REPORTING

User Guide

WWW.TILLPAYMENTS.COM

Introduction

Till Reporting Portal (TRP) is a platform providing Merchant Reporting for our clients. All users are provided portal access to perform functions of their respective departments. The platform has configurable user access controls via Profiles, Roles and Permissions. This user manual outlines the features that are present in the current version of TRP.

How to Log In

STEP 1

Open Google Chrome and clear your cache before attempting to access the Till Payments web reporting portal.

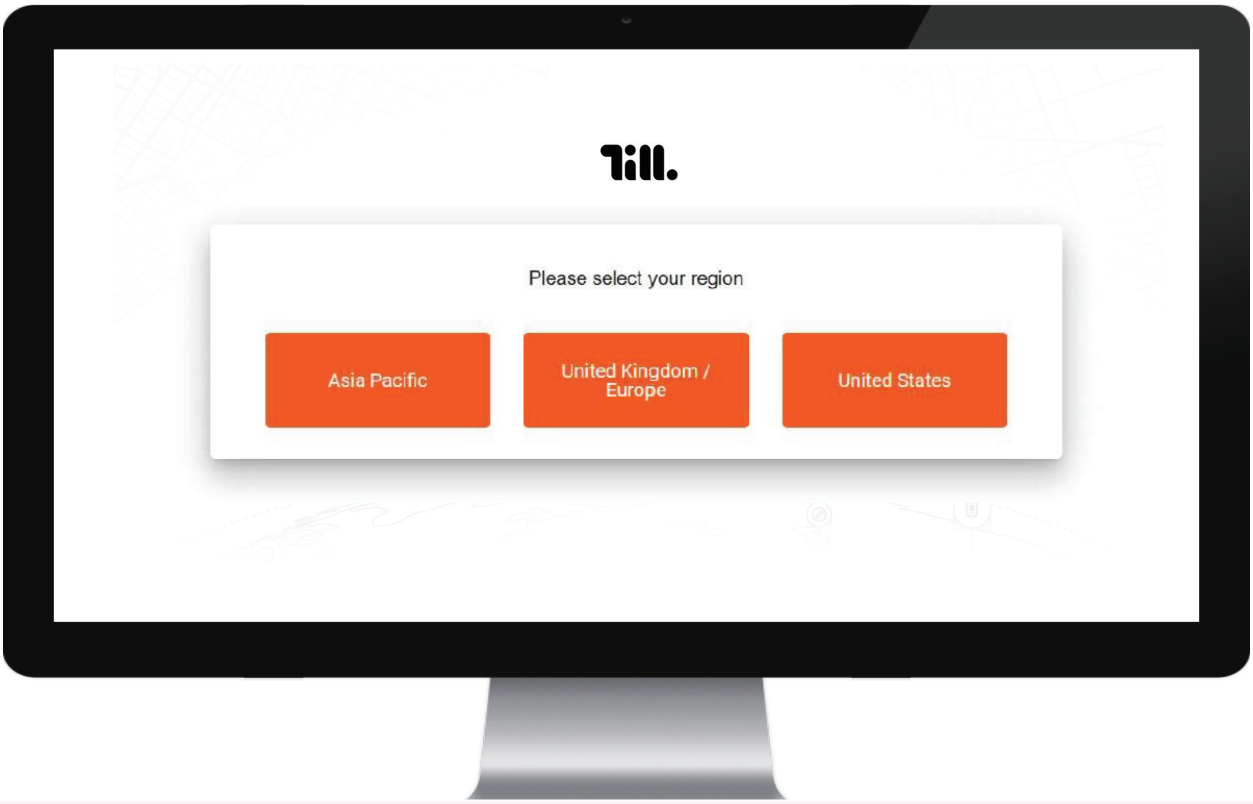
1. On your computer, open Chrome
2. At the top right, click More
3. Click More tools Clear browsing data
4. At the top, choose a time range. To delete everything, select All time
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data

Next paste/type https://reports.tillpayments.com into the browser.

Log In Screen

STEP 2

Choose the "United Kingdom / Europe" Option



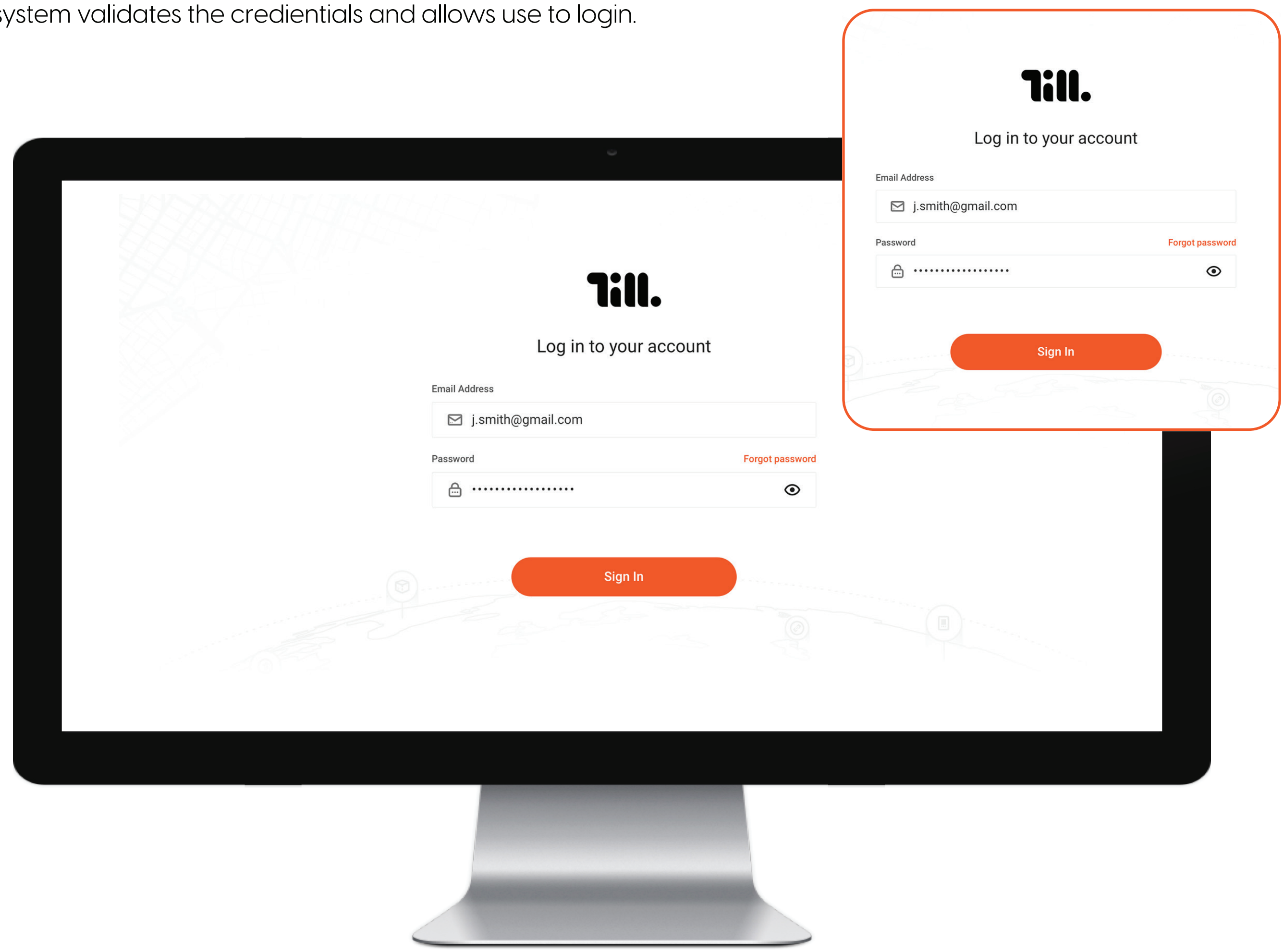
Log In Screen (cont)

Log in using your user details that you would have received from Till Payments and click login

- **Example login details:**
  Username: j.smith@gmail.com
  Password: Test123#

Note: Username and Passwords are case sensitive

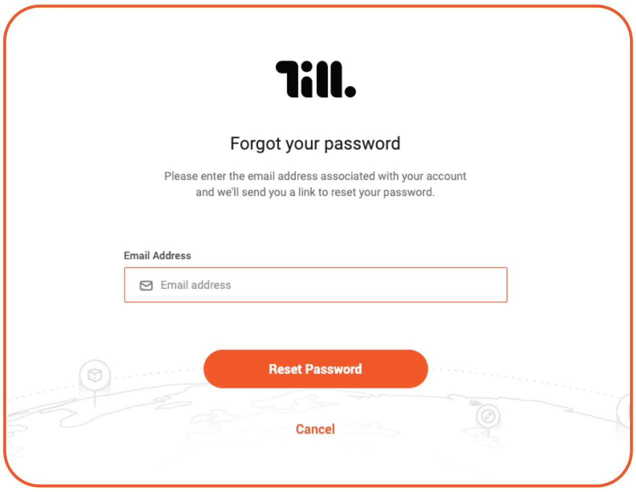
When user enters valid username and password,
system validates the credientials and allows use to login.



Changing your password or forgotten password

STEP 1

On the home page, click 'Forgot password' Insert your "username" associated with your account into the field and then click 'Request Email'



STEP 2

You will receive an email with a link to reset your password, click on "click here" and you will be forwarded to a new page to input your new password.

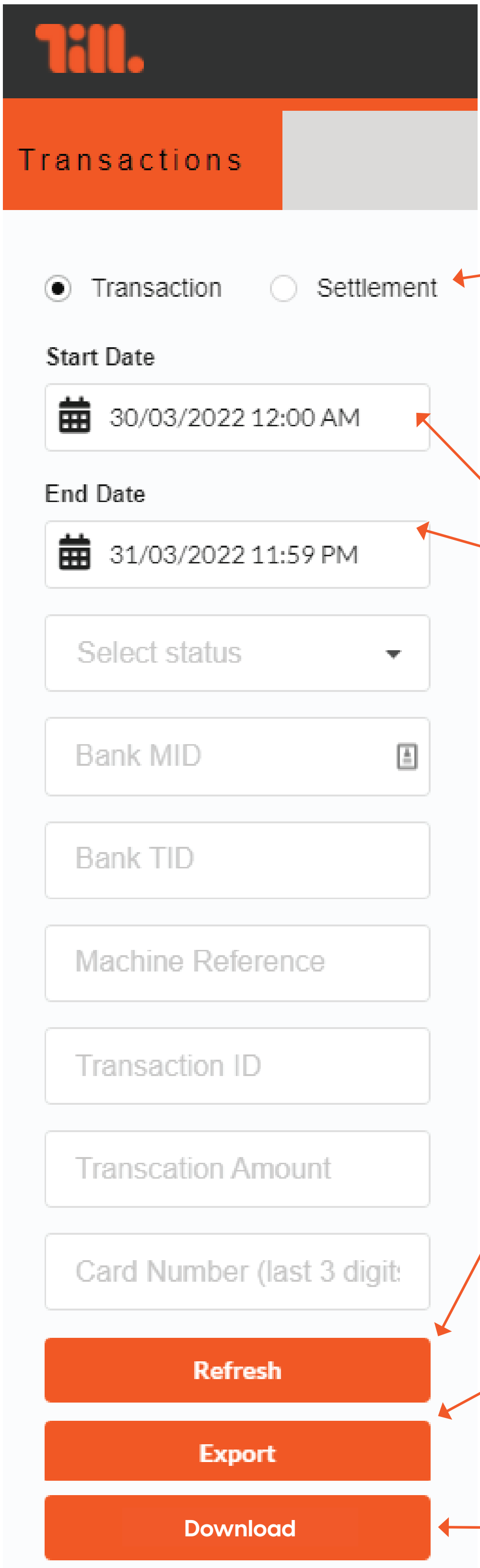
An email will be sent to you. As this is system generated, please check your junk mail if not immediately received to your registered inbox.

STEP 3

Follow steps on how to log in.

How to search for transactions

The Transaction search menu is located on the left-hand side of the screen. Filters can be used to assist in locating specific transaction/s.



STEP 1
Choose "Transaction" – The Transaction option refers to transactions that have been made at the payment terminal but not settled into the client's account (pending)

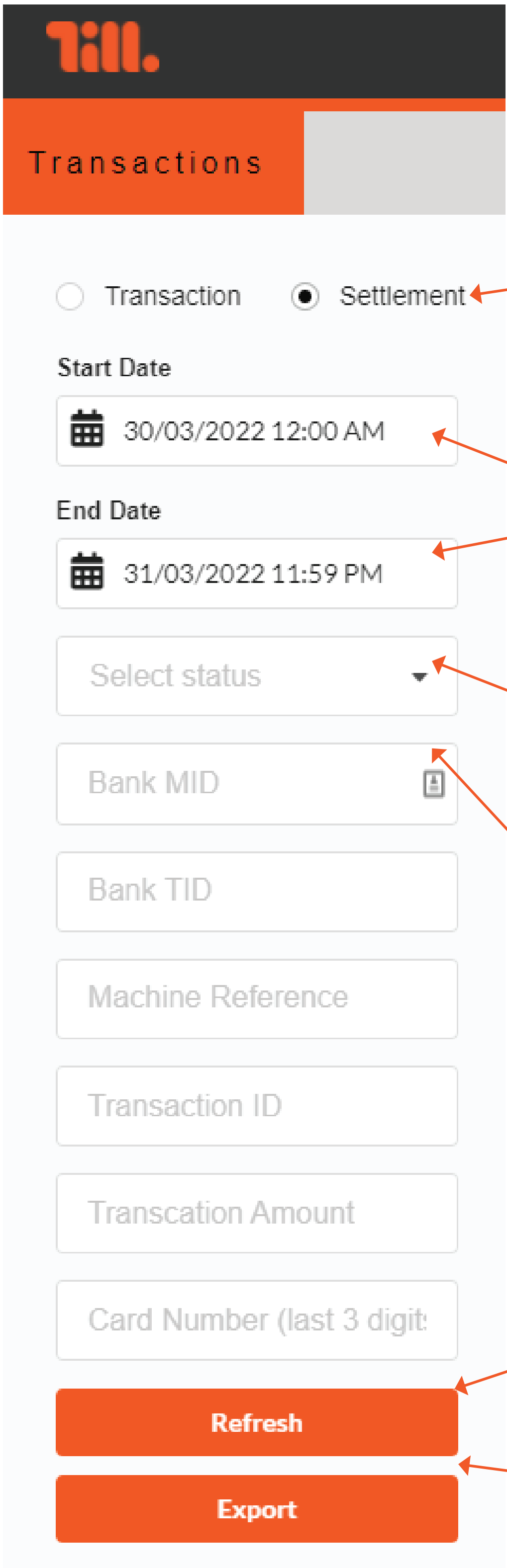
STEP 2
Choose the required date range and time for your search

STEP 3
Press the "Refresh" button to display the data within the date / time range on your PC screen

STEP 4
To export the report into CSV format press the "Export" button (after you have refreshed). Reports may take time to download depending on the amount of data requested

STEP 5
To download a copy to your PC in CSV format please press the download button which will appear after the report has been collated

How to search for settled transactions



STEP 1
Choose "Settlement" – The Settlement option refers to transactions that have been made at the payment terminal and settled into the client's account

STEP 2
Choose the required date and time range for your search

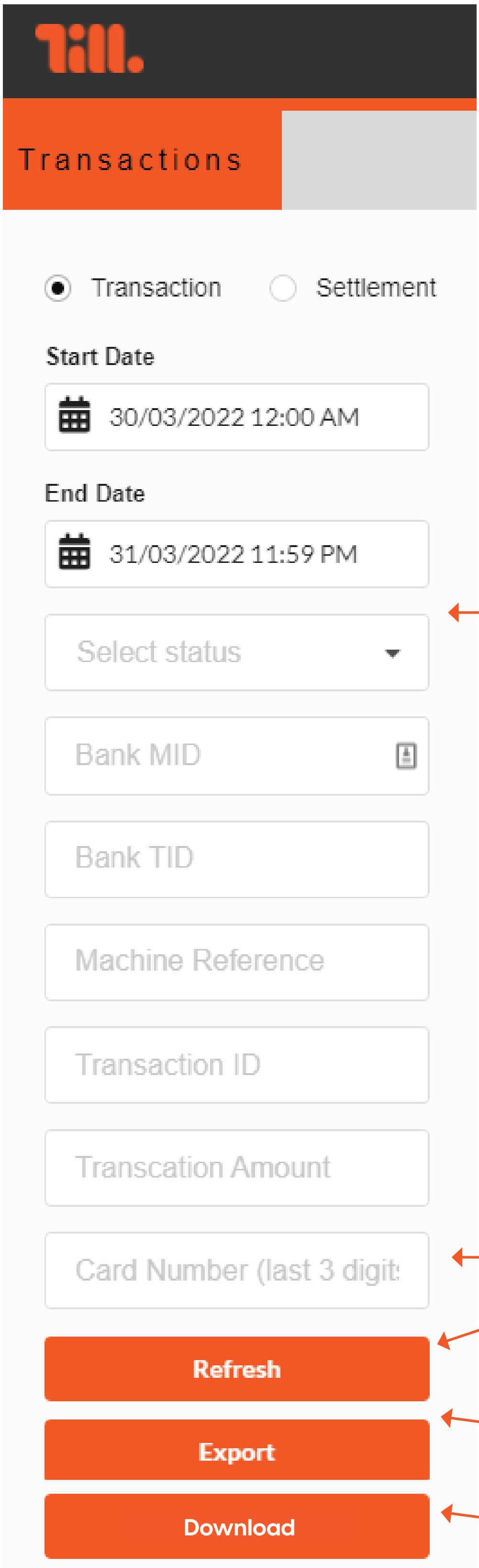
STEP 3
Choose the "Settled (Europe) from the drop-down menu

STEP 4
Enter your MID account Number in 15 digit format

STEP 5
Press the "Refresh" button to display the data within the date / time range on your PC screen

STEP 6
Press "Export" to prepare your report to download in CSV format

Additional Search Options / Filters



TO ENHANCE YOUR REPORTS, YOU CAN ADD ADDITIONAL FILTERS.

STEP 1
Choose the filter/s that will help to simplify and concentrate your data results

STEP 2
Press the "Refresh" button to display the data within the date / time range on your PC screen

STEP 3
Press "Export" to prepare your report for review in CSV format

STEP 4
Press "Download" to prepare your report to your PC in CSV format

How to process a refund

Please Note: Refunds can only be processed on settled or cleared transactions (Settlement Tab only). Only full refunds are currently available.
Please contact support@tillpayments.com for all partial refund requests including the transaction details a) your MID Number b) Date c) Time d) Last 4 digits of the payment card e) refund amount.
The support team will then send you a confirmation email showing the refund has been successfully processed.

STEP 1

Please follow the above process "How to search for settled transactions"

STEP 2

Once the correct transaction requiring a refund has been identified please "left mouse click" to highlight this transaction.
The transaction details will then appear in a separate pop-up window – see below example

Refund this item

Transaction Id	31517483290
Transaction Date	2022-03-15T16:48:32.997Z
Clearing Date	2022-03-16T00:15:46.487Z
Transaction Sequence Number	139309784
Acquirer Merchant Id	00000001336
Acquirer Terminal Id	2425
Status	SETTLED
Amount	5.00
Currency	GBP
Card Number	465865XXXXXXX023

STEP 3

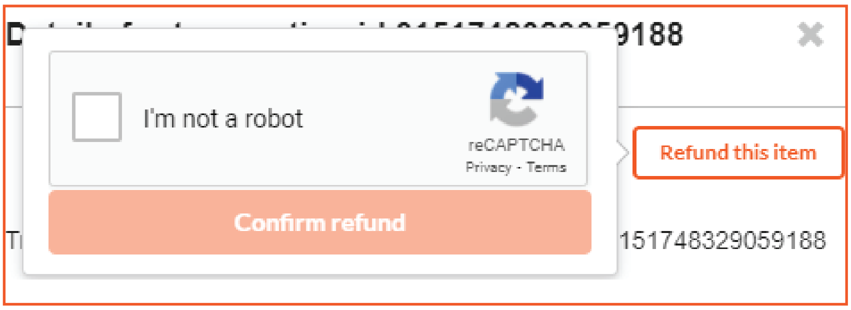
Press the "Refund this item" button located in the top right-hand corner of the pop us window

Refund this item

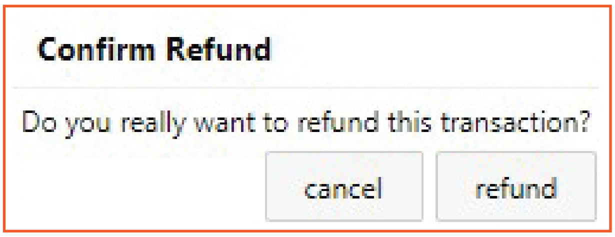
How to process a refund (cont)

STEP 4

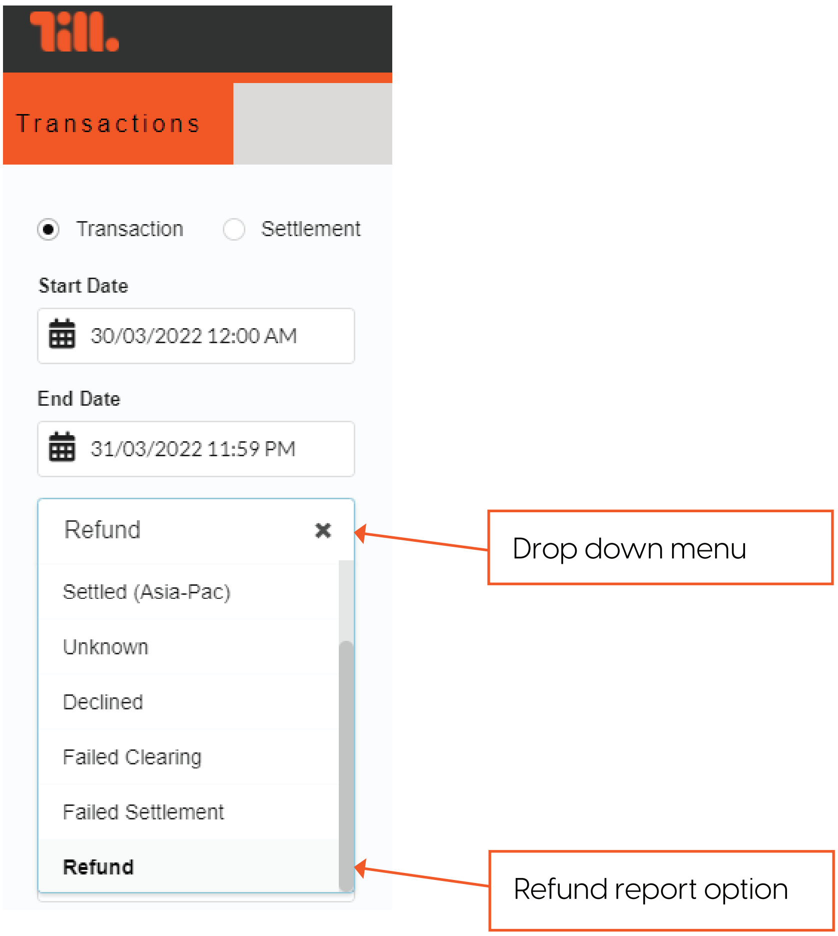
Please confirm you are not a robot and continue by pressing the “refund this item” button



A pop-up window will ask for confirmation to refund the chosen transaction and its full value



Please note within the additional reporting search features (see above) you can choose the option for a report for all refunded transactions. Choose “refund” from the drop-down menu – see below



Acronyms

Bank MID	This is your acquirer / Bank unique Merchant ID
Amount	This is the amount of the transaction
Authorised T	his is when a transaction has been accepted but not cleared or settled
Bank TID	This is your Bank / Acquirer terminal ID number/s
Card	Masked card number used by the client
Card Type	This is the card type used
Cleared	Transaction has successfully cleared with the Bank
Currency	This is the currency the transaction was completed in
Declined	Transaction was declined at the terminal
Failed Clearing	Transaction failed to clear with the Bank
Failed Settlement	Transaction failed to settle with the Bank
Machine Reference	Unique reference you can give to your terminals
Report Count	This is the total number of transactions in the report
Report Total Value	This is your total value in the report
Settled	A transaction has been successfully approved and debited
Settlement Date	Date the transaction is settled
Status	This is a description of the status of any transaction
Transaction Date	The date the transaction was completed on
Transaction ID	The unique transaction ID number for every transaction
Unknown	Unknown status of the transaction