Paragon Gateway Instructions

1. Use this link to connect to the Paragon Gateway
   https://gateway.1directconnect.com

2. User Name/Password: <mark>Provided by Paragon</mark>- 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.
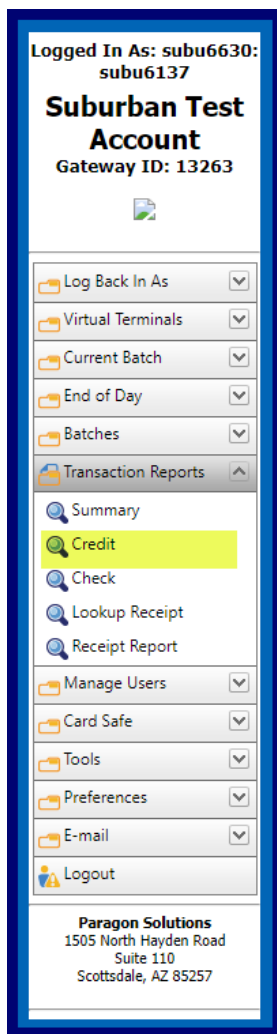
NOTE All transaction will be run as credit, unless you have previously set it up with Paragon to take Debit transactions.

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.

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

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.
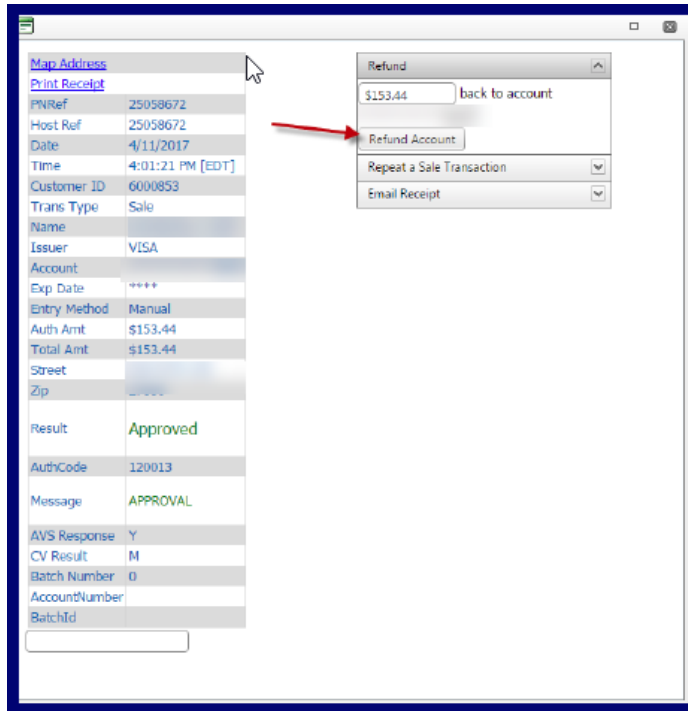

2. On the Transaction Reports Menu click on Lookup Receipt. With this option you must already know what the PNREF number is:
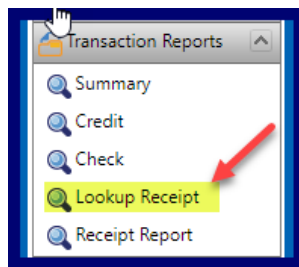
NOTE: Refunds cannot be issued through the gateway until the payment has been settled. This generally happens around 2 am. This time can be changed by calling Paragon. Their number is 1-800-884-5208.

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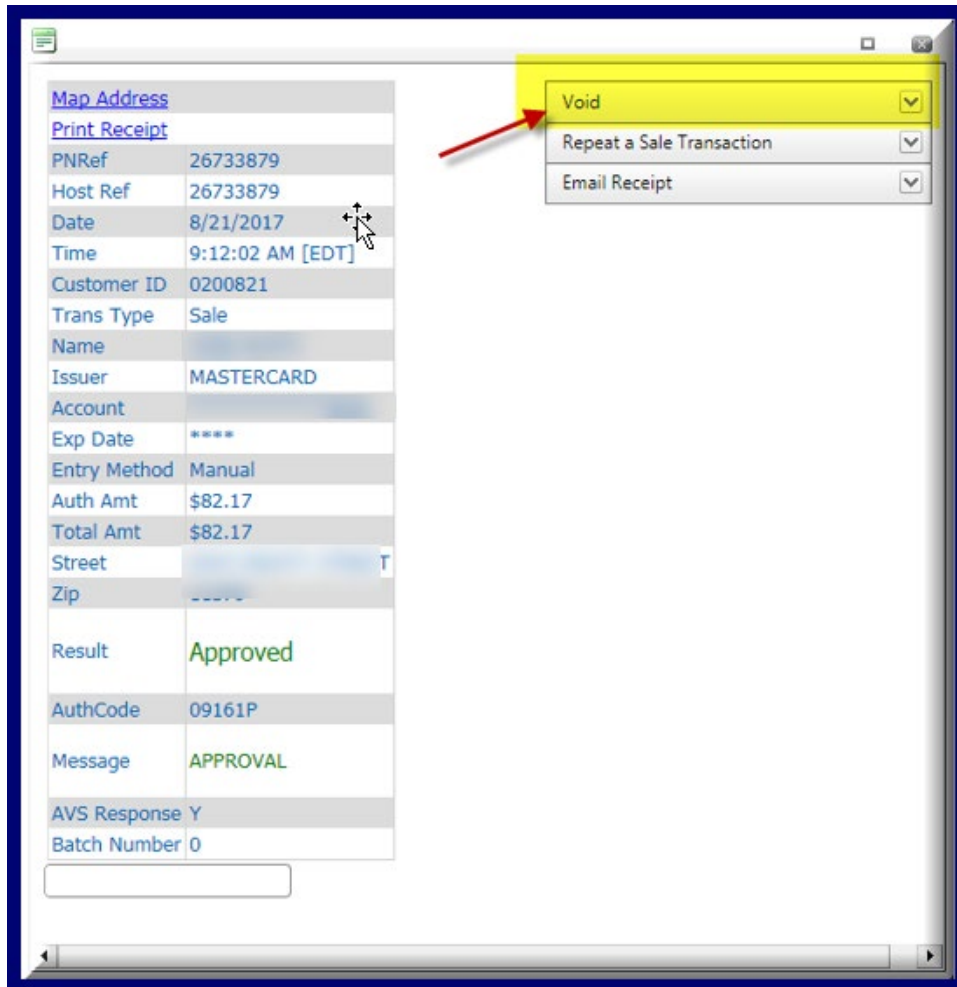
If you do not see void it means this option is not available to you. Certain credit card processors such as RAPID CONNECT will not allow a void after a 15-minute window. To find out if your company is on the Rapid Connect processor, please call Paragon.

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.