









## ProtoBase Suite 6.01.06: The Basics of Using the New ProtoBase User Interface

### I. Adding a Transaction

1. Click the **Add Transaction** toolbar icon (  ).
2. From the **Select Location** dialog box, select the desired location from the drop-down list.
3. Click **OK**.
4. From the **Transaction Details** dialog box, enter the information on the **Transaction Detail** tab and on the **Lodging** tab. Failure to enter requested fields may result in a rejected transaction. (The **Lodging** tab will display after you enter the account number.)
5. Click **Add**.
  - If you manually entered the authorization number, the transaction is added to **Active Transactions** (transaction successfully added).
  - If an authorization number was not provided, the system attempts to authorize the transaction.
6. A receipt displays with the results of the Authorization request.
7. If a code appears next to **Auth #:**, the transaction is approved. Click **Print or Close** (transaction successfully added).
8. If the authorization is declined or incomplete, click **Close** to close the **Receipt** dialog box.
  - You must run the transaction again; if the transaction is declined, see **Declined Transactions**.

### II. Settling Transactions: Best Practices

1. Click the **Selection** toolbar icon (  ).
2. With the fields blank, click **Deselect**.
3. From the totals message, click **OK**.
4. Click the **Selection** toolbar icon.
5. Enter the business date you want to settle.
6. Click **Select**.
7. From the message dialog, click **OK**. Selected transactions show a check mark to the left of the **Status** column.
8. Click the **Settlement** toolbar icon (  ).
9. Click **Create a Batch Containing SELECTED Transaction**. The system assigns a batch number and displays it on the **Batch Name** dialog box. In the field below **Enter Name For This Batch** is an optional identifier.
10. Click **Save**. A new window appears.
11. Click **Close Window**.
12. On the **Step 2: Start Settlement**, confirm the totals are correct.
13. Click the check box to select the batch.
14. Click **Settle Selected Batches**.
15. Click **OK** to continue with the settlement. The actual settlement process may take up to 30 minutes.  
*If your settlement is taking longer than 30 minutes, contact the help desk.*
16. Click **OK**.
17. Click **Close**. It is safe to log out while settlement is taking place. While settlement is taking place, you may see an icon in the tool bar (  ).
18. When the settlement report is ready, a **New** icon appears in its place on the toolbar (  ).  
You may need to click the **Refresh** icon (  ) to see the **New** icon. If you receive an error message on the report, contact the help desk.
19. Click the **New** toolbar icon, then click the link to view the report.
20. Scroll to the bottom of the report to verify settlement **PASSED**.

### II. Settling Transactions: Best Practices (cont.)

21. Click on the **File** menu, and **Save** or **Print** the report.
22. Close the pop up window when finished.

### III. Processing Authorizations

#### Errors during Authorization:

To resolve an authorization error, first retry the transaction.

- If error messages persist, reset the modem (where applicable).
- Refer to the **Getting Help** section of this Quick Reference. Call the help desk.

#### Declined Transactions:

If you are attempting to resolve authorization issues (i.e., declined transaction):

- Request another payment type from the customer, if available.
- Request a voice authorization through your bank.

### IV. Viewing / Modifying Transaction Details

To view or edit transaction details, Click on the blue **Active Transaction** button and then click on the pencil. The **Transaction Details** dialog box displays.

You can edit some fields, but in order to ensure the integrity of the information, PBUI will not allow you to change certain fields. Fields that can be modified will be enabled in the **Transaction Details** dialog box.

### V. Voiding Transactions


#### Voiding Individual Transactions

1. Click the **Active Transaction** icon.
2. Click the **Pencil** icon next to the transaction you want to void.
3. Click the **Void** button.
4. Click **OK**.

#### Voiding Multiple Transactions

1. Click the **Selection** toolbar icon to specify selection criteria (Deselecting first is recommended) or manually select transactions from the **Active Transaction** screen.
2. With the transactions selected, click the **Database** icon.
3. In the left menu pane, click **Modify Transaction**.
4. From the **Move From** group, select the **Selected** option.
5. From the **Move To** group, select the **Voided** option.
6. Click **OK**.
7. Click **Close** to close the confirmation message.  
It may be necessary to de-select transactions.

### VI. Searching for Transactions

1. Select the database to view (**Active** or **History**).
2. Click the **Search** toolbar icon (  ).
3. From the drop-down list, select the transaction location.
4. Click **OK**.
5. Enter any combination of criteria in the **Search Criteria** dialog box.
6. Click **Search**.

### VII. Reversing a Charge

1. Click the **History** icon , and then select the MM/YY of when the charge was initiated from the option pane (left pane).
2. Click the plus sign (+), expanding the tree to display the level below.
3. Click the transaction's batch located in the left menu pane, which displays all the transactions that were settled in the batch.
4. Use the **Selection** toolbar icon.

### VII. Reversing a Charge (cont.)

5. With the fields blank, click **Deselect**.
6. Click **OK** from the totals message.
7. Select the transaction(s) you wish to reverse by clicking on the check box adjacent to each line.
8. Click the **Database** icon.
9. Click on **Reverse & Copy to Active** in the left menu pane.
10. From the dialog box, select the month/year from which you have selected transactions using the drop-down arrow.
11. Click **OK**, A confirmation message displays.
12. Click **OK**. Another message displays.
13. Click **Close**.
14. Click the **Active Transaction** icon.
15. Any **Refunds** that are now **Pr-Auth** transactions will need to have an authorization number. To get an authorization number:
  - Click on the pencil (✎) next to the transaction and then click **Update**.
  - Click on the pencil next to the transaction, fill in the **Auth #** field, and then click **Update**.

### VIII. Generating Reports

1. Select the database to view (**Active** or **History**).
2. Click the **Selection** toolbar icon.
3. With the fields blank, click **Deselect**.
4. From the totals message, click **OK**.
5. Click the **Selection** toolbar icon.
6. Enter the selection criteria on which you would like a report.
7. Click **Select**.
8. From the confirmation message, click **OK**.
9. Click the **Reports** toolbar icon (📄).
10. From the drop-down menu, select the type of report to generate.
11. From the **Report Type** area, select the level of detail needed.
12. From the **Transactions** area, select **Selected**.
13. Click **OK**.

### IX. Viewing Previous Settlement Reports

The ProtoBase User Interface stores the last 7 days of Settlement reports. To access them, do the following:

1. Click the **Archive Reports** toolbar icon (📁).
2. Click the link of the report you want to view.
3. Right click on the report link to select the **Print** option or use the **File** menu to print or save the report.

### X. Viewing Logs

1. Select a log from the **Logs** menu.
2. Select the desired log from the drop-down list.
3. Enter desired parameters (optional).
4. Click **OK**.

### XI. Selecting the Database to View

You can select from two sources of databases: **Active** and **History**.

- To access the **Active** database, click on the blue **Active Transaction** button in the upper left of the interface.
- To access the **History**, click on the blue **History** button in the upper left of the interface, and then select a database from the **History View** option pane (left pane).

### XII. Checking Statements (Maintaining Compliance)

It is your responsibility to monitor qualification rates and to notify your bank of potential qualification problems. Changes to your banking relationship or a software change can affect the rate qualifications. For questions about rates or fees, or to inquire about a problem:

- Call your bank relationship manager to research the problem.
- Call the help desk (if advised) and have the following information available:
  - A recent statement indicating the problem.
  - Information that describes when the problem started as well as any other details pertinent to the situation.
  - The contact name and telephone number for your bank relationship manager.

*Your payment server must be a PCI DSS compliant environment; unnecessary and insecure services should not be run. See the [ProtoBase Implementation Guide: ProtoBase Suite and ProtoBase Client Suite](#) for more information.*

### XIII. Printing Older Settlement Reports

1. Click on the **Reports** toolbar icon.
2. From the drop-down menu, select a report.
3. From the **Report Type** menu, select the **Summary**, **Detail**, or **Extended** report type.
4. From the Transactions section, select **Batched**.
5. Click the check box next to the **Report Using History Data** option.
6. Select the history month from which you want to pull a report.
7. Click **OK**. A list of all the batches displays.
8. Click the boxes next to the batches to print.
9. Click the **Report on Selected Batches** button. The report(s) appears in a new window.

While these reports will not say **PASSED** at the bottom, ProtoBase does not store failed settlements.

10. Right click on the report and select the **Print** option.
  - To save a digital copy of the report, use the following steps:
    - Right click on the report and select the **Select All** option.
    - Right click on the now-highlighted portion and select the **Copy** option.
    - Paste the selection in a text editor, such as Notepad or Microsoft Word.
11. Close the pop-up window when finished.

### XIV. Requesting Help

If this Quick Reference Guide does not provide the answer you need, consult the ProtoBase Help tab or other user documentation located in the Resource Center located at [www.gateway.elavon.com](http://www.gateway.elavon.com). Additional training and support information may be found at <http://gatewaytraining.elavon.com>.

For additional help, you may call:

- Your Bank Card Processor Help Desk to verify a deposit or to receive a voice authorization.
- The help desk (1-866-518-3380) to open a case for credit card related issues. Be prepared to do the following:
  - Describe the problem (i.e., Identify if it is a settlement or an authorization issue), providing the exact error message if one was displayed, providing the problem start date and frequency, and / or identifying any system changes.
    - New software installed on your computer? Computer crash?
    - Network change or network outage?
    - Modem issues? Power outage? Phone line in use?
    - Issues with ProtoBase configuration? Were locations, users, or terminals added or deleted?
    - Change in relationship to the merchant or Bank Card Processor?