Order actions

You can perform the following actions over order in the Order monitor window: payment confirmation (Charge), payment cancellation (Refund), print the bill (Print receipt).

Right click on the desired order opens the order's context menu. You can select necessary actions in this menu.

You also can select several orders and perform action over the group of orders. Hold CTRL button and select orders via click on the order, or hold Shift button and select range of orders using up/down cursor keys. After selection of orders you can open context menu and select action.

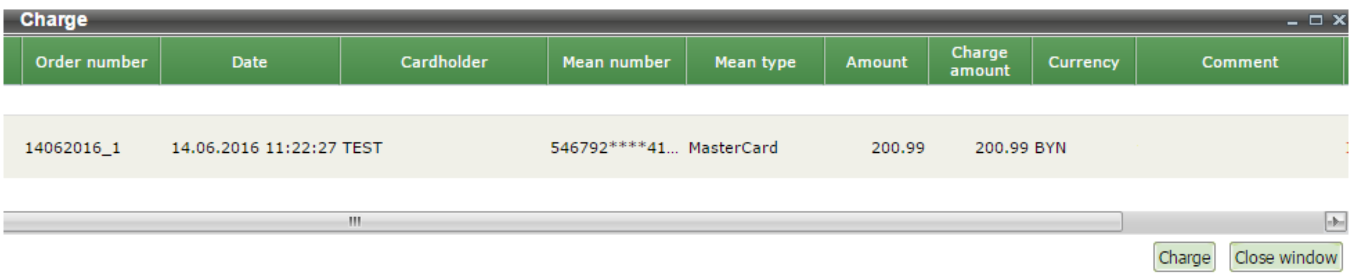
There are check boxes on each row in action window and only selected orders will be performed by action (any of actions which is described below). If you don't want to perform an action on some orders in the list – just remove check mark on them before action performing.

Order payment confirmation

If merchant uses a double-phase payment mode then after completing authorization the enterprise has 4 days to confirm the payment (to confirm money withdrawal from the customer's account). Any enterprise's user (who has appropriate rights) can confirm the payment by right-click on the order(-s) and selecting ' *Charge* ' option in the order's context menu.

You can easily find all unconfirmed orders by selecting ' *Delayed* ' in the *'Order state* ' filter. Orders which await payment confirmation and which are within the selected time period (and probably other criteria applied if they are filled) will be shown.

When you select *'Charge* ' option in the order's context menu the ' *Charge* ' window will appear as it shown on the picture below.



Order payment confirmation dialog

The list of the order properties, which are displayed in the confirmation window are described in the table below.

List of the displayed order properties in the confirmation window

Column name	Description
Merchant	Merchant name
Billnumber	Internal order number
Order number	Order number
Data	Order creation date/time
Card holder	Card holder
Means number	Number of payment means
Amount	Successfully authorized amount (It is maximum amount that can be charged)
Charge amount	Confirmation amount (by default it is full order amount)

Currency	Currency of authorized amount
Comment	Order comment
Result	Operation result. If the enterprise uses one-phase payment mode then this field shows the message: *'Confirmation of payment is not required*.'

If confirmation is not required for order then it is not marked and ' *Result* ' field shows related message.

'Charge amount ' by default filled by full authorized amount. Some processings allow to confirm partial amount. For this – enter the desired amount in the *'Charge amount'* field.

After pressing '*Charge*' button the *'Result*' column will show the results of confirmation for each order which was selected. In case of failure the corresponding error message is displayed in the '*Result*' field.

If confirmation fails due to technical reason, the confirmation can be repeated. Repeated confirmation can't make a double withdrawal from the customer's account, only one successful charge operation is possible.

Payments, which are not confirmed in time (5-14 days depending on the bank) are automatically canceled.

Payment cancellation

Personal account allows to perform following types of refunds and cancellations: authorization return, partial cancellation, cash refund and financial transaction cancellation.

Authorization return (on-line cancellation) is a procedure for the cancellation of authorization by credit card payment before financial transaction* is created.

> * Financial transaction – is process of providing to the processing center of payment information to clear the payment transaction (to confirm the customer account withdrawal)

Normally the authorization can be canceled within the same day when this authorization is made.

Authorization return can be performed only on the full authorization amount.

Partial cancellation is admissible for processings that allows this, before the financial transaction is effected. When a partial cancellation is performed after the successful authorization the financial transaction will be performed for the remaining amount of the payment.

Partial cancellation for enterprise which operating based on the double-stage payment mode is possible only after payment confirmation (before the financial transaction is performed).

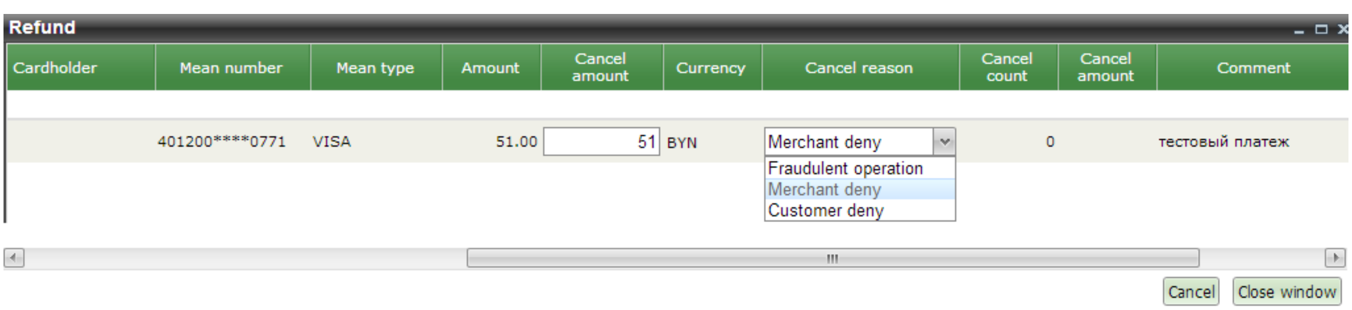
Financial transaction cancellation is the cancellation of the credit card payment operation. It is performed after the financial transaction had been performed.

The financial transaction cancellation operation implies a full refund, taking into account the possible performs of the currency differences on the date of payment and on the date of financial transaction cancellation.

A financial transaction can be canceled only for processings that have ability to perform this operation.

Cash refund is a procedure of full or partial funds return to customer over payment that was performed in the enterprise's Internet-shop using credit card. Refund operation can be performed after the financial transaction has been performed.

When you select ' *Refund* ' option from the order's context menu the window with the orders' parameters will be opened.



Payment cancellation window

List of the displayed parameters is presented in the table below.

List of order parameters in payment cancellation window

Name	Description
Merchant	Merchant name
Billnumber	Internal order number
Order number	Order number
Data	Order creation date/time
Card holder	Card holder
Means number	Payment means number
Amount	Successfully authorized amount (It is maximum amount that can be canceled)
Cancel amount	Cancellation amount (by default it is full order amount)
Currency	Currency of authorized amount
Cancel reason	Drop-down list with possible cancellation reasons: • Merchant deny • Customer deny (default) • Fraudulent operation
Cancel count	The number of cancellations which already performed on this order
Cancel amount	Total amount of already returned funds
Comment	Order comment
Result	Operation result. When cancellation on this order is not possible this field shows the corresponding message.

When cancellation can't be performed, the order is not selected and the ' *Result* ' field shows the corresponding message.

Column *'Cancel amount'* contains (by default) the full authorization amount. It can be changed (decreased) in case when a partial cancellation is required (for example the customer decided to return a part of the ordered items). The ' *Reason* ' field should be set according to reason of cancellation. By default it is set to *'Customer deny'* value.

> ⚠ During the payment cancellation there is no need to specify exact type of cancellation – system will choose the appropriate type automatically.

After pressing ' *Cancel* ' results of cancellations are displayed in the *'Result'* column while fields *'Cancel count'* and *'Cancel amount* ' are updated according to results of operations. In case of cancellation's failure the corresponding error message is displayed. Usually in this case you can try to effect cancellation again.

Printing of receipt

If you select the *'Print receipt '* option in the order's context menu then the window appears with selected orders. Order parameters that are displayed in this window are described in the table below.

List of order parameters in the *'Print receipt'* window

Name	Description
Merchant	Merchant name
Billnumber	Internal order number
Order number	Order number
Data	Order creation date/time
Card holder	Card holder
Mean number	Payment mean number
Amount	Successfully authorized amount
Currency	Currency of authorized amount
Comment	Order comment

Printing can be performed to a PDF file or on a printer. To print receipt on printer – select the desired order(-s) and click *'Print receipt'* button. To export receipt to PDF file use *'Export to PDF'* button.

Default printed receipt looks as follows:

Electronic receipt

Operation: Success
Site URL: http://assist.ru
Enterprise name:
Date/time: 26.11.2024 16:23:56 (GMT +03:00)
Operation: Approve

Operation amount: 125.00 BYN
Mean number: ****1111
Check: FS1732627428233_94
Expired: 12.25
Response code: AS000
Approval code: X48244
Indicated by
goods have been received (services have been provided) in full,
there is no claims

____
(client signature)

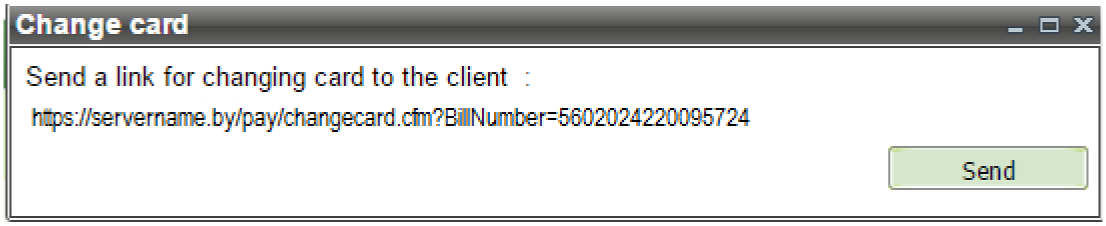
Window for receipt preview

It is possible to change the view of the printed receipt on request by the enterprise. Please, contact support team (support@belassist.by) in such case.

> The receipt language is independent of the selected interface language by user and is determined by specifying the language of the order. You can set the receipt's language as the interface language or add a language selection before the receipt printing. Please, contact support team (support@belassist.by) in such case.

Change card

The card replacement for subsequent payments by subscription (recurrent payments) can be initiated from the personal account in case when the card that was used in that subscription is expiring or has already expired. When you select "*Change card*" option from the context menu then new window is opened with a proposal to send the reference for card replacement to the payer.



Window for card change 1

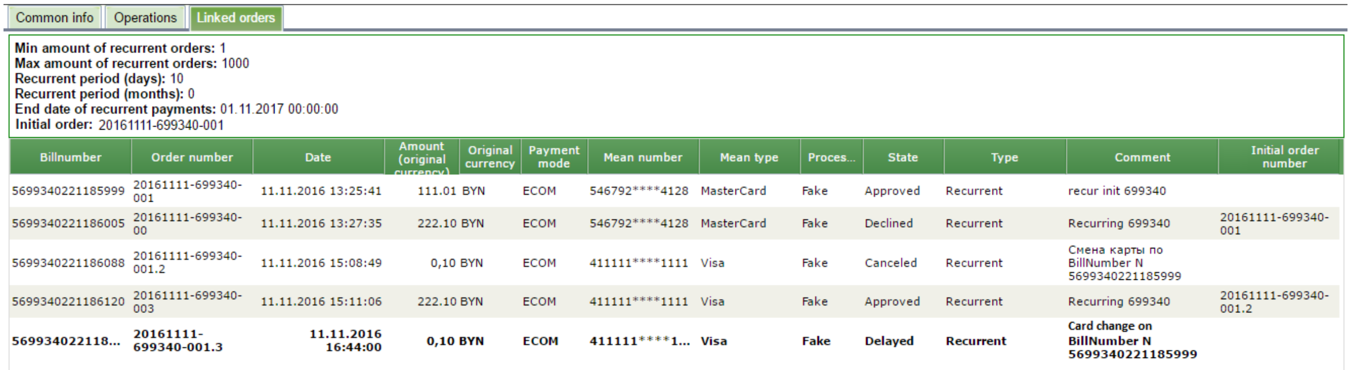
Clicking the "*Send*" is sending the message containing the selected link, on to the E-mail address of the payer. Following this link the payer can add a new card for subsequent payments. The amount of 0,1 BYN will be blocked on the payer's card. It will be unlocked in the month depending on the bank's conditions.

The blocked amount will be displayed in the orders monitor as the payment awaiting confirmation (delayed), and after unlocking - as the canceled payment.

Order number	Mode	Date	Amount (original curren	Original currency	Payment mode	Mean number	Mean type	Proces...	3DSec	State	Type	Comment	Initial order number
20161111-699340-001	T	11.11.2016 13:25:41	100,00 BYN		ECOM	546792****4128	MasterCard	Fake	3DSEC	Approved	Recurrent	recur init 699340	
20161111-699340-00	T	11.11.2016 13:27:35	99,00 BYN		ECOM	546792****4128	MasterCard	Fake		Declined	Recurrent	Recurring 699340	20161111-699340-001
20161111-699340-001.2	T	11.11.2016 15:08:49	0,10 BYN		ECOM	411111****1111	Visa	Fake	3DSEC(Y)	Canceled	Recurrent	Card change on BillNumber N 5699340221185999	
20161111-699340-003	T	11.11.2016 15:11:06	99,00 BYN		ECOM	411111****1111	Visa	Fake		Approved	Recurrent	Recurring 699340	20161111-699340-001.2
20161111-699340-001.3	T	11.11.2016 16:44:00	0,10 BYN		ECOM	411111****1111	Visa	Fake	3DSEC(Y)	Delayed	Recurrent	Card change on BillNumber N 5699340221185999	

The blocked amount in the orders monitor

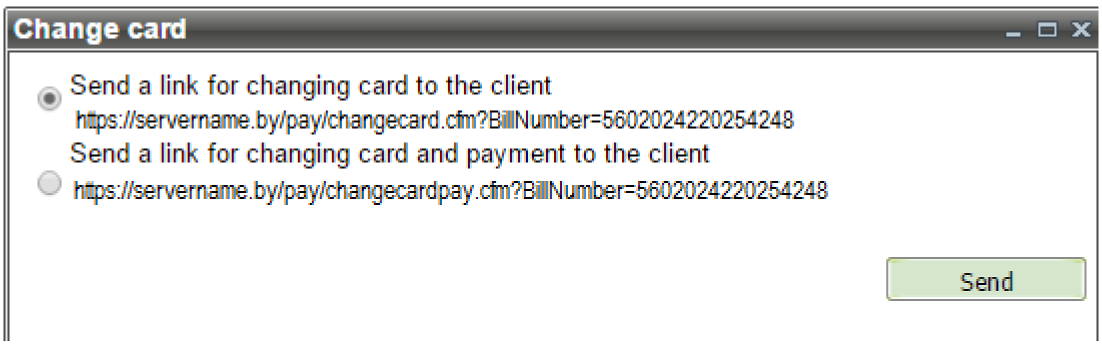
The information about blocked amount is displayed also in the tab *'Related orders'* of order details dialog for any payment of this subscribe. The "*Comment*" field shows the cause of the blocking payment.



Billnumber	Order number	Date	Amount (original currency)	Original currency	Payment mode	Mean number	Mean type	Proces...	State	Type	Comment	Initial order number
5699340221185999	20161111-699340-001	11.11.2016 13:25:41	111.01	BYN	ECOM	546792****4128	MasterCard	Fake	Approved	Recurrent	recur init 699340	
5699340221186005	20161111-699340-00	11.11.2016 13:27:35	222.10	BYN	ECOM	546792****4128	MasterCard	Fake	Declined	Recurrent	Recurring 699340	20161111-699340-001
5699340221186088	20161111-699340-001.2	11.11.2016 15:08:49	0,10	BYN	ECOM	411111****1111	Visa	Fake	Canceled	Recurrent	Смена карты по BillNumber N 5699340221185999	
5699340221186120	20161111-699340-003	11.11.2016 15:11:06	222.10	BYN	ECOM	411111****1111	Visa	Fake	Approved	Recurrent	Recurring 699340	20161111-699340-001.2
569934022118...	**20161111-699340-001.3**	**11.11.2016 16:44:00**	**0,10**	**BYN**	**ECOM**	**411111****1...**	**Visa**	**Fake**	**Delayed**	**Recurrent**	**Card change on BillNumber N 5699340221185999**	

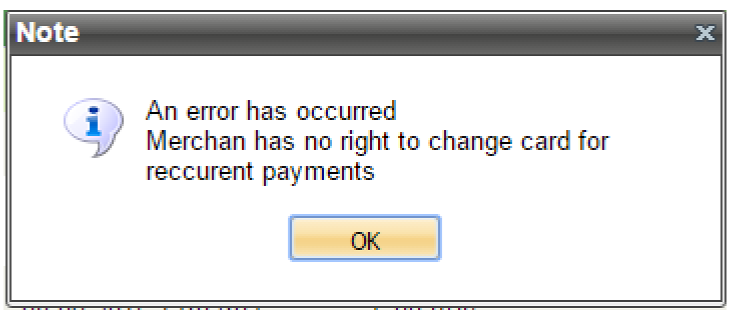
The blocked payment in the tab *'Related orders'*

If the last subsequent payment is unsuccessful at the moment of selecting the context menu item "*Change card*" (the card is already expired, insufficient cash and so on), then You can select one of two links to send to customer: link to replace the card or link to replace card and pay the unsuccessful payment.



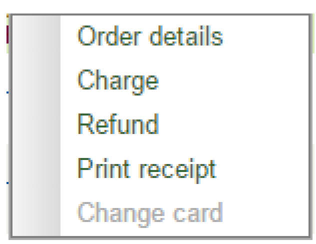
Window for card change 2

If the duration of recurrent payment is expired at the moment of selecting the context menu item "*Change card*", i.e. card change for this payment has no meaning, then the following message appears:



Error message when you try to change the card for ended payment

If the enterprise is not allowed to replace cards of payers from the personal account or the context menu was called on the regular order then the «*Change card*» option in the context menu is inactive:



View of context menu when the card change is not allowed

⚠ You can setup automatic sending the messages for card replacement to customers. You should contact technical support to setup the mode of notifications, as well as to allow the replacement of card from your personal account.

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