

Online Reporting Tool User's Guide

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Getting Started

Login

Enter User Name and Password to get started.

Track Your Sales Report

This reporting tool provides the client with daily, weekly, and monthly detail and summary reports. By setting a variety of parameters, the user may search a list of transaction data and daily payment information including payment type, payment amount, and convenience fee information and more. These reports may be viewed in HTML format or exported as an Excel document.

User Name *

Password * [Forgot password?](#)

*Required Field

☐ Remember Me

LOGIN

f t in g+

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Forgot Password

For a forgotten password, please click the “Forgot Password” link. This link will open an email to accountmgrs@valuepaymentsystems.com. The account manager will send an email providing the account password.

Transaction Lookup

The screenshot shows a web form titled "Transaction Lookup" with a link "How to use this report". The form is divided into several sections:

- Select Item for Report***: A list box containing "Select All", "Real Estate Payments web (standalone website)", and "Real Estate Payments web (standalone website)".
- Start Date***: A date field with "01/13/2018" entered.
- End Date***: A date field with "01/19/2018" entered.
- Amount**: An empty text field.
- Last 4 of Account Number**: An empty text field.
- Payment Identifier**: An empty text field.
- First or Last Name**: An empty text field.
- Confirmation Number**: An empty text field.
- Payment Method**: A dropdown menu with "ALL" selected.
- Payment Status**: A dropdown menu with "ALL" selected.
- Report Output**: A dropdown menu with "View Online" selected.
- Paypal Email Address**: An empty text field.

At the bottom right, there are two buttons: "CLEAR" and "RUN REPORT". A red asterisk indicates required fields.

How to use this report

This link can be used to receive information on using this reporting system after logging in.

Select Item for Report

Select the department(s) to be included in the report. Select All may be chosen, but at least one department is required to run the report.

Required Search Fields

1. Select the department(s) for the requested data. One or multiple departments may be selected.
2. Enter the Start and End dates. A date can be selected by clicking inside the field or entered by using the calendar. Date ranges that exceed seven days will not be available to View Online; selection of Download or Email will be required.

Optional Search Fields

3. Enter an Amount to allow the report to search for transactions equal to that amount.
4. Enter the Last 4 (digits) of Account Number to generate a report for that specific card. (*This field will be hidden for users who have PayPal as the only accepted payment method*).
5. Enter a Payment Identifier to search by exact accounts.
6. Enter First or Last Name to limit search by payers' name.

7. Enter a Confirmation Number to limit search to payments with a specific confirmation number.
8. Choose a Payment Method to generate a report for that specific method.
9. Choose the transaction's status by using the Payment Status dropdown list.
 - A. Choose "All" to view all payment status.
 - B. Choose "Approved" to report only transactions that were approved by the card issuer or e-checks approved by the bank.
 - C. Choose "Declined" to view only transactions that were declined by the card issuer.
 - D. Choose "Original Refund Trans" to view only refunded transactions.
 - E. Choose "Voided" to view only voided transactions.
10. Choose how to view the report by using the Report Output. This field is defaulted to "View Online."
 - A. Choose View Online to have the report appear in the browser window (Date range cannot exceed 7 days).
 - B. Choose Download to view the report as an Excel file.
 - C. Choose Email to have the report sent to desired email address(es) as an Excel file.
11. Enter a PayPal Email Address to search for a payment.
12. Click RUN REPORT to generate this report, or click on "Clear" to return all fields to their default state.

Refunding a Payment

Refunds can only be processed based on the following criteria:

- Approved transactions must have been completed within the last 120 days
- Credit and debit card payments only (e-Check payments cannot be refunded in the Sales Reporting System)
- The original payment method must be valid (Expired payment methods cannot be refunded)

Payments that meet the defined criteria will have a “Refund” link provided in the first column of the table. To complete a refund, click on the link corresponding with the correct payment. The payment will open into a Refund Transaction screen.

| SEARCH RESULTS - Last Updated (Fri Jan 19 2018 08:35:15 GMT-0600 (Central Standard Time)) | | | | | | | | | | | | | |
|---|--|--------------|--------------------|--------------------|----------|----------|---------------------|-----------|----------|----------|---------------------|-------------------------------|------------|
| Refund | Entity Name | Payment Type | Payment Identifier | Name | Amount | Status | Confirmation Number | Account # | Exp.Date | Conv.Fee | Date | Address | |
| | Real Estate Payments web. (standalone website) | Echeck | | Gwenin Lake | \$290.38 | APPROVED | 1392065 | 0002 | | \$0.50 | 1/2/2018 9:27:22 AM | 123 lake blvd Charlotte IL US | SumaAyappa |
| Refund | Real Estate Payments web. (standalone website) | MasterCard | | Firstname Lastname | \$350.00 | APPROVED | 5294985 | 0065 | 11/20 | \$6.83 | 1/2/2018 9:25:32 AM | 123 East Ave Nashville GA US | SumaAyappa |
| Refund | Real Estate Payments web. (standalone website) | MasterCard | | Firstname Lastname | \$85.12 | APPROVED | 1828385 | 5557 | 11/23 | \$1.95 | 1/2/2018 8:56:13 AM | 123 East Ave Nashville GA US | |
| << < 1 > >> Go to page: 1 Row count: 40 | | | | | | | | | | | | | |

Refunding a Transaction

The refund transaction screen will provide all details regarding the original payment. The “Refund Amount” will be pre-populated with the original “Transaction Amount.”

Options to process a full refund or partial refund:

- To process a full refund, simply click “Refund.”
- To process a partial refund, modify the amount in the “Refund Amount” field and click “Refund.”

NOTE: Only one refund can be applied per transaction. If the amount refunded is less than the full transaction, additional refunds will not be able to be processed to this transaction in the future. The convenience fee is nonrefundable once a confirmation number has been issued.

The image shows a software interface for processing a refund. At the top, there are two tabs: "Payment Identifier" and "Payment Email Address". The main heading is "Refund Transaction" in blue. Below this, several fields display transaction information: "Payer Id:" followed by a blurred ID, "Transaction Amount: 350.00", "Payer Name: Firstname Lastname", "Fee: \$6.83", "Transaction Date: 1/2/2018 9:25:32 AM", and "Vps TransactionId:" followed by a blurred ID. The "Refund Amount:" field is marked with a red asterisk and has a text input box containing "350.00". At the bottom, there are two buttons: "Confirm" and "Cancel".

| Field | Value |
|---------------------|---------------------|
| Payer Id: | [Blurred] |
| Transaction Amount: | 350.00 |
| Payer Name: | Firstname Lastname |
| Fee: | \$6.83 |
| Transaction Date: | 1/2/2018 9:25:32 AM |
| Vps TransactionId: | [Blurred] |
| Refund Amount: | 350.00 |

Confirmation of a Successful Refund

A successful confirmation will display the following information:

- 1) Refund Date
- 2) Refund Amount
- 3) Transaction Date
- 4) Transaction Amount
- 5) Convenience Fee
- 6) Payer Identifier
- 7) Payer Name

Click "Print" to print the refund confirmation.

Refund Status

Amount refunded!

Refund Date : 2/12/2018, 1:20:45 PM

Refund Amount : \$5.00

Transaction Date : 2/12/2018 1:19:50 PM

Transaction Amount : \$10.00

Conv.Fee : \$0.23

Payer Identifier :

Payer Name : Firstname Lastname

Ok Print

Voids

To void a transaction, simply complete the Refund Transaction within 10 minutes of the initial payment approval. Refund transactions completed after 10 minutes will be completed as a refund.

Additional Report Options*.

1. Print Report – Allows generated report to be printed.
2. Export to Excel- A report that is the “Online” format to Excel after the report is generated can be exported.
3. Hide Report Options – Search criteria can be hidden to show only the Search results.

**Options only visible after clicking ‘Run Report’.*

Report Outputs

Online

Sort the report by clicking on the header of the column with data to be sorted. Results are organized in pages with the option to select the maximum number of results per page utilizing the dropdown box. Other pages may be viewed by selecting the page number from the dropdown box, or by utilizing the arrows at the bottom of the page. This report option is limited to a 7 day date range.

| SEARCH RESULTS - Last Updated (Fri Jan 19 2018 09:25:26 GMT-0600 (Central Standard Time)) | | | | | | | | | | | | |
|---|---|--------------|--------------------|--------------------|------------|----------|---------------------|-----------|----------|----------|----------------------|---|
| Refund | Entity Name | Payment Type | Payment Identifier | Name | Amount | Status | Confirmation Number | Account # | Exp.Date | Conv.Fee | Date | Address |
| | Real Estate Payments web (standalone website) | Echeck | | Jon Doe | \$2,013.02 | APPROVED | 7488445 | 0001 | | \$0.50 | 9/22/2017 3:45:09 PM | 123 random drive suite 20 Nashville TN US |
| Refund | Real Estate Payments web (standalone website) | MasterCard | | Firstname Lastname | \$1,279.23 | APPROVED | 7450305 | 0065 | 11/20 | \$24.94 | 9/22/2017 3:39:00 PM | 123 address new city KY US |
| Refund | Real Estate Payments web (standalone website) | MasterCard | | Lilian Lastname | \$846.26 | APPROVED | 1414295 | 5557 | 11/20 | \$16.50 | 9/22/2017 3:08:47 PM | 123 new Nashville KS US |
| Refund | Real Estate Payments web (standalone website) | MasterCard | | Tracy Joseph | \$2,190.16 | APPROVED | 6823625 | 5557 | 08/20 | \$42.71 | 9/22/2017 2:37:20 PM | assdodd Nashville NE US |
| Refund | Real Estate Payments web (standalone website) | MasterCard | | Test TestLast | \$4,986.73 | APPROVED | 7510955 | 5557 | 07/21 | \$97.24 | 9/22/2017 2:24:54 PM | 550 broad st Fair Lawn ID US |
| | Real Estate Payments web (standalone website) DeskTop | Echeck | | Test TestLast | \$0.00 | APPROVED | 1559899335 | 5222 | | \$1.95 | 9/21/2017 5:00:57 AM | 550 broad st |
| Refund | Real Estate Payments web (standalone website) | Visa | | Firstname Lastname | \$2,743.41 | APPROVED | 6925615 | 1111 | 10/22 | \$53.50 | 9/18/2017 3:29:27 PM | 121 test dr New city ID US |
| Refund | Real Estate Payments web (standalone website) | MasterCard | | Test TestLast | \$512.86 | APPROVED | 1195455 | 5557 | 07/22 | \$10.00 | 9/18/2017 1:44:05 PM | 550 broad st Fair Lawn FL US |
| << < 1 > >> Go to page: 1 Row count: 40 | | | | | | | | | | | | |

Excel

This report can be filtered using the arrows on each column. Choose Select All or only select the items you would like to include in the report. Unselected items will be filtered out of the report.

| Amount | Status | Confirmation Number | Account | Exp. Date | Conv. Fee | Date | Address | Email | Clerk | Phone | Terminal | TransId |
|---------|---|---------------------|---------|-----------|-----------|---------------------|-----------------|-------|-------|------------|----------|-----------------------|
| \$15.00 | REFUND | 6386472405 | | | \$3.95 | 8/1/2017 3:52:19 PM | Nashville ID US | | | 6152222223 | | 17080115529833BD49DA |
| \$15.00 | ORIGINAL REFUND TRANS | 6386472405 | 192E | | \$3.95 | 8/1/2017 3:48:58 PM | Nashville ID US | | | 6152222223 | | 1708011548597A6238C35 |
| \$18.00 | REFUND [DECLINED] - CF: GENERAL DECLINE | 4867400955 | | | \$3.95 | 8/1/2017 3:45:56 PM | Nashville ID US | | | 6152223333 | | 1708011545443BF9CF82B |
| \$18.00 | ORIGINAL REFUND TRANS | 4867400955 | 001V | | \$3.95 | 8/1/2017 3:43:53 PM | Nashville ID US | | | 6152223333 | | 17080115436107F489202 |

Print

A printable report format will be displayed as a PDF. This file can be saved or printed.

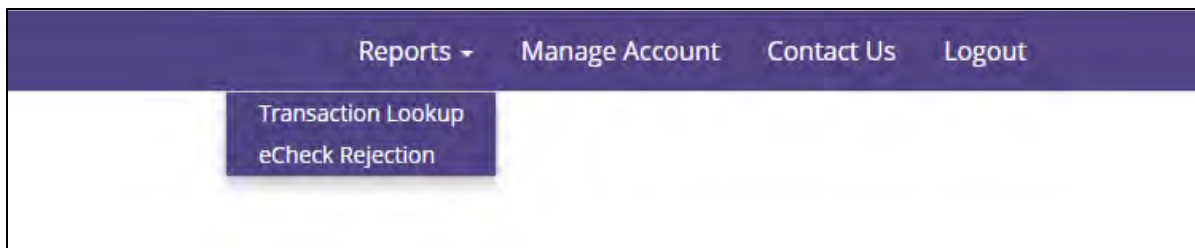
SEARCH RESULTS - Last Updated (Fri Jan 05 2018 11:29:53 GMT-0600 (Central Standard Time))

| Refund | Entity Name | Payment Type | ID | Name | Amount | Status | Confirmation Number | Account # | Exp. Date | Conv. Fee | Date | Terminal ID | Address | Email | Phone # | Clerk ID | TransId |
|--------|-------------------------------------|--------------|----|--------------------|------------|----------|---------------------|-----------|-----------|-----------|-----------------------|-------------|----------------------------------|-------|------------|----------|-----------------------|
| Refund | Claimant Payments DeskTop | MasterCard | | Gvern Lake | \$75.00 | APPROVED | 987434 | 5557 | 11/23 | \$1.69 | 1/4/2018 3:05:05 PM | | 123 lake blvd Charlotte IL US | | 6152222223 | | 180104150530731CE1782 |
| Refund | Claimant Payments DeskTop | MasterCard | | Firstname Lastname | \$50.00 | APPROVED | 428684 | 5557 | 11/23 | \$1.13 | 1/4/2018 3:03:23 PM | | 123 East Ave Nashville GA US | | 6152224444 | | 1801041503630CE99469F |
| Refund | Claimant Payments DeskTop | MasterCard | | suja Sebastian | \$100.00 | APPROVED | 1899717155 | 5557 | 09/22 | \$2.25 | 1/4/2018 5:00:16 AM | | 2207 Crestmoor Rd #200 | | 6157306367 | | 18010405001436D29C315 |
| | Claimant Payments DeskTop | Echeck | | Potter Test | \$120.00 | APPROVED | 7937137675 | 0001 | | \$2.70 | 1/2/2018 5:00:20 AM | | 345 test avenue | | 4018880000 | | 1801020500990C50CEE19 |
| | Employer Liability Payments DeskTop | Echeck | | Potter Test | \$200.00 | APPROVED | 7847646405 | 0001 | | \$4.50 | 1/2/2018 5:00:15 AM | | 345 test avenue | | 4018880000 | | 180102050026078209B17 |
| Refund | Claimant Payments DeskTop | MasterCard | | Joseph Jackson | \$34.00 | APPROVED | 9561454075 | 5557 | 04/21 | \$0.77 | 1/1/2018 5:00:37 AM | | Shourla | | 6152223333 | | 180101050073743A39AC8 |
| Refund | Claimant Payments DeskTop | MasterCard | | suja sebastian | \$131.00 | APPROVED | 9826751825 | 5557 | 07/21 | \$2.95 | 1/1/2018 5:00:35 AM | | 1571 | | 6152752757 | | 18010105001570377FDOC |
| Refund | Claimant Payments DeskTop | MasterCard | | Molly Smith | \$1.00 | APPROVED | 2451531495 | 5557 | 06/18 | \$0.02 | 1/1/2018 5:00:32 AM | | 200 Any Lane | | 2512222222 | | 1801010500610EC5EBC1F |
| Refund | Claimant Payments DeskTop | MasterCard | | John Smith | \$15.00 | APPROVED | 2033800155 | 5557 | 02/19 | \$0.34 | 1/1/2018 5:00:30 AM | | 1234 My Way | | 6152224444 | | 1801010500267AF3EFF14 |
| Refund | Claimant Payments DeskTop | Visa | | Johnny Smithville | \$15.00 | APPROVED | 4058245105 | 0060 | 08/24 | \$1.00 | 1/1/2018 5:00:25 AM | | 1234 My Way | | 6152224444 | | 180101050095065CF5EAA |
| Refund | Claimant Payments DeskTop | MasterCard | | Johnny Smithville | \$25.00 | APPROVED | 5843123345 | 0305 | 11/20 | \$1.00 | 1/1/2018 5:00:23 AM | | 1234 My Way | | 6152224444 | | 180101050073373CDFD8A |
| Refund | Claimant Payments DeskTop | MasterCard | | suja sebastian | \$1.00 | APPROVED | 5398672565 | 5557 | 02/21 | \$1.00 | 1/1/2018 5:00:17 AM | | sebastian | | 6152221111 | | 1801010500343AEB77AFE |
| Refund | Employer Liability Payments DeskTop | Discover | | Sean Check | \$1,000.00 | APPROVED | 7603064605 | 0066 | 06/20 | \$22.50 | 12/29/2017 5:00:28 AM | | 111 test blvd | | 2015556666 | | 1712290500337FACE143F |

<<<|>>> Go to page: 1 Row count: 10
Showing 1-13 of 13

eCheck Rejection

To review eCheck rejection, select the arrow next to “Reports” in the top right menu. Next select eCheck rejection. To return to Transaction Lookup, follow these steps and select it from the listing.



How to use this report

Click this link to receive information on using this reporting system after logging in.

Required Search Fields

1. Select the department(s) for the requested data. One or multiple departments may be selected.
2. Enter the Start and End dates. Select a date by clicking inside the field or enter by using the calendar. Date ranges that exceed seven days will not be available to View Online; selection of Download or Email will be required.

Optional Search Fields

3. Enter an Amount to allow the report to search for transactions equal to that amount.
4. Enter a Payment Identifier to search by exact accounts.
5. Enter a Confirmation Number to limit the search to payments with a specific confirmation number.
6. Enter the Last 4 (digits) of Account Number to generate a report for that specific card.
7. Enter First or Last Name to limit search by payers' name.
8. Choose how to view the report by using the Report Output. This field is defaulted to “View Online.”
 - A. Choose View Online to have the report appear in the browser window (Date range cannot exceed 7 days).
 - B. Choose Download to view the report as an Excel file.
 - C. Choose Email to have the report sent to desired email address(es) as an Excel file.
9. Click RUN REPORT to generate this report, or click on “Clear” to return all fields to their default state.

Refunds

Refunds cannot be initiated in the Online reporting tool for eChecks.

Report Outputs

Report outputs available for eCheck are the same as Transaction Lookup.

Online

Sort the report by clicking on the header of the column with data to be sorted. Results are organized in pages with the option to select the maximum number of results per page utilizing the dropdown box. Other pages may be viewed by selecting the page number from the dropdown box, or by utilizing the arrows at the bottom of the page. This report option is limited to a 7 day date range.

| SEARCH RESULTS | | | | | | | | | | | |
|---|--------------------|-----------|----------|---------------------|-----------|-----------|------------------|----------------------|--|------------------------------|-------------------------------------|
| Entity Name | Payment Identifier | Name | Amount | Confirmation Number | Account # | Conv. Fee | Transaction Date | Rejected Date | Reject Reason | Address | Email |
| Real Estate Payments web (standalone website) | | Date bill | \$300.00 | 2728405 | 0002 | \$0.00 | 9/12/2017 | 9/12/2017 1:07:56 PM | Invalid Account Number >> No RESUBMIT for this rejection | 123 Circle Dr new city CT US | SumaAyappan@valuepaymentsystems.com |
| << < 1 > >> Go to page: 1 Row count: 40 | | | | | | | | | | | |

Excel

This report can be filtered using the arrows on each column. Choose Select All or only select the items you would like to be included in the report. Unselected items will be filtered out of the report.

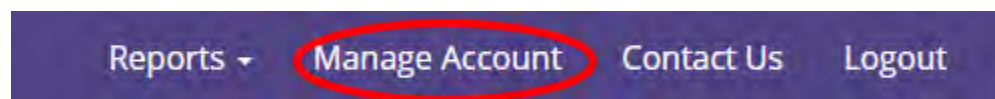
| | A | B | C | D | E | F | G | H | I | J | K | L | M | |
|---|--------------------------------|---------------|------------------------------|--------|-------|---------------------|-----------|---------------------------------------|---|---------|-----------|------------|-----------------|---------|
| | Payment Identifier | Date | Address | Amount | Clerk | Confirmation Number | Conv. Fee | Email | Entity Name | Account | Name | Phone | Rejected Date | Reject |
| 2 | DA61BC3104B4549ACCFAD93DA485DF | 9/5/2017 8:21 | 123 Circle Dr new city CT US | 300 | | 2728405 | | 0 SumaAyappan@valuepaymentsystems.com | Real Estate Payments web (standalone website) | 0002 | Date bill | 6152224444 | 9/12/2017 11:07 | Invalid |
| 3 | | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | | |

Print

A printable report format will be displayed as a PDF. This file can be saved and/or printed.

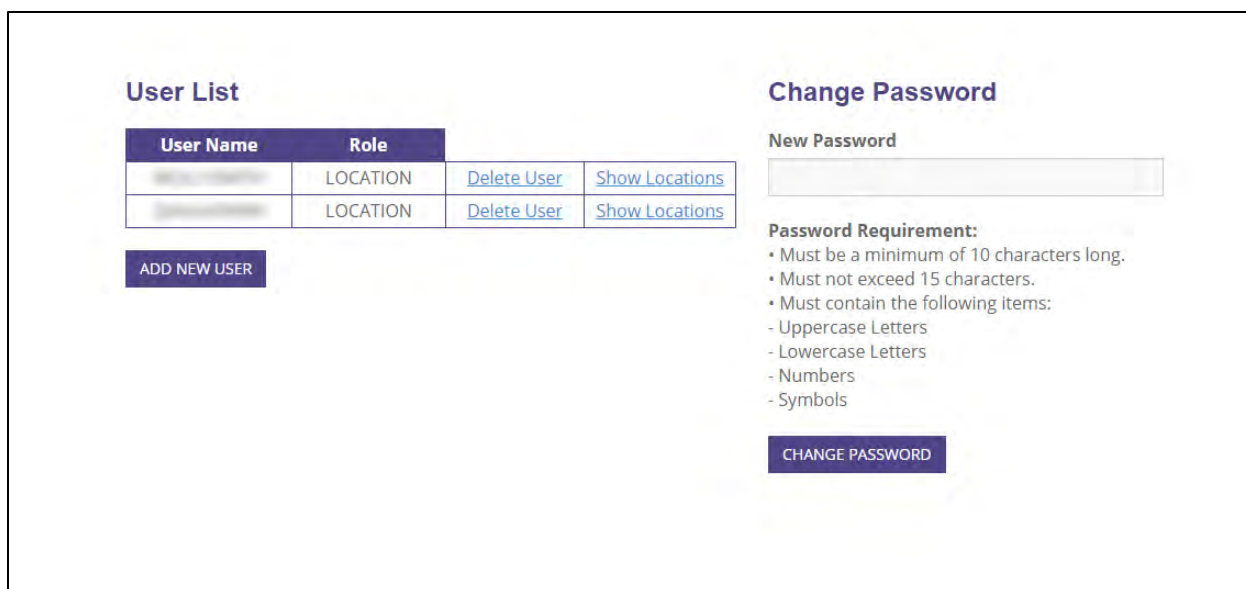
Manage Account

To manage account, select it from the top right menu bar.



User List

The User list shows the users that have access to the Online Reporting application. From this list, an Admin will be able to add New Users, Delete Users, and view/modify the departments/locations each user has access (Show Locations).

A screenshot of a web application interface. On the left, under the heading 'User List', there is a table with two columns: 'User Name' and 'Role'. The table contains two rows, both with 'LOCATION' in the 'Role' column. To the right of each row are two links: 'Delete User' and 'Show Locations'. Below the table is a button labeled 'ADD NEW USER'. On the right side of the interface, under the heading 'Change Password', there is a text input field labeled 'New Password'. Below the input field, under the heading 'Password Requirement:', there is a list of requirements: 'Must be a minimum of 10 characters long.', 'Must not exceed 15 characters.', and 'Must contain the following items:'. The items are listed as: '- Uppercase Letters', '- Lowercase Letters', '- Numbers', and '- Symbols'. At the bottom of this section is a button labeled 'CHANGE PASSWORD'.

Change Password

To change the password, follow the Password Requirements provided on the screen. Once the new password has been entered, select Change Password to save the new password. If the password does not meet the requirements, an error message will be sent.

Add New User (Administrator only)

Select Add New User to be taken to the Assign User screen. Select the departments(s) the new user will be allowed to access. Follow the criteria provided for User Name and Password. After this has been entered, select Create User. The new user will now be available in the User List.

User List

| User Name | Role |
|-----------|----------|
| | LOCATION |

[Delete User](#) [Show Locations](#)

ADD NEW USER ←

Assign User
Select Item for Create User*

☐ Select All

☐ Tax Payment

- ☐ Real Estate Payments web (standalone website)

User Name *

Password *

User Requirements:

- Must be a minimum of 10 characters long
- Must not exceed 15 characters.

Password Requirement:

- Must be a minimum of 10 characters long.
- Must not exceed 15 characters.
- Must contain the following items:
 - Uppercase Letters
 - Lowercase Letters
 - Numbers
 - Symbols

*Required Field

***Required Field**

[BACK](#) [CREATE USER](#)

Delete User

To remove a user, click “Delete User” in the table next to the user name to be deleted. A prompt will be received to confirm deletion of the user. Select yes to delete the user.



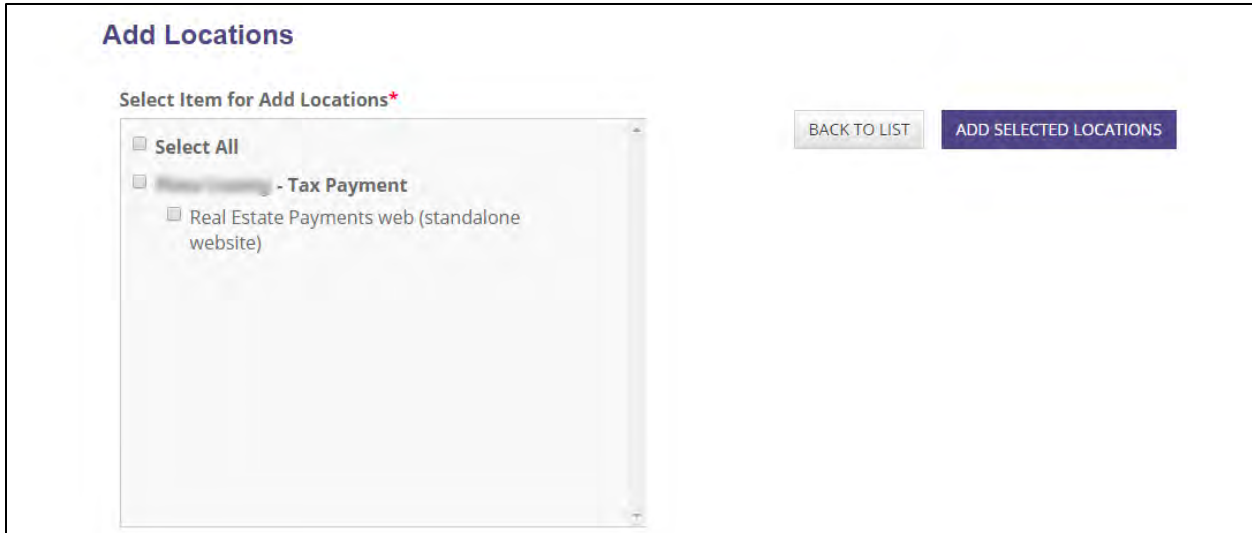
Show Location

Show location allows the Administrator to manage the locations a user currently has access. After clicking “Show Location” in table, locations may be viewed, deleted, and/or added to New Location.

| Locations List of MOLLYSMITH | | |
|--|---------------------------------|-------------------------------------|
| Locations for user | | |
| XXXXXXXXXX - Tax Payment Real Estate Payments web (standalone website) | Delete Location | Add to New Location |

Add New Location

To add a new department/location(s), select the payment option to be added and click Add Selected Locations. This will add the payment option and the new locations will be visible on the Locations list.



The screenshot shows a dialog box titled "Add Locations". At the top, it says "Select Item for Add Locations*". Below this is a list box containing the following items: "Select All", "Real Estate Payments web (standalone website)", and "Real Estate Payments web (standalone website)". To the right of the list box are two buttons: "BACK TO LIST" and "ADD SELECTED LOCATIONS".

Delete Location

Locations can be deleted from the Locations List. Select Delete Location in the table next to the location to be removed. The system will require confirmation to delete the location. Select yes to remove access to the location/department.



The screenshot shows a confirmation dialog box with a grey header bar containing the text "Are you sure?". Below the header bar, the main text reads "Are you sure you want to delete this location?". At the bottom of the dialog box are two buttons: "YES" and "NO".

Contact Us

To contact an account manager, please select Contact Us on the upper right bar. This will open an email to accountmgrs@valuepaymentsystems.com. Please send an email for a prompt response.

