



ePDQ

## User Guide - Reports

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Software Version: 5.9 Payment Engine & Internet Authentication

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Section	Topic	Products
C Reports	<b>Obtaining Order &amp; Transaction Reports</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Chapter 7 Page 111
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ePDQ provides full reporting information allowing you to track activity through your store. The reports provide you with transaction information and can be used for a variety of purposes including reconciliation, risk management review, settlement checking and general management of your web business.

As with **Orders** there are a number of standard reports you can run through the Store Admin, or by using the API. (For a list of report options available through the API see the main API Guide – this is only available for ePDQ MPI users.). The main difference is that information in the **Reports** menu is predominantly read only and does not permit further action on the transaction.

The standard reports are:

- **Orders** – this provides you with an **Order Search Criteria** screen. Under the main Orders menu you have two set reports:
  - **Recent Activity** shows all approved orders within the last 7 days.
  - **Unshipped** displays all orders that have not been marked as shipped within the current calendar month
- **Transactions** – this provides a **Transaction Search** screen and will allow to you to search for any particular transaction within an order. There is a set report of **Recent Activity** showing all approved transactions within the last 7 days.

**TIP!** As detailed in Section B (Orders), a single cardholder purchase is known as an order. Within that order, there may be multiple transactions such as the first PreAuth, the following PostAuth and then possible a Refund. Each of these transactions has a separate transaction ID that can be used in the Transaction Search. If you wanted to find a specific refund transaction without locating the complete order, you can just enter the refund transaction ID.

- **Items.** This is only relevant to ePDQ MPI merchants who construct orders using separate items. If you made up an order with 5 separate items, you can search for each individual item. There is a set report of **Recent Activity** showing all approved transactions within the last 7 days.
- **Tax.** These search options are not commonly used by UK merchants and allow searches by tax rates.
- **Settlement.** This report provides details of all previously settled transaction files. More detail is provided later in this section.
- **Batch Authorisation.** This is not supported

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<b>C</b> Reports	<b>Using Reports for Information Purposes</b>	CPI MPI Lite

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The most common use of the reporting functionality is to gauge how much business you are doing through your ePDQ store. The reports available will give full information relating to orders within any specified time period but also allow you to search based on a number of different criteria.

The search criteria for finding an order is the same used as in the main **Orders** tab, although when the data is displayed it is read only. You still have the ability to look further into the order by looking at the **Order Detail** or **Transaction Detail** pages.

As an example, if you wanted to know the following:

How many Visa card transactions still need to be shipped from last month?

1. After you have logged into the store, click **Reports** from the top four options.
2. Select **Orders** from the menu on the left. The **Order Search Criteria** page is displayed.
3. Select **Card Type and Time** from the **Search by** drop down option. A new drop down box appears below.
4. Select the **Card type** of **Visa** from the drop down list.
5. Select the **Transaction State** of **Unshipped**.
6. Leave the defaulted selection of **Transaction Result** as **Approved**.
7. Within the **Time** options, select **Last Month** from the first drop down box.
8. Select any **Optional Fields** to be displayed in your report.
9. Press **Search**. A list of all Visa card transactions that remain as unshipped and were processed last month will be displayed in the **Order Search Results** screen.

Remember that this only provides a report of the transactions that remain unshipped. If you wish to ship the transactions, you will need to use the **Orders** main menu and find the orders. You can use the same criteria to find the orders. See "Marking a Transaction as Shipped" in Section B.

As you cannot perform any actions on orders displayed within the Reports you may wish to only provide Reports access to staff required to perform order reporting or reconciliation.

Full details of what can appear in the **Transaction Detail** fields are provided in the main Store Administrator Guide from page 127.

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<b>C</b> Reports	<b>Using Reports for Reconciliation</b>	CPI MPI Lite

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When processing orders through ePDQ, you will need to reconcile to both your bank account and your monthly acquiring statement.

ePDQ allows you to check, on a daily basis what transactions have been settled and paid into your bank account. Transactions are grouped into "batches" (typically a days trading will be in a batch). You can use this report to ensure that all transactions have been processed correctly.

To run a report to show settled transactions:

1. After you have logged into the store, click **Reports** from the top four options.
2. Select **Settlement** from the menu on the left. The **Settlement** search screen will be displayed.
3. Select the display criteria you wish to see. Your options are:
  - **All.** Displays all settlement batches during the specified time.
  - **Approved.** Only displays approved settlement batches.
  - **Pending.** Displays settlement batches that have not completed settlement but have started the process (i.e. you may run the report during a settlement cycle).
  - **Error.** If any error occurred during settlement or the settlement batch contained incorrect data, the settlement may not complete. If you see an Error message, you should contact us. You can see the reason for the error by selecting **Description** within the optional display fields.
  - **Locked.** Contains settlement batches that did not complete the settlement process. These require intervention by Barclaycard Business to resubmit the settlement file. Contact us if you see this message.
  - **Cancelled.** This will only occur if we stop the settlement process.
  - **Settlements with declined transactions.** Contains settlement files where certain transactions may have been declined during settlement (i.e. they may contain incomplete data).
  - **Current Batch Detail.** This will display all transactions that are ready to be settled and will be picked up in the next settlement run.

For this example, select **All**, and set the optional field to show **Description**. The **Order ID** field is selected as default.

4. Enter the **Time** period you wish to search for (i.e. **Yesterday**) and click **Search**.

5. All settlement records will be displayed. Each settlement record will display the following:
  - **Settlement ID.** This is a unique ID allocated to the settlement batch and contains all transaction records settled in the batch. You should quote this to us if you ever have a query with the settlement file. The Settlement ID is a hypertext link.
  - **Status.** Confirms the status of the settlement file. See last page for a description of each status.
  - **Description (if selected in search criteria).** Provides information on the settlement file. If the status is *Approved*, there will not be any information here.
  - **Time.** The date and time the settlement completed.
  - **Credit Total.** The total of any refunds processed in the settlement file.
  - **Sale Total.** The total of all approved transactions in the settlement file.
  - **Total.** The net total of the settlement file.

**TIP! If you submit American Express transactions, you should also select Processor Name to display which processor the settlement file was submitted to.**

6. To view the contents of the settlement batch, click on the **Settlement ID**. This will provide you with a breakdown of transactions that have been settled and will appear on your bank account and merchant statement.

### **Settlement & Reconciliation Tips.**

- Always use the settlement report to reconcile to your bank account as this confirms what has been paid.
- If you believe there is a discrepancy, run a settlement report that shows **ALL** settlement reports to identify if any files were unsuccessful.
- If a settlement file has been successful, but you believe a transaction is missing, run the same report within the **Reports** section. It may be that a certain transaction was actually declined, or that it was past the settlement file cut off. (See Section E, Administration for details of settlement cut offs).
- Common reconciliation mis-matches occur when transactions have been approved but have not been marked as shipped. If this is the case, they will not have been passed for settlement. Run a report that shows all **Unshipped** transactions to see if transactions are still waiting shipment.
- Other mis-matches can occur when transactions have been marked as fraudulent and are in a review status. These will require action before they will be settled. For more information on fraudulent transactions see Section D, Risk Management.