

» Smartpay (ePDQ) quick start guide

Reporting

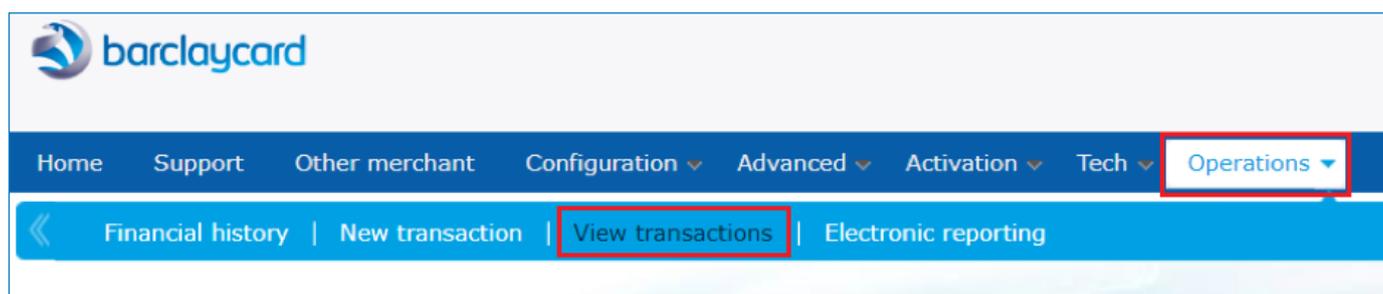
Reporting

Once you're up and running with ePDQ it is important to keep track of payments and ensure you are receiving your settlements as expected, and that all transactions are being processed according to your requirements.

To facilitate this, ePDQ provides a wide variety of reporting options to help you reconcile and track payments, as well as providing facilities to manage those transactions – for instance, to void or refund a payment.

The ePDQ Back Office portal contains a few sections that are relevant to reporting, detailed below.

View transactions

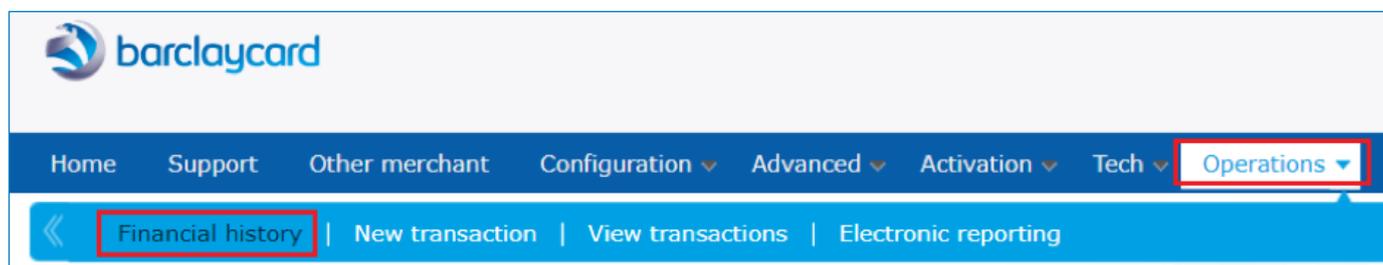


This is your 'real time' reporting section, where you can view transactions processed on any given date by using the comprehensive search facility.

You can also drill down further into given transactions to find associated information that you supplied during the authorisation process (e.g. cardholder name and address).

Within the 'View Transactions' search results you can perform multiple operations against your orders – for example, you can bulk capture, refund or void relevant transactions. This is referred to as Transaction Maintenance.

Financial history



This is your 'historical' reporting section, where you can view payments that have been completed.

There is a degree of overlap with the data you can see via the View Transactions reports, but you can configure your Financial History reports to allow you to reconcile data in the ePDQ Back Office with payments made to your bank account, and break this down to show the individual transactions that make up a given settlement.

An example of how you might configure a report to show this is enclosed below – i.e. tick or untick the relevant status and grouping fields:

| | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-----------------------------------------------|----------------------------------------------|
| Status: | Authorisations: | Payments: | Others: |
| <input type="checkbox"/> Refused | <input type="checkbox"/> Refused | <input checked="" type="checkbox"/> Requested | <input type="checkbox"/> Cancelled by client |
| <input type="checkbox"/> Authorised | <input type="checkbox"/> Authorised | <input checked="" type="checkbox"/> Refunds | <input type="checkbox"/> Invalid/Incomplete |
| <input type="checkbox"/> Waiting | <input type="checkbox"/> Waiting | <input type="checkbox"/> Waiting | <input type="checkbox"/> Others |
| Group transactions by : <input type="checkbox"/> Status <input type="checkbox"/> Payment methods <input checked="" type="checkbox"/> Batch Reference | | | |
| <input type="checkbox"/> Detailed list <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="button" value="SHOW LIST"/> | | <input type="button" value="DOWNLOAD LIST"/> | <input type="button" value="SEND DAILY"/> |
| File format>>> | | | |

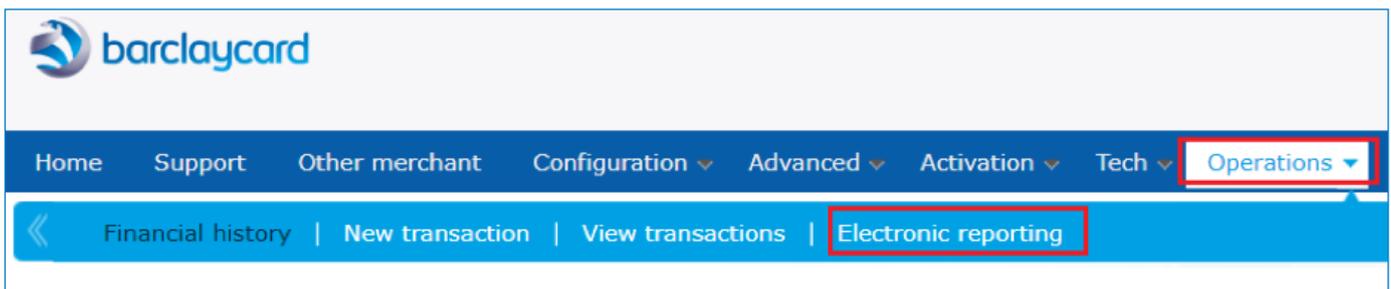
For further information on View Transactions & Financial History reporting, as well as how to perform maintenance on your transactions, please review the instructions held on the ePDQ Support Site:

<https://support.epdq.co.uk/en/get-started/payment-platform-user-guides/consult-your-transactions/guide#view-transactions-vs-financial-history>

<https://support.epdq.co.uk/en/get-started/payment-platform-user-guides/reporting/faq>

<https://support.epdq.co.uk/en/get-started/payment-platform-user-guides/maintain-your-transactions/faq>

Electronic reporting



All reports from ePDQ can be downloaded for use in other applications (e.g. Excel) and fully customisable, in terms of the fields included in your reports, and the format of the file download. The format of any given report is linked to a specific User ID – i.e. the configuration of a report is determined by the User configuring it, and will be unique to them.

Further information on report configuration can be found on the ePDQ Support Site here: <https://support.epdq.co.uk/en/get-started/payment-platform-user-guides/reporting/guide#configuration>

Frequently asked questions

Q. Can I configure ePDQ to send me reports automatically every day?

A. Yes – these are referred to as 'Push Reports' on ePDQ. You can configure reports to be sent to you at regular intervals, via email or other methods, including via HTTPS so the data is fed directly into an application on your side. Please note that Push Reports can only be configured to be sent daily. Please review the information held on the ePDQ Support Site for further guidance – <https://support.epdq.co.uk/en/integration/options/push-reports/guide>.

Q. Can all users have the same configuration for reports?

A. Each user has a default setup that would need to be amended to align with other users on the account. This means that different report content, as well as report format, can be configured by each user, allowing specific roles to have access to a wider array of data.

**This information is available in large print, Braille and audio,
by calling 0800 161 5326 or 1800 812 700.**

Calls to 0800 numbers are free from UK landlines and personal mobiles, otherwise call charges may apply. Please check with your service provider. Calls to 1800 numbers are free from ROI landlines and personal mobiles otherwise call charges may apply. Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

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