

HOW TO VOID A TRANSACTION

- From the transactions tab on the left navigation pane select search.
- Choose from the available selection list on how you wish to locate this transaction.
- Enter the value of your selection in the Value field.
- Be sure the date range matches the date range of the transaction you are searching for. You can change the date range by clicking on the calendar icon then selecting a date.
- Then click search.

The screenshot displays the 'Search Transactions' interface. On the left is a navigation pane with 'Transactions' selected, containing icons for 'Add', 'Search', and 'Export'. Below the navigation pane are buttons for 'Reporting', 'Clients', 'Knowledge Center', 'User Options', 'Merchant Options', and 'Gateway Settings'. The main area is titled 'Search Transactions' and contains the following fields:

- Report:** A dropdown menu set to 'All'.
- Merchant:** A dropdown menu set to '2163 DEMO'.
- From:** A date field set to '04/09/2010' with a calendar icon.
- To:** A date field set to '04/16/2010' with a calendar icon.
- Selection:** A dropdown menu with a list of options: 'First Name', 'Last Name', 'Company Name', 'Entered By', 'Last 4', 'Invoice #', and 'Amount'. 'Last Name' is currently selected.
- Value:** A text input field containing 'Smith'.
- Operator:** A dropdown menu set to '='.
- And:** A radio button.
- ±:** A radio button.
- Search:** A button to execute the search.

The text 'MERCHANTBANKCARD' is visible in the bottom right corner of the interface.

HOW TO VOID A TRANSACTION

- A list of all the transactions that match the search criteria you entered will appear below.
- Click the name of the transaction you wish to void to get to the transaction details page.

Search Transactions

Report: All Merchant: 2163 DEMO

From: 04/09/2010 To: 04/16/2010

Selection: Last Name Value: Smith And ±

Search

First Name	Last Name	Invoice #	Auth #	Date	Status	Response	Amount
Jamie	Smith	45618	3162387	04/16/2010	ready	A01	\$95.00
Sam	Smith	12345	3162384	04/16/2010	ready	A01	\$125.00

There are no records matching the search criteria.

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HOW TO VOID A TRANSACTION

- As long as the transactions status is still ready you will be able to void this transaction.
- Simply click the Void button at the button of the transaction details page.
- A window will appear asking if your sure you want to void this transaction.
- Click ok

Transaction Details [< Back to Search Results](#)
[Authorization Form](#)

Bill To Last/First Name:Smith/Sam Company Name:N/A Address:100 Anywhere st City/State/Postal Code:Port Jervis NY 12771 Phone:845-856-2024 Email Address:sams@comcast.net Consumer ID:100234 Client ID:11479	Ship To Last/First Name:N/A Company Name:N/A Address:N/A City/State/Postal Code:N/A
Order Invoice # :12345 Branch # :N/A Field1 :N/A Field2 :N/A CPAY :N/A Field4 :N/A	Payment TRN:021000021 Account#:7664 Check#:N/A Type:Checking Entry Class Code:PPD Sales Tax:\$ 0.00 Proc Card:no Amount:\$ 125.00 Date:4/16/2010 5:40 AM PDT Entered By:Demo

Transaction Details

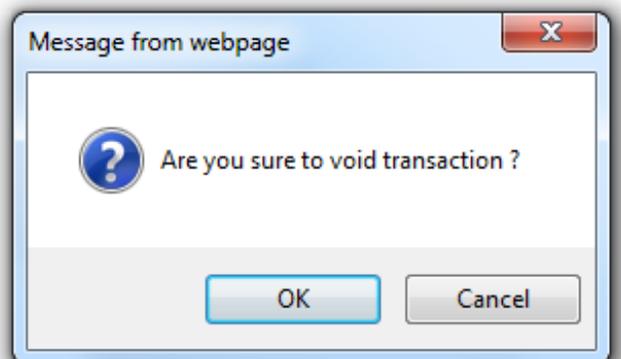
Detail Transaction ID:b70530b4-57f8-4d1a-b273-27894efbaea8 Status:ready Transaction Type:eCheck Sale(20) Response Description:APPROVED Ip Address:173.12.73.2 Source:VT3 Settlement Date:12:00:00 AM	Response Type:A Response Code:A01 Verify Result:POS P70 VALIDATED Auth Code:3162384 Settlement Result:N/A
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eAVS Results

✓ eAVS State/Postal Code:	Match
✓ eAVS State/Area Code:	Match
✓ eAVS Anonymous Email:	Match

New Void Resubmit Reverse Capture ?

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HOW TO VOID A TRANSACTION

- You will be redirected to the transaction response page.
- Approved means the void was approved not that another transaction was ran and approved.

Transaction Response	
	 Authorization Form
Response Description :	APPROVED
Date Time :	4/16/2010 11:31:36 AM PDT
Merchant ID:	2163
Transaction Type:	eCheck Sale
Total Amount \$:	125.00
Name:	Smith/Sam
Company Name:	N/A
Response Type:	A APPROVED
Response Code:	APPROVED A01
Authorization Code:	3162548
Last 4 digits of Acc#:	7664
Entered by:	Demo
Trace Number:	DAF69B0C-B37A-4081-8B1E-CC5EC6FDC2FB

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- By going back to the search results you can see the transaction has been properly voided.

<u>First Name</u>	<u>Last Name</u>	<u>Invoice #</u>	<u>Auth #</u>	<u>Date</u>	<u>Status</u>	<u>Response</u>	<u>Amount</u>
<u>Sam</u>	<u>Smith</u>	12345	3162384	04/16/2010	voided	A01	\$125.00

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- And That's it!

HOW TO REVERSE A TRANSACTION

- From the transactions tab on the left navigation pane select search.
- Choose from the available selection list on how you wish to locate this transaction.
- Enter the value of your selection in the Value field.
- Be sure the date range matches the date range of the transaction you are searching for. You can change the date range by clicking on the calendar icon then selecting a date.
- Then click search.

The screenshot shows the 'Search Transactions' interface. On the left is a navigation pane with 'Transactions' selected, containing 'Add', 'Search', and 'Export' options. Below the navigation pane are buttons for 'Reporting', 'Clients', 'Knowledge Center', 'User Options', 'Merchant Options', and 'Gateway Settings'. The main search area includes a 'Report' dropdown set to 'All', a 'Merchant' dropdown set to '2163 DEMO', 'From' and 'To' date fields with calendar icons (set to 04/09/2010 and 04/16/2010), and a search criteria section. The search criteria section has a 'Selection' dropdown with a list: 'First Name', 'Last Name', 'Company Name', 'Entered By', 'Last 4', 'Invoice #', and 'Amount'. The 'Last Name' option is selected and highlighted. To its right is an equals sign dropdown, a 'Value' text box containing 'Smith', and an 'And' dropdown with a plus/minus sign. A 'Search' button is located below the search criteria. The bottom right corner of the interface displays 'MERCHANTBANKCARD'.

HOW TO REVERSE A TRANSACTION

- A list of all the transactions that match the search criteria you entered will appear below.
- Click the name of the transaction you wish to reverse to get to the transaction details page.

Search Transactions

Report: All Merchant: 2163 DEMO

From: 04/09/2010 To: 04/16/2010

Selection: Last Name Value: Smith And ±

Search

First Name	Last Name	Invoice #	Auth #	Date	Status	Response	Amount
Sam	Smith	12345	3162384	04/16/2010	settled	A01	\$125.00

There are no records matching the search criteria.

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HOW TO REVERSE A TRANSACTION

- To reverse the transaction simply click the reverse button at the bottom of the transaction details page.

Transaction Details		< Back to Search Results			
		Authorization Form			
Bill To Last/First Name:Smith/Sam Company Name:N/A Address:100 Anywhere st City/State/Postal Code:Port Jervis NY 12771 Phone:845-856-2024 Email Address:sams@comcast.net Consumer ID:100234 Client ID:11479	Ship To Last/First Name:N/A Company Name:N/A Address:N/A City/State/Postal Code:N/A				
Order Invoice # :12345 Branch # :N/A Field1 :N/A Field2 :N/A CPAY :N/A Field4 :N/A	Payment TRN:021000021 Account#:7664 Check#:N/A Type:Checking Entry Class Code:PPD Sales Tax:\$ 0.00 Proc Card:no Amount:\$ 125.00 Date:4/16/2010 5:40 AM PDT Entered By:Demo				
Transaction Details					
Detail Transaction ID:b70530b4-57f8-4d1a-b273-27894efbaea8 Status: settled Transaction Type:eCheck Sale(20) Response Description:APPROVED Ip Address:173.12.73.2 Source:VT3 Settlement Date:12:00:00 AM		Response Type:A Response Code:A01 Verify Result:POS P70 VALIDATED Auth Code:3162384 Settlement Result:N/A			
eAVS Results					
✓ eAVS State/Postal Code:	Match				
✓ eAVS State/Area Code:	Match				
✓ eAVS Anonymous Email:	Match				
New	Void	Resubmit	Reverse	Capture	
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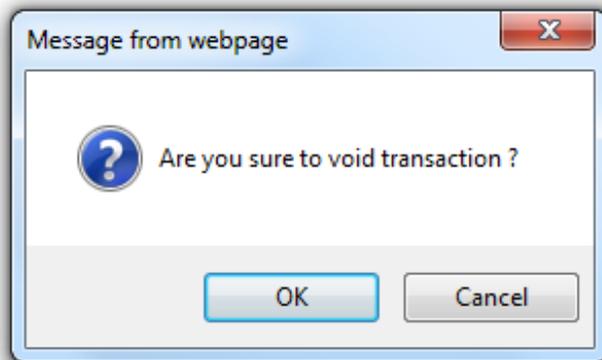
HOW TO REVERSE A TRANSACTION

- From here you can do a partial refund by changing the amount in the amount field in the Payment section.
- Either way click Reverse.

Transaction Details		< Back to Search Results
		Authorization Form
Bill To Last/First Name:Smith/Sam Company Name:N/A Address:100 Anywhere st City/State/Postal Code:Port Jervis NY 12771 Phone:845-856-2024 Email Address:sams@comcast.net Consumer ID:100234 Client ID:11479	Ship To Last/First Name:N/A Company Name:N/A Address:N/A City/State/Postal Code:N/A	
Order Invoice # :12345 Branch # :N/A Field1 :N/A Field2 :N/A CPAY :N/A Field4 :N/A	Payment Account #: *****7664 Account Type: Checking Amount: <input type="text" value="\$125.00"/> Date: 4/12/2010 4/10/2010 PM PDT Entered By: DEMO	
Transaction Details		
Detail Transaction ID: b70530ae11251-54f-654d-4511b-545ff454fsaddfb1 Status: Settled Transaction Type: eCheck Sale(20) Response Description: APPROVED Ip Address: 123.84.23.1 Source: VT3 Settlement Date: 12:00:00AM Response Type: A Response Code: A01 Verify result: POS P70 VALIDATED Auth Code: 3162384 Settlement Result: N/A		
eAVS Results		
<input checked="" type="checkbox"/> eAVS State/Postal Code:	Match	
<input checked="" type="checkbox"/> eAVS State/Area Code:	Match	
<input checked="" type="checkbox"/> eAVS Anonymous Email:	Match	
<input type="button" value="Reverse"/>	<input type="button" value="New"/>	
		
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HOW TO REVERSE A TRANSACTION

- A window will pop up asking if your sure you want to reverse this transaction , click ok.



- You will get an immediate response as to if the reverse was done correctly. Approved means the reverse was approved not that another transaction was ran and approved.

Transaction Response

 [Authorization Form](#)

Response Description :	APPROVED
Date Time :	4/16/2010 11:31:36 AM PDT
Merchant ID:	2163
Transaction Type:	eCheck Sale
Total Amount \$:	125.00
Name:	Smith/Sam
Company Name:	N/A
Response Type:	A APPROVED
Response Code:	APPROVED A01
Authorization Code:	3162548
Last 4 digits of Acc#:	7664
Entered by:	Demo
Trace Number:	DAF69B0C-B37A-4081-8B1E-CC5EC6FDC2FB

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