Payment Manager Reporting Functions

Epicor Payment Manager provides both general and specific information about your credit card transactions.

This course outlines the Payment Manager screens and how to use them. Get a general summary of the current period by watching the dashboard's real-time graphs, or drill into detailed information on specific transactions.

You can also perform some actions on transactions, like voiding or reversing them.

Objectives

- Scanning the Payment Manager Dashboard
- Browsing and Filtering the Payment Manager Transaction Views
- Finding a Transaction for Documenting, Voiding or Reversing

Topic A – Dashboard Overview

When you login to Payment Manager, a credit card icon appears on the left side of the screen. Click it to show either the dashboard or the transactions.

Regardless of which tab you choose, know that the data you see is not batched: it is nearly real-time information. If you're looking at today's transactions, don't be surprised if the numbers change slightly when you refresh the page, and new transactions are included.

Click dashboard to see graphics which summarize your charge card trends. Let's review the first 4. Other graphics may appear below them.

The first graph in the upper-left shows today's card transactions by hour. From the start of your day until the most recent transaction, you can see both the count of transactions that were presented each hour, and their total amount.   For example, the hourly sales graph could help a retail store understand their busiest times.

The second chart in the upper-right shows the largest card transactions. You can see what large charges were made, at which store, where in the store, and by what team member. There's the reference number shown as well, to make further research easier.

The third graph in the lower-left compares this month's transaction count with last month's, so you can immediately see any trends or unusual patterns.

The fourth graph in the lower-right is a pie chart, showing how many of today's transactions came from the different card issuers.

Other graphs and general information may appear lower on the dashboard, but these four graphs help you understand the general current trends in your credit card transactions.

Remember that the dashboard contains live data from the current day. If you're using this report during your business hours, remember to occasionally refresh the web page. This helps ensure all the most recent data are shown.

Topic B – Transaction List

When you login to Payment Manager, you know a credit card icon appears on the left side of the screen.

The dashboard is great for general information, but for details, open the transactions.

The transactions view shows you a list of individual card transactions, and a set of filters above the list.

Change the view's contents by making selections from the available filters. You can change the date range… or the store… by editing the filter fields. Other ways to filter the view are also available. For example, you could filter just the transactions related to a certain card number, or all transactions performed by a certain cashier. After changing the filters, press "Search" to update the view of transactions.   Remember, this is live data, so if you're looking at today's transactions, a refresh may reveal new entries in the view. By default, you see all processed transactions. You can also filter to show just those approved, the ones declined, or the transactions with errors.

Below the filters is the list of transactions itself. Notice that the view may list more entries than can fit on your screen. Don't forget to scroll down if needed.

You can fill your screen with the view by clicking the maximize button on the right. To restore the view back to its original size, click the restore button.

You can sort the entries in the view. Click a column's name in the header to sort by that column. Click again to reverse the sort.

You can show or hide the columns displayed in the view. Click the context menu dots next to any column to open the columns menu. Use the checkboxes to select the columns you want to see. For example, we may want to hide the Amount column, and show the Last Four Digits column.

You can save any customized view, so you or others can use it again in the future. After you've customized the filters, the sort order, and the columns of a view, click "Actions" in the upper right, then "Save View". In the Save View dialog box that appears, you can give your view a name, and select which of your customizations you want to save.

See a list of all your views by clicking "Actions ⊠ Open Views". A list of views appears. Select a view and click "Open" to have it appear on screen.

You can set a view as the default. If you have a favorite view you would like to see all the time, click the radio button next to the view, then click "save default."

You can export a list's data for analysis in another tool, like Excel. First select the entries you would like to export by clicking the checkboxes on the left of the view. Usually, you would export all the entries, so click the checkbox in the header to select all. Once one or more entries are selected, the document icon at the top of the list becomes available. Click it to export.

These features of the transactions views make it easier to find transactions, summarize data, and customize what you see.

Topic C – Individual Transactions

The transactions tab shows you views of many transactions. To see the details of any one transaction, double click any line in the view.

The details of that one transaction appear.

In the details screen, you see specifics of this transaction.

In some cases, you can request to void or reverse this transaction.

Transactions older than 90 days cannot have these requests.

And some users may not have the rights to make these requests.

In these situations, the link to void or reverse the request is disabled.

Requests to void or reverse are sent to the credit card processor. These requests will not have any effect on the sales in your point-of-sale platform. Voiding or reversing will just affect the card holder's balance and possibly your company's bank account.

To leave the transaction details, and return to the view of transactions, click 'return to transactions.'

Recap

You've completed the Payment Manager reporting functions course.

In this course you learned how to read the Payment Manager Dashboard, and how to browse and filter the Payment Manager Transaction List.

Finally, you learned how to find a specific transaction for voiding or reversing it.

About Epicor

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