Reporting: Quick Guide

The Reports menu in Transact Payments comes with several report categories based upon the modules your institution has purchased. Each report category comes with a variety of report templates. A report template stores pre-defined parameter choices. When selected to run, the report will generate a PDF report for the current day or another pre-defined time period. An operator can then alter the report parameters and perform other actions dependent upon the operator's assigned security level.

This guide is intended to provide an overview of Reporting. For additional information, refer to the *Reporting User Manual* located in the Support Library.

Things to Keep in Mind

There are several operator security settings that affect whether an operator may access the Reports menu and what actions may be performed from within the menu. If you experience problems running the types of reports you need, Transact recommends that you confirm your operator settings. You can confirm these settings allow you the appropriate access with your campus Transact Payments Administrator.

Some of the reports on the menu may not have been customized to return valid information previously; they may still be in the template format. If the report does not return any data, verify that the customization screen for the report is set to query the correct parameters.

You must have Adobe® Reader® (or Adobe Acrobat®) installed on your computer in order to access a Transact Payments report. If you do not have this program, contact your IT department or navigate to www.adobe.com to download this free application.

To access reports, click **Reports** in either the top menu or left pane of the Transact Payments Administration site.

Report Categories

Determining which report category to choose from is the first step in running a report. Each category of report offers an operator the ability to report on different fields used within Transact Payments powered by. If you find that you are unable to customize the report to include the information you need, you may be using the wrong category of report. The three most commonly used categories are:

- **Transactions Reports**

  These reports display transactions at the following levels: summary, line item level detail, transaction level detail, or detail with (merchant-level) reference data.
- **Paid Items Reports**

  These reports are used to show the various types of items purchased in transactions.
- **Payments Reports**

  These reports allow users to view the various types of payments used in transactions.

Refer to the *Reporting User Manual* for descriptions of additional reporting categories including module-specific reports.

Running Reports

Once you have determined the necessary report category, click on the report template name. You can choose any report listed in the category if you are creating a new report. This will display either a PDF of the report template based on the template settings or the report based on settings previously defined.

Here, you have the option to:

- Export the file into a format of your choice (Format drop down menu).
- Email the report in the format of your choice.
- Edit the date range for the report.
- Rename the report (Save As).
- Customize the report to return different information.

Placing your cursor on the bottom of the report will display the Adobe Reader (or Adobe Acrobat) toolbar, enabling you to enlarge or print the report. If the buttons mentioned do not appear, you do not have the required security permission settings to use these functions.

Note: Clicking **Save** rather than **Save As** will overwrite the report you selected. Once a report has been overwritten, it cannot be retrieved and will need to be recreated. If you are creating a new report, use the **Save As** button.

Customizing Reports

To customize a report, click the **Customize** button. Most reports consist of three separate sections, as defined below.

Criteria Section

This section is where you will define the search criteria for your reports. The available fields differ for each report category and are reviewed in detail in the *Reporting User Manual*. Each text field allows one specific value to be entered; several also permit wildcard characters to be used to include multiple or a range of values. The list of wildcards can be accessed from the link at the top of the customization screen. If a text field remains blank, all records of that field will be included in the query. If a binoculars icon appears to the right of the text field, there is a limited choice of options for that field. Click on the binoculars icon and a list of valid options will appear in a pop-up window.

For the fields that include checkboxes, if a checkbox is checked, the corresponding value will be included in the search criteria; if it is not checked, it will not be included.

Note: Choosing to query the report by Actual Dates rather than Business Dates can make a significant difference in your report. Be sure to choose the appropriate date type.

Format Section

This section is where you define the way you would like the report to look and how the data should be displayed. Most reports offer the option of generating either a summary or detail report. Transactions Reports and Paid Items Reports offer some additional options. For additional information on these options, refer to the *Reporting User Manual*. The Paid Items Report category offers the option to include convenience fee information in your report. These fields (Show 'User Fee' Amount Column and Show 'Client Fee' Amount Column) will only display when running a Paid Items Report.

If you would like the report to subtotal any of the fields, click on the drop-down menu to select a field from the list of available fields. The Sort By field specifies the main sort for the report.

The Available Detail Fields allow you to choose which fields you would like included in your report. Simply move the fields available from the left box to the right to add them to the report. You can use the arrow buttons on the right to change the order of the selected fields. These fields do not apply to summary reports.

Note: Any field that you have chosen as a sub-total field does not need to be moved into the Selected Detail Fields box; it will automatically appear as a subheading on your report. Adding it in both places will display duplicate information.

If using a Payments Report, IPP Balance Report, or IPP Balance Detail Report, you will see the option to choose the amounts to show on the report by selecting from various checkboxes which will differ based on each report category.

Determine if you need to check the Check to include page headers and defined charting in export file box. If you will be exporting this report to a file, or scheduling this report and would like to include page headers and any defined charting, you will need to check this. Otherwise, the report will display columns of data without column headers when you export it.

Charting Section

The Charting section appears in most report categories and allows you to add graphs to your reports. If you're using a graph, it will show the total dollar amount or number of transactions grouped by the field selected in the Sub-Total by drop-down menu. A grid shows the total dollar amount or the number of transactions in a matrix.

After making all of the report parameter selections in the Criteria, Format and Charting sections, click the **OK** button at the bottom of the page. The customized report will display in PDF format. You can now take the steps outlined in the Running Reports section of the guide.

Note: For security reasons, do not email reports that display complete account numbers and do not store them on your computer.

Report Groups (Scheduled Reports or Emailed Reports)

Report Groups allow for the automation of report generation and delivery. Multiple Report Groups can be created for one or more report templates. Additionally, they can be set up to automatically generate

reports in a selected format at a scheduled frequency and time. Recipients can be selected to receive email notifications once reports are ready to be retrieved. Furthermore if your institution decides to allow for it, they can also receive the reports as attachments to the emails.

To access Report Groups, navigate to **System Setup**. In the Miscellaneous section, click **Report Groups**.

If the Report Groups link does not permit access, your operator ID does not have the required security permission. Please contact your campus' Transact Payments Administrator to request access.

If given access, a list of existing Report Groups will display. To create a new Report Group, click the **ADD NEW RECORD** button. You will be asked to create a name for this Report Group, description, and choose which report(s) you would like to include in the Report Group from a list of Available Reports. Similarly, a list of available operators allows you to choose who should receive the report(s). If you need to send the report(s) to non-Transact Payments Operators, you can provide the email address to ensure that they receive the reports as well.

Note: If you are creating a Report Group that will deliver reports daily, be sure your reports are set to query **yesterday** to ensure the correct information is delivered.

Once you have determined who should receive which reports, select the format and frequency for the report and click **SAVE**. You must then enable the Report Group in order to start processing the reports as scheduled. To do this, click the **LIST** link at the top of the screen to return to the list of Report Groups. Click the **Enable** button. Once a Report Group has been enabled, this button will change to Disable to later cancel the reports if needed. Report groups can be edited by clicking the **Select** button and the reports can either be viewed or run on demand by clicking the **Reports** and/or **Run** buttons.

Helpful Hints

Report Groups

If you are creating a Report Group that will deliver reports daily, make sure your reports are set to query **yesterday** to make sure the correct information is delivered.

Report Scheduler

If your report is set to return more than 20,000 records, it will require the system to run the report at a later time to prevent slowing down other Transact Payments processes in your database. If this is the case, a screen will appear notifying you that the report will need to be scheduled within Transact Payments. You will have the option to schedule the report or change the criteria of the report to return less data. If you choose to use the report scheduler, the system will run the report when it will not affect your processes (timing will depend on the size of the report) and email you to notify you when it is available for download. You will be able to download the report from the My Scheduled Reports link at the top of the report menu. Transact recommends planning your larger reporting needs in advance to prevent delays.

Merchant and Guest References

When choosing which Available Fields to include in the report you may see the following:

- **(m) Reference Type:** These are Merchant Level References. This means that the reference type is added to the Merchant in System Setup. These references display to all customers accessing a merchant, regardless of the items they are purchasing. If the Reference Type does not include the (m), it means that it is being used as an item code reference.
- **Reference type _G:** These are Guest References. These reference types are used to pre-populate fields in the payment information screen to prevent your customers from having to provide the same information twice.

Paid Items Reports Displaying Data in Columns

When running a Paid Items Report that displays data in columns instead of rows (Excel):

If your report includes a list of reference data below the field you have chosen to subtotal by and you would prefer that it display the data from left to right in columns instead, check the Format section of the customization screen. Your report is most likely set to "Detail with Automatic List of Item Code References." Using this format means that the report will include any Reference Types linked to that Item Code without having to select those fields as Available Fields but it will only display that data below the subtotal field. Making a change to Detail format and then manually selecting the reference fields from Available Fields will display the information in columns. Make sure you check the **Check to include page headers and defined charting in export file** box.