



## REPORTING TOOL USER GUIDE

# REPORTING 2016

VERSION 1.0



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## 1. BATCHED TRANSACTIONS

When transactions are authorised they are sent to the acquiring bank for settlement. At this stage the transactions are referred to as settled transactions and are processed into batches which are created Monday through Friday.

For more information on specific batch times please contact Elavon Payment Gateway.

## 1. BATCH OVERVIEW

To view 'Settled' transactions, click on 'Settled' from the navigation menu on the left side of the screen.

1. All settled transactions are grouped under a daily batch ID.

The screenshot displays the Elavon reporting tool interface. At the top, there is a navigation menu on the left with options like Dashboard, Transactions, Customers, Terminal, Fraud Management, Settled (selected), and Reports. Below the menu are Quick Links (Pending, Delayed, Held, Voided, Failed) and Administration (Client Settings, User Management). The main content area is titled 'SETTLED' and includes a search bar for batches with filters for Date, Account, Acquirer, and Batch ID. A table below shows a list of transactions grouped by date, with columns for transaction ID, time, merchant name, amount, and currency. The transactions are grouped by date: SUNDAY, 28 FEBRUARY 2016; SUNDAY, 21 FEBRUARY 2016; MONDAY, 15 FEBRUARY 2016; SUNDAY, 14 FEBRUARY 2016; SUNDAY, 7 FEBRUARY 2016; WEDNESDAY, 3 FEBRUARY 2016; and MONDAY, 1 FEBRUARY 2016. Each transaction row includes a circular icon, a transaction ID, a time, a merchant name, and three columns of amounts in different currencies (EUR, GBP, JPY). The footer of the interface states 'All times are set to GMT. Change'.

2. To view further information on the batch of settled transactions click on the batch line. The Batch Overview screen will then be displayed.

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## BATCH 127551 OVERVIEW

[GENERATE REPORT](#)[VIEW TRANSACTIONS](#)

### BATCH BREAKDOWN BY ACCOUNT

127551	15/02/2016 12:02:10	Elavon - 847362228	1,533.00 EUR <b>1</b>	(0.00) EUR <b>0</b>	1,533.00 EUR <b>1</b>
terranBOICC			1,533.00 EUR <b>1</b>	(0.00) EUR <b>0</b>	1,533.00 EUR <b>1</b>

3. If you wish to generate a report based on the transactions within that batch, click on **'Generate Report'**.

4. To view all transactions within the batch, click on **'View Transactions'**.

Once you have clicked on **'View Transactions'**, you will be brought to the screen below:

The screenshot displays the Elavon reporting tool interface. At the top, there is a 'Quick Search' bar with 'Choose Criteria' and 'Enter Keyword' options. The main content area is titled 'TRANSACTIONS' and features a 'GENERATE REPORT' button. Below this is a 'SEARCH FOR TRANSACTIONS' section with input fields for Date (11 Jan 2016 - 20 Feb 2016), Order ID, Customer Name, and Card Number, along with a 'SEARCH' button. A summary line indicates the list is refined by Date (11/01/2016 - 20/02/2016), Status (Batched), Payment Method (Cards), and Batch ID (127551). The main transaction list shows a single entry for Monday, 15 February 2016, at 12:02, for a customer named John Smith with a card number 082a5e86f5e54a6b9bc8ba1b8, for an amount of 1,533.00 EUR, with a status of 'BATCHED'. A plus sign is visible on the left of the transaction line. At the bottom right of the list, there is an 'Expand All' link. The left sidebar contains a 'MENU' with options like Dashboard, Transactions, Customers, Terminal, Fraud Management, Settled, and Reports. Below the menu are 'QUICK LINKS' (Pending, Delayed, Held, Voided, Failed) and 'ADMINISTRATION' (Client Settings, User Management). The footer includes the Elavon logo, contact icons, and copyright information: '© Elavon Inc 2017 - v2.1.104.3-RELEASE' and 'powered by reallex commerce'.

1. By selecting the plus sign on the left of the transaction, this will expand the transaction line allowing you to view more information on the transaction as below.

2. Alternatively you can also click on **'Expand All'** which will display the extra details for all transactions in the batch.

You can click on each transaction line to view the individual transactions details for that transaction. The transaction details section gives you a view of the general information about the transaction as below

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## 1. Fraud

In the Fraud section of the transaction details screen, you can view the Fraud Score, Security Code and 3D secure information. You can also view the AVS Address and AVS Postcode results returned for the transaction.

### Explanation of details within the Fraud Section of Transaction Details

Title	Description
UCAF (AAV/CAVV)	This is the Cardholder Authentication Verification Value created during cardholder authentication.
XID	This is an Elavon Payment Gateway generated transaction reference that the merchant sends to the Access Control Server in advance of the cardholder authentication.
ACS URL	This is the address of the Access Control Server, the card issuing banks website.
ECI	This is the E-Commerce Indicator. For more information on this field, please see the below table.

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Visa	Mastercard/ Switch (UK DMK)	Ecommerce Indicator (ECI)
5	2	Full 3D Secure – cardholder Enrolled
6	1	Merchant 3D Secure – cardholder not enrolled or attempt to contact ACS server was used
7	0	Non 3D Secure transaction. E.g. a refund or a 3D Secure transaction which failed midway. It is up to the merchant to decide whether or not to proceed with a non-3D Secure transaction. The liability shift no longer applies.

For more information on 3d Secure implementation and management please see the RealMPI Developers Guide.

## 2. DCC (Dynamic Currency Conversion)

In the DCC section of the transaction details screen, you can view the Dynamic Currency Conversion (DCC) result of the transaction.

### Explanation of details within the DCC Section of Transaction Details

Visa	Ecommerce Indicator (ECI)
Authorisation Amount	The amount of the transaction processed.
Authorisation CCP Rate	The currency conversion rate being offered by the Currency Conversion Processor for this transaction.
Currency Processor	The processor of the DCC transaction e.g. Fexco/Elavon. For more information on your currency processor please contact the Elavon Payment Gateway Support Team.

For more information on DCC implementation please see the RealFX Developer Guide.

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## 3. History

In the history section of the transaction details screen, you can view the details of the authorisation and all subsequent actions that have been carried out against the order. These may include settle, rebate and void details.

### Explanation of Fields on Transaction Details screen

Field	Description
Timestamp	The date and time the transaction was processed.
Cardholder Name	The Cardholder name.
Order ID	This is the unique identifier for the transaction.
Account	The sub-account that the transaction was processed under.
Transaction Amount	The value of the transaction.
Customer Number	This displays information sent in the Customer Number field of the authorisation.
Product ID	This displays information sent in the Product ID field of the authorisation.
Variable Reference	This displays information from the Variable Reference field.
Status	This shows the current stage of the transaction process.
Result	The result of the transaction which is passed back by the card holders issuing bank.
Message	This is the result message which is passed back by the card holders issuing bank.
Batch ID	This shows the Batch ID of the batch that the transaction is associated with. If a transaction is declined and therefore not batched, this will display "-1". In this instance the Batch ID will be available in the 'Settled' section of the application.
Pas Ref	This is an internal Elavon Payment Gateway reference, unique to each transaction.
Transaction ID	This is an internal Elavon Payment Gateway reference, unique to each transaction.
Card Number	This shows the card type and the card number masked with X's for security reasons. The first 6 digits and last 4 digits will be the only characters visible.
Card Issuer	This displays the name of the bank that issued the card, if that information is available.
Card Issuer Country	The country the card was issued in.
Originating I.P.	This shows the IP address that the transaction was processed through.

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Field	Description
Customer I.P.	This shows the IP address of the customer.
Fraud Score (TSS)	This is the score that the transaction received by the fraud scoring tool.
Security Code	This shows the result of the Security Code check. Please see the Appendix for the possible security code results.
AVS Address	This shows the result of the Address Verification Service (AVS) check on the information supplied by the customer in the billing address field.
AVS Postcode	This shows the result of the Address Verification Service (AVS) on the postcode supplied by the customer.

## 1.2 VIEWING RELATED TRANSACTIONS

In the **'Payment Method'** section of the transaction details screen you can view related transactions by clicking on:

1. Number
2. Cardholder Name

These values will be underlined as below. For example if you click on the card number this will display all transactions processed on this card.

PAYMENT METHOD			
Number  <u>424242*****4242</u>	Cardholder Name <u>John Smith</u>	Issuing Bank -	Payment Method Country -

## 1.3 VIEW AND PRINT RECEIPT

To print a receipt, click on the **'Print Receipt'** button which will appear on the top right of your transaction details screen. This will open up a new tab in your browser, containing the receipt. Then use the onscreen options to save or print the receipt as necessary.

TRANSACTION DETAILS					PRINT RECEIPT	VOID TRANSACTION	HOLD TRANSACTION
Date <b>Monday, 6 February 2017 16:55</b>	Cardholder Name <b>John Smith</b>	Order ID <b>ee96ac5548c547958180456ff</b>	Account <b>terranAIBCC</b>	Amount <b>175.00 EUR</b>			
Customer Number -	Product ID -	Variable Reference -	Recurring Flag -	Reason for Last Action -			
Comment -							



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## 2. DOWNLOAD REPORTS TO EXCEL

In order to generate reports of all transactions, click on **'Generate Report'**. For example, within the **'Settled'** section, the **'Generate Report'** button is located within the batch overview screen below.

This will produce a report of all transactions within that batch. This functionality can be used throughout multiple sections of the system wherever the **'Generate Report'** button is located.

Click on **'Generate Report'**, this will schedule the batch report in the **'Reports'** section of the application.

BATCH 127551 OVERVIEW			GENERATE REPORT	VIEW TRANSACTIONS	
<b>BATCH BREAKDOWN BY ACCOUNT</b>					
127551	15/02/2016 12:02:10	Elavon - 847362228	1,533.00 EUR 1	(0.00) EUR 0	1,533.00 EUR 1
terranoBOICC			1,533.00 EUR 1	(0.00) EUR 0	1,533.00 EUR 1

To view reports click on the **'Reports'** section of the main navigation menu. Click the **'Download'** icon to the right of the report line to open or save the file.

If you choose to save the file, you can save it as a .csv file on your local machine.

The screenshot shows the Elavon reporting tool interface. At the top, there is a search bar with 'Customer Name' and 'john smith'. The main content area is titled 'REPORTS' and contains a list of reports generated for download in the last 7 days. The reports are listed under the date 'MONDAY, 6 FEBRUARY 2017'. Each report entry includes a timestamp, the report type, a 'Complete' status, the number of records generated, and a 'Download' icon.

MONDAY, 6 FEBRUARY 2017				
14:19	Transaction Report	Complete	Records Generated: 302	Download
14:45	Transaction Report	Complete	Records Generated: 15	Download
17:31	Customer Report	Complete	Records Generated: 302	Download
17:31	Customer Report	Complete	Records Generated: 3	Download



GOT ANY QUESTIONS?  
LET US KNOW

## SUPPORT

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