Paragon Gateway Instructions

- 1. Use this link to connect to the Paragon Gateway https://gateway.1directconnect.com
- 2. User Name/Password: Provided by Paragon- If you do not know this Contact Paragon @ 1-800-884-5208. Suburban can reset passwords if needed.
- 3. After you login, you will see a menu similar to the one below: Click on Transactions Reports > Credit.

Logged In As: subu6630: subu6137 Suburban Test Account Gateway ID: 13263					
👝 Log Back In As	\checkmark				
Control Virtual Terminals	\checkmark				
Current Batch	\checkmark				
End of Day					
-Batches	\checkmark				
Transaction Reports					
🔍 Summary					
🔍 Credit					
Check					
Q Lookup Receipt					
Manage Users					
- Cond Safe					
Preferences					
E-mail					
Logout					
Paragon Solutions 1505 North Hayden Roa Suite 110 Scottsdale, AZ 85257	ıd				

NOTE All transaction will be run as credit, unless you have previously set it up with Paragon to take Debit transactions. 4. Once you click on credit you will see a new box that will allow you to filter the transactions to make it easier to find what you need. You can filter date, amount reference number, account number and more. Click Submit or Reset to start over.

Transaction Filters															
Date Pange															
Select a Date Range or enter dates manually below V															
Start Date End Date															
	11/24/2021 11/24/2021														
	Start	Time						End T	ime						
		•	Nove	mber 2	2021	•	*		•	Nove	mber	2021	•	*	
	S	М	Т	W	Т	F	S	S	М	T	W	T	F	S	
	31	1	2	3	4	5	6	31	1	2	3	4	5	6	
	7	8	9	10	11	12	13	7	8	9	10	11	12	13	
	21	22	22	24	18	26	20	21	22	22	24	18	26	20	
	28	29	30	1	2	3	4	28	29	30	1	2	3	4	
	5	6	7	8	9	10	11	5	6	7	8	9	10	11	
Auth	Code								Trx	Туре[All		~		
Card H	older							Exc	lude	Void	~				
Card Nu	mber				=			Payr	nent	Туре	All		~	-	
	User				•••				St	tatus	All		~	Ĩ	
Reg	gister					PNRef									
Invoice Nu	mber							Tota	al Am	ount					
PO Nu	mber							В	atch	Num					
Custome	er ID:				•••			Cantu	Exc rod A	lude					
								Captu	Exc	clude					
					_				Reve	rsals					
		Acc	ount	lumbe	er:										
			Re	ceiptI	d:										
	Id:														
			E	BatchI	d: [J				
						C	a ma ta	D							
						Sub	omit	Res	set						

5. After you click Submit a list of transactions will appear based on the criteria you entered.

PNREF NUMBER	Customer Account Number Customer ID	Date of	Card Type Payment Type	Card Number	Name on Card	De Trans Type	Approval or cline Message Response	Authorization Code	Amount Charged
						-	iviessage		
22608501	0101340	9/16/2016 8:44:35 AM	VISA	***************************************		Sale	Approval	293924	\$603.92
22608443	0152156	9/16/2016 8:40:37 AM	MASTERCARD	8716		Sala	Approval	43461Z	\$53.00
22608034	0101229	9/16/2016 8:01:43 AM	VISA	7457		Sale	Approval	04543A	\$290.00
22607601	0101598	9/16/2016 7:22:29 AM	MASTERCARD	7744		Sale	Approval	092230	\$280.24
22602070	0129114	9/15/2016 3:07:27 PM	MASTERCARD	2147		RepeatSale	Restricted Card	104	\$525.02
22602059	0192823	9/15/2016 3:07:23 PM	DISCOVER	3322		RepeatSale	Approval	01560R	\$313.46
22599339	0100247	9/15/2016 12:44:33 PM	VISA	*************6918		Sole	Approval	030011	\$1,320.00
22593306	0182386	9/15/2016 9:03:11 AM	VISA	**********B080		Sale	Approval	005994	\$300.00
_									

- 6. The list will show you the following:
 - a. PNREF number
 - b. Customer account number
 - c. Date of Transaction
 - d. Card type
 - e. Last four digits of the card used
 - f. Name on card used
 - g. Transaction Type (sale, refund, repeat sale)
 - h. Response message (approved or denied)
 - i. Approval code
 - j. Amount of transaction

Refund a Payment Through the Gateway:

There are two ways to refund a payment, through the gateway.

1. Click on the PNREF# of the payment you want to refund. This is the number located in the first column of the transaction list. This will bring up a Receipt Window. Click on refund and enter the amount to be refunded. The full amount is default.

3						۵
Map Address		Ν	Refund		~	
Print Receipt		~	d152.44	back to account		
PNRef	25058672		\$155/44	Dack to account		
Host Ref	25058672					
Date	4/11/2017		Refund Accou	nt		
Time	4:01:21 PM [EDT]		Repeat a Sale	Transaction	V	
Customer ID	6000853		Email Receipt		~	
Trans Type	Sale		ernali Necelpr		-	
Name						
Issuer	VISA					
Account						
Exp Date	****					
Entry Method	Manual	1				
Auth Amt	\$153.44					
Total Amt	\$153.44					
Street						
Zip						
Result	Approved					
AuthCode	120013					
Message	APPROVAL					
AVS Response	Y	(
CV Result	M	1				
Batch Number	0	(
AccountNumber						
BatchId		(

2. On the Transaction Reports Menu click on Lookup Receipt. With this option you must already know what the PNREF number is:



NOTE: Refunds cannot be issued through the gateway until the payment has been settled. This generally happens around 2 am. This time can be changed by calling Paragon. Their number is 1-800-884-5208.

Void a Payment Through the Gateway:

To void a payment through the gateway, follow the instructions listed above for refunding a payment. Instead of refund choose void.

Map Address		Void	~
Print Receipt		Repeat a Sale Transaction	
PNRef	26733879		
Host Ref	26733879	Email Receipt	
Date	8/21/2017		
Time	9:12:02 AM [EDT]		
Customer ID	0200821		
Trans Type	Sale		
Name			
Issuer	MASTERCARD		
Account			
Exp Date	****		
Entry Method	Manual		
Auth Amt	\$82.17		
Total Amt	\$82.17		
Street	Т		
Zip			
Result	Approved		
AuthCode	09161P		
Message	APPROVAL		
AVS Response	Y		
Batch Number	0		

If you do not see void it means this option is not available to you. Certain credit card processors such as RAPID CONNECT will not allow a void after a 15-minute window. To find out if your company is on the Rapid Connect processor, please call Paragon.

Printing reports through the Gateway:

You may print this list from this page or export it as a csv file to Excel. This button is located at the top right-hand corner of the list. You may need to scroll to the right to be able to see it.

	🕑 Refresh	🔄 Print/Export Reports 📳
Id	Ba	tchId
	T	T