

[Instruction – Web Report User Manual General English]



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1 Change Log

Date	Change	Logged by
2008-11-25	Initial version	Dani Alexander Berentzen
2008-11-26	Revised the introduction and chapter 7.7. Added chapter 8.	Dani Alexander Berentzen
2012-01-27	Revised chapter 2, 3, 4, 5, 6.1, 6.7, 7.1. Removed 7.2	Ida-Maria Ringh
2012-05-07	Revised chapter 5	Ida-Maria Ringh
2013-02-07	Updated screenshots and minor fixes.	Dani Alexander Berentzen
2013-02-14	Updated screenshots	Ida-Maria Ringh
2013-10-11	Updated screenshots	Sigval bergesen
2013-10-11	Revised chapter 5	Sigval bergesen
2013-10-11	Revised chapter 6.6	Sigval bergesen
2013-10-11	Added chapter 8	Sigval bergesen
2013-10-11	Added chapter 9	Sigval bergesen
2013-10-14	Added chapter 10	Sigval bergesen
2016-07-26	Layout updated and copyright text	Mihnea Raducan

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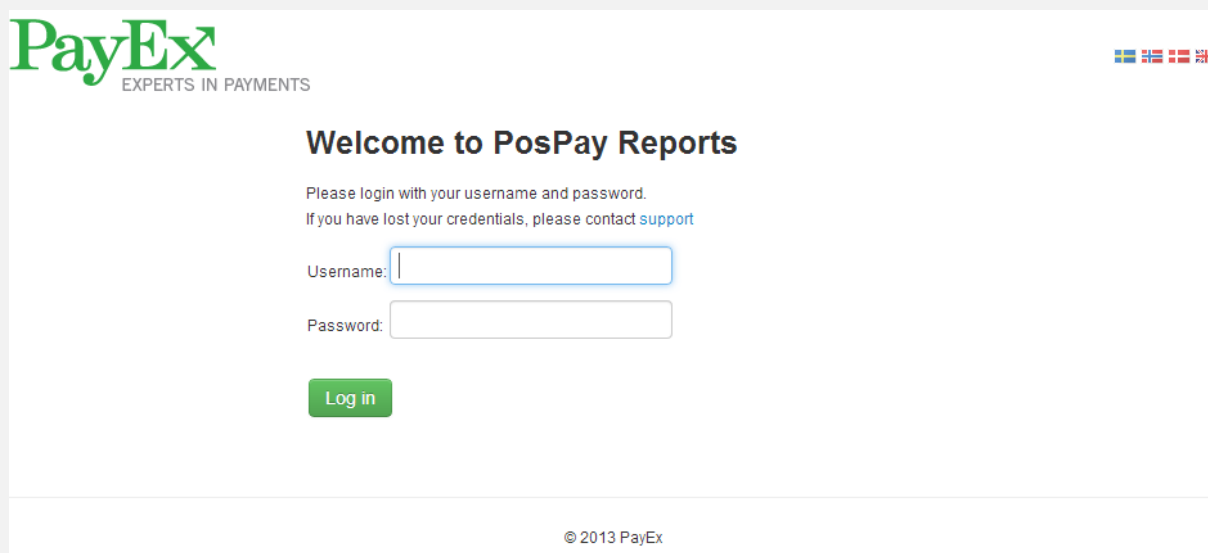
2 Introduction

This user manual describes how to use the PayEx web reports. It will cover topics such as logging in, creating different reports and how to access the reconciliation reports.

Any questions regarding how to use the web reports should be directed to PayEx Customer Operations (See Contact information) if you can't find the answer in this document.

3 How to access web reports

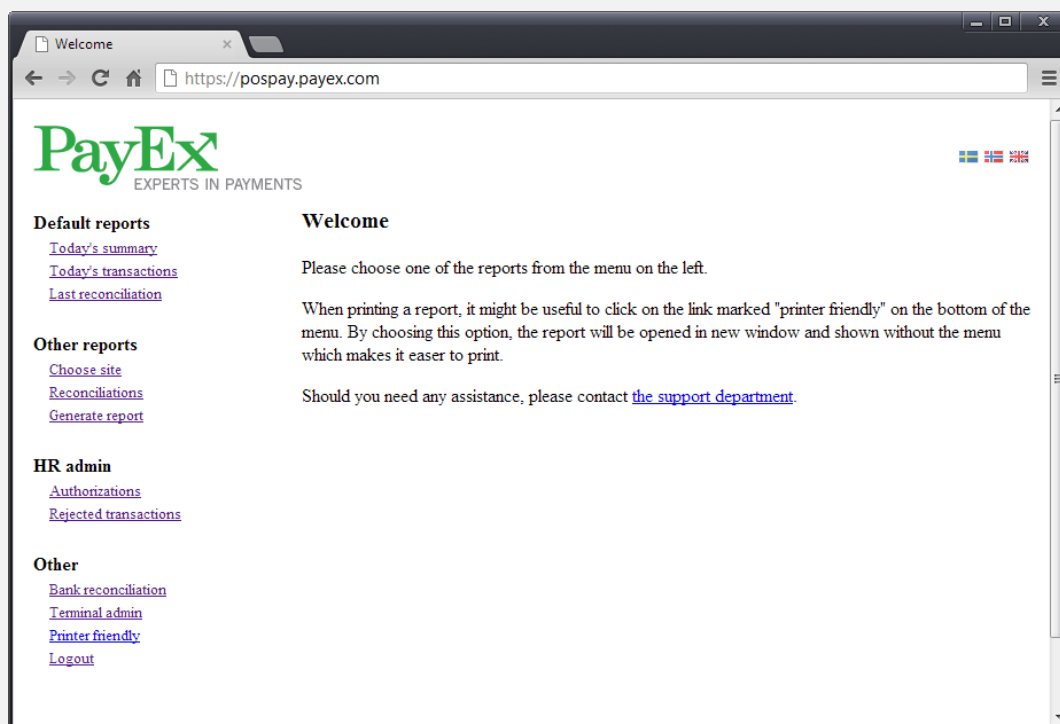
Open your favorite web browser and navigate to <https://pospay.payex.com>. The first page you will see is the login page. Just enter your username and password here, or choose a different language by selecting the corresponding flag.



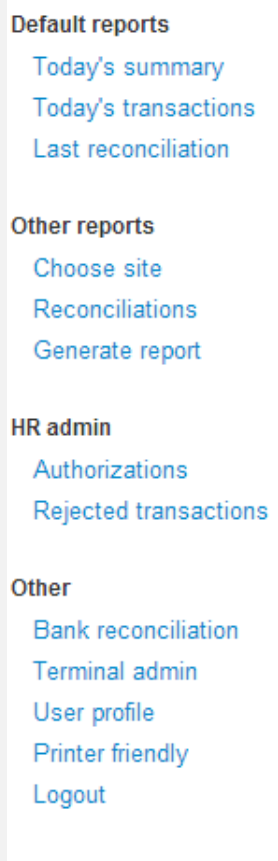
The screenshot shows the login page for PosPay Reports. At the top left is the PayEx logo with the tagline "EXPERTS IN PAYMENTS". At the top right are four language flags: Swedish, Norwegian, Danish, and English. The main heading is "Welcome to PosPay Reports". Below this, there is a message: "Please login with your username and password. If you have lost your credentials, please contact [support](#)". There are two input fields: "Username:" and "Password:". Below the fields is a green "Log in" button. At the bottom center, there is a copyright notice: "© 2013 PayEx".

4 The welcome screen

This is the page you will see once you are successfully logged in.



The menu on the left hand side is used to navigate between the different pages.



5 Selecting a merchant or a merchant group

Before making any reports, you need to select a merchant or merchant group as the basis for the report data.

If you only have access to a single merchant, it will be selected by default. When this is the case, the information below will not be applicable to you.

If you have access to one or more merchant groups, you can select the merchant you want to work with. Click on the menu item to the left called: “choose site”, pictured below.

Choose a merchant group by selecting the first drop down. This will display a list of merchant groups available to you. Select the merchant group you want to create a report for, this will populate the site drop down where you have the opportunity to choose a specific merchant. This step is optional, you are able to create reports for the merchant group, for terminal management however, you need to select a merchant.

If you know the site id, you may enter it manually. When selected, you will get a drop down list containing all site ids available to you. Type in the site id you want to create reports for and press enter to select.

The screenshot shows the PayEx web interface. At the top left is the PayEx logo with the tagline 'EXPERTS IN PAYMENTS'. At the top right are flags for Sweden, Denmark, and the UK. The main content area is titled 'Site selected!' and displays the current report scope as 'site POS SYSTEM AS (1)'. Below this, there are three selection options: 'Please choose a group' with a dropdown menu, 'Please choose a site' with a dropdown menu, and 'Or enter site-ID to choose directly:' with a text input field. The left sidebar contains a navigation menu with sections: 'Default reports' (Today's summary, Today's transactions, Last reconciliation), 'Other reports' (Choose site, Reconciliations, Generate report), 'HR admin' (Authorizations, Rejected transactions), and 'Other' (Bank reconciliation, Terminal admin, User profile, Printer friendly, Logout). The footer contains the copyright notice '© 2013 PayEx'.

6 Generating reports

6.1 Today's total report

By clicking on "Today's summary" in the navigation menu, you will generate a summary of all the card transactions performed that day for your selected merchant. This includes all available terminals for the merchant / merchant group.

Click on "Printer friendly" in the navigation menu to view a print friendly view of the report.

Summary report

https://pospay.payex.com/admin/show/summary.do

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EXPERTS IN PAYMENTS

Default reports

- [Today's summary](#)
- [Today's transactions](#)
- [Last reconciliation](#)

Other reports

- [Choose site](#)
- [Reconciliations](#)
- [Generate report](#)

HR admin

- [Authorizations](#)
- [Rejected transactions](#)

Other

- [Bank reconciliation](#)
- [Terminal admin](#)
- [Printer friendly](#)
- [Logout](#)

Total report

Site ID: [744237063]
 Site name: [REDACTED]
 Report period: 07.02.2013 00:00 - 08.02.2013 00:00
 Total amount of approved transactions: 10
 Net amount: 9,088.00

Approved transactions - BABS

Service	Number of transactions	Total amount	Cashback	
SVENSKE VISA	Purchase	4	1,410.00	0.00
Total amount SVENSKE VISA		4	1,410.00	0.00
SVENSKE MC	Purchase	5	7,176.00	0.00
Total amount SVENSKE MC		5	7,176.00	0.00
SVENSKE AMEX	Purchase	1	502.00	0.00
Total amount SVENSKE AMEX		1	502.00	0.00

No offline approved transactions

Transaction declined by failedAcquirerName

Response code	Service	Number of transactions
	Purchase	1
Number of declined transactions		1

6.2 Today's transactions report

Click on "Today's transactions" to generate a table view with transactions from the current day and selected merchant / merchant group. Click on "Printer friendly" in the navigation menu to view a printer friendly view of the report.

You can click on a Transaction ID (not from the printer friendly view) to view detailed information about a transaction.

6.3 View the last reconciliation report

Click on “Last reconciliation” in the navigation menu to view the last reconciliation report.
Click on “Printer friendly” in the navigation menu to view a print friendly view of the report.

6.4 Reconciliation reports

Click on “Reconciliations” to view a list of the last 15 reconciliation reports. Click on one to view the full reconciliation report.

You can also search for older reconciliation reports. Use the calendar or enter a date in the format DD-MM-YYYY (date-month-year) to search for reconciliation reports for that time frame.

Once you’ve chosen a report, you can view the print friendly version by clicking “Printer friendly” in the navigation menu.

Generate reports with customized settings

When you click on “Generate report”, you can make reports with criteria for date, types of transactions, and more options, see picture 6 below.

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EXPERTS IN PAYMENTS

Default reports

- [Today's summary](#)
- [Today's transactions](#)
- [Last reconciliation](#)

Other reports

- [Choose site](#)
- [Reconciliations](#)
- [Generate report](#)

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- [Authorizations](#)
- [Rejected transactions](#)

Other

- [Bank reconciliation](#)
- [Terminal admin](#)
- [User profile](#)
- [Printer friendly](#)
- [Logout](#)

Get report for Pos System AS (1000)

Please choose report type:

- Total report
- Approved transactions
- Offline transactions
- Declined transactions
- Loyalty transactions
- All transaction types
- Authorizations

Please choose report period:

From:

To:

Include only:

- Terminal-ID
- Terminal name
- Cashier
- Issuer
- Host
- Session-ID
- Transaction-ID
- Terminal reference
- POS reference
- Order ID
- Amount in numbers (1,40)
- Authorization reference
- Last 4 digits of pan

You can choose between different types of reports:

- Total report: Creates a report like the one in chapter 6.1, but here you can choose to create the report based on a time frame other than just today's date.
- Approved transactions
- Offline transactions
- Declined transactions
- Loyalty transactions
- All types of transactions
- Authorizations

There are also filters to help you narrow your reports. The following filters can be applied:

- Terminal ID: Enter the number of the terminal to select only the transactions from this terminal
- Terminal name: Enter the name of the terminal to select only the transactions from this terminal.
- Cashier: Enter the cashier's number/ID to view the transactions done from the selected cashier.
- Host: enter host id
- Session ID: Enter the number of the report session you want to see the transactions for.
- Transaction ID: Enter the transaction ID you want to search for.
- POS ref: Enter this POS reference number for the transaction(s).
- Order ID: enter order id
- Amount: Enter the total amount to select only transactions with this exact amount.
- Last 4 digits of pan: enter last digits of credit card number

To generate a report, choose a report type, set the dates, and any additional options, and press "Show report". The result will be shown on a new page, and you can choose to see the print friendly version by clicking "Printer friendly". To generate another report, just repeat the procedure detailed above.

6.5 Report sessions

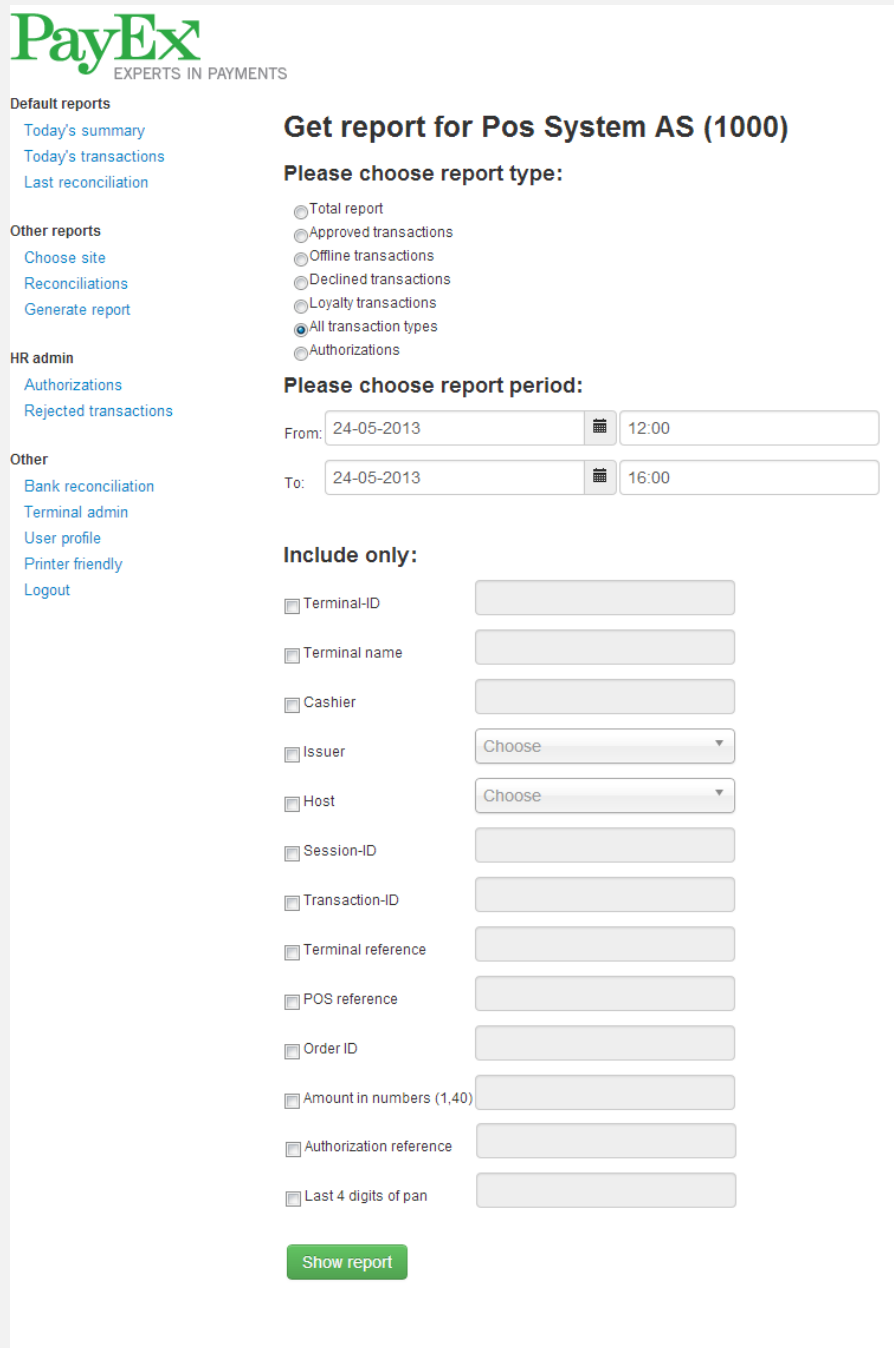
Merchants using reconciliations based on report sessions can view the report sessions through the navigation menu choice "Bank reconciliation". Click on the ID of a report session to view all the transactions on that report session.

7 Example reports

This chapter will show the generation of a report, and how to read the output.

7.1 All transactions from a chosen timeframe

To view all transactions from a timeframe, click the radio button called “All transaction types”, and be sure to set the dates correctly. Click “Show report” to generate this report.



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Other reports

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Other

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- [Logout](#)

Get report for Pos System AS (1000)

Please choose report type:

- Total report
- Approved transactions
- Offline transactions
- Declined transactions
- Loyalty transactions
- All transaction types
- Authorizations

Please choose report period:

From:

To:

Include only:

- Terminal-ID
- Terminal name
- Cashier
- Issuer
- Host
- Session-ID
- Transaction-ID
- Terminal reference
- POS reference
- Order ID
- Amount in numbers (1,40)
- Authorization reference
- Last 4 digits of pan

In the picture below we see the report. Most of these transactions are approved transactions, noted by the green check mark (✓) in the status field. The red x (✗) denotes a rejected transaction.

The transaction type can be found in column number two, and is represented by both text and a picture. A regular purchase is represented by the green arrow (→), which means that it is a financial debit transaction. The dotted green arrow (⋯→) means that the transaction is an authorization. There are other arrows as well. The blue arrows (←) mean that the transaction is a credit transaction. If there's a cross on an arrow, it means that it is a reversal of that transaction type. E.g. ~~→~~ means that the transaction is a reversal of a debit transaction (purchase).

All transaction types

Excel Print Search:

Showing 1 to 10 of 11 entries

ID	Type	Status	Site ID	Site name	Terminal	Terminal name	Transaction time	Terminal-ref POS-ref Order-ID	Cashier	Host	Issuer	Card no.	Response code	Online status	Authorization	Currency	Total amount	Extra amount
181292198	Purchase →	✓	1000	Pos System AS (1000)	28	Trond	2013-05-24 12:38:32.0	000000000003 136939191819 136939191819	N/A	BBS	Bankkort	957852*****2657	00 - OK	Online	135559	NOK	1.00	0.00
181292780	Purchase →	✓	1000	Pos System AS (1000)	28	Trond	2013-05-24 12:38:38.0	000000000003 136939191819 136939191819	N/A	BBS	Bankkort	957852*****2657	00 - OK	Online	135559	NOK	1.00	0.00
1813139363	Purchase →	✓	1000	Pos System AS (1000)	30	Roald	2013-05-24 14:37:57.0	000000000001 136939906887 136939906887	N/A	BBS	Bankkort	957852*****6706	00 - OK	Online	057971	NOK	1.00	0.00
1813140599	Purchase →	✓	1000	Pos System AS (1000)	30	Roald	2013-05-24 14:38:00.0	000000000001 136939906887 136939906887	N/A	BBS	Bankkort	957852*****6706	00 - OK	Online	057971	NOK	1.00	0.00
1813146007	Purchase →	✓	1000	Pos System AS (1000)	30	Roald	2013-05-24 14:41:21.0	000000000001 136939927287 136939927287	N/A	BBS	Bankkort	957852*****6706	00 - OK	Online	057972	NOK	1.00	0.00
1813146460	Purchase →	✓	1000	Pos System AS (1000)	30	Roald	2013-05-24 14:41:24.0	000000000001 136939927287 136939927287	N/A	BBS	Bankkort	957852*****6706	00 - OK	Online	057972	NOK	1.00	0.00
1813150608	Purchase →	✗	1000	Pos System AS (1000)	30	Roald	2013-05-24 14:43:51.0	000000000001 136939942612 136939942612	N/A	BBS	Bankkort	957852*****6706	55 - Wrong PIN	Online	N/A	NOK	1.00	0.00
1813150837	Purchase →	✓	1000	Pos System AS (1000)	30	Roald	2013-05-24 14:43:51.0	000000000002 136939942612 136939942612	N/A	BBS	Bankkort	957852*****6706	00 - OK	Online	057973	NOK	1.00	0.00
1813151428	Purchase →	✓	1000	Pos System AS (1000)	30	Roald	2013-05-24 14:44:01.0	000000000002 136939942612 136939942612	N/A	BBS	Bankkort	957852*****6706	00 - OK	Online	057973	NOK	1.00	0.00
1813183091	Purchase →	✓	1000	Pos System AS (1000)	30	Roald	2013-05-24 15:00:08.0	000000000001 136940041908 136940041908	N/A	BBS	Bankkort	957852*****6706	00 - OK	Online	057974	NOK	2.00	0.00

Number of approved transactions: 10
 Total amount, approved transactions: 0.00
 Number of transactions: 11

If you click on a transaction ID you will see the transaction details, see picture below.

Transaction details - Google Chrome
<https://pospay.payex.com/admin/show/transactions.do?bld=1652781389>

Transaction details

Transaction ID:	1652781389
Type:	Closed reservation FINANCIAL_DEBIT
Status:	110
Received at host:	2013-02-07 12:52:44.593
Site ID:	20700020
Site:	[REDACTED]
Terminal:	1
Session - Host:	1
Session - Report:	N/A
POS ref:	455476
Cashier:	N/A
Account number:	555958*****7700
Entry mode (1=automatic, 2=manual, 3=chip):	3
Condition code:	0
Verification method (0=None, 1=PIN, 2=Signature):	2
Offline status: (1=online, 2=electronic offline, 3=manual offline)	1
Host:	BABS
Response from host:	
Authorization code from host:	224957
Issuer:	SVENSKE MC
Response to client:	00
Currency:	SEK
Total amount:	998.00
Extra amount:	0.00

No product details found for this transaction

8 User profile

The user profile page allows you to change your password. In future revisions you will also be able to register a valid email address to be used for password recovery, this feature is currently not available.

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User profile

Here you may change your user profile settings.

Change your password

user name

Password

New password

Repeat new password

[Change password](#)

Change your e-mail

Information! ×

This feature is currently unavailable!

E-mail address

[Update e-mail](#)

9 Report tools

The drop down in the top right corner, marked in red, allows you to select the number of items displayed on each page. The pagination control below allows you to navigate between pages either directly or by choosing previous and next.

The buttons in the top left corner, marked in black, allows you to export the report in excel format or display a printer friendly view. The excel export will export all items in the report, whereas the printer friendly view will only display the current page.

Right next to the export and print buttons, marked in blue, you have a search field. This allows you to search for items within the generated report.

You may also change the sort order of the table by clicking on the column header you want to sort by.

All transaction types

Excel Print search:

Showing 1 to 10 of 11 entries

Show 10 entries

Previous 1 2 Next

ID	Type	Status	Site ID	Site name	Terminal	Terminal name	Transaction time	Terminal-ref POS-ref Order ID	Cashier	Host	Issuer	Card no.	Response code	Online status	Authorization	Currency	Total amount	Extra amount
1812929198	Purchase	✓	1000	Pos System AS (1000)	28	Trond	2013-05-24 12:38:32.0	000000000003 136939191819 136939191819	N/A	BBS	Bankkort	957852*****2657	00 - OK	Online	135559	NOK	1.00	0.00
1812929780	Purchase	✓	1000	Pos System AS (1000)	28	Trond	2013-05-24 12:38:38.0	000000000003 136939191819 136939191819	N/A	BBS	Bankkort	957852*****2657	00 - OK	Online	135559	NOK	1.00	0.00
1813139363	Purchase	✓	1000	Pos System AS (1000)	30	Roald	2013-05-24 14:37:57.0	000000000001 136939906887 136939906887	N/A	BBS	Bankkort	957852*****6706	00 - OK	Online	057971	NOK	1.00	0.00
1813140599	Purchase	✓	1000	Pos System AS (1000)	30	Roald	2013-05-24 14:38:00.0	000000000001 136939906887 136939906887	N/A	BBS	Bankkort	957852*****6706	00 - OK	Online	057971	NOK	1.00	0.00
1813146007	Purchase	✓	1000	Pos System AS (1000)	30	Roald	2013-05-24 14:41:21.0	000000000001 136939927287 136939927287	N/A	BBS	Bankkort	957852*****6706	00 - OK	Online	057972	NOK	1.00	0.00

10 Terminal Admin

The Terminal admin page is accessed by selecting the “Terminal admin” menu item.

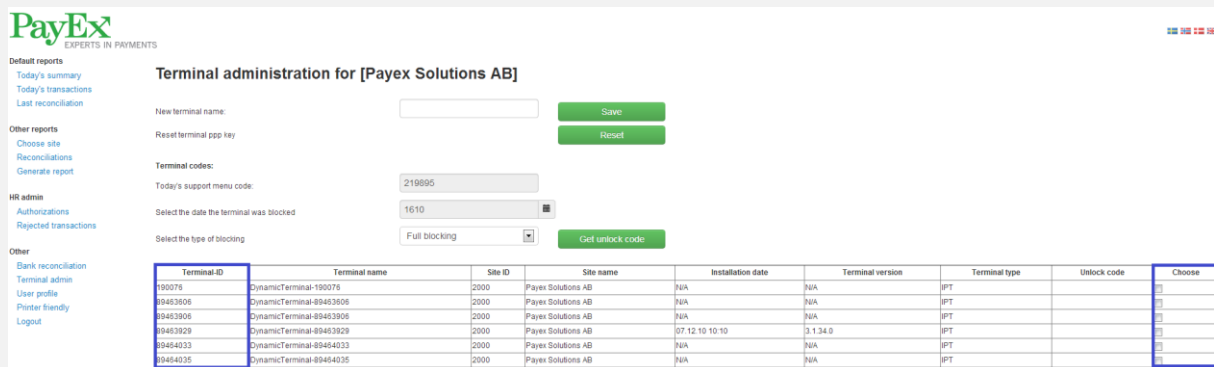
This page displays a tabular list of all available terminals for the selected merchant, and allows you to change the terminal name, reset ppp key or request unlock codes. Terminal administration is not available for merchant groups, for information on how to select a merchant, see chapter 5.

To change the name of a terminal, first check the checkbox in the right outermost column, enter the new name in the “new terminal name” field and click save.

To reset the ppp key for a terminal, first check the checkbox in the right outermost column, and click reset.

To get an unlock code for a terminal, first check the checkbox in the right outermost column, select the date when the terminal was locked and the type of lock code you need (full or terminal block) and click get unlock code. The unlock code will be displayed in the unlock code column for the selected terminal.

The support code is displayed in the field called “Today’s support menu code”.



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Terminal administration for [Payex Solutions AB]

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New terminal name:

Reset terminal ppp key

Terminal codes:
 Today's support menu code:

Select the date the terminal was blocked:

Select the type of blocking:

Terminal-ID	Terminal name	Site ID	Site name	Installation date	Terminal version	Terminal type	Unlock code	Choose
190076	DynamicTerminal-190076	2000	Payex Solutions AB	N/A	N/A	IPT		<input type="checkbox"/>
89463906	DynamicTerminal-89463906	2000	Payex Solutions AB	N/A	N/A	IPT		<input type="checkbox"/>
89463906	DynamicTerminal-89463906	2000	Payex Solutions AB	N/A	N/A	IPT		<input type="checkbox"/>
89463929	DynamicTerminal-89463929	2000	Payex Solutions AB	07.12.10 10:10	3.1.34.0	IPT		<input type="checkbox"/>
89464033	DynamicTerminal-89464033	2000	Payex Solutions AB	N/A	N/A	IPT		<input type="checkbox"/>
89464035	DynamicTerminal-89464035	2000	Payex Solutions AB	N/A	N/A	IPT		<input type="checkbox"/>

11 Contact Information

Contact	Mail	Phone no.
POS Customer Operations Norway	support.pos@payex.com	+47 22 03 60 04
POS Customer Operations Sweden	support.pos@payex.com	+46 498 20 78 78