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SmartPay Express
User Guide

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INTRODUCTION

SmartPay Express Overview

SmartPay Express (SPE) allows your clients/customers, to make payments or donations online.

Based on the privileges and roles provided, users within your organization can perform end user management tasks. This includes the ability to manage account information, transactions, and reporting. Depending on your established settings, there are several payment methods available within the application.

Payment Method in SPE	Description
Quick Pay	A one-time payment from that does not require user registration and does not maintain any contact, account, or password information. Users will have the option to register in the system if they wish, but registration is not required.
Single Payment	A payment by a registered user to a specific account/location.
Recurring Payment	Similar to a payment plan, a registered user can set up regularly scheduled payments, for the same amount, to be deducted from their account.

Note: The single and recurring payment options require users to register and maintain contact and account information with the website. This information includes an email address, password, and secret (security) question in case the user forgets their password. Registration will grant users access to both historical and future scheduled (if applicable) payment reports.

In addition to the standard ACH and card payments, you also have the following PayPal option for your end users.

Payment Service	Description
PayPal	The option allows an end user to make payments using a PayPal account. End users will initiate a payment and be navigated to the PayPal site, where they confirm account information, confirm payment information, and are navigated back the SPE site.

System Requirements

In addition to a high-speed internet connection, the application runs optimally on certain Internet browsers. The following browsers have been certified for SPE use.

SmartPay Express URL and SmartPay Express Admin (only used for account validation):

- Microsoft Internet Explorer 11
- Firefox browser
- Google Chrome browser

SmartPay Business:

- Microsoft Windows 7, SP1; Microsoft Internet Explorer 11 or Google Chrome
- Microsoft Windows 8.1: Microsoft Internet Explorer 11 or Google Chrome
- Microsoft Windows 10: Microsoft Internet Explorer 11, Microsoft Edge, or Google Chrome.
- Mac Os 10.11 El Capitan: Google Chrome
- Mac OS 10.12 Sierra: Google Chrome
- Mac OS 10.13 High Sierra: Google Chrome

NOTE: The current version of Chrome and its two previous version are supported.

Trusted Sites

You may need to add certain URL addresses to your list of trusted sites in order for SPE to run optimally with Google Chrome.

1. Open Chrome. On the far right of the address bar, select the menu icon and choose **Settings.**
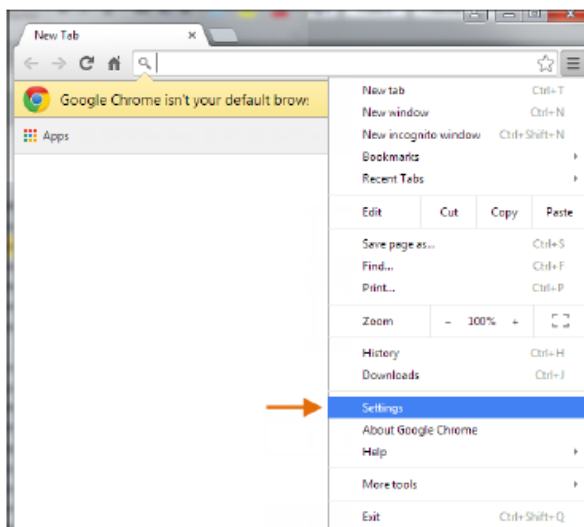
2. Scroll to the bottom of the page and select **Show Advanced Settings**.
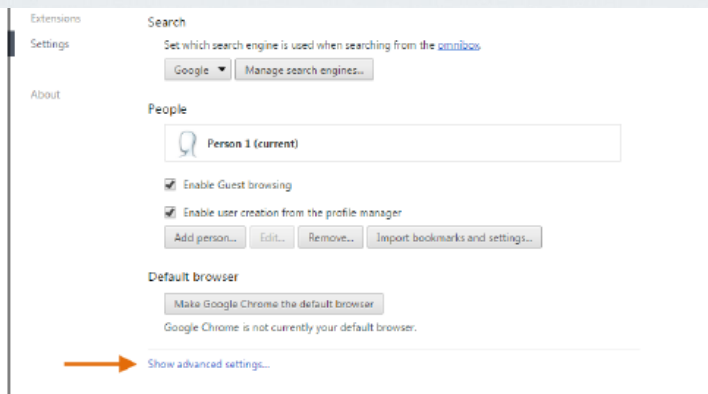
3. Under the Network heading, select *Change proxy settings*.

4. From the Internet Properties window, under the Security tab, select the **Trust Sites** icon to highlight it. Select the **Sites** option.

5. In the *Trusted Sites* window, enter the following URL and select **Add**:
    https://smartpay.profitstars.com/express.admin
6. Select Close, and OK.

Available Resources
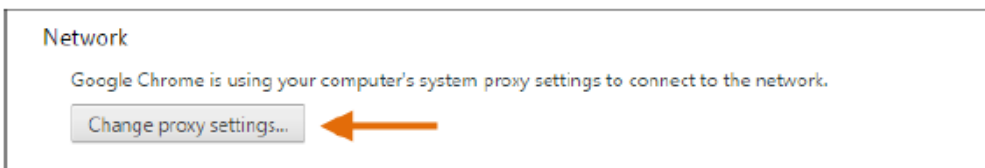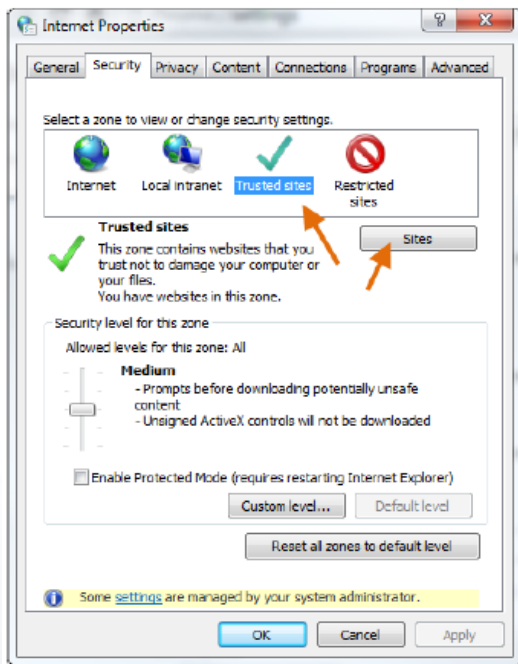
*   Documentation – You can find additional resources on the Client Resource Center on the Johnson Bank website.
*   If you have questions about the application, please contact Treasury Management Support at **1-877-236-2739.**
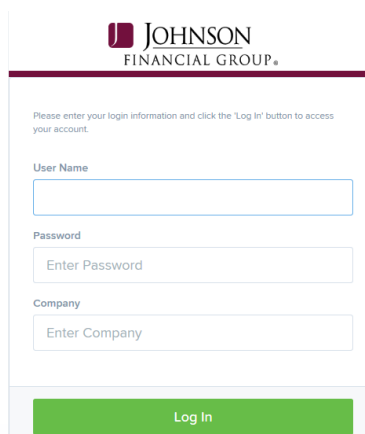
Additional Resources

*   PayPal Support – 855-477-5689

LOGGING IN

A username, a temporary password, and a company name must be entered upon first logging in to the system.

NOTE: The SPE Admin will receive their login information from Johnson Bank. The Smart Pay Business users will receive this information from their Company Administrator.

1. Once at the provided URL address, complete the **User Name**, **Password,** and **Company** fields. Select **Login**.
2. A prompt will appear for you to change your password. Passwords expire periodically and are case-sensitive.

3. Select **Update Password** when finished.
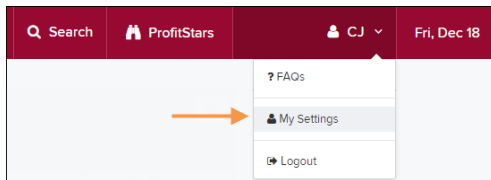4. Create a **Secret Question** and **Answer.** These are not case-sensitive and do not need to be a complete question or contain a question mark.
   - **NOTE:** A secret question is a tool used if you forget your password to have a temporary password generated and sent via email
5. Click Update.

Changing Your Password and/or Secret Question

1. Log in, and select the **User Menu | My Settings.**

2. Once there, make changes to the **Change Password** and/or **Secret Question** as needed.
3. Select **Update** when finished.

DASHBOARD FEATURES

Top Menu Bar

- Use the top menu bar to search for specific transactions, find a customer, or access user settings. Use the **Search** button to search for customer information or transaction data.

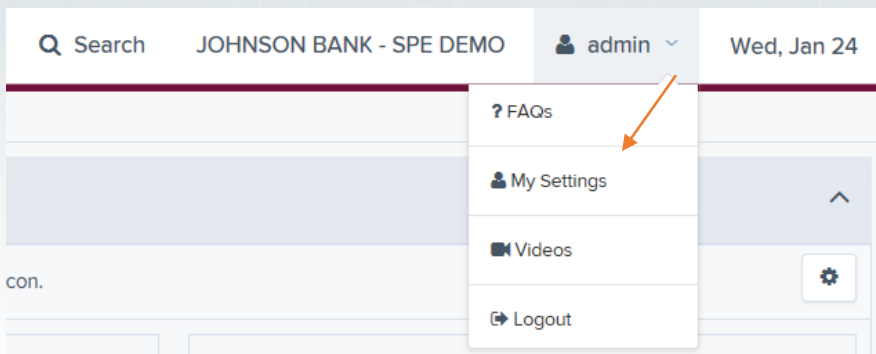- Select the **User drop-down** to access user settings, FAQs, the tutorial video, or to log out of the site.

The current date will display in the top right corner.

Overview Panel

The *Overview* panel contains a welcome message, which contains the current date, the date of your last login, and any password change reminders. The *News* pane features an expanded display pane where a financial institution can relay messages and alerts.
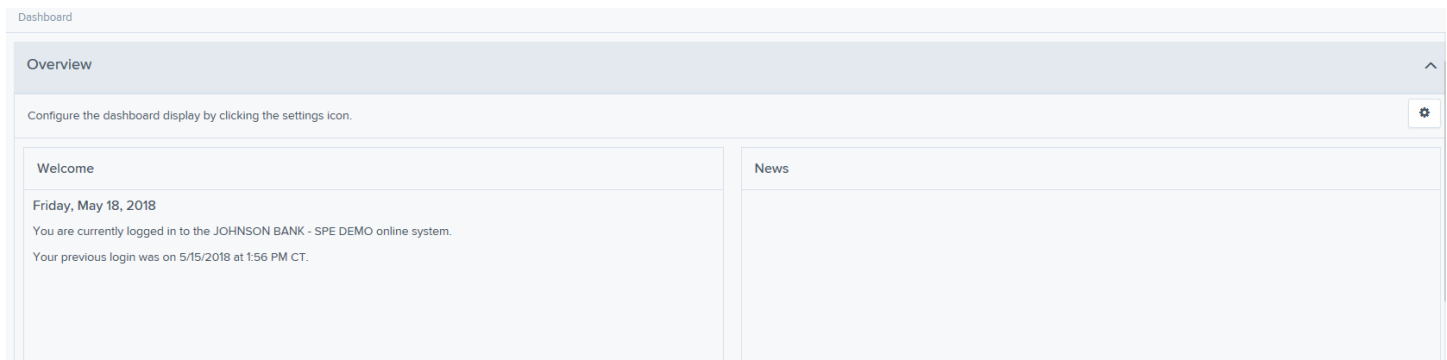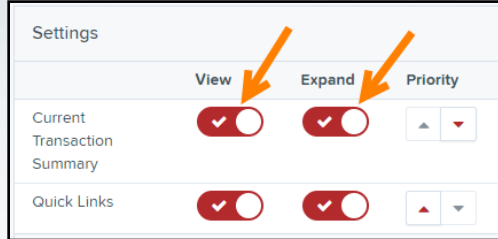

Display Settings

Dashboard display settings allow you to decide how the page will appear. Settings are automatically updated and saved, and are remembered for each user.

To choose display settings:

1. Log in.

2. Click [⚙] **Settings** at the top right in the *Overview* section.

3. To configure settings:

   a. Use the enable/disable buttons to in the *Settings* panel to:

   - Hide or show panels under *View*.
   - Expand or collapse panels under *Expand*.

b. Use the arrows to determine the order in which you see items on the *Dashboard* page under *Priority*.
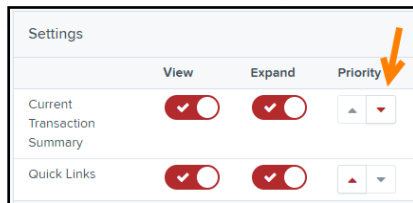
4. Click ✖ to close Settings and return to the *Dashboard* page.

Current Transaction Summary

The Current Transaction Summary section displays transactions and their status that have taken place in the prior 60 days. You can select the blue links to obtain additional details on Approved and Processed transactions.

Current Transaction Summary

Below is a summary of the previous 60 days of transaction activity as of 3/19/2018, organized by status. Hover over the status to view its definition. Selecting a status link will navigate you to a report of all transactions of that type, where you may adjust the date as necessary, filter the data, save, export, and/or print the activity.

Status	Debit Count	Debit Amount	Credit Count	
Approved				
Processed	28	$13.72		
Collected				
Awaiting Capture				
Awaiting Approval				

Quick Links Panel

The *Quick Links* panel provides a way to access your most often used transactions and reports or hide reports that you do not utilize. Configuration options are automatically updated and saved, and are remembered for each user.

To access and set up *Quick Links* configuration options:

1. Log in.
2. Scroll down to the *Quick Links* panel. Click ⌄ **Expand** if needed to open the panel.

3. Click ⚙ **Settings**. The *Settings* panel opens, showing a list of available transactions and/or reports.

4. Select the tab for the dashboard section you wish to configure, **Transactions** or **Reports**.
5. Choose whether to show/hide the items by selecting the **Enable/Disable** buttons under *View*. Checking or unchecking the **View** box allows you to simultaneously select/unselect all items on the tab you selected. You can also select the display order by using the **Priority** up and down arrows.

    - **NOTE:** Transactions are grouped according to type of transaction. Priority status is also grouped by type.

6. Click ✖ to close Settings.

Reports

The Reports section provides quick links to standard transaction reports or reports that you have created. See the reports section of this guide to learn more about how to create new reports.
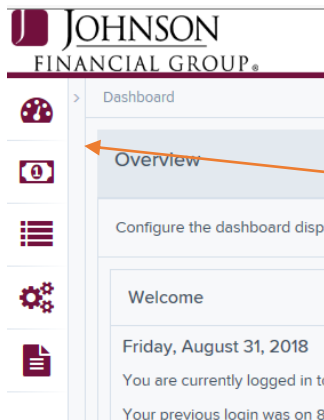
Left Main Menu

The left main menu contains primary options such as **Transactions** or **Reports** that allow for navigation throughout the system. Collapse this menu by selecting the vertical bar attached to the left main menu.
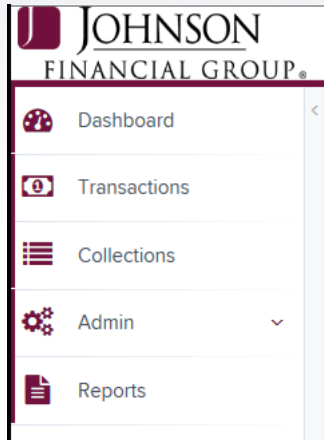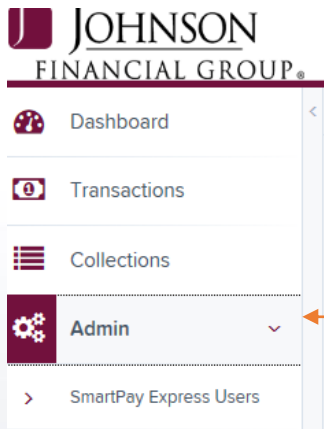

Collapse the screen to expand viewing area.

Expand to view the side menu options.

Each primary category on the main menu may contain sub-options based on user permissions. Sub-options under primary categories will relate to that primary category.

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WORKING WITH SPE END USERS IN THE SYSTEM

This section explains how to obtain a list of end users that have set up account and user profiles. As the Admin, you will have the ability to list, enable/disable, and unlock and of your user profiles, if necessary.
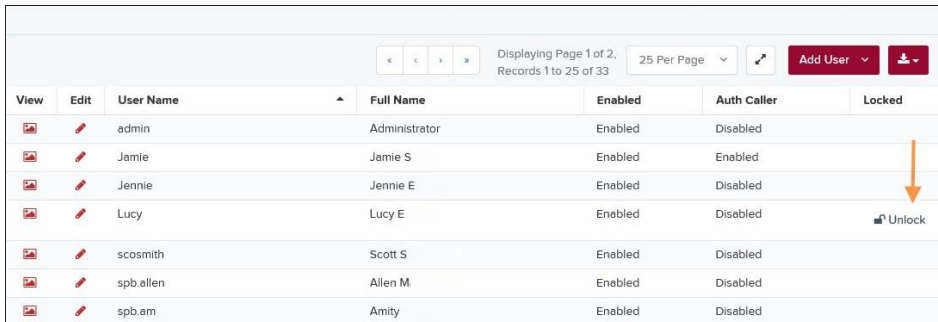
List of SPE End Users

To export users**:**

1. Log in and select **Admin | SmartPay Express** from the left main menu.
2. Click on the ⬇ download icon.
    a) Select the type of report you would like it exported in.
    b) Select Open or Save.

Unlocking an SPE End User

Users can be locked out if a password is keyed incorrectly multiple times or if a user answered the secret question incorrectly when requesting a new temporary password.

1. Log in and **Select Admin | SmartPay Express Users** from the left main menu.
2. Under the Locked column, select the Unlock link for that user. The link will disappear, and the user profile will be unlocked.

View	Edit	User Name ▲	Full Name	Enabled	Auth Caller	Locked
🖼	✏	admin	Administrator	Enabled	Disabled	
🖼	✏	Jamie	Jamie S	Enabled	Enabled	
🖼	✏	Jennie	Jennie E	Enabled	Disabled	
🖼	✏	Lucy	Lucy E	Enabled	Disabled	🔓 Unlock
🖼	✏	scosmith	Scott S	Enabled	Disabled	
🖼	✏	spb.allen	Allen M	Enabled	Disabled	
🖼	✏	spb.am	Amity	Enabled	Disabled	

Displaying Page 1 of 2, Records 1 to 25 of 33 — 25 Per Page — Add User

NOTE: If the user needs a new password, you will need to reset the password (see the following section).

Resetting an SPE End User Password

User may forget their password and ask you to provide them with a new temporary one. The steps below explain how to reset a user's password.

1. Log in and select **Admin | Users** from the left main menu.
2. Select **Edit** for the user profile to update.

3. Select **Reset Password** button from the bottom of the page. The user's profile will have a case-sensitive temporary password generated to the email address for the user. Carefully record this password and provide it to the user.

Disabling an SPE End User

Disabling a user keeps the profile intact until access is re-enabled by the Admin. The Admin may want to disable a user, for example, if a user is on leave for an extended period of time before working with the application again.

1. Log in to the system, and select **Admin | Users** from the left main menu.

2. Select **Edit** for the user profile you wish to disable.

3. Uncheck the **Enabled** box in the *Update User Settings* section. Select **Update** to save all changes.
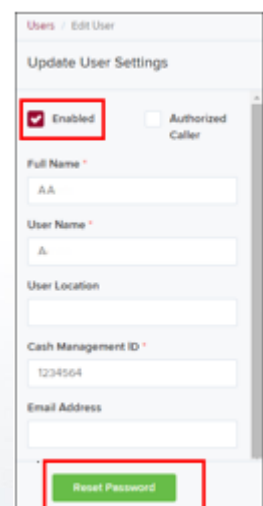
TRANSACTION MAINTENANCE

Editing a Transaction

You have the ability to edit **amounts** or **effective dates** of transactions if you have been assigned the correct roles and privileges. Editing capabilities for payments made require the *Accounting* role under the *Customer Service* privilege.

DISCLAIMER: *It is the responsibility of the organization to obtain and retain the appropriate authorizations from SPE customers before saving changes made to approved transactions.*

A transaction can be edited as long as it is still in a status of *Approved, Awaiting Approval*, or *Suspended*. An approved transaction will move to the *Processed* status at the end of the closing day at 8:00 pm CST.

1. Log in, and select the status from the *Current Transaction Status Summary* section of the Dashboard (typically in the **Approved** status). A report of approved transactions displays.

2. A report of approved transactions displays. Select the View   link next to the transaction you would like to edit.

3. To edit the **effective date:**
   a. Click on the pencil icon next to the effective date field.
   b. Modify the effective date and enter a reason for the change in the reason field.
   c. Click on the green check mark and you will receive a transaction updated successfully message.

4. To edit the **amount:**
   a. Click on the pencil icon next to the sale field.
   b. Modify the amount and enter a reason for the change in the reason field.
   c. Click on the green check mark and you will receive a transaction updated successfully message.

Reports / Results / Transaction Information

Transaction Details

| 👤 Customer (ID): | Smith, John () |
| ✏️ Effective Date: | Saturday, May 26, 2018 |

$ 0.26 Reason Customer ✓ ✗

Voiding a Transaction

A transaction can be voided as long as it is still in a status of *Approved, Awaiting Approval*, or *Suspended*. An approved transaction will move to the *Processed* status at the end of the closing day at 8:00 pm CST.

1. Log in, and select the status from the *Current Transaction Status Summary* section of the Dashboard (typically in the **Approved** status).
2. A report of approved transactions displays. Select the View 🖼 link next to the transaction you would like to void.
3. From the *Transaction Details* page, select **Actions | Void**.

Reports / Results / Transaction Information

Transaction Details   Actions ∨   🖨

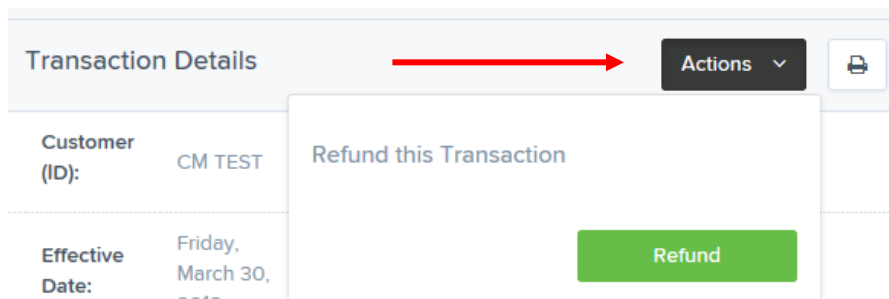| 👤 Customer (ID): | Jones, James (99007789) | Mark this transaction void |
| ✏️ Effective Date: | Tuesday, January 05, 2016 | |
| ✏️ Sale: | $17.00 | Void |

4. The system will ask you to confirm voiding the transaction. Select **Void**. You will receive a Transaction was successfully voided message. The transaction will then appear as a *Voided* status on the *Current Transaction Summary* page.

Refunding Transactions

You have the ability to refund payments that have processed that have been processed within the last 60 days. These transactions can be accessed from the Current Transaction Summary from the Dashboard page. Transactions must be in the *Processed* category in order to be refunded.

1. From the Dashboard, click on the **Processed** hyperlink.

2. Enter the search criteria necessary to find the specific transaction such as date range, location, origin of the transaction, etc.

3. Click **Run Reports**.

4. Locate the transaction and select the **View** 🖼 icon to view the transaction details.

5. On the Transaction Details page, click the **Actions** dropdown box and choose **Refund**.

6. Confirm the Refund by selecting **Refund**. You will receive a successful refund message.

7. A refund transaction will appear in the *Processed* status as of the end of the closing day at 8:00 pm CST and will post to the end user's account the following business day.

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PAYMENTS VIA TELEPHONE OR CREDIT CARD

The services in the following sections can only be utilized if they've been contracted for. Payments can be made with registered customer information or with non-registered customers wishing to make a one-

time payment (Quick Pay), provided you have the appropriate authorization from the customer. The following sections describe both the Quick Pay and registered user information methods for making payments.

Depending on which payment type is selected, additional requirements may apply in order to process a payment. Once processed, a transaction can be in any one status in the system. The following table describes the statuses a transaction can go through. A brief report of all your transaction statuses within the past 60 days can be found on the *Dashboard* when logging in.
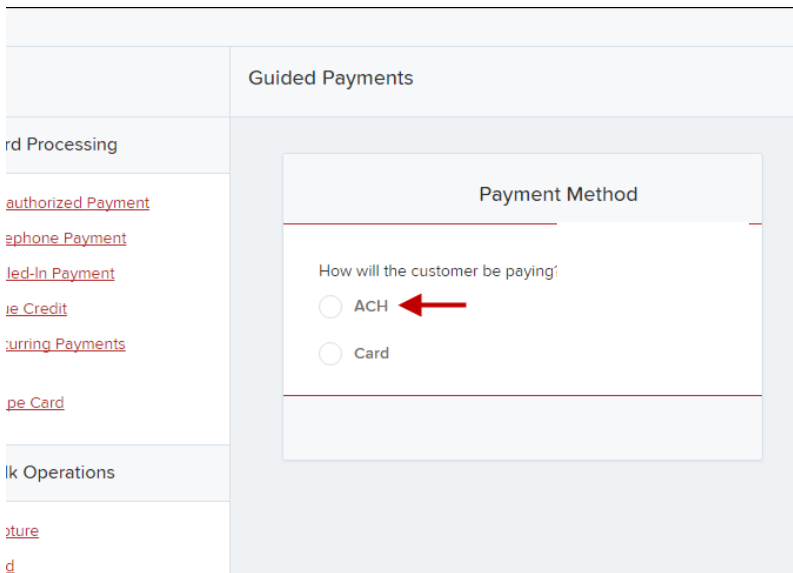
Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network. Changes can no longer be made, and the transaction can no longer be voided.
Awaiting Capture	Status for credit card transactions.
Declined	The credit card transaction has been declined.
Voided	The transaction has been voided and will not be processed. Transactions may not be voided once the item is in the *Processed* status.
Error	An internal error has occurred within the EPS system. Contact Treasury Management Support at 1-877-236-2739.
Resolved	The transaction has been moved into a *Resolved* status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a *Resolved* status from a status of: *Declined, Voided, Invalid/Closed Account, Disputed, Uncollected NSF, Unauthorized, Error*, or *In Research*.

NOTE: On Current Transaction Summary reports, debits are a debit to the check writer and a credit to the merchant while credits are a credit to the check writer and a debit to the merchant.

Guided Payments (TEL ACH or Credit Card)

One of the options for creating a payment on behalf of your customer is Guided Payments, which is a tool that asks a series of questions to ensure you are taking steps toward processing the right transaction for your customer. These questions cover what method of payment will be made (ACH or Credit Card), what kind of customer you are processing payment for (new or existing within the application), and the payment type (telephone, card, etc.). While not required, you may find using Guided Payments useful for making payments.

1. Log in to the system, and select **Transactions** from the left main menu.

2. On the *Transactions* page, under the *Guided Payments* heading, select how the customer will be paying. For example, select **ACH**.

NOTE: Depending on the selection you make, there may be more questions. Options with a radio button indicate there are more questions to come, while options that display as a hyperlink will navigate you a page where you may enter payment information. At any time, select Back to return to the previous question.

3. Follow the series of questions until you come to a payment screen to enter customer information. For example, if you are making a Telephone Payment, once all of the questions are answered you will be directed to a screen to either search for an existing customer or create a new customer.

Quick Pay Payments

Quick Pay payments allow you to process a one-time payment from a customer, provided that you have the appropriate customer authorization to run a payment. For information about registering a new customer or modifying existing registered customers, please refer to the "Registering Customers: Creating a New Customer" section below.

Preauthorized Payments

With a signed authorization, you may process a one-time electronic check payment using the **Preauthorized Payments** option. Follow the steps below to process a one-time preauthorized payment.

1. Log in to the system, and select **Transactions** from the left main menu.

2. Select **Preauthorized Payment**, either under ACH processing or card processing, depending on the type of payment you wish to process.

ACH Processing	Card Processing
Preauthorized Payment ←	Preauthorized Payment ←
Telephone Payment	Telephone Payment
Issue Credit	Mailed-In Payment
Recurring Payments	Issue Credit
Recurring Credits	Recurring Payments
Verification Only	
	Swipe Card

3. Fill out all required payment and customer information fields, which are designated by an asterisk. Once all required fields have been filled out, complete any optional fields as desired. Select **Continue** at the bottom of the page.

4. ACH payments have a NACHA requirement for customer authorization compliance. For ACH payments, follow the prompts to specify the appropriate authorization you have. This is not a requirement for credit card payments. Select **Process Payment** to continue.

NACHA Requirements

Signature On File

Company has customer's signed (or similarly authenticated) authorization on file for this specific transaction.

○ Yes
○ No

Cancel   **Process Payment**

---

5. A payment confirmation appears. To see the transaction, select **View Transaction**, or select **Process Another Transaction** to run an additional payment.

Telephone Payments

Telephone payments are for individuals. Companies making one-time payments must use pre-authorized payments.
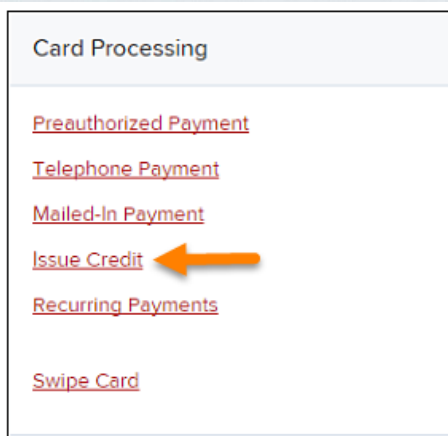
1. Log in to the system, and select **Transactions** from the left menu bar.

2. Select **Telephone Payment**, either from under ACH processing or Card processing, depending on the type of payment you wish to process.

ACH Processing	Card Processing
Preauthorized Payment	Preauthorized Payment
Telephone Payment ←	Telephone Payment ←
Issue Credit	Mailed-In Payment
Recurring Payments	Issue Credit
Recurring Credits	Recurring Payments
Verification Only	
	Swipe Card
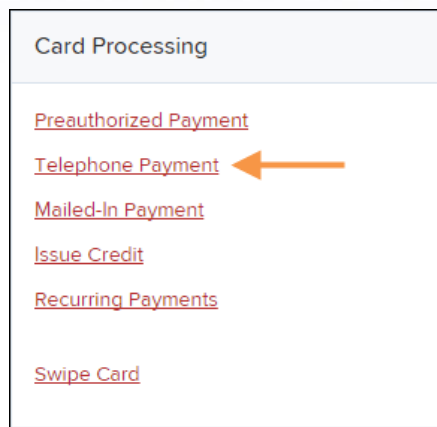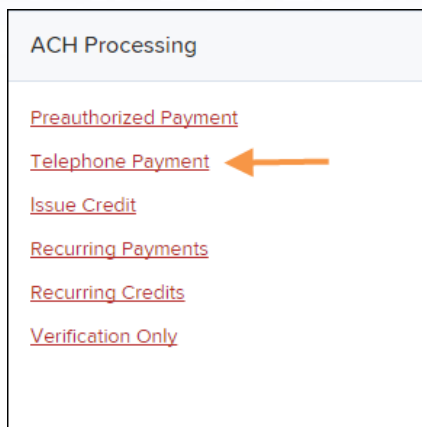
3. Fill out all required payment and customer information fields, which are designated by an asterisk. Once all required fields have been filled, complete any optional fields as desired. Select **Continue** at the bottom of the page.

4. ACH payments have a NACHA requirement for customer notifications. For ACH payments, follow the prompts to specify the appropriate authorization you have. This is not a requirement for credit card payments. Select **Process Payment** to continue.

5. The system will generate a payment confirmation. Select **View Transaction** to see more information about the transaction. You may also select **Process Another Transaction** to run an additional payment.

Issuing Credit (Credit Cards Only)

1. Log in to the system, and select **Transactions** from the left main menu.

2. Select **Issue Credit**, whether from ACH processing or credit card processing, depending on the credit you wish to issue.

3. Fill out all the required fields to issue the credit, designated by an asterisk.

4. Select **Continue** at the bottom of the page.

Mailed-In Payment (Card Processing Only)

1. Log in to the system, and select **Transactions** from the left main menu.

2. Select **Card Processing**, and select the **Mailed-In Payment** option.
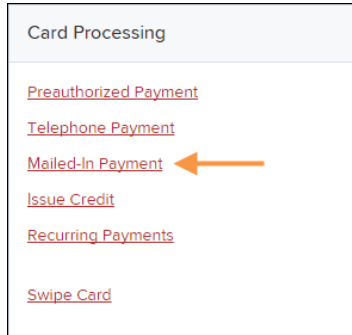
3. On the *Card Processing* page, fill in all required information, designated by an asterisk.

4. Select **Continue** from the bottom of the page.

Swipe Card (Card-Present Transactions Only)

Card-present transactions allow users to process payments/donations with a physical credit card. If you enter customer information with the payment, the customer record will repopulate the next time the customer's card is presented and swiped.

1. Log in, and select **Transactions** from the left main menu.

2. Under the *Card Processing* section, select **Swipe Card**.

3. The *Card Processing: Swipe Card* page displays. Select a **Location** where the credit card transaction will be deposited and a **Payment Origin**.

4. Swipe the credit card. The **Card Type**, **Card Account Number**, **Expires On**, and **Name On Card** fields will automatically populate. Enter an **Amount** for this transaction. Optionally, you may enter a value for the **Card Verification Number**. Be sure to fill out any required fields, designated by a red asterisk.

NOTE: If no customer information populates because this is a new card and/or customer, you may decide to Add customer information or Search for an existing customer to associate with this transaction (see figure below).

5. Select **Process Payment**. The system will confirm the transaction with a receipt.

NOTE: The reference number in the payment confirmation window (**Ref Num**) can be used to search for this particular transaction at a later time

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Registering Customers: Creating a New Customer

Registered customers will need to be entered into the system before any payments can be made for that customer.

1. Log in to the system, and select **Transactions** from the left menu bar.

2. Select a payment type, such as an ACH preauthorized payment. You will not be required to run a payment when creating a customer.

3. From the top of the payment page, select **Add/Search Customer**.
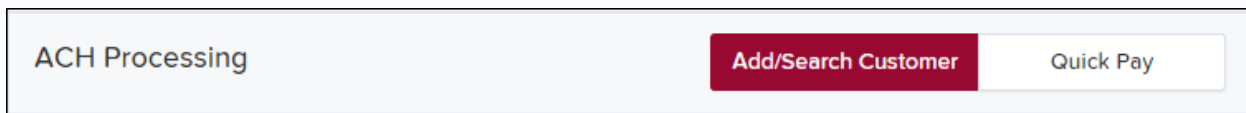
4. A *Customer* panel appears, as shown below. Select **Add Customer** from the bottom of the panel.
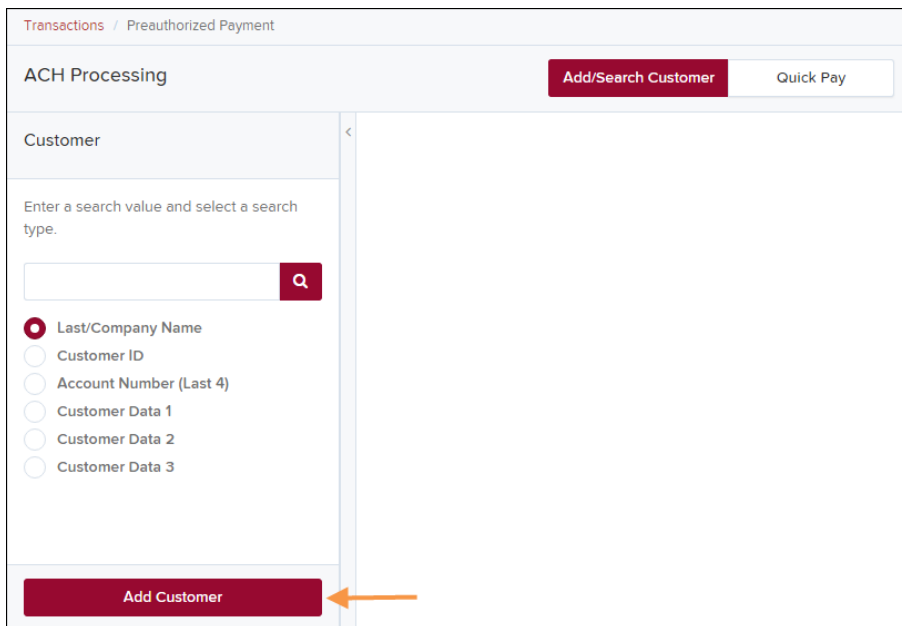
5. An *Add Customer* window appears, with a variety of information that can be entered for a customer. Required fields are designated by an asterisk. While not all fields are necessary, more information about a new customer will make it easier to search and find this particular customer in the future. Fill in all required fields and select **Save**.

Add Customer

Relationship *	Last Name *	Daytime Phone	Ext
Customer			
Customer ID	Address	Evening Phone	Ext
Customer Data 1 *	Suite/APT#	Driver's License	State
Customer Data 2	City	Social Security Number	
Customer Data 3	State/Region Postal Code	Email Address	
Customer Type *	Country	Fax Number	
Individual			
First Name *			

Cancel   Save

6. Once you have saved the customer information, you have the opportunity to enter payment information for this customer, depending on the type of payment originally selected. Fill in any required account information for the customer. You will not be required to make a payment for this customer at this time. Select **Save and Continue**.

NOTE: If at this time you wish to process a payment for the customer, move forward with processing the payment. If you do not wish to process a payment for the customer, select 🎛 Dashboard from the left main menu to return to the main page.

Add Account

ℹ️ Tester Test does not have any accounts for this payment method. Please complete the fields and click 'Save and Continue' to create an account.

Copy   Click to copy name and address from the customer information.

Name On Card *	Address
Card Type *	Suite/APT#
-- Select --	
Card Account Number *	City
Expires On *	State/Region Postal Code
Month Year	
Account Nickname	Country
	USA

Cancel   Save and Continue

Setting up Bank Account Information

Bank information can be set up for a registered customer at any time.

1. Log in to the system, and select **Transactions** from the left main menu.

2. Select an ACH payment type. You will not be required to process a payment for the customer at this time.

3. Once you have chosen a payment type, select **Add/Search Customer** from the top of the page.

4. Search for the customer you wish to update. Select the radio button under the **Select** column for that customer.

5. Once you have chosen a customer, select ✏ **Edit** next to **Account Information**. You may also add accounts to the customer profile by choosing ➕ **Add** next to **Account Information**, as shown below.

6. Enter the appropriate information for adding an account, or make any changes to an existing account as needed. Select **Save** to finish.

Setting up Credit Card Account Information

Credit card information for a registered customer can be set up at any time.

1. Log in to the system, and select **Transactions** from the left main menu.

2. Select a credit card payment type. You will not be required to process a payment for the customer at this time.

3. Once you have chosen a payment type, select **Add/Search Customer** from the top of the page.

4. Search for the customer you wish to update. Select the radio button under the **Select** column for that customer.

5. Once you have chosen a customer, select ✏ **Edit** next to **Account Information** to edit exiting account information. You may also add accounts to the customer profile by selecting ➕ **Add** next to **Account Information**.

6. Enter the appropriate information for adding an account, or make any changes to an existing account as needed. Select **Save** to finish.

Processing Payments for Registered Customers

Preauthorized Payments

A customer can request a payment be debited from an account electronically instead of having to write a check or use a card. The user will need signed authorization from the customer.

1. Log in to the system, and select **Transactions** from the left menu bar.

2. Select **Preauthorized Payment**, either from *Card Processing* or *ACH Processing*.

3. Select **Add/Search Customer** from the top of the page.

4. Locate and select the customer for which you intend to run the payment.

5. Once you have selected a customer, enter any payment information as needed and select **Continue**.

6. For ACH check processing, specify the NACHA-required customer authorization obtained for this payment. This is not a requirement for credit card payments.

7. Select **Process Payment** to finish.

Telephone Payments

A user can receive a request to have a payment taken electronically from a customer's account over the telephone.

1. Log in to the system, and select **Transactions** from the left main menu.

2. Select **Telephone Payment**, either from *ACH Processing* or *Card Processing*.

3. Select **Add/Search Customer** from the top of the page.

4. Locate and select the customer you intend to run the payment for.

5. Once you have selected a customer, enter any payment information as needed and select **Continue**.

6. For ACH check processing, specify the NACHA-required customer notification obtained for this payment. This is not a requirement for credit card payments.

7. Select **Process Payment** to finish.

8. Click **Update**.

REPORTING

The section is for SmartPay Business users who will be generating and working with the reports and summary information.

There are a number of ways to retrieve batch, deposit, and transaction information. You will be able to generate pre-defined reports and/or create custom reports on a daily, weekly, and monthly basis as well as within specific date ranges. The types of reports available can assist you with the following:

- Looking at transaction detail information
- Reconciling to bank statements
- Determining the status of transaction
- Researching previous transactions
- Generating a list of payments received

Commonalities Among Reports

- Reports are generated in Central Time (CT).

- **Pagination** – Use page arrows to navigate through multiple pages of records, or you may change the number of records that display per page (as shown below).

◀◀	◀	▶	▶▶	Page 1 of 2, Records 1 to 25 of 48	25 Per Page ⌄
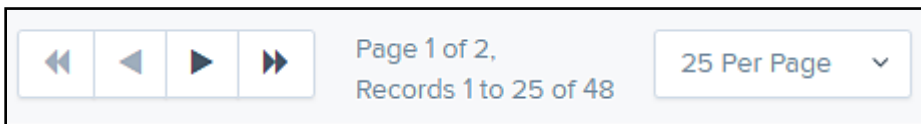
- 🖨 **Print** is an option available for all reports.

- Exporting reports into a Microsoft® Office Excel® spreadsheet, a tab-delimited file (.TSV) or a comma delimited file (.CSV) is available.

25 Per Page ⌄	↗	⤓ ▾

  CSV (Comma delimited) (*.csv)

  TSV (Tab delimited) (*.tsv)

  Microsoft Office Excel Workbook (*.xlsx)
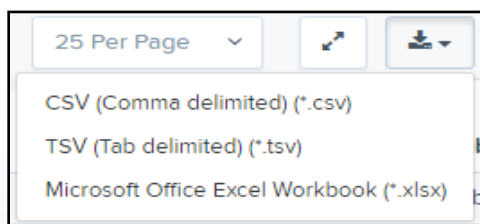
- Select ↗ **Full Screen** to view your report across your entire monitor screen.

- Select [▼] **Filter** to view filters where you can search the report for alphanumeric entries. Deselecting will hide filter fields, and strip the report of your alphanumeric search.

- Select [▯] **Filter Columns** to bring a list of all the information columns available in the report. You may configure the list to have certain columns appear in the order you choose, or to hide columns from the report listing.

  - Use the **View** option to determine whether an informational column appears.

  - Use the **Prioritize** tools to change the order of a column in the report.

  - Use the **Freeze** tool to lock a column in place when viewing the report.

NOTE: Report filter settings can be saved into a template for later use. However, it is recommended that you save the reports themselves by exporting them to a file saved on your computer

Current Transaction Summary & Report

The Current Transaction Summary can be found on the Dashboard upon logging in. It is a numerical display of the total number of items and dollar amounts of all ACH, and credit card debits, credits, and refunds for all locations. It covers a rolling 60-day period and is broken down by a transaction's current status within the system.

Although there are many reports you can use to view transactions, the Current Transaction Summary allows you to quickly identify any unusual activity regarding your transactions with any of the following status types:

- Approved
- Processed
- Declined
- Error
- Voided

The Transaction Status report is a pre-defined report listing all transactions in a specific status. It is automatically generated when you select a status link from the Current Transaction Summary. The list will contain items that have been processed within the last 60 days and gives you access to individual transaction information. Follow the steps below to generate a Transaction Status report.

Log in to the application, and select a status that appears as a link and contains values in the Current Transaction Summary (for example, Approved in the graphic below).

A list of the first 25 transactions (default value) is displayed. Select a **View** link in the far left column to view details about that transaction.

The *Transaction Details* page appears for that status. Select **Show Events** and/or **Show Audit History** to view more details about the transaction.

- **Show Events**: The automated steps/processes a transaction has gone through. The most recent steps are displayed first and include the date/time the events took place in Central Time.

- **Show Audit History**: Manual interaction with the transaction. Details are displayed with the latest steps first and includes the date/time processes took place in Central Time.

NOTE: Additional transaction details may be listed depending on the type of ACH transaction displayed.

Using the Report Builder Utility
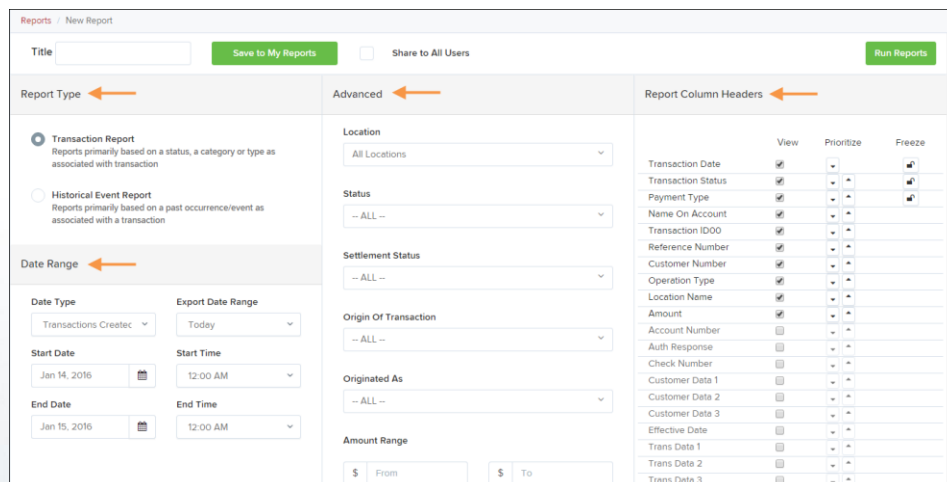
The report builder utility can be used to create one-time queries and custom recurring daily, weekly, and monthly reports for bookkeeping, historical research, and problem solving.

There are two options when creating a customized report: **New Report** and **New Shared Report**. While both are customizable, the shared report is available to other users who have access to the system. Other users will be able to pull the shared report and use its settings to generate information. Only the user who created the shared report can delete it.

1. Log in to the application, and select **Reports** from the left main menu.

2. Click **New Report** or **New Shared Report**, if it will be available to others.
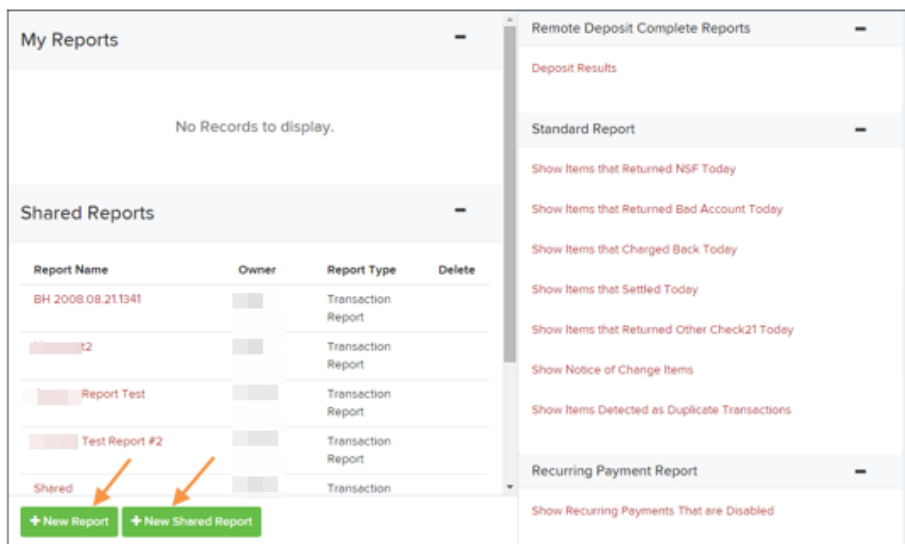
3. The *Reports* page appears. In the top bar, enter a **Title** for the report. Fill in the report criteria in each of the four sections: **Report Type**, **Date Range**, **Advanced**, and **Report Column** headers.

- **Report Type** - Designate if your report will be a *Transaction Report* based upon the current status of a transaction, or a *Historical Event Report* based upon past events a transaction has been through in the system.

- **Date Range** - In the **Date Type** field, select either **Transactions Created** or **Effective Dates** for the report, which will determine if the report displays transactions based upon the date they were created versus the date they took effect.

  The date range searches are limited to 90 days at a time.

  Searches and reports containing data older than two years will provide a downloadable zip file that includes all fields and records. The zip file will contain three CSV files that can be sorted and filtered in the preferred application. The report will be available under the Download Reports section of the Reports dashboard.

- Select a pre-specified date range using the **Export Date Range** option (ideal for recurring reports), or specify your own date range with the **Start Date** and **Start Time** and the **End Date** and **End Time** fields.
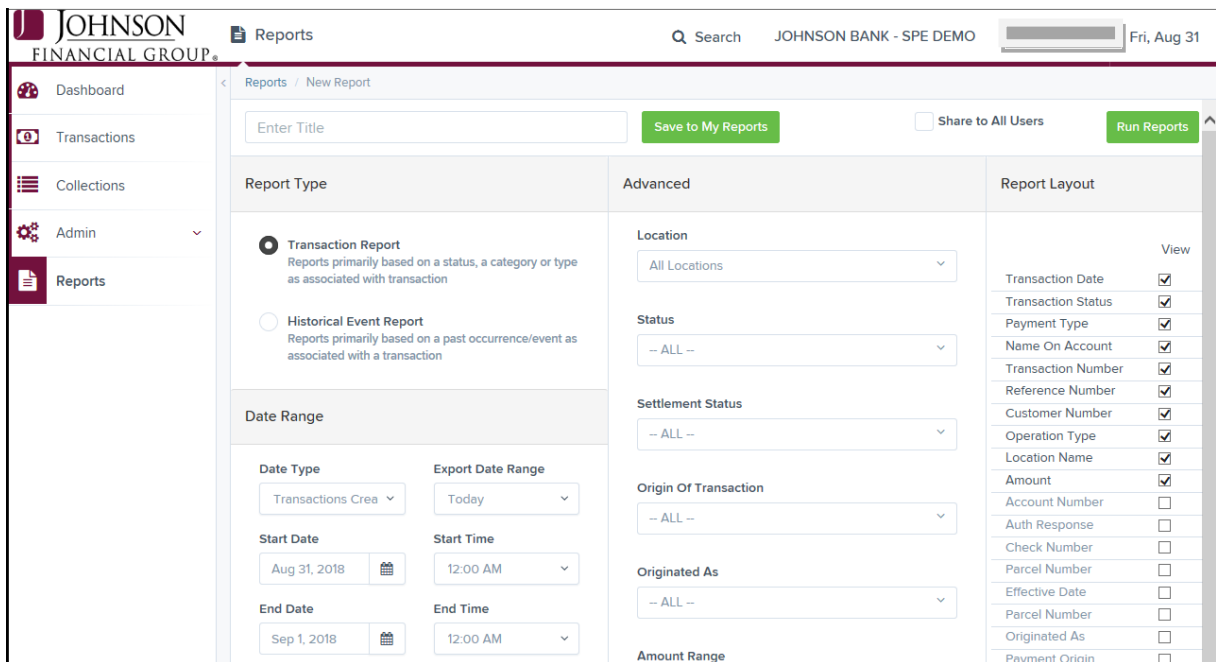
Date Range	
Date Type	**Export Date Range**
Transactions Created	Today
Start Date	**Start Time**
Jan 14, 2016	12:00 AM
End Date	**End Time**
Jan 15, 2016	12:00 AM

NOTE: If you are creating a Historical Event Report, a custom date range will be unavailable.

Advanced **section** – Specify the **Location** and **Status** of the transaction you wish to have in your report.

- **Settlement Status**: Whether a transaction has been deposited. Designate a single status or multiple statuses by selecting the appropriate check box(es).

- **Origin of Transaction**: Determines how the transaction was received and will be coded. You may designate a single origin for the report or multiple origins by selecting the check box next to each option.

- **Originated As**: Specifies how the transaction will be processed. You may designate a single type or multiple types.

- **Account Type**: Determines the type of transaction the report will display. You can select a specific account type or select **ALL**.

- **Operation**: This option specifies what process a transaction has been through. You may designate one process or select **ALL**.

- **Authority Response Code**: This option represents the types of return responses that can be received for a transaction. Select a specific response code or select **ALL**.

- **Amount Range**: The **From** and **To** options allow you to look for transactions with a specific amount or between amount values in decimal format (XX.XX).

Report Layout – This section allows you to organize how the report displays.

NOTE: You may need to minimize the left navigation menu to see the options.

- Select the **View** check box next to any fields to have them show on the report.

- Under **Prioritize**, use the arrows to change the order in which information appears. For example, select the upward arrow to have a field listed before others, or the select the downward arrow to have other fields listed before it.

- Use **Freeze** to lock fields when viewing a report. This will hold certain fields in view while you explore the rest of the report information.

Report Layout

	View	Prioritize	Freeze
Transaction Date	✓	▾	
Transaction Status	✓	▾ ▴	
Payment Type	✓	▾ ▴	
Name On Account	✓	▾ ▴	
Transaction Number	✓	▾ ▴	
Reference Number	✓	▾ ▴	
Customer Number	✓	▾ ▴	
Operation Type	✓	▾ ▴	
Location Name	✓	▾ ▴	
Amount	✓	▾ ▴	

4. At this time, you may choose to select the **Share to All Users** check box (as shown below) if you want to have this report available for other users to view. If you selected **New Shared Report** previously, this box will already be selected.

   Alternatively, you may wish to save the report for your own use at a later time by selecting **Save to My Reports**. This option will both save the report and generate a report to view.

The report displays results.

- Use the filters to change the report and then select **Run Reports** again, or you can print/export the report, as needed.

- Column headers in the report are selectable by organization. Select a column header to organize the report based on that column's information, in either ascending order (designated by an upward arrow) or descending order (designated by a downward arrow).

- Select **View** to the left of an item to view more details about the transaction.

- To change the report template, adjust the report filters as desired, and then select **Save to My Reports**, which will save the filter options as a template for later use.

NOTE: Be sure to select the Share to All Users check box if you wish to save the report for others to use.

Credits and Debits to Your Merchant Settlement Account
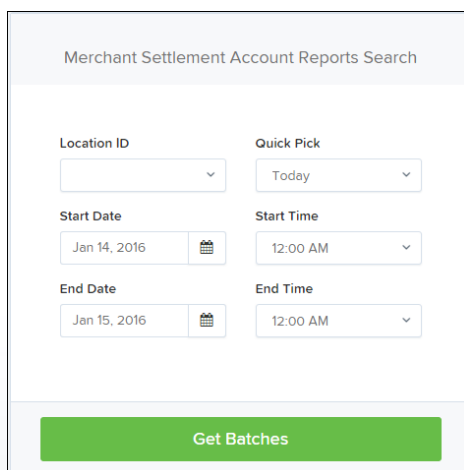
The *Credits and Debits to Your Merchant Settlement Account* report is a date range report that identifies the deposits made on the indicated date(s). The report will also display the individual transaction amounts that make up a deposit and specific details of a transaction.

NOTE: On the Current Transaction Summary report, debits are a debit to the payer and a credit to the merchant, while credits are a credit to payer and a debit to the merchant. On the Credits and Debits to the Merchants Settlement Account report, debits are a debit to the merchant account and a credit to the payer while credits are a credit to the merchant account and a debit to the payer.

1. Log in and select **Reports** from the top of the page.

2. Under **Merchant Settlement Accounts Reports**, select **Credits and Debits to Your Merchant Settlement Account** (as shown below).
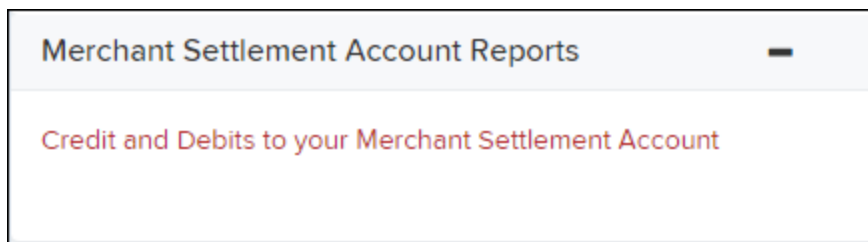
3. The *Merchant Settlement Account Reports* search criteria appears. Select a **Location ID** to pull report information from. Select a date range using either the **Quick Pick** option with a list of pre-set date ranges, or the custom option by entering a **Start Date** and **Start Time** and the **End Date** and **End Time**.

4. Select **Get Batches**.

5. Select **View** under the *Batch Details* column to view the *Batch Details* page. From the *Batch Details* page, select **View** under the *Transaction Details* column to see more information about that particular transaction in the batch.

NOTE: Additional transaction details may be listed depending on the type of ACH transaction displayed.

6. Navigate back in your browser to return to the *Merchant Settlement Account Results*. From here, select **Report** to see a PDF report with the transaction(s) that make up the deposit total displayed below the report.

Standard Reports

Standard reports are pre-defined daily reports which can provide information about items settled that day. To generate these reports, follow the steps below.

1. Log in and select the **Reports** tab from the left main menu.

2. Under the section *Standard Reports*, select the report you wish to run from the list displayed.

3. Once a report is selected, it will run automatically with preset criteria in the report filters.

    a. To make a temporary change to the report criteria:

        i. Adjust any filters, as needed.

        ii. Select **Run Report**.

    b. To make a permanent change (saving the report template):

        i. Adjust any filters, as needed.

        ii. Adjust the name of the report and select **Save to My Reports**.
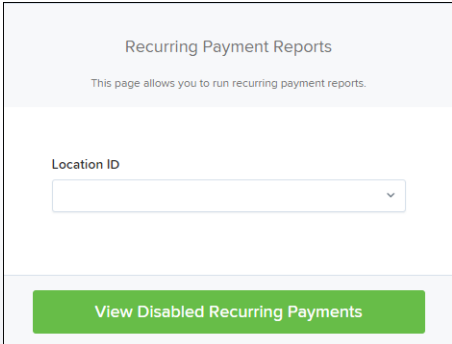
Recurring Payment Reports

There are two recurring payment reports available: Each report lists previous and/or current accounts set up on a recurring payment or credit plan.

Recurring Payments That Are Disabled

The *Recurring Payments That Are Disabled* report lists those accounts that no longer have funds being debited from their accounts.

1. Log in and select **Reports**.

2. Under the heading *Recurring Payment Reports*, select **Show Recurring Payments That Are Disabled.**

3. The *Recurring Payments Reports* page appears. Select a **Location** from where to pull information for the report.
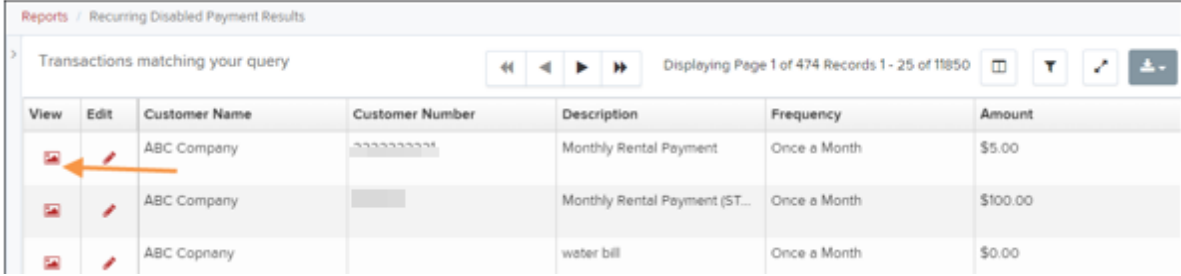
Recurring Payment Reports

This page allows you to run recurring payment reports.

Location ID

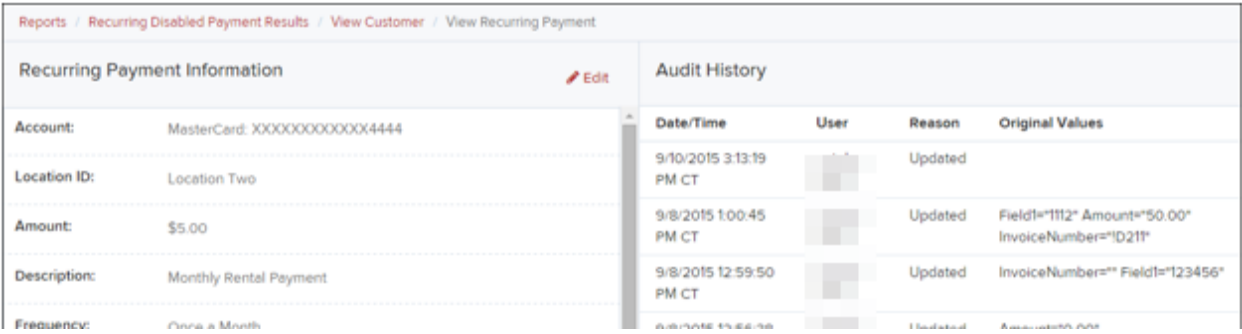View Disabled Recurring Payments

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4. Select **View Disabled Recurring Payments**. The recurring payments that are disabled appear.

   Select **View** to see the recurring payment details.

The *Recurring Payment Information* page appears, with the *Audit History*. Select the **Edit** option to make any changes to the information for this transaction. The **Edit** option is also available from the main results page.

5. Select **Update** to save all changes.

Recurring Payments Due Report

The *Recurring Payments Due* report is a date range report that lists accounts with active recurring payments set up. This report lists the descriptions and schedule of future payment dates.

1. Log in and select **Reports**.

2. Under *Recurring Payment Report*, select **Recurring Payments Due**.

3. The *Recurring Payment Reports* page appears. Select a location from which to pull information for this report. Select a date range using either the **Quick Pick** option with a list of pre-set date ranges, or the manual option in which you may specify the **Start Date** and **Start Time**, and the **End Date** and **End Time** options.

4. Select **Recurring Payments Due**. The system will generate a list of payments that have set up a recurring arrangement.

a. Select ✏️ **Edit** to edit this payment on the *Edit Recurring Sale* page.

b. Select 🖼️ **View** to see more information about this payment on the *View Recurring Payment* page.