



REALCONTROL REPORTING

2015

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1 BATCHED TRANSACTIONS

When transactions are authorised they are sent to the acquiring bank for settlement. At this stage the transactions are referred to as settled transactions and are processed into batches which are created Monday through Friday. For more information on specific batch times please contact Realex Payments.

1.1 BATCH OVERVIEW

To view 'Settled' transactions, click on 'Settled' from the navigation menu on the left side of the screen.

1. All settled transactions are grouped under a daily batch ID.

SETTLED

Quick Search: Choose Criteria Enter Keyword John Smith

SEARCH FOR BATCHES

Date: Jan 06 2015 - Feb 04 2015 | Account: Select Accounts | Acquirer: Select Accounts | Batch ID: Enter Batch ID

List currently refined by Date: 20/01/2015 - 18/02/2015

TUESDAY, 3 FEBRUARY 2015						
206022	06:38:28	AIB Merchant Services - 653487322	27.50 EUR	(0.00) EUR	27.50 EUR	2
MONDAY, 2 FEBRUARY 2015						
206016	22:36:33	AIB Merchant Services - 653487322	6.00 EUR	(0.00) EUR	6.00 EUR	2
SUNDAY, 1 FEBRUARY 2015						
206011	22:34:37	AIB Merchant Services - 653487322	6.00 EUR	(0.00) EUR	6.00 EUR	2
206010	22:34:36	AIB Merchant Services - 653487322	500.01 GBP	(0.00) GBP	500.01 GBP	1
92	22:34:35	JCB - 4009871524635	1.23 EUR	(0.00) EUR	1.23 EUR	1
206008	22:34:32	AIB Merchant Services - 94363592	12.23 EUR	(0.00) EUR	12.23 EUR	1
SATURDAY, 31 JANUARY 2015						
127496	22:38:25	Elavon - 4564654654	12.55 EUR	(0.00) EUR	12.55 EUR	1
206004	22:32:55	AIB Merchant Services - 653487322	15.00 USD	(0.00) USD	15.00 USD	2
206003	22:32:21	AIB Merchant Services - 653487322	6.03 GBP	(0.00) GBP	6.03 GBP	5
928	22:32:17	HSBC - 67584365	21.23 GBP	(0.00) GBP	21.23 GBP	5

All times are set to GMT -12:00. [Change](#)

2. To view further information on the batch of settled transactions click on the batch line. The Batch Overview screen will then be displayed.

BATCH 205869 OVERVIEW

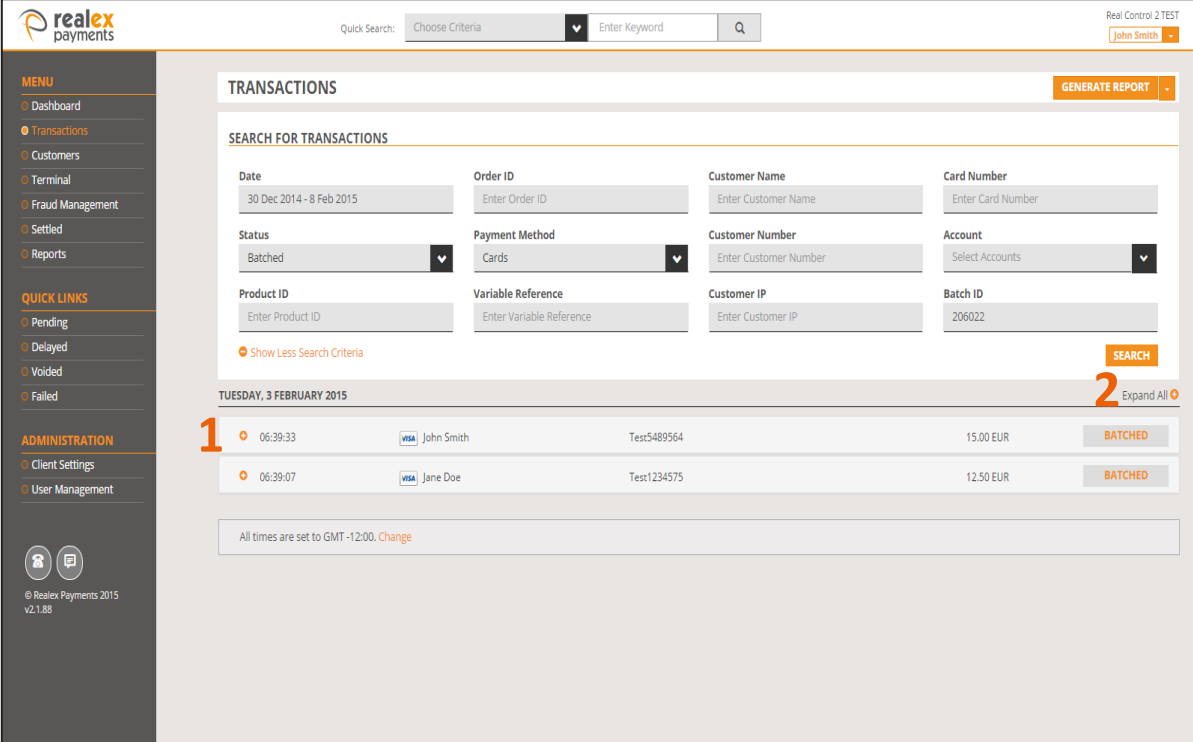
BATCH BREAKDOWN BY ACCOUNT

205869	05/01/2015 22:01:28	AIB Merchant Services - 653487322	1.23 AUD	(0.00) AUD	1.23 AUD
aib10pm2			1.23 AUD	(0.00) AUD	1.23 AUD

3. If you wish to generate a report based on the transactions within that batch, click on 'Generate Report'.

- To view all transactions within the batch, click on 'View Transactions'.

Once you have clicked on 'View Transactions', you will be brought to the screen below:



TRANSACTIONS GENERATE REPORT

SEARCH FOR TRANSACTIONS

Date: 30 Dec 2014 - 8 Feb 2015 | Order ID: Enter Order ID | Customer Name: Enter Customer Name | Card Number: Enter Card Number

Status: Batched | Payment Method: Cards | Customer Number: Enter Customer Number | Account: Select Accounts

Product ID: Enter Product ID | Variable Reference: Enter Variable Reference | Customer IP: Enter Customer IP | Batch ID: 206022

[Show Less Search Criteria](#) SEARCH

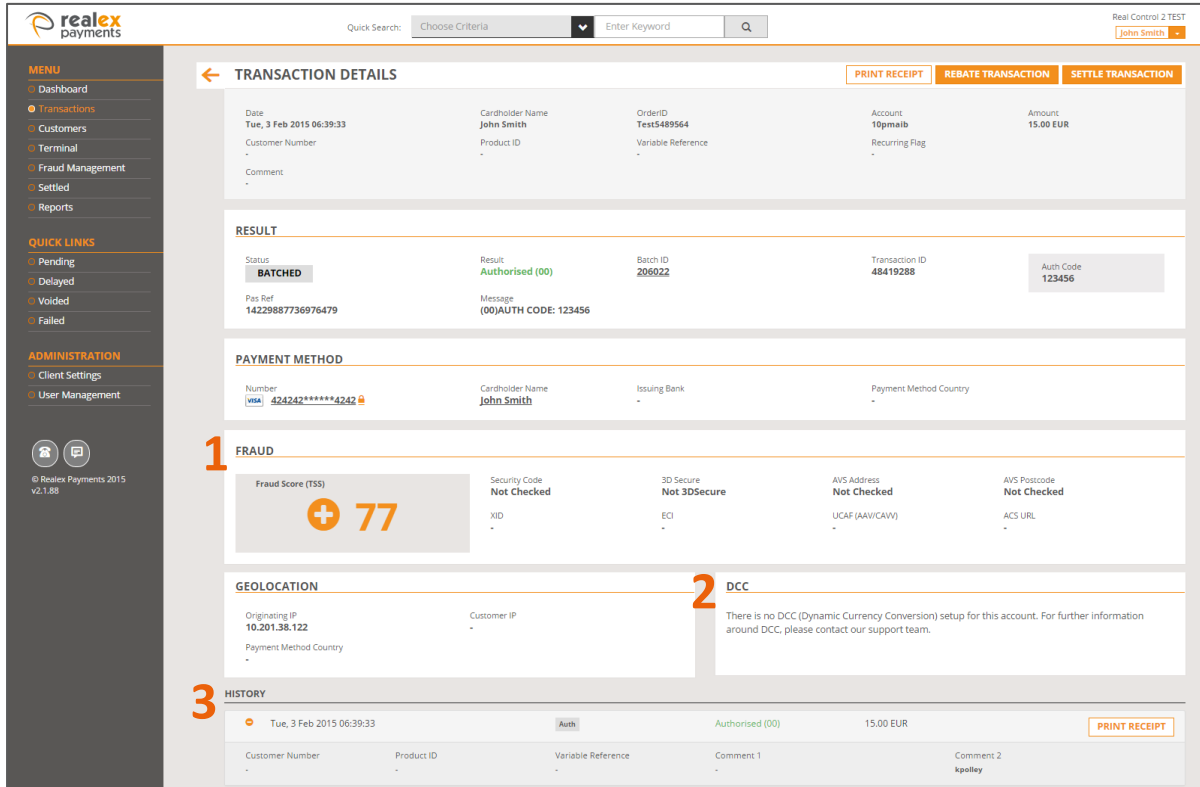
TUESDAY, 3 FEBRUARY 2015 2 Expand All

1	06:39:33	John Smith	Test5489564	15.00 EUR	BATCHED
	06:39:07	Jane Doe	Test1234575	12.50 EUR	BATCHED

All times are set to GMT -12:00. [Change](#)

- By selecting the plus sign on the left of the transaction, this will expand the transaction line allowing you to view more information on the transaction as below.
- Alternatively you can also click on 'Expand All' which will display the extra details for all transactions in the batch.

You can click on each transaction line to view the individual transactions details for that transaction. The transaction details section gives you a view of the general information about the transaction as below.



1. FRAUD

Field	Value
Fraud Score (TSS)	77
Security Code	Not Checked
3D Secure	Not 3D Secure
AVS Address	Not Checked
AVS Postcode	Not Checked
XID	ECI
UCAF (AAV/CAVV)	ACS URL

2. DCC

There is no DCC (Dynamic Currency Conversion) setup for this account. For further information around DCC, please contact our support team.

3. HISTORY

Date	Auth	Result	Amount
Tue, 3 Feb 2015 06:39:33	Auth	Authorised (00)	15.00 EUR

1. Fraud

In the Fraud section of the transaction details screen, you can view the Fraud Score, Security Code and 3D secure information. You can also view the AVS Address and AVS Postcode results returned for the transaction.

Explanation of details within the Fraud Section of Transaction Details

Title	Description
UCAF (AAV/CAVV)	This is the Cardholder Authentication Verification Value created during cardholder authentication.
XID	This is a Realex Payments generated transaction reference that the merchant sends to the Access Control Server in advance of the cardholder authentication.
ACS URL	This is the address of the Access Control Server, the card issuing banks website.
ECI	This is the E-Commerce Indicator. For more information on this field, please see the below table.

Visa	MasterCard/Switch (UKDM)	Ecommerce Indicator (ECI)
5	2	Full 3D Secure – cardholder Enrolled
6	1	Merchant 3D Secure – cardholder not enrolled or attempt to contact ACS server was used
7	0	Non 3D Secure transaction. E.g. a refund or a 3D Secure transaction which failed midway. It is up to the merchant to decide whether or not to proceed with a non-3D Secure transaction. The liability shift no longer applies.

For more information on 3d Secure implementation and management please see the [RealMPI Developers Guide](#).

2. DCC

In the DCC section of the transaction details screen, you can view the Dynamic Currency Conversion (DCC) result of the transaction.

Explanation of details within the DCC Section of Transaction Details

Title	Description
Authorisation Amount	The amount of the transaction processed.
Authorisation CCP Rate	The currency conversion rate being offered by the Currency Conversion Processor for this transaction.
Currency Processor	The processor of the DCC transaction e.g. Fexco/Elavon. For more information on your currency processor please contact the Realex Payments Support Team.

For more information on DCC implementation please see the [RealFX Developer Guide](#).

3. History

In the history section of the transaction details screen, you can view the details of the authorisation and all subsequent actions that have been carried out against the order. These may include settle, rebate and void details.

Explanation of Fields on Transaction Details screen

Field	Description
Timestamp	The date and time the transaction was processed.
Cardholder Name	The Cardholder name.
Order ID	This is the unique identifier for the transaction.
Account	The sub-account that the transaction was processed under.
Transaction Amount	The value of the transaction.

Field	Description
Customer Number	This displays information sent in the Customer Number field of the authorisation.
Product ID	This displays information sent in the Product ID field of the authorisation.
Variable Reference	This displays information from the Variable Reference field.
Status	This shows the current stage of the transaction process.
Result	The result of the transaction which is passed back by the card holders issuing bank.
Message	This is the result message which is passed back by the card holders issuing bank.
Batch id	This shows the Batch ID of the batch that the transaction is associated with. If a transaction is declined and therefore not batched, this will display "-1". In this instance the Batch ID will be available in the 'Settled' section of the application.
Pas Ref	This is an internal Realex Payments reference, unique to each transaction.
Transaction id	This is an internal Realex Payments reference, unique to each transaction.
Card Number	This shows the card type and the card number masked with X's for security reasons. The first 6 digits and last 4 digits will be the only characters visible.
Card Issuer	This displays the name of the bank that issued the card, if that information is available.
Card Issuer Country	The country the card was issued in.
Originating I.P.	This shows the IP address that the transaction was processed through.
Customer I.P.	This shows the IP address of the customer.
Fraud Score (TSS)	This is the score that the transaction received by the fraud scoring tool.
Security Code	This shows the result of the Security Code check. Please see the Appendix for the possible security code results.
AVS Address	This shows the result of the Address Verification Service (AVS) check on the information supplied by the customer in the billing address field.

Field	Description
AVS Postcode	This shows the result of the Address Verification Service (AVS) on the postcode supplied by the customer.

1.2 VIEWING RELATED TRANSACTIONS

In the 'Payment Method' section of the transaction details screen you can view related transactions by clicking on:

1. Number
2. Cardholder Name

These values will be underlined as below. For example if you click on the card number this will display all transactions processed on this card.

PAYMENT METHOD			
1 Number VISA <u>424242*****4242</u>	2 Cardholder Name <u>John Smith</u>	Issuing Bank -	Payment Method Country -

1.3 VIEW AND PRINT RECEIPT

To print a receipt, click on the '**Print Receipt**' button which will appear on the top right of your transaction details screen. This will open up a new tab in your browser, containing the receipt. Then use the onscreen options to save or print the receipt as necessary.

TRANSACTION DETAILS					PRINT RECEIPT	REBATE TRANSACTION	SETTLE TRANSACTION
Date Tue, 3 Feb 2015 06:39:33	Cardholder Name John Smith	OrderID Test5489564	Account 10pmailb	Amount 15.00 EUR			
Customer Number -	Product ID -	Variable Reference -	Recurring Flag -				
Comment -							

2 DOWNLOAD REPORTS TO EXCEL

In order to generate reports of all transactions, click on **'Generate Report'**. For example, within the **'Settled'** section, the **'Generate Report'** button is located within the batch overview screen below.

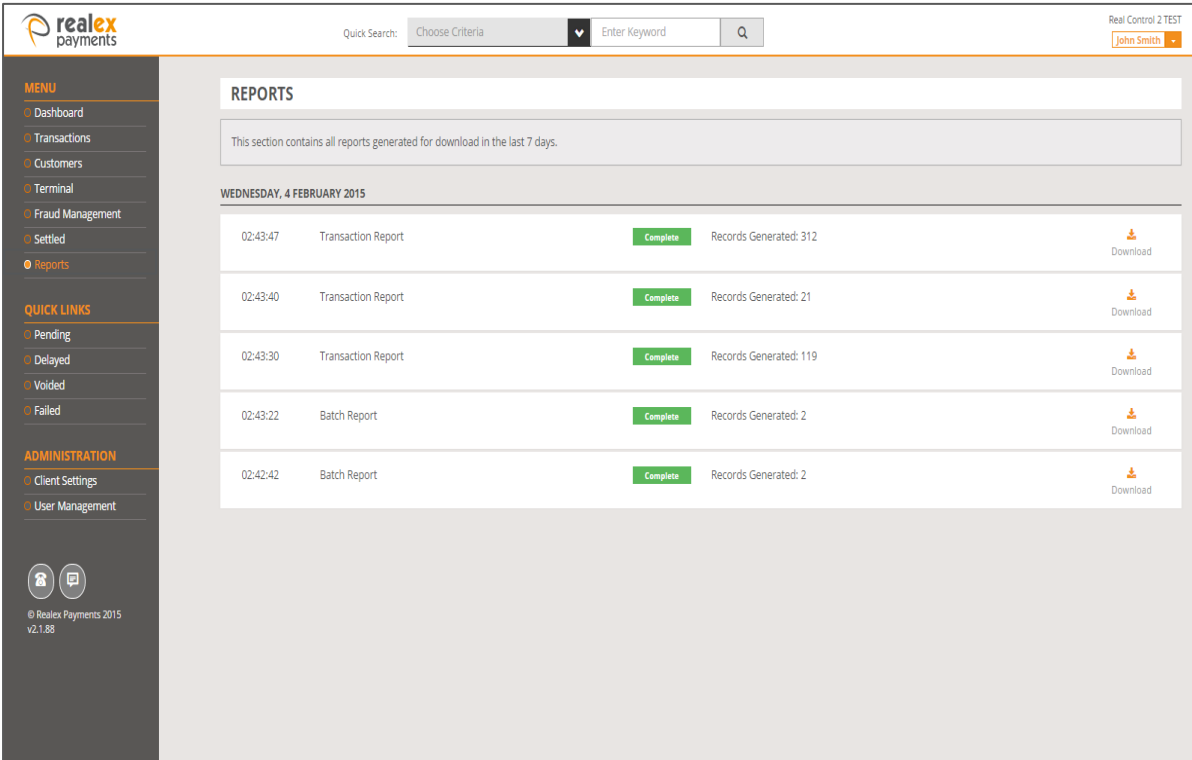
This will produce a report of all transactions within that batch. This functionality can be used throughout multiple sections of the RealControl system wherever the **'Generate Report'** button is located.

Click on **'Generate Report'**, this will schedule the batch report in the **'Reports'** section of the application.

BATCH 206022 OVERVIEW				GENERATE REPORT	VIEW TRANSACTIONS
BATCH BREAKDOWN BY ACCOUNT					
206022	03/02/2015 06:38:28	AIB Merchant Services - 653487322	27.50 EUR 2	(0.00) EUR 0	27.50 EUR 2
10pmailb			27.50 EUR 2	(0.00) EUR 0	27.50 EUR 2

To view reports click on the **'Reports'** section of the main navigation menu. Click the **'Download'** icon to the right of the report line to open or save the file.

If you choose to save the file, you can save it as a .csv file on your local machine.



The screenshot shows the 'REPORTS' section of the RealControl application. The page header includes the 'realex payments' logo, a search bar, and the user name 'John Smith'. The left sidebar contains a 'MENU' with options like Dashboard, Transactions, Customers, Terminal, Fraud Management, Settled, and Reports (which is highlighted). Below the menu are 'QUICK LINKS' (Pending, Delayed, Voided, Failed) and 'ADMINISTRATION' (Client Settings, User Management). The main content area is titled 'REPORTS' and contains a message: 'This section contains all reports generated for download in the last 7 days.' Below this, a table lists reports for 'WEDNESDAY, 4 FEBRUARY 2015':

Time	Report Type	Status	Records Generated	Action
02:43:47	Transaction Report	Complete	Records Generated: 312	Download
02:43:40	Transaction Report	Complete	Records Generated: 21	Download
02:43:30	Transaction Report	Complete	Records Generated: 119	Download
02:43:22	Batch Report	Complete	Records Generated: 2	Download
02:42:42	Batch Report	Complete	Records Generated: 2	Download

At the bottom of the sidebar, there is a copyright notice: '© Realex Payments 2015 v2.1.88'.



GOT ANY QUESTIONS?
LET US KNOW.

SUPPORT

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