

# AccessOne Reporting Functions Transcript

AccessOne provides a variety of tools for viewing, reporting, and processing monthly statements.

In this course you will learn about the Dashboard Overview, See how to use the batch history report to for quick overviews of transaction details, Leverage a variety of AccessOne Reports, and learn how to run monthly process statements.

Select the right arrow icon to get started

## Objectives

- Dashboard Overview
- Batch History Report
- Other Reports
- Monthly Processing Statements

## Dashboard Overview

When you log into AccessOne, you see a dashboard that displays your bankcard data.

At the top a graphical display of the month end totals shows.

Just below the graph rests your 12 month, 90 day, and 'Month to Date' bankcard totals.

The Card Proportion bar graph on the right displays volume graphically by card type.

The Monthly Card Volume section keeps track of your Net Volume and Transaction count for up to 13 months.

Notice the EXPORT link that allows you to easily bring these totals into a spreadsheet.

If you want to see your Net Volume and number of transactions broken down by card type, refer to the Card Volume section.

Information displays for 3 time periods: Last Cycle (or your last settled batch); Month To Date; and Year To Date.

Notice that the drill down indicators for each card type, and over here there's an EXPORT link. Finally, in the bottom right section the Volume Analysis and Ratio to Sales section displays.

This powerful at-a-glance tool provides you a snapshot of your bankcard sales and returns, along with an analysis of keyed transactions, chargebacks, and retrieval requests.

Press the arrow to move to the next section.

## Batch History Report

The Dashboard is great for a quick overview, but you will need more detailed information to reconcile bankcard funds to your bank statement.

Bankcard transactions posted each day batch and automatically settle each evening after midnight.

By late morning the following day you will find Batch History reports by selecting them from the Reports tab dropdown.

You can reset the date fields and select a location by searching for the Merchant Number

Debit card transactions, where a 4 digit PIN is used, are settled in a separate batch.

You can compare the Batch Summary totals with your bankcard entry system reports, to make sure that all transactions were submitted for processing and funding.

The Report Date for a batch will usually be 1 day following the transaction date.

This is because automatic settlement occurs after midnight.

When you click the drill down link, the Batch Details window displays along with information for each bankcard transaction contained in the batch.

You can clearly see the transaction date and time, the transaction type, whether the card number was keyed or electronically read, the encrypted card number, and you can see the 6 character approval code in the Auth # field.

You should investigate any authorization numbers with less than 6 characters, as they could indicate a 'forced transaction' at point of sale using a fictitious approval code. Forced transactions represent a potential chargeback!

The Invoice number is pulled from your point of sale system.

Notice that each card number displays only the first 6 and last 4 digits of the card number.

If you should ever require the complete card number, the primary contact listed on the account must contact Epicor Payment Exchange support.

If you click on the card number and drill down, you can view the 3 month history of that card. However you can filter to see a different length of history.

We will close the Batch Details screen and return to the Batch Summary view.

The Voided/Declined Transactions section never contains data. This does not reference Voids or Declines at point of sale, but rather those that occur after the batch is posted.

Epicor Payment Exchange does not void posted batches.

Monetary Rejected Transactions are very rare but can occur. Our Risk Management group monitors rejected transactions, and in most cases, they repost the following day. Please check the 'comments' section in the Merchant Info tab to find out if the amount shown here has been re-posted.

You can see the Clearing Expense and the percent of that expense to the net sale in the Transaction Qualification section transaction.

The clearing expense is based on the bankcard's interchange rate, plus the per transaction fee.

The interchange rate is based on the card's Clearing Program, also listed in this section.

For a more detailed description of Clearing Programs and Interchange Rates, visit the Epicor Payment Exchange Resources at the address on the screen: <https://www.epicor.com/en-us/collections/retail/credit-card-processing/>

## Other Reports

If you closely monitor Returns, there is a great AccessOne report to help with that.

From the Reports tab, click Returns and you can see a list of your non-verified or unmatched bankcard returns.

As each credit is batched it is compared to previous sales or charge transactions.

If a match to the bankcard and transaction amount is found, the transaction is considered a Full match.

If the bankcard used on the credit cannot be found on a previous sale transaction, it is considered a non-verified return.

These transactions can be further investigated to determine whether they were purchased legitimately, or why the original card number was not used.

A checkbox is provided to select if you choose to manually verify returns.

At the top of the Returns page, you can see two pie charts.

The one on the left graphically illustrates the proportion of bankcard returns to bankcard sales.

This chart typically has 3 segments. The Green represents full matched returns, where both bankcard and amount match.

The small red section represents NO Match or Non-verified returns. The yellow section indicates a “partial match”, where the card number was found on a previous sale, but the dollar amount on the return did not match the dollars sold.

Partially-matched returns may simply indicate that the customer returned only part of what was purchased. The Transaction Search feature is a powerful time-saving tool to respond to customer inquiries.

At the top of the page, select FILTER to display the search fields.

Enter the search date range and then enter the last 4 digits of the card number.

Click SEARCH.

Note that both returns and sales transactions display, giving you a complete picture of the activity on this bankcard within the selected time period.

You can also search by the Transaction Amount. The drop-down offers several options - an exact amount, a range of dollar values, or a set maximum or minimum.

A retrieval request, or a bank’s request for additional information, is highly time-sensitive.

If a chargeback is issued, you will notice a withdrawal from your bank account as soon as it occurs so it is important to monitor your Payment History reports as well as your bank statement.

AccessOne's Retrieval and Chargeback reporting tool will allow you to see which transaction has been charged back or requires additional detail.

If the search fields do not display, click the FILTER link at the top of the page.

Notice that the DATE RANGE defaults to the current month, but you can reset the dates.

On the left side of the search tools, select the All Merchants check box to display results for all locations, and then click APPLY FILTERS.

Results display by merchant number below the search fields.

Although you may gather useful information from the report, you cannot dispute or respond electronically to chargebacks here.

## Monthly Processing Statements

Each month you will receive a Processing Statement, either by email with a pdf attachment, or through the US mail.

Statements are usually available by the 4th business day of the following month.

When you attempt to open the pdf statement the system prompts you for a password.

The 5 digit zip code for your business location, the address listed on the statement, serves as your password.

Your current statements, along with the previous 12 months, are available to you in AccessOne. From the Statements tab select Statements.

The Statements window displays a line for each location.

You can find each location's merchant number on the left hand side, with a drill down link.

If you need to view a past statement, you can click on the merchant number link to select the location, or enter the merchant number in the FILTER and click Search.

The window changes slightly. You now have a Report Period field with a drop down that allows you to choose the statement date you wish to view. Make your selection and click SEARCH.

AccessOne retains 13 months of statements.

## Recap

You've completed the AccessOne Reporting Functions course.

In this course you will learned about the Dashboard Overview, the batch history report to for quick overviews of transaction details, several AccessOne Reports, and lastly you learned how to run monthly process statements.

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