface. On the left is a vertical menu bar with sections for **MENU** (Dashboard, Transactions, Customers, Terminal, Fraud Management, Settled, Reports), **QUICK LINKS** (Pending, Delayed, Held, Voided, Failed), and **ADMINISTRATION** (Client Settings, User Management). Below the menu are icons for phone and email. At the bottom left is a note about realx payments and the release date (06/02/2017 - v2.1.104.3).

The main area is titled 'TERMINAL' and contains several sections:

- ORDER DETAILS:** Includes dropdowns for 'Type' (set to 'Manual') and 'Account' (dropdown labeled 'Select Account').
- PAYMENT DETAILS:** Fields for 'Order ID' (dropdown with 'Auto generate Order ID'), 'Currency' (dropdown), 'Amount' (set to '0.00'), 'Cardholder Name' (text input), 'Card Number' (text input), 'Expiry Date' (text input), 'Security Code' (text input), and a checkbox for 'Not available'. There is also a checked checkbox for 'Automatically Settle to the Bank'.
- ADDITIONAL INFORMATION:** Fields for 'Product ID', 'Customer Number', 'Variable Reference', 'Comment' (large text area), and radio buttons for 'BILLING' and 'SHIPPING'.
- SUMMARY:** Displays the merchant information: 'new terran inc', 'The Observatory', 'GB', and 'Merchant ID:'. It also shows the transaction details: 'MANUAL TRANSACTION' with a value of '0.00', the date '06/02/2017 at 16:53:49', and a large blue 'PROCESS >' button.

5. Once all mandatory fields are complete, click on '**Process**'.
6. The transaction result will display and the appropriate message will appear at the top of the '**Terminal**' screen as seen in Section 1.1 above.

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1.4 CARD VERIFICATION

To process a '**Card Verification**' transaction you will need to have been assigned the role of '**Administrator**' or '**Power User**'. The '**Card Verification**' transaction type is used to check that a card is valid and active without authorising or holding funds.

Note: Card Verification is not supported by all acquiring banks, to determine if your acquiring bank supports card verification, please contact Elavon Payment Gateway Support Team for further information.

1. To process a card verification transaction, select '**Card Verification**' from the '**Type**' dropdown.
2. To select a particular sub-account, choose the sub-account from the '**Account**' dropdown. If you have a single sub-account this will be populated by default.
3. All fields marked with an * are mandatory and must be completed to process the transaction.
4. Once all mandatory fields are complete, click on '**Process**'.
5. The transaction result will display and the appropriate message will appear at the top of the '**Terminal**' screen as seen in Section 1.1 above.

The screenshot shows the Elavon Reporting Tool interface for processing a Card Verification transaction. The left sidebar contains a 'MENU' with options like Dashboard, Transactions, Customers, Terminal (selected), Fraud Management, Settled, Reports, and a 'QUICK LINKS' section for Pending, Delayed, Held, Voided, and Failed transactions. The main area is titled 'TERMINAL' and contains several sections: 'ORDER DETAILS' (Type: Card Verification, Account: Select Account), 'PAYMENT DETAILS' (Order ID: Auto generate Order ID, Cardholder Name, Card Number, Expiry Date, Security Code), 'ADDITIONAL INFORMATION' (Product ID, Customer Number, Variable Reference, Comment), and 'BILLING' and 'SHIPPING' sections. A 'PROCESS >' button is located in the bottom right of the terminal area. On the right side, there's a 'SUMMARY' section showing transaction details for 'new terran inc' (The Observatory, GB) and a 'CARD VERIFICATION TRANSACTION' log entry for 06/02/2017 at 16:53:49. The bottom right corner of the interface has a small 'desafd das' label.

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2. EXPLANATION OF TERMINAL FIELDS

Field	Description	Format	Length
Order ID	The Order ID must always be unique. For example, an invoice number can be used or a unique reference for the transaction.	a-z A-Z 0-9 _-	1-40
Amount	The amount must never contain decimal places; it is in cent value i.e. to process 10.00, type 1000 for ALL currencies.	0-9	1-8
Card Number	The card number.	0-9	12-19
Customer Name	The card holder name.	a-z A-Z 0-9 " " _	1-100
Security Code	Security code is the 3 digit number on the back of the card. If you don't have this you can select "No Code". Note: Amex Cards contain a 4 digit number on the back of the card.	0-9 " "	3-4
Comment 1	Free text field; can be used to store information that will be relevant for your own reconciliation/reporting purposes.	a-z A-Z 0-9 ' "+ " _-&\/@ ! ? % () * : £ \$ & € # [] =	0-255
Customer Number	Free text field; can be used to store information that will be relevant for your own reconciliation/reporting purposes.	a-z A-Z 0-9 - " " - . , + @	0-50
Product ID	Free text field; can be used to store information that will be relevant for your own reconciliation/reporting purposes.	a-z A-Z 0-9 - " " - . , + @	0-50
Variable Ref	Free text field; can be used to store information that will be relevant for your own reconciliation/reporting purposes.	a-z A-Z 0-9 - " " - . , + @	0-50
Shipping Code	Enter the Address Verification Service (AVS) shipping code. Note: Please note that AVS can only be used for UK customers.	a-z A-Z 0-9 "", . - /	0-30
Shipping Country	Select the shipping country from the drop down.	Predefined	Predefined
Billing Code	Enter the Address Verification Service (AVS) shipping code. Note: Please note that AVS can only be used for UK customers.	a-z A-Z 0-9 "", . - /	
Billing Country	Select the billing country from the drop down.	Predefined	Predefined



GOT ANY QUESTIONS?

LET US KNOW

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