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## Quickcommerce / Authorize.net Gateway Use Instructions

There are two main tasks that you will perform using the online gateway: 1) voiding charges and 2) refunding charges.

To begin, login to the QuickCommerce site by navigating to <http://www.authorize.net>. Select Merchant Login, then enter your login ID and password.



### Login

#### Login

Welcome to the *new* Merchant Interface! We have upgraded the Interface to provide you with enhanced features and a more usable format for transaction information. If you need help understanding the new features, just click on the Help link in the upper right hand corner of every page. In the Help screens you'll find information and instructions on using the different features of the Interface.

We recommend using one of the following browsers with this interface: Internet Explorer v5.0 and higher or Netscape Navigator/Communicator v6.0 and higher.

Please enter your unique login ID and password to gain access to the system.

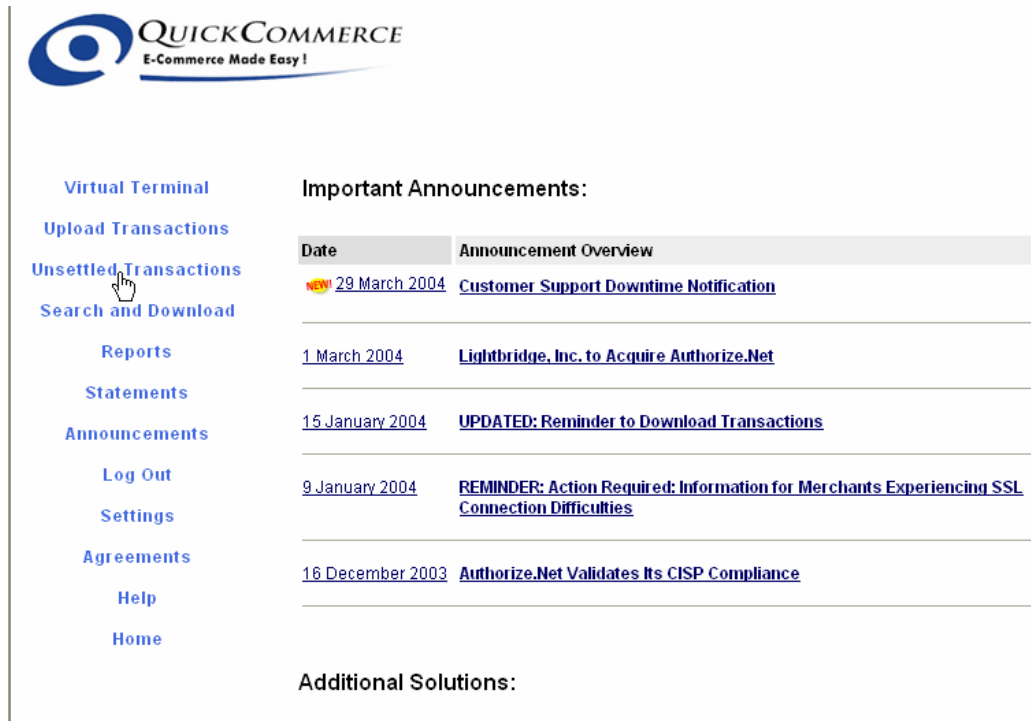
Login ID:

Password:

[Forgotten Password?](#)

## Voiding Charges


1. Click on the link for Unsettled Transactions.



**QUICKCOMMERCE**  
E-Commerce Made Easy!

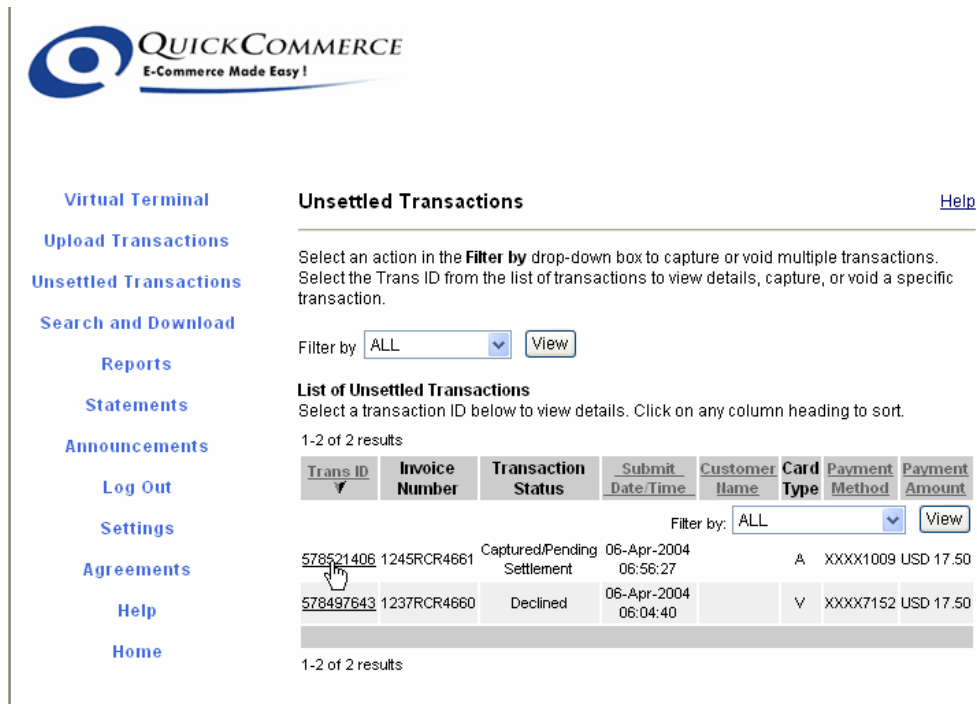
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**Important Announcements:**

| Date  | Announcement Overview   |
|---|---|
|  29 March 2004 | <a href="#">Customer Support Downtime Notification</a>  |
| 1 March 2004  | <a href="#">Lighthbridge, Inc. to Acquire Authorize.Net</a>   |
| 15 January 2004   | <a href="#">UPDATED: Reminder to Download Transactions</a>  |
| 9 January 2004  | <a href="#">REMINDER: Action Required: Information for Merchants Experiencing SSL Connection Difficulties</a> |
| 16 December 2003  | <a href="#">Authorize.Net Validates Its CISP Compliance</a>   |

**Additional Solutions:**

2. Find the transaction that you need to void, and click the link in the Trans ID column (in this case the number 578521406).



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**Unsettled Transactions** [Help](#)

Select an action in the **Filter by** drop-down box to capture or void multiple transactions. Select the Trans ID from the list of transactions to view details, capture, or void a specific transaction.

Filter by:

**List of Unsettled Transactions**  
Select a transaction ID below to view details. Click on any column heading to sort.

1-2 of 2 results

| Trans ID                  | Invoice Number | Transaction Status          | Submit Date/Time     | Customer Name | Card Type | Payment Method | Payment Amount |
|---------------------------|----------------|-----------------------------|----------------------|---------------|-----------|----------------|----------------|
| <a href="#">578521406</a> | 1245RCR4661    | Captured/Pending Settlement | 06-Apr-2004 06:56:27 |               | A         | XXXX1009       | USD 17.50      |
| <a href="#">578497643</a> | 1237RCR4660    | Declined                    | 06-Apr-2004 06:04:40 |               | V         | XXXX7152       | USD 17.50      |

1-2 of 2 results

3. Click the Void button.

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**578721852**  
Trans Status: Captured/Pending Settlement

**Void**

**Settlement Information**  
Settlement Amount: USD 1.00  
Settlement Date and Time: --

**Authorization Information**  
Authorization Amount: USD 1.00  
Submit Date /Time: 06-Apr-2004 11:46:43  
Authorization Code: 446449  
Reference Transaction ID: Not Applicable  
Transaction Type: Authorization w/ Auto Capture  
Address Verification Status: No match on Street and Zip (N)  
Card Code Status: Not Applicable  
CAVW Result Code: Not Applicable  
Fraud Score Applied: Not Applicable  
Recurring Billing Transaction: N  
Partial Capture Status: Not Applicable

**Payment Information**

4. You will be prompted to confirm the void. Click OK.

**Microsoft Internet Explorer**

?

The transaction (s) that you have selected will be marked as Void and will not be sent to the processor for settlement. Once a transaction has been marked as Void, you will not be able to modify the status or send this transaction for settlement.

Click OK to continue this action and Void this transaction(s). Click Cancel to abort this action and return to the previous page.

**OK** **Cancel**

5. When the void has successfully completed, you will see a confirmation message.



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### Transaction Status

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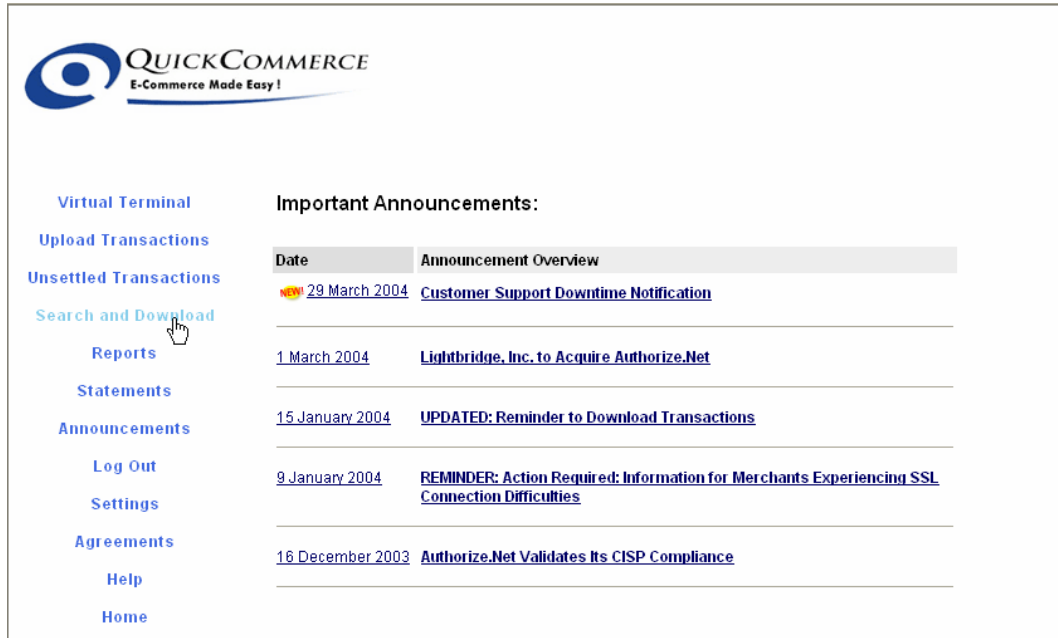
| Transaction ID | Void Result |
|----------------|-------------|
| 578721852      | Success     |


[Return to Transaction Detail](#)

## Refunding Charges

1. First you will need to obtain the transaction Reference ID as well as the credit card number and expiration date used in the original transaction. You will need to obtain the credit card number from the customer as this information is not saved in the gateway for security purposes.


To obtain the transaction ID, click on Search and Download.




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**Important Announcements:**

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|  29 March 2004 | <a href="#">Customer Support Downtime Notification</a>  |
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2. Enter your search criteria. Typically it is easiest to search by the last 4 digits of the credit card you are refunding to. To search by the credit card number, enter an asterisk (\*) and the last 4 digits of the card (e.g. \*1234) and click Search.



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Select any combination of fields below and click "Search". To search across a date range using "ALL Settled" as the To/From value, you must also include another search criteria.

**Settlement Date**

From: ALL Settled

To: ALL Settled


**Credit Card**

To perform a wildcard search, use the symbol \*. (e.g. enter "\*2344" to search for all transactions with 2344 as the last 4-digits of the Credit Card.)

Payment Method: ALL

Credit Card #: \*6353

3. Find the transaction you wish to refund and highlight the number in the Trans ID column. You can highlight this number by right-clicking just to the right of the number, and then dragging to the left across the number. Right-click again and select Copy.



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Select a transaction ID below to view details. Click on any column heading to sort.

**Results for search:** Payment Method [ ALL ]; Credit Card # [\*6353]; Transaction Status [ ALL ]; From [ 04-May-2004 00:11:09 ]; To [ 19-Sep-2003 17:32:42 ]; Show [ 10 results per page ]

[Search Again](#)

1-2 of 2 results

|                         | <a href="#">Trans ID</a> | <a href="#">Invoice Number</a> | <a href="#">Transaction Status</a> | <a href="#">Submit Date</a> | <a href="#">Customer Name</a> | <a href="#">Card Type</a> | <a href="#">Payment Method</a> | <a href="#">Payment Amount</a> | <a href="#">Settlement Date</a> | <a href="#">Settlement Amount</a> |
|-------------------------|--------------------------|--------------------------------|------------------------------------|-----------------------------|-------------------------------|---------------------------|--------------------------------|--------------------------------|---------------------------------|-----------------------------------|
| <a href="#">Home</a>    | 594154406                | 0503153514iid23993             | Settled Successfully               | 03-May-2004 15:36:30        |                               | V                         | XXX6353 USD                    | 199.00                         | 04-May-2004 00:11:09            | USD 199.00                        |
| <a href="#">Log Out</a> | 512545285                | 1209091944iid15450             | Settled Successfully               | 09-Dec-2003 09:19:35        |                               | V                         | XXX6353 USD                    | 149.00                         | 10-Dec-2003 00:09:52            | USD 149.00                        |

[Download To File](#)

[Click here for Live Help!](#)      1-2 of 2 results

- Click on the link for Virtual Terminal.



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### Important Announcements:

| Date                      | Announcement Overview   |
|---------------------------|---|
| <b>NEW!</b> 26 April 2004 | <a href="#">System Downtime Notification</a>  |
| 1 March 2004              | <a href="#">Lightbridge, Inc. to Acquire Authorize.Net</a>  |
| 15 January 2004           | <a href="#">UPDATED: Reminder to Download Transactions</a>  |
| 9 January 2004            | <a href="#">REMINDER: Action Required: Information for Merchants Experiencing SSL Connection Difficulties</a> |
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- Select the radio button selection "Refund Credit Card".

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### Enter Transaction [Help](#)

\* Indicates a required field

**Select Payment Method**

Charge a Credit Card

Refund a Credit Card

**Payment/Authorization Information**

Ref Transaction ID

Accepted Payment Method American Express, MasterCard, Visa

Card Number  \*

Expiration Date  (mmyy)

Amount  \*

**Order Information**

Invoice #

Description

**Customer Billing Information**

Customer ID

First Name

Last Name

- Paste the Trans ID you copied in step 3 into the Ref Transaction ID field, and enter the credit card number, expiration date, and amount of the refund. Note that in most cases, the amount of the refund must be exactly the same as the amount of the original charge. Click the submit button.

**Note:** If you wish to refund an amount greater or less than the original amount, then you will need to apply for expanded refund capabilities. Please contact [support@rezovation.com](mailto:support@rezovation.com) for details.



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|  |   |
|--|---|
| <a href="#">Virtual Terminal</a>       | <b>Enter Transaction</b> <a href="#">Help</a>               |
| <a href="#">Unsettled Transactions</a> | * Indicates a required field                                |
| <a href="#">Search and Download</a>    | <b>Select Payment Method</b>                                |
| <a href="#">Reports</a>                | <input type="radio"/> Charge a Credit Card                  |
| <a href="#">Statements</a>             | <input checked="" type="radio"/> Refund a Credit Card       |
| <a href="#">Settings</a>               | <b>Payment/Authorization Information</b>                    |
| <a href="#">Agreements</a>             | Ref Transaction ID <input type="text" value="594154405"/>   |
| <a href="#">Help</a>                   | Accepted Payment Method American Express, MasterCard, Visa  |
| <a href="#">Contact Support</a>        | Card Number <input type="text" value="4111111111116353"/> * |
| <a href="#">Home</a>                   | Expiration Date <input type="text" value="0106"/> (mmyy)    |
|  | Amount <input type="text" value="199.00"/> *                |
|  | Card Code <input type="text"/>                              |