

Customer Support Reporting Guide

May 2017

Creditcall Limited
Merchants House North
Wapping Road
Bristol BS1 4RW
United Kingdom

T: +44 (0)117 930 4455
E: hello@creditcall.com
W: www.creditcall.com

Creditcall Corporation
315 W 36th Street
New York
NY10018
United States

T: +1 (646) 462 4055

Version	1.0
Date of Version	18th May 2017
Proposal by	Muriel P.
Author	Mu

Table of Contents

1. 1st Steps.....	4
2. All Transactions report.....	7
3. Bank Submissions.....	11
4. Client Summary.....	13
5. Monthly Terminal List report.....	14
6. Retrieving Offline reports.....	15
7. Online Reports (to check, commit, refund or void a transaction)	17
8. Using the Virtual Terminal to process an auth or a standalone refund.....	19
9. Glossary	22
10. Reporting Heading Columns	23

Document History

Version	Author	Date	Summary of Changes
0.0	Muriel	2017/05/18	Draft Release
1.0	Muriel	2017/05/18	Final Release

Reporting Guide

1. First Steps

For an example/demo: <https://testwebmis.creditcall.com>

Email: demo@creditcall.co.uk

Password: demo12345

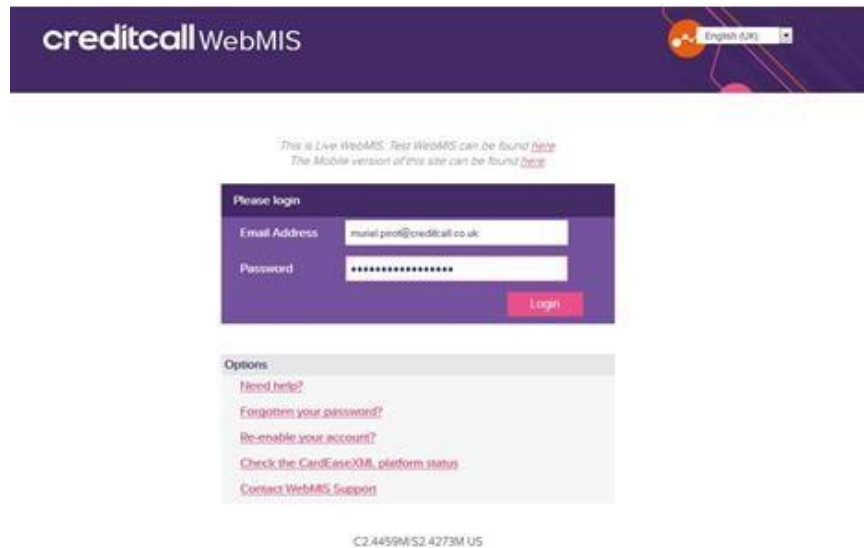
For the live platform, go on <https://webmis.creditcall.com/index.php>

Email and password will be provided by CreditCall.

For your information, the different WebMIS permissions:

Facility	Default	On Request
View and search your transaction data	<input checked="" type="checkbox"/>	
Refund a transaction		<input checked="" type="checkbox"/>
Void a transaction		<input checked="" type="checkbox"/>
Confirm a transaction		<input checked="" type="checkbox"/>
Authorise transactions using Virtual Terminal		<input checked="" type="checkbox"/>
Standalone refund		<input checked="" type="checkbox"/>

On your first login on WebMIS you will have to change the password provided by Creditcall. (if you have forgotten your password, click on “forgotten your password?” to receive a reset link by email):



First you need to click on “Account” to change the preferences of your “Account” (this only needs to be done once).


You can also change the email address or the password if needed. For “Preferences”:



Select Preferences and change the user interface to “Advanced”:



And “submit”:

A screenshot of a web form titled "Manage User Settings". The form contains three rows of preferences, each with a label and a "Void" button: "Card Security Code verification", "Address verification", and "Zip Code/Postcode verification". At the bottom of the form, there is a red "Submit" button, which is highlighted with a red rectangular box.

This will give you access to all the options referred to in this guide. If you do not follow this one-off step, some options may be missing for you.

Also, it's possible to decide how you want to receive the reports. You can choose for them to be emailed to you in your chosen format, get a notification email or just get to the “manage reports” section.

Throughout the report we will discuss offline & online reports – offline reports are an excel spreadsheet (or other format as specified in user preferences above) – this can be useful for manipulating data or importing it other systems.

An online all transactions report will display the last 100 matching transactions – this is useful if you want a really deep look at one particular transaction or if you are trying to find a particular transaction to void or refund for instance – for more detail of what this looks like see [section 7](#).

The online version of other reports will return a maximum of 1 months' worth of relevant summary data. The offline report can include up to 3 months of data.

Please note large searches including a lot of transactions or terminals may take some time to complete.

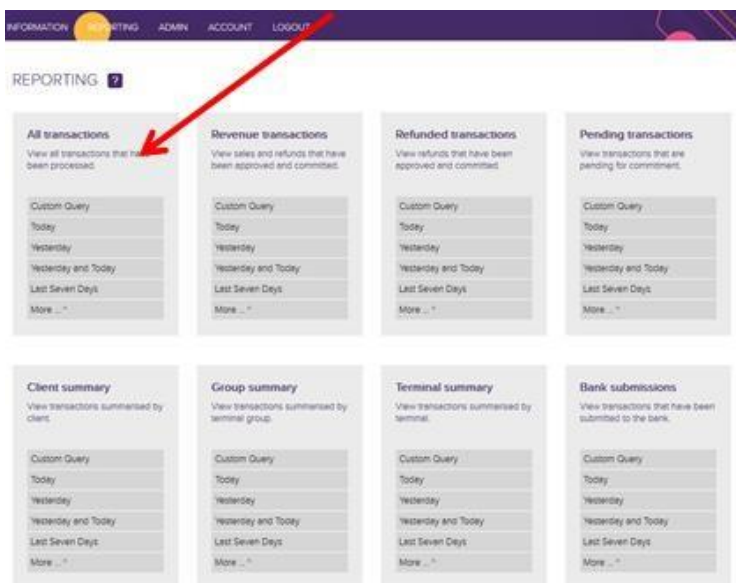
This guide covers the basics of reporting but WebMIS is an incredibly powerful and flexible tool so if you have further queries the please contact support@creditcall.com

2. All transactions report

A useful report for seeing every transaction done on one or more of your terminals is the All Transactions report.

This report will include all transactions, approved or declined, committed, voided,... So it may be too detailed for everyday reconciliation but it can be very useful if you are investigating a discrepancy or checking on an individual transaction.

In order to run a report for all transactions, go to the Home page, and select:



Custom Query, and then select the period:



The maximum period can be 1 month for an online report (although only a maximum of the last 100 matching transactions will be displayed in html – see [section 7](#)), or 3 months for an offline report.

The terminal ID is either provided by Creditcall (with the transaction key once created) or on the actual machine.

The machine reference can be provided by the customer at the registration, and is optional (could be the serial number).

The Transaction reference and the Authorisation Code are generated when the transaction is authorised.

The search by merchant ID, cardchemes, declined transactions, refunds,... is possible. The subset option will show you all the different options you have access to:

Or click on “custom”:

The 'Subset' window allows users to filter transactions based on several criteria:

- User Email Address:** A text input field.
- Initial Order:** A dropdown menu.
- Date/Time:** A date and time selector.
- Descr:** A dropdown menu.
- Result Codes:** A list including Acquirer Disabled, Amount Missing, Amount Too Large, Amount Too Small, Approved, Card Blacklisted, Card Blocked, and Card Scheme Unknown.
- Settlement States:** A list including Not Settled / Unknown and Settled.
- Transaction Types:** A list including Authorisation (Credit), Auto Refund (Debit) - Void Too Late, Offline Authorisation (Credit), Offline Refund (Debit), PayPal Refund, PayPal Sale, PreAuth (Neither), and Recurring Transaction - Final.
- Transaction States:** A list including Committed, Confirmed / Man Hold, Partial Commit, PayPal Data Collected, Potential Duplicate / Transaction Held, RolledBack, Uncommitted, and Voided.

At the bottom, there is a 'Generate Report' button and a 'Report Name' field with the example 'TransactionsJan23'. A note states: 'Use the lists above to select the attributes of the transactions which you want to include in your query. You can select more than one entry in each list by holding down the Ctrl key while clicking the list items.'

You can use “scope” to find the terminal ID or to select an entire group:

The 'TERMINAL SELECTION' dialog box displays a list of merchant names, each with a checkbox and a small icon. The list includes:

- 21st Century Passenger Services Limited
- 2GETHER INSURANCE LTD
- 3M
- 410 Retail Ltd
- 6G Wines Limited
- 7 Digital
- A W Jenkinson
- Abbey Lawn Trust
- Abbeystone Ltd
- Abellio ScotRail
- Aberdeen Car Parks Ltd
- Aberdeen Property Trust Ltd c/o JLL (KEC Car Park)
- Aberdeenshire Council
- Acante Solutions Ltd
- Actinic
- Actinic Software Limited
- ActiV8 Solutions Ltd
- AD Fast Food Ltd TJA Perfect Fried Chicken
- Adaptis Solutions Ltd
- Adaptis Solutions Ltd (CKP)
- Adlethorpe Golf Club

At the bottom, there is a search bar, a scroll arrow, and three buttons: 'Clear', 'Cancel', and 'Select'.

The Next tab “Scheduler” allows you to schedule the report per day, week or month:

The 'Scheduler' tab in the 'TRANSACTIONS' window provides the following configuration options:

- Run this report every:** A dropdown menu set to 'Day' with a frequency of 'On'.
- Include data from the:** A dropdown menu with options for Day, Week, and Month.
- Include full days only:** A checkbox that is currently checked.
- Repeat until:** A date selector.
- Name this report:** A text input field.
- Column Options:** Radio buttons for 'All (Based on version selected in your preferences)', 'Default', and 'As specified on the 'Columns' tab'.

A 'Save' button is located at the bottom right of the configuration area.

You can also choose to include the data from the prior day, week, month, month to date or week to date:

The 'Include data from the' dropdown menu is expanded, showing the following options:

- Prior Day
- Prior Week
- Prior Month
- Month To Date
- Week To Date

You can also include only the full days, put a 2end date”, change the report name, and select the column you need (specified in the next tab):

Standard | **Advanced** | Scheduler | **Columns**

Specify the interval and frequency with which this query should be scheduled to run as an offline report.

Run this report every: Day On

Include data from the: Prior Day

Include full days only:

Repeat until: [Calendar icon]

Name this report: [Text input]

Column Options:

- All (Based on version selected in your preferences)
- Default
- As specified on the 'Columns' tab

Save

Just add the columns you need, or remove the ones you don't want,...

Standard | **Advanced** | Scheduler | **Columns**

Highlight one or more columns in either list and transfer them using the **Add** or **Remove** buttons. Only columns in the **Selected** list will appear in the results. Reposition columns within the results by highlighting a column in the **Selected** list and moving it using the **Up** and **Down** buttons.

Available		Selected
Machine Reference	→ Add	Date/Time
3-D Secure Enrolled	← Remove	Terminal Id
3-D Secure Status		Terminal
Accuracy		User Reference
Acquirer		Card Scheme
Address Result		Card Number
Amount Approved Online		Approved
Amount Authorised		State
Amount Currency		Type
Amount Requested at Authorisation		Settled

Up Down

[Click to make this my default column configuration](#)

[Click to restore the original column configuration](#)

Search

And then, select “Generate Report” for an offline report or “Search” for an online report. If you run an online report you are able to click generate report on the results page to receive the report as an offline in Excel format.

Report Format

Excel (xls) Generate Report

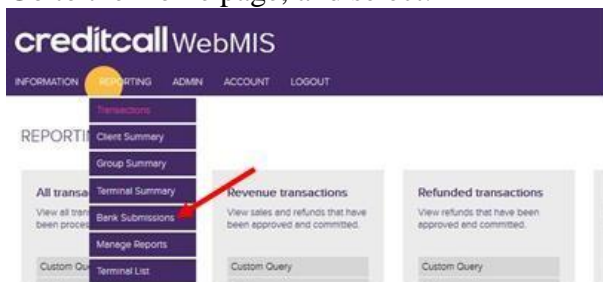
Search

3. Bank Submissions

This report is very useful in order to run a report to reconcile with your bank statement, or to see all the transactions settled in one day.

Please note that only the approved, committed and settled transactions will be shown on this report. The voided, declined, unsettled, or settled another day won't appear here.

Go to the Home page, and select:



Choose the period:

[Reporting](#) » [Bank Submissions Summary](#)

BANK SUBMISSIONS ?

Standard **Advanced** Scheduler

From To

BANK SUBMISSIONS ?

Standard **Advanced** Scheduler

Terminal ID Scope

Machine Reference

Date/Time Locality UTC Terminal Browser

Generate Report

Report Style

Report Name

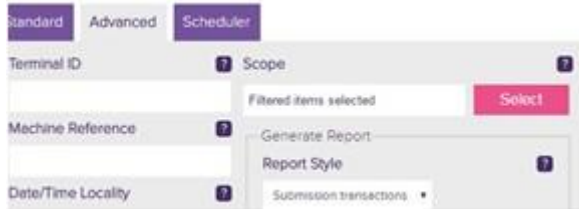
Report Language

Report Format

Enter the TID if known or select from Scope if not all the accounts are needed

Then, select “Generate Report” for an offline report or “Search” for an online report.

In order to get a detailed report, you need to select “submission transactions” in Report Style and click on “generate report”:



If you need to get those details online, you need to click on each settlement after you ran an online report:

Date/Time (Local)	Acc
26/09/16 00:20:52	All
26/09/16 00:20:52	All
26/09/16 00:20:52	All
26/09/16 00:20:52	All

[Boaring](#) » [Transactions](#) » [Transaction](#)

TRANSACTION ?

Actions

Void
Receipt

References

Transaction Reference	d1	?
-----------------------	----	---

Details

Client	M	?
Terminal Group	G	?
Terminal (ID)	Q	?
Date/Time	2E	?
Date/Time (UTC)	2E	?
State	C	?
Type	A	?
Settlement State	?	?
Entry Type	C	?
Amount Authorised (AUD)	5	?
Amount (AUD)	5	?
Auth Code	31	?
Result	✓ Approved	?
Proxy Server	UK3-DMZ-CEPX-03	?

Card Details

Merchant Details

Chip and PIN

Events

Time (Local)	Time (UTC)	Event
23/01/17 19:39:43	23/01/17 08:39:43	Confirm Autoconfirmed: Confirm Successful

4. Client Summary

In order to run a report to give you a summary of the total value & volume of transactions on all the groups and terminals you have access to under your client i.e. all the customers (also merchants), go to the Home page, and select:



Choose the period:

CLIENT SUMMARY ?

Standard Advanced Scheduler

Enter the date range for the transactions which you want to include in your query and hit Search to see the results.

From * 25/11/15 To * 25/11/15

Search

Standard Advanced Scheduler

Enter date for the transactions which you want to include in your query and click Search to see the results online. Click Generate Report to obtain full results in spreadsheet format.

Data/Time Locality
UTC Terminal Browser

Scope
All items selected Select

Subset
All Custom

Currency
Canadian Dollar (CAD/134)
Euro (EUR/375)
Pound Sterling (GBP/826)
United States Dollar (USD/840)

Only show enabled items

Generate Report
Report Name
ClientSummaryNov20
Report Language
English (UK)
Report Format
Excel (xls) Generate Report

Search

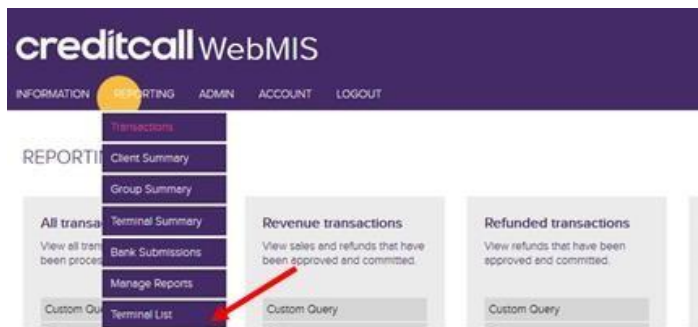
Select the Group or the TID from Scope

You can also customise your report by choosing under “Subset” what you need to show. Then, select “Generate Report” for an offline report or “Search” for an online report.

The “Group summary” and the “terminal summary” work the same way and will break down the total featured in the client summary by terminal groups, or by every individual terminal respectively.

5. Monthly Terminal List Reports

In order to run a report to get a list of all the active terminals at the end of the last full calendar month, go to the Home page, and select:



MONTHLY TERMINAL LIST REPORT ?

This report returns a list of the terminals present on the platform and their state at the last month end. If transactions have been performed the number of unique machine references found is shown.

The screenshot shows the configuration form for the 'MONTHLY TERMINAL LIST REPORT'. It includes a 'Standard' tab, instructions to enter details for terminals, and a 'Generate Report' button. The 'Scope' section has a dropdown menu set to 'All items selected' and a red 'Select' button. A callout box with a red arrow pointing to the 'Select' button contains the text: 'Select the group or TID from Scope to refine your query'. Below the 'Scope' section, there are fields for 'Report Name' (TerminalList201510), 'Report Language' (English (UK)), and 'Report Format' (Excel (xls)), each with a help icon. A 'Generate Report' button and a 'Search' button are at the bottom.

6. Retrieving Offline Reports

To get the offline reports, once received the confirmation by email, go to the Home page, and select “manage report”:



The reports will be listed in order as shown below – click on the link to download the file as required:

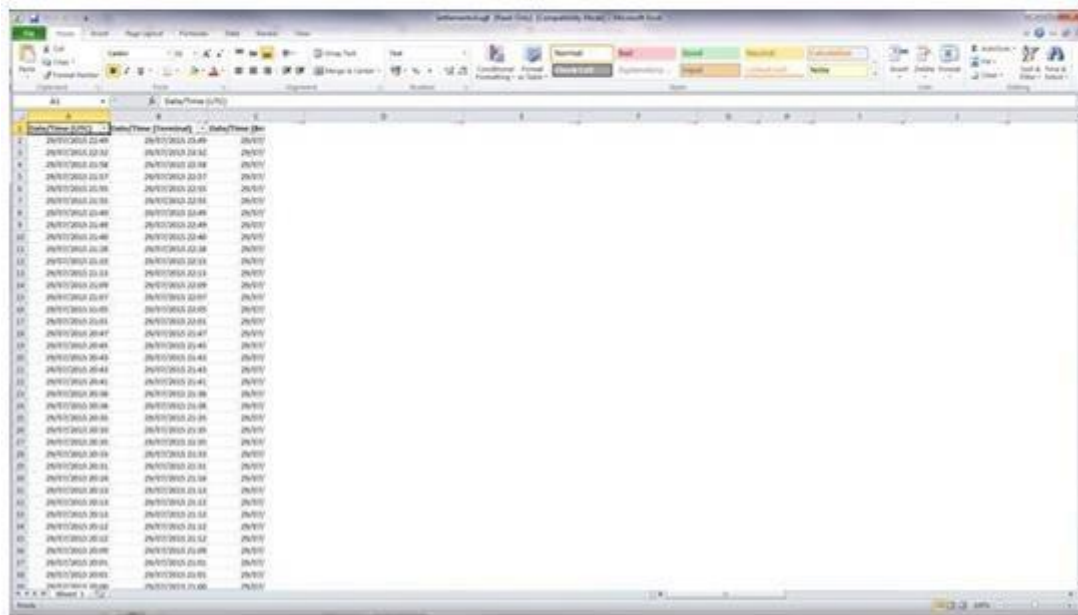
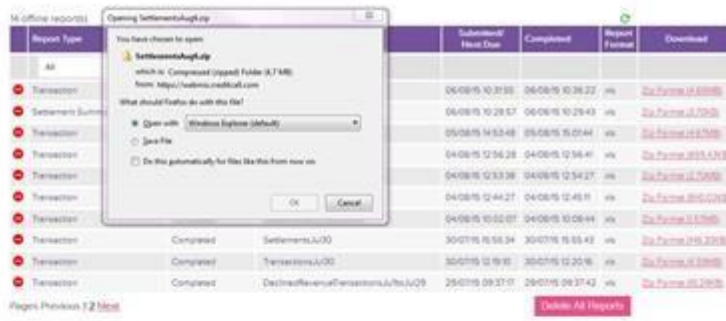
MANAGE REPORTS ?

14 offline report(s)

Report Type	Status	Name	Submitted/ Next Due	Completed	Report Format	Download
Transaction	In Progress	SettlementsAug6	06/08/15 10:31:55		xls	
Settlement Summary	Completed	SettlementsAug6	06/08/15 10:28:57	06/08/15 10:29:43	xls	Zip Format (1.709KB)
Transaction	Completed	SettlementsJun30toJul29	05/08/15 14:53:48	05/08/15 15:01:44	xls	Zip Format (4.67MB)
Transaction	Completed	AllTransactionsJul18toJul21	04/08/15 12:56:28	04/08/15 12:56:41	xls	Zip Format (539.43KB)
Transaction	Completed	AllTransactionsJul18toAug21	04/08/15 12:53:38	04/08/15 12:54:27	xls	Zip Format (2.70MB)
Transaction	Completed	AllTransactionsJul17toJul21	04/08/15 12:44:27	04/08/15 12:45:11	xls	Zip Format (840.03KB)
Transaction	Completed	SettlementsJun30toJul30	04/08/15 10:02:07	04/08/15 10:08:44	xls	Zip Format (1.57MB)
Transaction	Completed	SettlementsJul30	30/07/15 15:55:34	30/07/15 15:55:43	xls	Zip Format (148.33KB)
Transaction	Completed	TransactionsJul30	30/07/15 12:19:10	30/07/15 12:20:16	xls	Zip Format (4.59MB)
Transaction	Completed	DeclinedRevenueTransactionsJul1toJul29	29/07/15 09:37:17	29/07/15 09:37:42	xls	Zip Format (10.21KB)

Pages: Previous | 2 | Next

Delete All Reports



If a report has to be deleted or a scheduled report to be cancelled, just click on the red icon on the left:



7. Online Reports(to check, ~~commit~~, refund or void a transaction)

To get the online reports and the details of a transaction and be able to commit, refund or void it:

TRANSACTIONS (CUSTOM SELECTION) 

[Show search criteria](#) ▼

First 100 results found (maximum). Use Generate Report to retrieve all transactions.

 ?	Date/Time (Local)	Terminal Id	Terminal	User Reference
 ▼				
 	14/07/17 09:56:11	207	Hyj	117
	14/07/17 09:41:57	207	VIA	...1
	14/07/17 09:41:56	207	VIA	...4
	14/07/17 09:41:52	207	VIA	...6

Then:

Actions

Void Commit Repeat Payment Receipt

References + - ▼

Transaction Reference	937	?
User Reference	1B6t	?

Details ▼

Client	N	?
Terminal Group	A	?
Terminal (ID)	B	?
Machine Reference	M	?
Date/Time (PST/PDT)	13	?
Date/Time (UTC)	14	?
State	U	?
Type	A	?
Settlement State	N	?
Entry Type	IC	?
Auth Code	3'	?
Result	✓	?
Proxy Server	U	?

Transaction Amount (USD) ▼

Card Details ▼

Merchant Details ▼

Chip and PIN ▼

Or:

[Reporting](#) » [Transactions](#) » [Transaction](#)


TRANSACTION ?

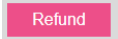
Actions


\$12.00 of this transaction can be refunded.

Refund Void Repeat Payment Receipt

if you can refund it

To commit, click on the button: 

To refund, click on the button: 



To “void”, click on the button 

[Reporting](#) » [Transactions](#) » [Transaction](#) » [Void](#)

PERFORM VOID 

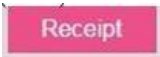
*You are about to void this transaction. Please click **Confirm** to continue.*

Transaction Reference	4c95ac67-2b5e-e411-b797-00505692354f
Terminal Date/Time	27/10/14 22:48:48 (GMT/BST)
UTC Date/Time	27/10/14 22:48:48
Card Number	601100 - 0009
Expiry Date	12/20
Card Scheme	Discover
Amount	£49.90

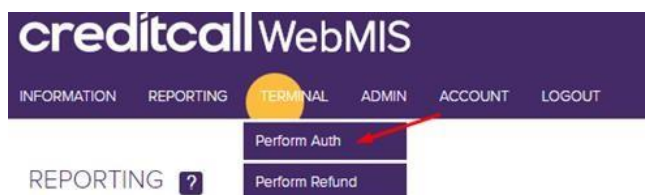
Then click on “confirm”

Note: you can't refund more than the transaction itself. If you need to refund more or from a different terminal, you will need to perform a standalone refund, please see chapter 8 (below)

 will print a receipt

8. Using the Virtual Terminal to process an auth or a standalone refund

To use a Virtual terminal or process a transaction or a standalone refund, you 1st need the permission to “perform Auth”, or “perform refund” for the standalone refund (ask our support team if any doubt):



Then click on “perform Auth”, and fill the details as appropriate:

PERFORM AUTHORISATION ?

Enter the details of the transaction and click Submit. (* indicates required fields.)

Standard Address Verification Details

Terminal * [Search by Terminal ID](#) [Browse Terminals](#)

Unset default terminal Set this as default terminal

Amount *

Card Number * Use card reference Expiry Date *

Start Date

Card Security Code
If you would like to verify the Card Security Code of the card please enter it below:

User Reference
If you would like to record your own reference against this transaction please enter it below:

[Submit](#)

If you already know the terminal ID, enter it in the field “terminal” then click on “search by terminal ID” to validate the terminal:

Standard Address Verification Details

Terminal * [Search by Terminal ID](#) [Browse Terminals](#)

Terminal found: Demo Terminal 3

Unset default terminal Set this as default terminal

Or click on “browse Terminals to select it from the list:



then click on “select”.

Fill the 2nd tab “Address Verification Details” if needed:

Then, click on:



AUTHORISATION CONFIRMATION

You are about to perform the following authorisation.
Click **Confirm** to continue.

Terminal	Demo Terminal 5 (99960005)
Amount	£8.00
Card Number	4761000000001001
Expiry Date	03/18
Card Security Code	855

[Abort](#) [Confirm](#)

Then review the information and click on confirm.

AUTHORISATION APPROVED

The authorisation request has been approved.
Click **Continue** to return to the authorisation page.

Transaction Reference	c46e43e3-5de1-e611-944c-0050569228c2
Terminal Date/Time	23/01/17 11:20:08 (GMT/BST)
UTC Date/Time	23/01/17 11:20:08
Card Number	476100 - 1001
Expiry Date	03/18
Card Scheme	VISA
Amount	£8.00
Auth Code	F833CE

[Receipt](#) [Continue](#)

Then click on “continue”

Do the same for a standalone refund:



9. Glossary

- 3D Secure: is a credit card processing authorisation program implemented by Visa and MasterCard. Built to reduce fraudulent purchases for eCommerce transactions
- Acquirer or Processor: Merchant account service provider
- Charge back: a customer queries a transaction and the funds are recovered from the merchant
- CAT: Card Activated Terminal meaning the terminal is activated and the transaction initiated when the card is inserted. (=Magstripe)
- CNP: Card Not Present (for MOTO and eCommerce)
- ICC: Integrated Circuit Card describing any card with an integrated chip (=EMV)
- Hash Key: an additional security feature that can be used with our Hosted Payment Page to prevent tampering with the page
- MID: Merchant Identification or Merchant account
- Online report: only 1 month period and up to 100 transactions
- Offline report: can be xls, xlsx, CSV, XLM up to 3 months period with all transactions
- Pre-auth: is a small authorisation request to confirm that the card details are valid
- Settlement: occurs when the acquiring bank transfers funds from the cardholder's account to the merchant's account. It can take 2-3 working days for the funds to arrive. But dependent upon bankcut off times, card schemes and so on.
- Standalone refund: is a refund performed without an original transaction. It can be under a different TID, account, card number,...
- TID: Terminal Identification
- Transaction key: specific to each terminal. And the combination is unique. Perform the function of a password where the terminal ID is the username
- Uncommitted: is a transaction that has not been marked for settlement. The funds have been reserved against the card, however until it is marked as committed we will not ask the bank to settle the transaction.
- User locked: too many wrong passwords entered – will be automatically unlocked after 30 minutes
- User disabled: either automatically (no use for over 90 days) or manually (at the customer's request) – need to contact support to re-enable it if needed
- Voided: is a transaction that has been marked as cancelled.

- Voice referral: is a request for the merchant to telephone the acquiring bank

10. Reporting heading columns

Terms	Explanation	Comment
Date/Time (UTC)	The UTC date and time of the transaction	
Date/Time (Terminal)	The local date and time of the transaction	
Date/Time (Browser)	The computer/user date and time of the transaction	won't be different if user is located in UTC
CardEase Reference	The transaction reference	Unique
Client	The name of the client	
Terminal Group	The name of the group	
Terminal Id	The terminal ID	Most of the time provided by CC
Terminal	The name of the terminal	
Machine Reference	The machine reference	Provided by the customer - optional
Acquirer	The Merchant Service Provider	The bank
Merchant	The name of the merchant	
Merchant Number	The Merchant ID	Provided by the acquirer
Merchant Number Alternative	The alternative Merchant ID	only needed for some provider
User Reference	The user reference	provided by the user whilst taking payment - optional
Cardholder	The cardholder's name	only needed for eCommerce
Email Address	The cardholder's email address	only needed for eCommerce
Card Reference	The reference for the card	unique
Batch Reference	A reference provided by the costumer for a batch of transactions	optional

Creator Email Address	The email address of the user responsible of creating the transaction	only needed for eCommerce
Card Number Start	The first 6 digits of the card number	
Card Number End	The last 4 digits of the card number	
Expiry Date	The expiry date of the card	
Start Date	The start date of the card	
Issue Number	The issue number of the card	
Card Scheme	The CardScheme of the card	
Card Type	The type of the card	
Domestic/International	The classification of the card	
Entry Type	The format of the card (magstripe/Chip&Pin/CNP)	
Type	The type of the transaction	
Auth Code	The auth code of the transaction provided by the acquirer	
AVS Address Result	The address verification code returned by the acquirer	only needed for eCommerce
AVS Zip Result	The Zipcode verification code returned by the acquirer	only needed for eCommerce
CSC Result	The CSC verification code returned by the acquirer	only needed for eCommerce
3-D Secure Enrolled	The 3D Secure enrolment status	only needed for eCommerce
3-D Secure Status	The 3D Secure enrolled status	only needed for eCommerce
3-D Secure ECI	The 3D Secure eCommerce indicator	only needed for eCommerce
3-D Secure XID	The 3D Secure transaction ID	only needed for eCommerce

Fraud Profiler	The fraud profiler used for the transaction	only needed for eCommerce
Fraud State	The state of the transaction in fraud profiling	only needed for eCommerce
Fraud Score	The score of the transaction in fraud profiling	only needed for eCommerce
Result	The result of the authorisation returned by the acquirer	
State	The state of the transaction	
Settlement State	The settlement state of the transaction	
Settlement Date/Time (UTC)	The UTC date and time of the transaction when it was settled	
Currency	The currency of the transaction	
Amount Authorised	The amount that was requested for authorisation	
Amount	The amount that was committed for settlement	
Latitude	The latitude of the transaction	
Longitude	The longitude of the transaction	
Accuracy	The accuracy of the geolocation within meters	
Amount Approved Online	The amount approved online	
Amount Currency	The currency of the transaction	
Amount Requested at Authorisation	The amount requested at authorisation	
Amount Final	The value of the transaction that will be debited	
Amount Type	Could be estimated or actual	depend on the integration
Cashback Authorised	The amount of cashback authorised	
Cashback Requested at Authorisation	The amount of cashback requested at authorisation	
Tip Authorised	The amount of tip/gratuity authorised	

Tip Requested at Authorisation	The amount of tip/gratuuity requested at authorisation	
Transaction Fee	Only occurs for DCC transaction	
Transaction Merchant Name	The name of the merchant passed in the transaction request	
Transaction Merchant Address	The address of the merchant passed in the transaction request	
User Data	A custom field that is passed in the transaction request	