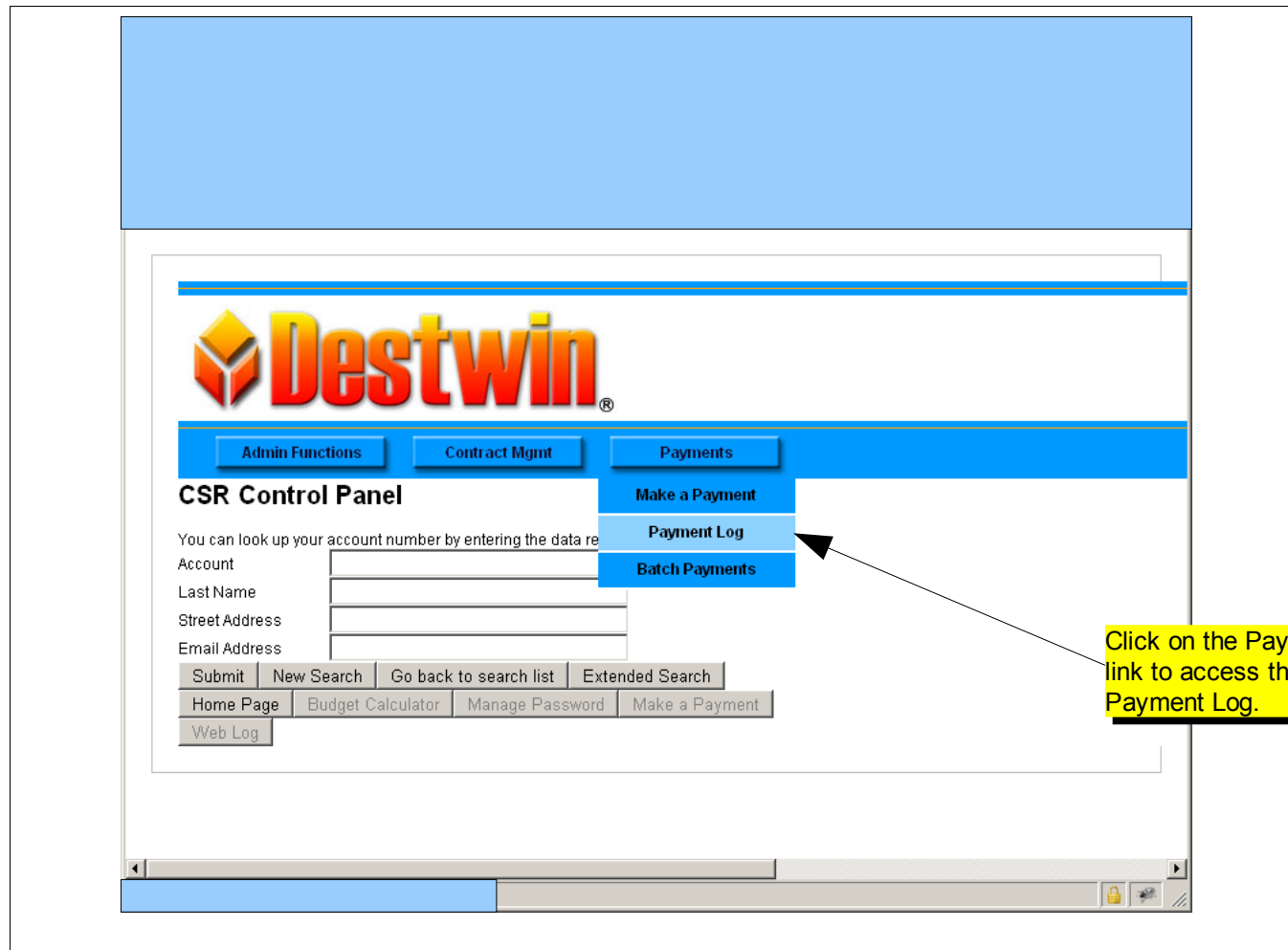


This help document describes how to access a credit card transaction for the purpose of issuing refunds, credits, voids, etc. You must have access to the Payment Log to perform this activity and your gateway must be configured to support these activities.



Note - throughout this document, sections of screen shots have been blocked out and suppressed to hide sensitive information.

Click on the Payment Log link to access the Payment Log.



Once in the Payment log you can use the filtering tools in the top section of the screen to limit the screen display, e.g. if you know the specific customer's account that you want to work with you can use the Account field to search transactions for that particular account.

Dealer Management Console v2.1

Web tools for the Oil & Propane Industry

Admin Functions

Contract Mgmt

Payment Log

Account: Transaction type: Payment method:

From: To: +/- HH:MM:

[Download Transaction Log](#) (will include all approved transactions currently shown, use the tools above to change what is displayed)

[Run New Transaction](#)

Showing records starting from 2011-11-02 00:00:01 and BEFORE 2011-11-08 00:00:01

	Account Number	Name	Date	Approval	Submitter	Transaction ID	Invoice Number	Method	Type	Amount	AVS	Card Code	CAVV	Pending?	Settled
1	119918		2011-11-07 22:22:57	Y	customer	1503678543	119918	creditcard/Visa	sale	207.30	Y			No	YesSettled Date: 2011-11-08 00:00:00
2	738156		2011-11-07 21:07:49	Y	customer	1503651949	3	creditcard/Visa	sale	308.30	Y			No	No
3	741191		2011-11-07 20:47:37	Y	customer	1503645765	741191	creditcard/Visa	sale	724.00	Y			No	YesSettled Date: 2011-11-08 00:00:00
4	355033		2011-11-07 18:22:10	Y	customer	1503588980	355033	creditcard/Visa	sale	32.99	A			No	YesSettled Date: 2011-11-08 00:00:00

View Transactions that are:

☐ accepted (by payment gateway)
☐ unaccepted (by payment gateway)
☐ not settled
☐ settled

Update Display

Search criteria options.

Click on the Update Display button after setting your search criteria to display the results.

Once you have found the desired transaction, click on the Transaction ID to open a window for further action.

Untitled - Google Chrome

**Destwin**[®]

Dealer
Management
Console v2.1
Web tools for the Oil &
Propane Industry

Administrator Login

Name

Password

The first time you access a specific transaction in a given browser session you will be required to login again. Use the same login credentials you used to access the Admin pages.

Payments made through this page may not appear in your on-line account information for 48-96 hours depending on the day and time of payment.

*First Name:

*Last Name:

*Email:

*Phone Number:

Company or Organization:

*Street Address Line 1:

Street Address Line 2:

*City:

*State:

*Postal/Zip Code:

Country: USA

*Type of Transaction:

*Amount: \$207.30

*Account Number:

Invoice Number: 119918

*Payment Information
Credit Card information is required for any transaction except for VOID or PRIOR_AUTH_CAPTURE

*Payment Method:

*Card Number:

*Expiration Date: (mm/yy)

Comments:

Submit

Done

Existing information for the transaction will be pre-populated.

Select the desired operative transaction from the Type of Transaction drop down.

Payments made through this page may not appear in your on-line account information for 48-96 hours depending on the day and time of payment.

*First Name:

*Last Name:

*Email:

*Phone Number:

Company or Organization:

*Street Address Line 1:

Street Address Line 2:

*City:

*State:

*Postal/Zip Code:

Country: USA

*Type of Transaction:

*Amount:

*Account Number:

Invoice Number:

*Payment Information
Credit Card information is required for anyt

*Payment Method:

*Card Number:

*Expiration Date: (mm/yy)

Comments:

In most cases use VOID to void a transaction that has not already been batched and REFUND to refund the transaction value for a transaction that has already been batched.

Tech Note

Contact Destwin or your Gateway provider if you have questions about the appropriate Type of Transaction for a particular action.

Payments made through this page may not appear in your on-line account information for 48-96 hours depending on the day and time of payment.

*First Name:

*Last Name:

*Email:

*Phone Number:

Company or Organization:

*Street Address Line 1:

Street Address Line 2:

*City:

*State:

*Postal/Zip Code:

Country: USA

*Type of Transaction:

*Transaction ID (only needed for CREDIT, VOID, REFUND, or PRIOR_AUTH_CAPTURE):

*Amount:

*Account Number:

Invoice Number:

*Payment Information

Credit Card information is required for any transaction except for VOID or PRIOR_AUTH_CAPTURE

*Payment Method:

*Card Number:

*Expiration Date: (mm/yy)

Comments:

Submit

Done

To process the transaction, required fields must be populated although for e-mail and phone number fields accurate customer data is not required.

Once the type of transaction is selected, the Transaction ID field will appear.

The Account Number field is also required and while not critical to processing the transaction through the gateway, using the actual customer account number is recommended.

After the required fields have been populated and the desired transaction is selected, click on the Submit button.

Payments made through this page may not appear in your on-line account information for 48-96 hours depending on the day and time of payment.

First Name:	
Last Name:	
Email Address:	
Phone Number:	
Company or Organization:	
Street Address Line 1:	
Street Address Line 2:	
City:	
State:	
Postal/Zip Code:	
Country:	USA
*Type of Transaction:	VOID
*Transaction ID (only needed for CREDIT, VOID, REFUND, or PRIOR_AUTH_CAPTURE):	1503678543
*Amount:	\$207.30
*Account Number:	123
Invoice Number:	119918
*Payment Information	CC
Payment Method:	Visa
Card/Purchase Order Number:	426
Expiration Date:	
Comments:	test

Submit

I Need To Change Something

You will then land on a final confirmation where you can review all the information. If it is correct, click on the Submit button, otherwise click on the I Need to Change Something button to return to the prior screen.

Done

Tech Note

After you Submit from this screen you should receive a Gateway confirmation number and you should check the Payment Log for the transaction.