



USER GUIDE

REPORTING

VERSION 1.0



TABLE OF CONTENTS

1. BATCHED TRANSACTIONS	3
1. BATCH OVERVIEW	3
1. Fraud	5
2. DCC (Dynamic Currency Conversion)	6
3. History	7
1.2 VIEWING RELATED TRANSACTIONS	8
1.3 VIEW AND PRINT RECEIPT	8
2. DOWNLOAD REPORTS TO EXCEL	9

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 Global Payments.

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.

SETTLED

SEARCH FOR BATCHES

Date: Jan 23 2018 - Feb 21 2018 | Account: Select Accounts | Acquirer: Select Accounts | Batch ID: | **SEARCH**

List currently refined by Date: 23/01/2018 - 21/02/2018 |

TUESDAY, 20 FEBRUARY 2018 Expand All

ID	Time	Account	GBP	EUR	Batch Count
224784	21:53:54	AIB Merchant Services - 345345676	50.00 GBP 1	(0.00) GBP 0	50.00 GBP 1
224783	21:53:23	AIB Merchant Services - 345345676	50.00 GBP 1	(50.00) GBP 1	0.00 GBP 2
224782	18:54:28	AIB Merchant Services - 345345676	550.00 GBP 11	(0.00) GBP 0	550.00 GBP 11
224773	06:13:01	AIB Merchant Services - 345345676	0.00 GBP 0	(250.00) GBP 5	(250.00) GBP 5
224772	06:11:50	AIB Merchant Services - 9435345676	250.00 EUR 5	(150.00) EUR 3	100.00 EUR 8
224760	05:44:02	AIB Merchant Services - 345345676	107.50 GBP 3	(57.50) GBP 2	50.00 GBP 5
224759	05:43:53	AIB Merchant Services - 345345676	50.00 GBP 1	(0.00) GBP 0	50.00 GBP 1
224758	05:43:24	AIB Merchant Services - 345345676	50.00 GBP 1	(50.00) GBP 1	0.00 GBP 2
224755	02:57:58	AIB Merchant Services - 345345676	750.00 GBP 15	(0.00) GBP 0	750.00 GBP 15
224745	01:35:49	AIB Merchant Services - 345345676	0.00 GBP 0	(0.00) GBP 1	0.00 GBP 1
224744	01:32:31	AIB Merchant Services - 345345676	400.00 GBP 8	(0.00) GBP 0	400.00 GBP 8
224742	01:05:41	AIB Merchant Services - 345345676	1,250.00 GBP 25	(0.00) GBP 0	1,250.00 GBP 25

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

BATCH BREAKDOWN BY ACCOUNT

224782	20/02/2018 18:54:28	AIB Merchant Services - 345345676	550.00 GBP 11	(0.00) GBP 0	550.00 GBP 11
aib			550.00 GBP 11	(0.00) GBP 0	550.00 GBP 11

USER GUIDE

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 'TRANSACTIONS' page in the Global Payments interface. The top navigation bar includes the 'globalpayments' logo, a 'QUICK SEARCH' dropdown, a keyword search field, and a 'Realex' user profile. The left sidebar contains a 'MENU' with options like 'DASHBOARD', 'TRANSACTIONS' (selected), 'CUSTOMERS', 'TERMINAL', 'FRAUD MANAGEMENT', 'SETTLED', 'REPORTS', 'QUICK LINKS', 'PENDING', 'DELAYED', 'HELD', 'VOIDED', 'FAILED', 'ADMINISTRATION', 'CLIENT SETTINGS', and 'USER MANAGEMENT'. 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' (16 Jan 2018 - 25 Feb 2018), 'Order ID', 'Customer Name', and 'Card Number', along with a 'SEARCH' button. A summary bar indicates the list is refined by 'Date: 16/01/2018 - 25/02/2018', 'Status: Batched', 'Payment Method: Cards', and 'Batch ID: 224782'. An 'Expand All' link is present. The transaction list shows 12 entries, each with a plus icon, a timestamp, a Visa logo, the name 'Giorgio Alpaca', a card number, the amount '50.00 GBP', and a 'BATCHED' status.

Expand	Date	Card	Customer Name	Card Number	Amount	Status
+	20/02/2018 21:53:10	VISA	Giorgio Alpaca	EWvDn27meu	50.00 GBP	BATCHED
+	20/02/2018 21:53:02	EB	Giorgio Alpaca	4wp8zubX2A	50.00 GBP	BATCHED
+	20/02/2018 21:47:15	VISA	Giorgio Alpaca	GCq7b66W2k	50.00 GBP	BATCHED
+	20/02/2018 21:46:51	VISA	Giorgio Alpaca	j4keDKXjbH	50.00 GBP	BATCHED
+	20/02/2018 19:14:06	VISA	Giorgio Alpaca	uDbLkJOOnLhMoLtfD4yuN...	50.00 GBP	BATCHED
+	20/02/2018 19:13:27	VISA	Giorgio Alpaca	JsqGtbHPbwEoZlmtltP9F...	50.00 GBP	BATCHED
+	20/02/2018 19:11:55	VISA	Giorgio Alpaca	4yuEtU8Md6	50.00 GBP	BATCHED
+	20/02/2018 19:11:36	VISA	Giorgio Alpaca	AYgwJd2rGw	50.00 GBP	BATCHED
+	20/02/2018 18:57:38	VISA	Giorgio Alpaca	fJPgBEuAq	50.00 GBP	BATCHED
+	20/02/2018 18:54:52	VISA	Giorgio Alpaca	3w2nHJ6F8F	50.00 GBP	BATCHED
+	20/02/2018 18:54:25	VISA	Giorgio Alpaca	KYzQhte4VC	50.00 GBP	BATCHED

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.

USER GUIDE

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

The screenshot displays the 'TRANSACTION DETAILS' page in the Global Payments interface. The left sidebar contains a 'MENU' with various navigation options. The main content area shows transaction details for a transaction dated Tuesday, 20 February 2018 21:53. The transaction is categorized as 'FRAUD'. The 'OVERVIEW' tab is active, showing a 'RESULT' section with fields like Response (Authorised (00)), Transaction ID (48995859), Message (AUTH CODE: PP8888), Batch ID (224782), and Pas Ref (15191635901641237). Below this, the 'PAYMENT METHOD' section shows a VISA card with Card Number 424242****4242 and Cardholder Name Giorgio Alpaca. The 'CUSTOMER' section shows Customer Name, Customer Number 1234, and Customer Reference. The 'PRODUCT' section shows Product ID 1234, Variable Reference 1234, and Comment comment 1. The 'DCC' section indicates there is no DCC setup for this account. The 'HISTORY' section at the bottom shows a list of transactions with columns for Date, Amount, Status, and a 'PRINT RECEIPT' button.

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 a Global Payments 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.

USER GUIDE

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 Global Payments Support Team.

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

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 Global Payments reference, unique to each transaction.
Transaction ID	This is an internal Global Payments 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.

USER GUIDE

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 

Card Number <u>424242*****4242</u> 	Cardholder Name <u>Giorgio Alpaca</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
BATCHED	Date Tuesday, 20 February 2018 21:53	Order ID EWvDn27meu	Account alb	Amount 50.00 GBP

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 RealControl 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 224782 OVERVIEW

GENERATE REPORT

VIEW TRANSACTIONS

BATCH BREAKDOWN BY ACCOUNT

224782	20/02/2018 18:54:28	AIB Merchant Services - 345345676	550.00 GBP 11	(0.00) GBP 0	550.00 GBP 11
aib			550.00 GBP 11	(0.00) GBP 0	550.00 GBP 11

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.

globalpayments

QUICK SEARCH: Choose Criteria

Enter Keyword

Reallex

EDITEDNAME EDITEDAPELLIDO

MENU

DASHBOARD

TRANSACTIONS

CUSTOMERS

TERMINAL

FRAUD MANAGEMENT

SETTLED

REPORTS

QUICK LINKS

PENDING

DELAYED

HELD

VOIDED

FAILED

ADMINISTRATION

CLIENT SETTINGS

USER MANAGEMENT

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REPORTS

This section contains all reports generated for download in the last 7 days.

WEDNESDAY, 21 FEBRUARY 2018

10:27

Legacy Report

Complete

Records Generated: 158

Download

10:26

Legacy Report

Complete

Records Generated: 157

Download

TUESDAY, 20 FEBRUARY 2018

19:33

Transaction Report

Complete

Records Generated: 7

Download

19:32

Transaction Report

Complete

Records Generated: 224

Download

19:31

Legacy Report

Complete

Records Generated: 155

Download

19:30

Extended Legacy Report

Complete

Records Generated: 6

Download

19:30

Transaction Report

Complete

Records Generated: 81

Download

19:29

Transaction Report

Complete

Records Generated: 223

Download

19:29

Batch Report

Complete

Records Generated: 4

Download

19:28

Legacy Batch Report

Complete

Records Generated: 4

Download



GOT ANY QUESTIONS?

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SUPPORT

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