Reports

Commonalities Among Reports

- Reports are generated in Central Time (CT).

- [printer icon] **Print** is an option available for all reports.

- Exporting reports into a Microsoft® Office Excel® spreadsheet, a tab-delimited file (.TSV) or a comma delimited file (.CSV) is available.
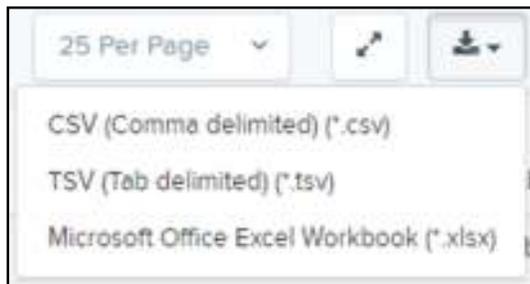
FIGURE 1 - EXPORT MENU OPTIONS

- Select [expand icon] **Full Screen** to view your report across your entire monitor screen.

- Select [filter icon] **Filter** to view filters where you can search the report for alphanumeric entries. Deselecting will hide filter fields, and strip the report of your alphanumeric search.

- Select [columns icon] **Filter Columns** to bring a list of all the information columns available in the report. You may configure the list to have certain columns appear in the order you choose, or to hide columns from the report listing.

   o Use the **View** option to determine whether an informational column appears.

   o Use the **Prioritize** tools to change the order of a column in the report.

   o Use the **Freeze** tool to lock a column in place when viewing the report.

FIGURE 2 - WORKING WITH FILTER COLUMNS

NOTE: Report filter settings can be saved into a template for later use. However, it is recommended that you save the reports themselves by exporting them to a file saved on your computer.

Current Transaction Summary & Report

The *Current Transaction Summary* can be found on the *Dashboard* upon logging in. It is a numerical display of the total number of items and dollar amounts of all ACH, Check 21, and credit card debits, credits, refunds, returns, and collection items for all locations being processed by a customer. It covers a rolling 60-day period and is broken down by a transaction's current status within the system.

Although there are many reports you can use to view transactions, the *Current Transaction Summary* allows you to quickly identify any unusual activity regarding your transactions with any of the following status types:

- Declined
- Error
- In Collection
- Voided
- Uncollected NSF

- Suspended (requires financial institution's action to approve or void)
- Disputed
- Invalid/Closed Account

The following table provides a list and definition of all the transaction statuses within the system, for reference.

Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	(*ACH Only*) The transaction, originally returned NSF, has been re-presented to the Federal Reserve by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the Dual Authorization limit of the user who created it. An authorized approver must review and then either approve or void the transaction.
Declined	The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either Dual Authorization limits or Velocity limits.
Voided	The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the *Processed* status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	(*ACH Only*) The transaction, returned NSF, is in the process of being re-presented to the Federal Reserve by ProfitStars.
Other ACH Returns	The ACH transaction has been returned by the Federal Reserve. The transaction will be charged back.

Status	Definition
Unauthorized	This includes the total number of transactions and total amount that have been returned with one of five Unauthorized Return Reason Codes (R05, R07, R10, R29, R51). **NOTE:** These R codes will no longer be included in the *Disputed* status totals.
Uncollected NSF	(*ACH Only*) The transaction was returned to ProfitStars NSF by the Federal Reserve, and funds could not be recovered.
Suspended	The transaction has been verified, but it has exceeded Velocity limits.
Disputed	(*ACH Only*) The transaction was returned to ProfitStars by the Federal Reserve because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Invalid/Closed Account	(*ACH Only*) The transaction was returned to ProfitStars by the Federal Reserve because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a *Resolved* status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a *Resolved* status from a status of *Declined, Voided, Invalid/Closed Account, Disputed, Uncollected NSF, Unauthorized, Error*, or *In Research*.
Other Check21 Returns	The Check21 transaction has been returned by the Federal Reserve. The transaction will be charged back.

NOTE: On the *Current Transaction Summary* report, debits are a debit to the check writer and a credit to the merchant, while credits are a credit to the check writer and a debit to the merchant. On the *Credits and Debits to the Merchants Settlement Account* report, debits are a debit to the merchant account and a credit to the check writer while credits are a credit to the merchant account and a debit to the check writer.

The below figure is an example of the *Current Transaction Summary* on the *Dashboard* upon logging into the system.

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Current Transaction Summary

Below is a summary of the previous 60 days of transaction activity as of 1/19/2018, organized by status. Hover over the status to view its definition. Selecting a status link will navigate you to a report of all transactions of that type, where you may adjust the date as necessary, filter the data, save, export, and/or print the activity.

Status	Debit Count	Debit Amount	Credit Count	Credit Amount
Approved				
Processed	5	$185.00	1	$25.00
Collected				
Awaiting Capture				
Awaiting Approval				
Declined	1	$75.25		
Voided				
Error				
In Collection				
Other ACH Returns				
Unauthorized				
Suspended				
Uncollected NSF				
Disputed				
Invalid / Closed Account				
Resolved				
Other Check21 Returns				

FIGURE 3 - CURRENT TRANSACTION SUMMARY

The *Transaction Status* report is a pre-defined report listing all transactions in a specific status. It is automatically generated when you select a status link from the *Current Transaction Summary*. The list will contain items that have been processed within the last 60 days (except the *Approved* status, which shows up to the last 24 hours) and give you access to individual transaction information and images of the scanned items as well. Follow the steps below to generate a *Transaction Status* report.

1. Log in to the application, and select a status that appears as a link and contains values in the *Current Transaction Summary* (for example, **Approved** in the graphic below).

FIGURE 4 - CURRENT TRANSACTION SUMMARY WITH APPROVED STATUS INDICATED

2. A list of the first 25 transactions (default value) is displayed. Select a **View** link in the far left column to view details about that transaction.

FIGURE 5 – CURRENT TRANSACTION SUMMARY, WITH APPROVED RESULTS SHOWN

3. The *Transaction Details* page appears for that status. Select **Show Events** and/or **Show Audit History** to view more details about the transaction.

FIGURE 6 - SHOW EVENTS AND SHOW AUDIT HISTORY OPTIONS

- **Show Events**: The automated steps/processes a transaction has gone through. The most recent steps are displayed first and include the date/time the events took place in Central Time.

- **Show Audit History**: Manual interaction with the transaction. Details are displayed with the latest steps first and includes the date/time processes took place in Central Time.

NOTE: Additional transaction details may be listed depending on the type of ACH transaction displayed.

Using the Report Builder Utility

The report builder utility can be used to create one-time queries and custom recurring daily, weekly, and monthly reports for bookkeeping, historical research, and problem solving.

There are two options when creating a customized report: **New Report** and **New Shared Report**. While both are customizable, the shared report is available to other users who have access to the system. Other users will be able to pull the shared report and use its settings to generate information. Only the user who created the shared report can delete it.

4. Log in to the application, and select **Reports** from the left main menu.
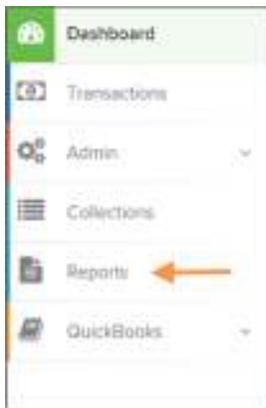
FIGURE 7 - REPORTS TAB

5. Click **New Report** or **New Shared Report**, if it will be available to others.
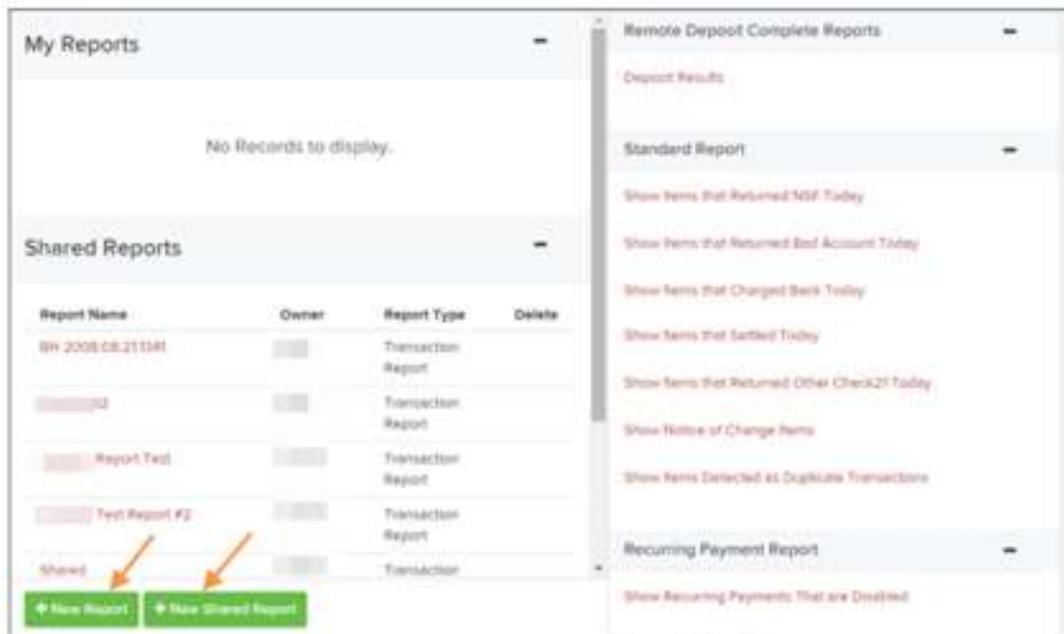
FIGURE 8 - REPORT BUILDER OPTIONS FOR NEW REPORTS

6. The *Reports* page appears. In the top bar, enter a **Title** for the report. Fill in the report criteria in each of the four sections: **Report Type**, **Date Range**, **Advanced**, and **Report Column** headers.
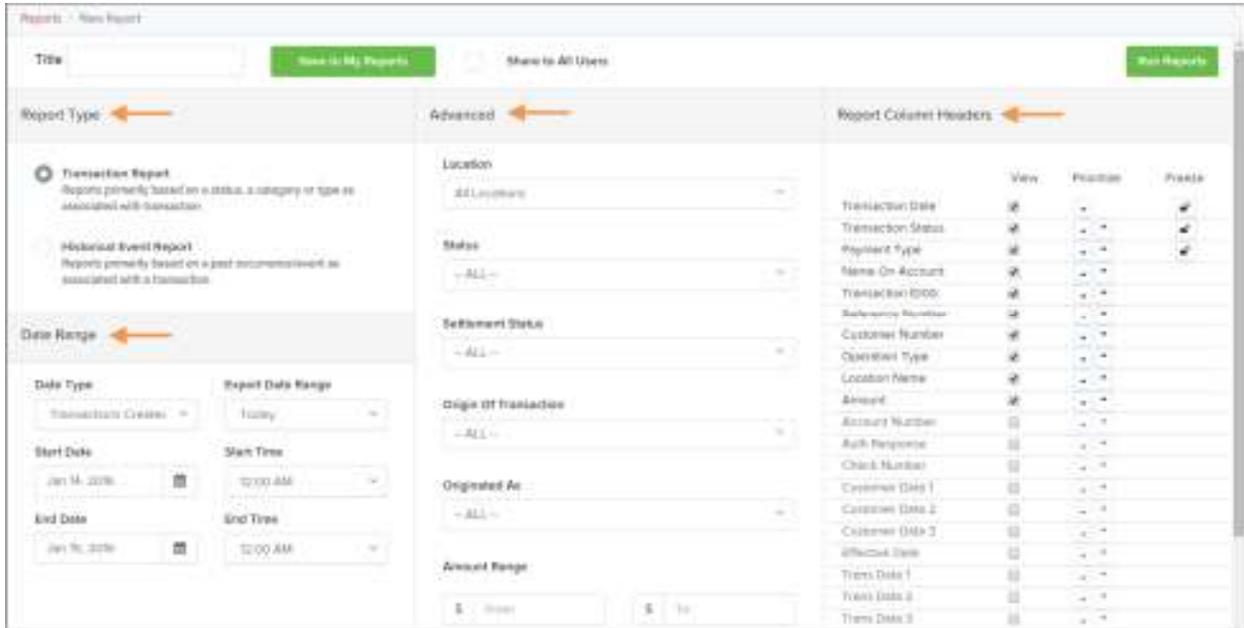
FIGURE 9 – FOUR SECTIONS IN REPORT BUILDING

- **Report Type** - Designate if your report will be a *Transaction Report* based upon the current status of a transaction, or a *Historical Event Report* based upon past events a transaction has been through in the system.

- **Date Range** - In the **Date Type** field, select either **Transactions Created** or **Effective Dates** for the report, which will determine if the report displays transactions based upon the date they were created versus the date they took effect.

- Select a pre-specified date range using the **Export Date Range** option (ideal for recurring reports), or specify your own date range with the **Start Date** and **Start Time** and the **End Date** and **End Time** fields.
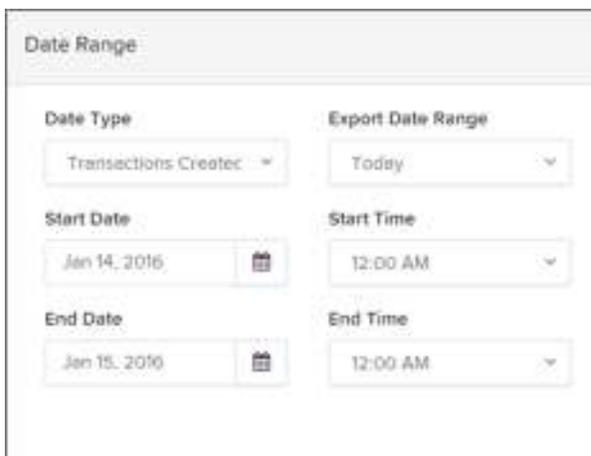
FIGURE 10 - DATE RANGE SECTION

NOTE: If you are creating a *Historical Event Report*, a custom date range will be unavailable.

- *Advanced Filters* section – Specify the **Location** and **Status** of the transaction you wish to have in your report.

    - **Settlement Status**: Whether a transaction has been deposited. Designate a single status or multiple statuses by selecting the appropriate check box(es).

    - **Origin of Transaction**: Determines how the transaction was received and will be coded. You may designate a single origin for the report or multiple origins by selecting the check box next to each option.

    - **Originated As**: Specifies how the transaction will be processed. You may designate a single type or multiple types.

    - **Account Type**: Determines the type of transaction the report will display. You can select a specific account type or select **ALL**.

    - **Operation**: This option specifies what process a transaction has been through. You may designate one process or select **ALL**.

    - **Authority Response Code**: This option represents the types of return responses that can be received for a transaction. Select a specific response code or select **ALL**.

    - **Amount Range**: The **From** and **To** options allow you to look for transactions with a specific amount or between amount values in decimal format (XX.XX).

- *Report Column Headers* – This section allows you to organize how the report displays.

    - Select the **View** check box next to any fields to have them show on the report.

    - Under **Prioritize**, use the arrows to change the order in which information appears. For example, select the upward arrow to have a field listed before others, or the select the downward arrow to have other fields listed before it.

    - Use **Freeze** to lock fields when viewing a report. This will hold certain fields in view while you explore the rest of the report information.

FIGURE 11 - REPORT COLUMN HEADERS SECTION

7. At this time, you may choose to select the **Share to All Users** check box (as shown below) if you want to have this report available for other users to view. If you selected **New Shared Report** previously, this box will already be selected.

Alternatively, you may wish to save the report for your own use at a later time by selecting **Save to My Reports**. This option will both save the report and generate a report to view.
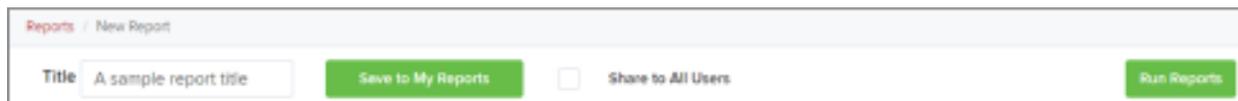
FIGURE 12 - SAVE AND RUN REPORT OPTIONS

The report displays results.

- Use the filters to change the report and then select **Run Reports** again, or you can print/export the report, as needed.

- Column headers in the report are selectable by organization. Select a column header to organize the report based on that column's information, in either ascending order (designated by an upward arrow) or descending order (designated by a downward arrow).

- Select **View** to the left of an item to view more details about the transaction.

- To change the report template, adjust the report filters as desired, and then select **Save to My Reports**, which will save the filter options as a template for later use.

NOTE: Be sure to select the **Share to All Users** check box if you wish to save the report for others to use.

Deposit Results Report

The *Deposit Results* report is a date range report used to display a list of batches created. It can be used to monitor the status of current day batches and the items in them, or to look at previous days' batches and items. Batches displayed in the report can represent a single deposit or be a part of a multi-batch deposit.

8. Log in to the application, and select **Reports**.

9. Select **Deposit Results**.
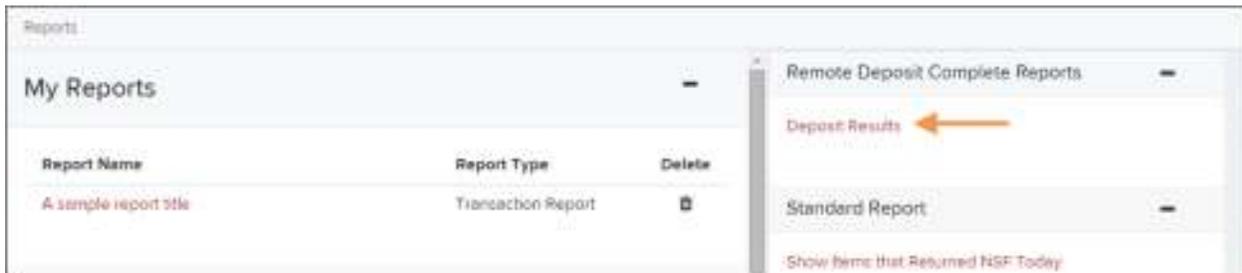
FIGURE 13 - DEPOSIT RESULTS OPTION

10. The *Deposit Results Search* page appears. Select a **Location ID** from where to pull the report information. Select a date range using either the **Quick Pick** option with a list of pre-set date ranges, or the custom option by entering a **Start Date** and **Start Time** options and the **End Date** and **End Time** options. You can search for report results older than two years (up to seven years), as long as you enter a date range in which the start and end dates are both older than two years.
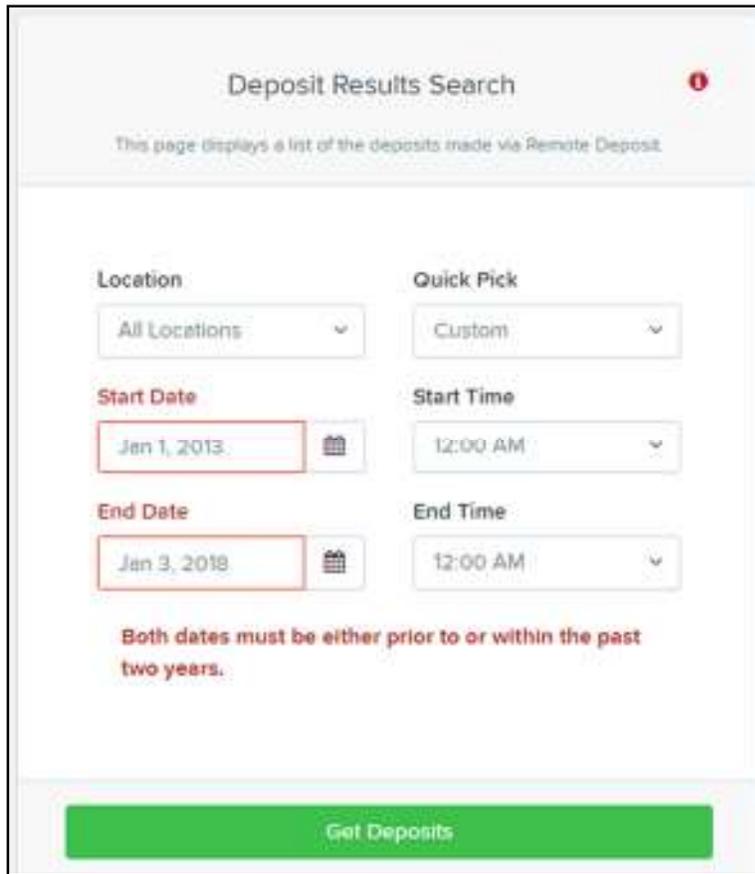
FIGURE 14 - OPTIONS FOR DEPOSIT RESULTS

11. Select **Get Deposits**. A list of the batches matching your criteria appears. You may need to scroll to the right to view all of the information for the report.
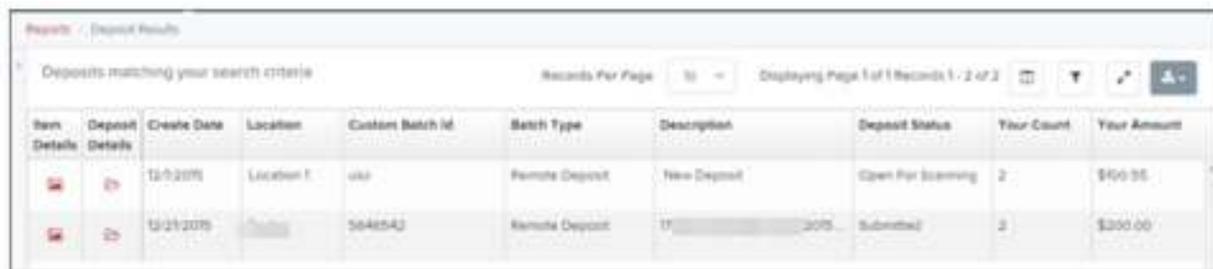
FIGURE 15 - DEPOSIT RESULTS REPORT

If you searched for a report older than two years, a message will appear directing you to the *Reports* page under the *Download Reports* section.

FIGURE 16 – REPORT REQUEST MESSAGE

FIGURE 17 – DOWNLOAD REPORTS, REPORTS PAGE

The following table describes all the fields, in alphabetical order, displayed in the *Deposit Results* report and their definitions.

Field	Definition
ACH Deposit Amount	Total amount of the ACH items in the batch/deposit.
ACH Deposit Count	Number of ACH items in the batch/deposit.
ACH Deposit Date	Deposit date of the ACH items within the batch/deposit.
C21 Deposit Amount	Total amount of the Check 21/Image Replacement Document (IRD) items in the batch/deposit.
C21 Deposit Count	Number of Check 21/Image Replacement Document (IRD) items in the batch/deposit.
C21 Deposit Date	Deposit date of the Check 21/Image Replacement Document (IRD) items within the batch/deposit.
Create Date	Date the batch/deposit was created.
Custom Batch ID	Information that, with the feature enabled, will display a required field when creating a new deposit. This field will be a unique label for a batch/deposit and reflects on the *Deposit Results* report.
Deposit Details	Link to the list of steps the batch/deposit has taken and the user(s) who processed it.

Field	Definition
Deposit Slip ID#	An option that, if enabled, will display a field on the *New Deposit* page with a value applied to the virtual deposit slip. This value is either predefined or optional and reflects on the *Deposit Results* report.
Deposit Status	Status of the entire batch/deposit at the time the report is generated.
Description	Deposit name which is made up of the date/time the batch was created along with a system-assigned batch ID.
Item Details	Link to a list of the individual checks that make up the batch/deposit and their respective statuses.
Location	Account (location) to be credited with the payment. This field appears on the *New Deposit* page and the *Deposit Results* report.
Received Amount	Amount of the deposit, after review.
Received Count	Number of items identified in the deposit, after review.
Total Deposit Amount	Total amount of the deposit.
Total Deposit Count	Total number of items in the deposits.
Your Amount	Amount of the deposit entered when creating the batch/deposit.
Your Count	Number of items you entered when creating the batch/deposit.

Notice that the report also displays the status of each transaction under the column *Deposit Status*. The following table describes all the statuses that a transaction can display.

Status	Definition
Deleted	This status indicates that the entire deposit has been deleted by someone in your organization prior to closing it, since a deposit may not be deleted once it has been closed. None of the items in the deposit will be sent to transaction processing.
Deposited	All items have been processed successfully, and the deposit is in balance with no discrepancies or errors. These items are now in the approved status, and an email notification has been sent to a designated user.

Status	Definition
Deposited with Adjustment	One or more of the items within the deposit caused an adjustment to the total deposit amount. The transactions have been sent to processing with the adjusted amount, and an email notification has been sent to a designated user.
Open for Scanning	A deposit has been created, and items can be scanned into this deposit until it is closed by a user.
Partial Deposit	One or more of the items was removed from the deposit due to a duplicate or rejected item. The deposit has been sent to transaction processing with the deposit total minus the items that will not be processed. An email notification has been sent to a designated user.
Rejected	The entire deposit has been rejected. A deposit is rejected when the adjustment amount exceeds the limit assigned by the financial institution or when all items within the deposit are rejected because they are duplicates.
Submitted	The deposit has been closed, and the items are being reviewed for accuracy and errors. Once finished, the status of the items will change to one of the statuses defined previously.

12. Select 📂 **Deposit Details** to view the events the batch has been through. The details will display on the *Deposit Details* page. Navigate back to return to the report results.
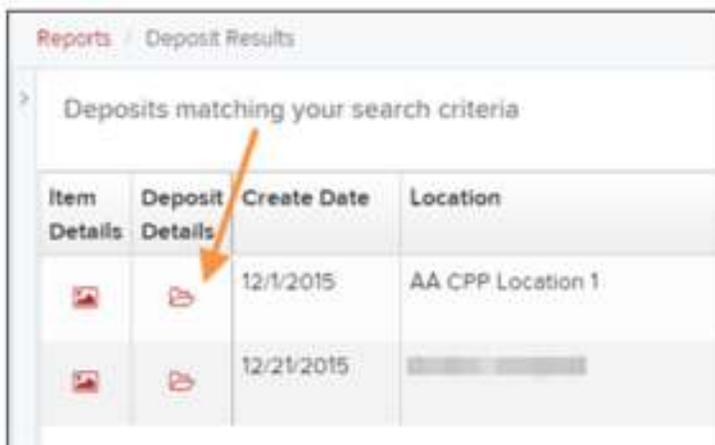
FIGURE 18 - DEPOSIT DETAILS ICON

FIGURE 19 - DEPOSIT DETAILS

13. From the *Deposit Results* page, select **Item Details** to view the individual transactions within the deposit. Results will appear on the *Item Details* page. Items that need to be rescanned or have been rejected will be in red.
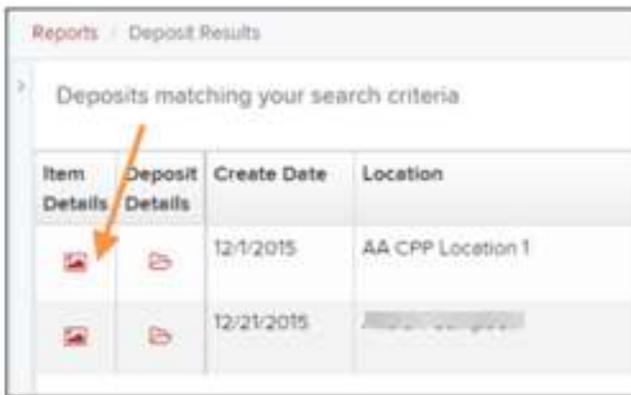
FIGURE 20 - VIEW ITEM DETAILS OPTION FOR DEPOSIT RESULTS

FIGURE 21 - ITEM DETAILS PAGE

A transaction's status indicates where the transaction is in the deposit process. The following table describes all the potential statuses that an item can be in.

Status	Definition
Deposited	The item has been sent to transaction processing and will be processed with the batch/deposit at the designated cutoff time.

Status	Definition
Duplicate	The item has been identified as a duplicate of an item that has already been processed within the last 75 days and, therefore, will be rejected from the batch/deposit.
Error	An internal error has occurred within the system. Contact your first line of support.
In Review	The item is waiting for MICR repair or amount key entry. Once those steps have been completed, the status will then change accordingly.
Needs Rescan	The image quality of the check is poor or is a partial image and will need to be rescanned.
Open	The item has been scanned with no problems in an open batch/deposit.
Rejected	The item has been rejected and will not be processed. An item can be rejected for the following reasons: • Invalid MICR • Invalid document • Invalid payment origin • Duplicate item • Batch/Deposit out of adjustment range • Item is above a user's Dual Authorization limit • Item is above a merchant's Velocity limit

14. Select ![icon] **View** under *Item Details* to view the *Batch Item Details* page, which has information about the item in relation to the batch.

FIGURE 22 - ITEM DETAILS ICON
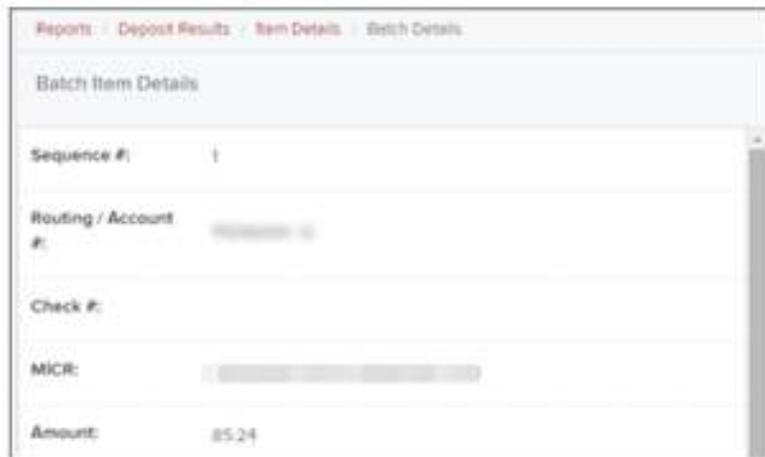
FIGURE 23 - BATCH DETAILS

15. Select **Check Image** to see specific item detail information (see figure below).

FIGURE 24 – CHECK IMAGE ICON

16. On the *Batch Item Details* page, select **Show Event History** to see the automated steps/processes the transactions has been through.

Credits and Debits to Your Merchant Settlement Account

The *Credits and Debits to Your Merchant Settlement Account* report is a date range report that identifies the deposits made on the indicated date(s). The report will also display the individual transaction amounts that make up a deposit and specific details of a transaction.

> **NOTE:** On the *Current Transaction Summary* report, debits are a debit to the check writer and a credit to the merchant, while credits are a credit to the check writer and a debit to the merchant. On the *Credits and Debits to the Merchants Settlement Account* report, debits are a debit to the merchant account and a credit to the check writer while credits are a credit to the merchant account and a debit to the check writer.

17. Log in and select **Reports** from the top of the page.

18. Under **Merchant Settlement Accounts Reports**, select **Credits and Debits to Your Merchant Settlement Account** (as shown below).

FIGURE 25 - CREDIT AND DEBITS TO YOUR MERCHANT SETTLEMENT ACCOUNT

19. The *Merchant Settlement Account Reports* search criteria appears. Select a **Location ID** to pull report information from. Select a date range using either the **Quick Pick** option with a list of pre-set date ranges, or the custom option by entering a **Start Date** and **Start Time** and the **End Date** and **End Time**.

FIGURE 26 - MERCHANT SETTLEMENT ACCOUNT SEARCH CRITERIA

20. Select **Get Batches**.

21. Select 🖼 **View** under the *Batch Details* column to view the *Batch Details* page.

22. From the *Batch Details* page, select 🖼 **View** under the *Transaction Details* column to see more information about that particular transaction in the batch.

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FIGURE 27 - BATCH DETAILS PAGE

NOTE: Additional transaction details may be listed depending on the type of ACH transaction displayed.

23. Navigate back in your browser to return to the *Merchant Settlement Account Results*. From here, select 📄 **Report** to see see a PDF report with the transaction(s) that make up the deposit total displayed below the report.

FIGURE 28 - RESULTS WITH REPORT OPTION

NOTE: To get a PDF report, you will need to email the File Maintenance team at epsfilemaintenance@jackhenry.com to request the role be added. Once added, the FI Admin will need to enable the role for any users who need the report.

Standard Reports

Standard reports are pre-defined daily reports. They can provide you with information about notices of changes received, your daily ACH return items and charge backs, as well as items settled that day. To generate these reports, follow the steps below.

24. Log in and select the **Reports** tab from the left main menu.

25. Under the section *Standard Reports*, select the report you wish to run from the list displayed.
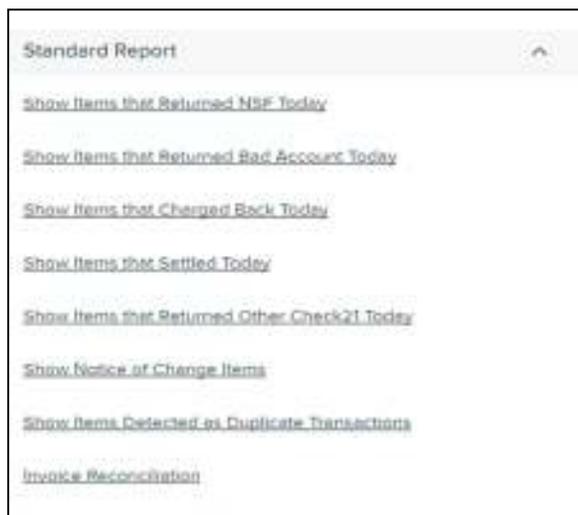
FIGURE 29 - STANDARD REPORTS LIST

26. Once you select a report, it will run automatically with preset criteria in the report filters.

    a. To make a temporary change to the report criteria:

        i. Adjust any filters, as needed.

        ii. Select **Run Report**.

    b. To make a permanent change (saving the report template):

        i. Adjust any filters, as needed.

        ii. Adjust the name of the report and select **Save to My Reports**.

Recurring Payment Reports

There are two recurring payment reports available: *Show Recurring Payments That Are Disabled* and *Recurring Payments Due*. Each report lists previous and/or current accounts set up on a recurring payment or credit plan.

FIGURE 30 - RECURRING PAYMENT REPORTS

Recurring Payments That Are Disabled

The *Recurring Payments That Are Disabled* report lists those accounts that no longer have funds being debited from or credited to their accounts.

27. Log in and select **Reports**.

28. Under the heading *Recurring Payment Reports*, select **Show Recurring Payments That Are Disabled.**

29. The *Recurring Payments Reports* page appears. Select a **Location** from where to pull information for the report.
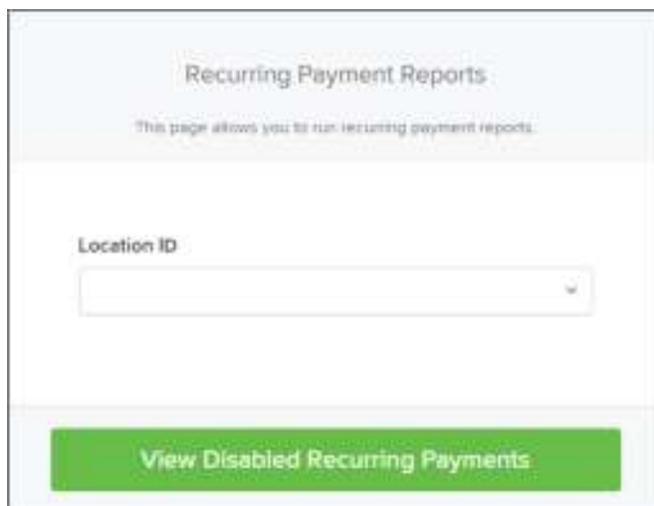
FIGURE 31 - SELECTING A LOCATION FOR RECURRING PAYMENTS THAT ARE DISABLED REPORT

30. Select **View Disabled Recurring Payments**. The recurring payments that are disabled appear. Select
    ![image icon] **View** to see the recurring payment details.

FIGURE 32 - RECURRING PAYMENTS THAT ARE DISABLED WITH VIEW OPTION

The *Recurring Payment Information* page appears, with the *Audit History*. Select the **Edit** option to make any changes to the information for this transaction. The **Edit** option is also available from the main results page.

FIGURE 33 - RECURRING PAYMENT INFORMATION PAGE

31. Select **Update** to save all changes.

Recurring Payments Due Report

The *Recurring Payments Due* report is a date range report that lists all accounts with active recurring payments set up. This report lists the descriptions and schedule of future payment dates.

32. Log in and select **Reports**.

33. Under *Recurring Payment Report*, select **Recurring Payments Due**.

34. The *Recurring Payment Reports* page appears. Select a location from which to pull information for this report. Select a date range using either the **Quick Pick** option with a list of pre-set date ranges, or the manual option in which you may specify the **Start Date** and **Start Time**, and the **End Date** and **End Time** options.
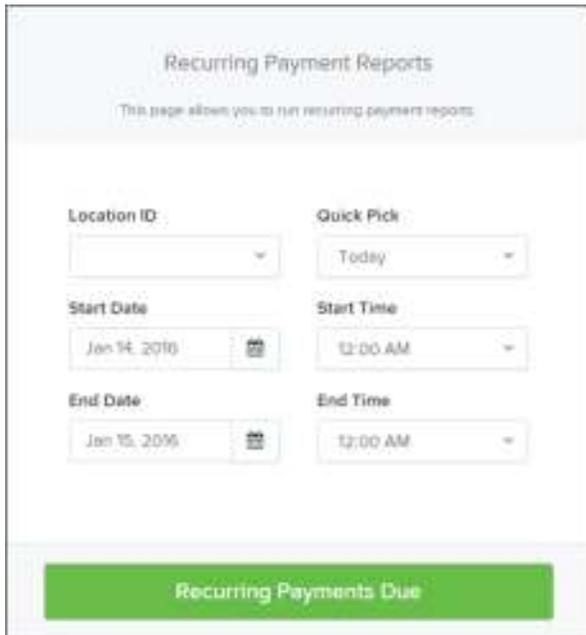
FIGURE 34 - LOCATION OPTION FOR RECURRING PAYMENTS REPORT

35. Select **Recurring Payments Due**. The system will generate a list of payments that have set up a recurring arrangement.

FIGURE 35 - RECURRING PAYMENTS REPORT RESULTS

a. Select ✏️ **Edit** to edit this payment on the *Edit Recurring Sale* page.

b. Select 🖼️ **View** to see more information about this payment on the *View Recurring Payment* page.