



Insight Portal User Guide

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Navigation Panel

The Navigation panel along the left-hand side of the screen will display all related data based on the Customer configuration. By default, Dashboard and My Reports are made available to all users.

ACH Reports and Credit Card Reports will be made available if the Customer account is configured to accept these payment types.

User Settings

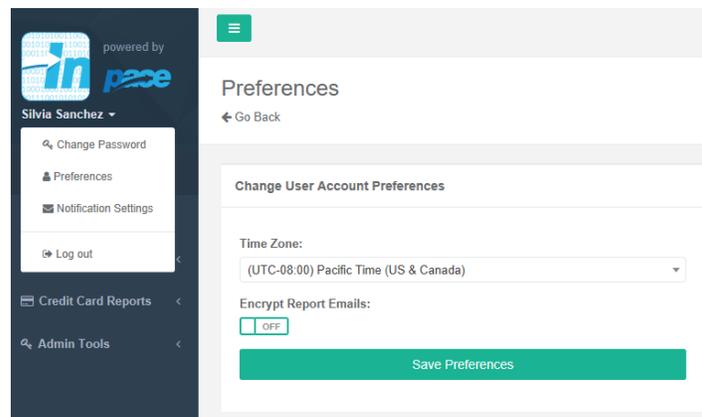
User information including name and role type will appear under the Insight logo on the top left-hand side of the screen. Clicking on the arrow next to the user role will display the option to Change Password, manage user Preferences or Log Out.

Change Password

Clicking on the arrow next to the user role will display the option to Change Password. Proceed to changing your password by following the instructions as you are prompted.

Preferences

Users can customize their Insight settings in the Preferences screen.



Time Zone: For users who are accessing Insight from a different time zone than the default time zone setting, users can update this by going to Preferences. This will update the transaction date/time that is displayed in the Detail and Bank Funding Reports.

Encrypt Report Emails: For added security, users can enable all scheduled reports to be encrypted upon delivery. When the scheduled reports are delivered, users will be prompted to



log in to Pace's secured portal using a one-time generated code or a password, only then can reports be viewed. For reports that have CC list, when encryption is enabled, all additional recipients will also have to follow the steps to view the reports in the secured portal.

Notification Settings

Users can configure notification preferences based on notification type, however regardless these settings, notifications will be made available in the Notification Center. Additionally, should a user have access to more than one merchant account, the user can apply a filter based on the notification type to receive notifications on just a specific account or all accounts the user has access to.

Users can choose how they want to be notified, whether it's an in-product pop up alert or email. Each notification type will have its own setting for the ultimate customization.

- When "Pop-up Alerts" are enabled, if there is a new notification the user will see a message pop up when their screen is refreshed.
- When "Emails" are enabled, the user will receive an email for the specific notification type configured.
- Filtering is available for users who have access to multiple processing accounts. This is controlled by the user access control defined by the customer or software partner. If the filter option is not available it means the user only has access to that specific processing account.

General Information notifications are enabled for all users and cannot be disabled. Pace will leverage this notification type to notify users about scheduled maintenance, general information regarding their Insight user account, Pace's Holiday hours of business, etc.

Credit Card Dispute notifications occur when a credit card transaction is disputed by a cardholder. The notification will include the original transaction date/time, original amount, disputed amount, last 4 digits of the card, dispute case date, dispute case id, dispute reason, and any custom field being passed by the partnering software vendor.

ACH Dispute notifications occur when an ACH transaction is disputed by an account holder. The notification will include the original transaction date/time, original amount, last 4 digits of the account, and any custom field being passed by the partnering software vendor.

ACH Reject notifications will occur every time an ACH transaction is rejected.



Scheduled Reports Error notifications will occur if there is an issue or error in generating scheduled reports. Typically, these issues are related to a report that was saved using an invalid date range for the type of schedule created.

Product Updates notifications are enabled for all users and cannot be disabled. Pace will leverage this notification type to notify users about product enhancements, new features, and bug fixes.

The screenshot shows the 'Notification Preferences' page in the Pace system. The user is Silvia Sanchez. The page title is 'Notification Preferences' with a 'Go Back' link. Below the title is a section titled 'Change Notification Preferences' containing a table of notification types and their settings.

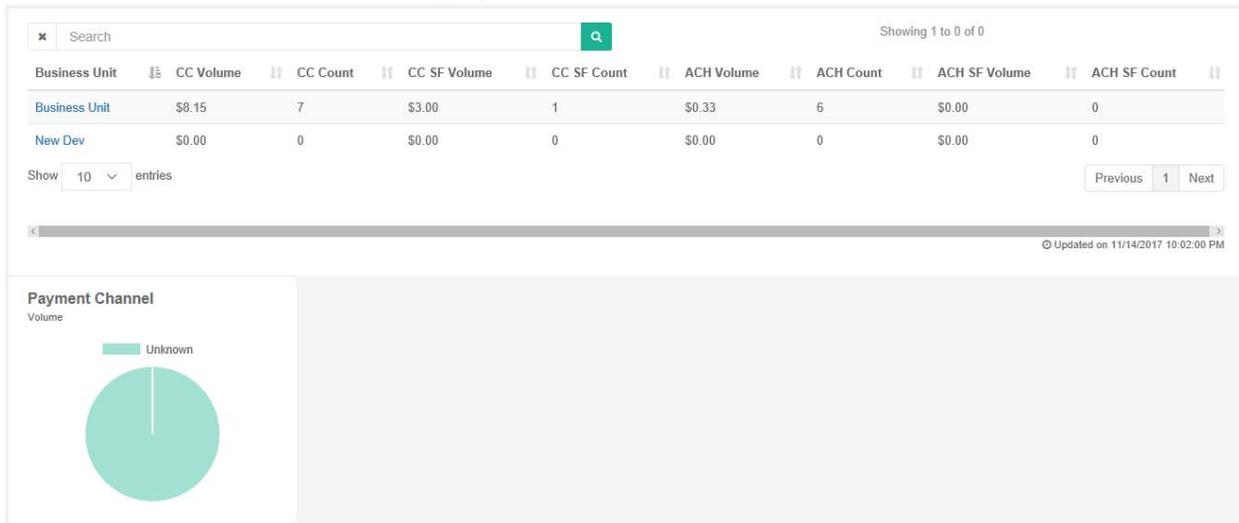
Notification Type	Enable	Enable Pop-up Alerts	Enable Emails	Filter
General Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Credit Card Dispute	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACH Reject	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACH Dispute	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scheduled Reports Errors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Product Updates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Dashboard

The dashboard page includes 4 sections: The Activity Comparison graph, the Activity Statistics panel, the Transaction Summary Grid, and the Payment Channel pie chart.

The screenshot shows the 'Dev Test Dashboard' with the following sections:

- Compare:** Volume, Count
- Period:** Day, Week, Month, Year
- Activity Comparison:** A line graph comparing 'Sales Volume: Today' (green) and 'Sales Volume: Last Tuesday' (grey). The x-axis shows time from 1:00PM to 10:00PM. A significant spike is visible at 11:00AM.
- Activity Statistics (Today):** Sales Count: 2, Sales Volume: \$0.02 (N/A change)
- Activity Statistics (Weekly):** Sales Count: 2, Sales Volume: \$0.02 (N/A change)
- Activity Statistics (Monthly):** Sales Count: 2 (-33% change), Sales Volume: \$0.02 (-93% change)
- Activity Statistics (Annual):** Sales Count: 13 (N/A change), Sales Volume: \$8.48 (N/A change)



Activity Comparison Graph

Transaction activity represented in this graph can be compared by transaction volume or transaction count. The totals are cumulative of both credit card and ACH activity if the account is configured to accept both payment types.

You can adjust time period on the dashboard to display Day, Week, Month or Year data. The turquoise color represents the present period while the gray represents the historical period.

Activity Statistics

This section summarizes the Sales count and trend by the predefined time periods, Day, Week, Month, and Year.

Transaction Summary Grid

Transaction Summary grid displays the transaction count and volume for both credit cards and ACH if the customer account is configured to accept the payment types. If the period above the Activity Comparison graph is changed, the transaction count and volume will update to reflect the new period selected.

Payment Channel

This chart represents transactions processed by various payment channels. This will be based on the customer configuration.

My Reports

This section will contain Saved Reports tab and Scheduled Reports tab.



Saved Reports Tab

When viewing saved reports, the display will reflect the type of report, the report description, the date it was last modified and available actions that can be taken for each report. You can schedule a report from this section.

Actions Available:

- View/Edit Report
- Change Saved Report Description
- Schedule Report
- Delete
 - Note: Reports cannot be retrieved once deleted.

My Reports Management

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Report Type	Report Description	Last Modified on	Action
ACH Bank Funding Report	Weekly Funding	11/14/2017 10:29:12 PM	
ACH Detail Report	Weekly Transaction Detail	11/14/2017 10:28:45 PM	
ACH Activity Report	Monthly Activity	11/14/2017 10:28:12 PM	

Scheduled Reports Tab

Manage your scheduled reports in this section. View the Status (Active vs Disabled), Report Description, Frequency of report delivery, Format, Settings, CC List, Last time the report was executed, the next time the report will run.

Actions Available:

- Edit
 - Disable a report
 - Change the format (excel, csv, tsv)
 - Change frequency of report delivery
 - Change the schedule run time
 - Add additional email recipients to CC List
- Delete Report
 - Deleted reports cannot be retrieved.



My Reports Management

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Saved Reports		Scheduled Reports						
Status	Report Description	Frequency	Format	Settings	CC List	Last Executed	Next Run Time	Action
Enabled	Weekly Funding	Daily / Weekly	Excel File (xlsx)	Run Every: Mon, Tue, Wed, Thu, Fri @ 05:00 PM PDT			4/3/2018 5:00:00 PM	

Show 25 entries

How to Schedule a Report

Click on the clock icon next to the saved report you want to automate.

Set the following parameters:

- Format: (excel, csv, tsv)
- Frequency: One-Time, Daily/Weekly, Monthly
 - For One-Time, choose the Date and Scheduled Time you want to receive the report.
 - For Daily/Weekly, choose the Days and Scheduled Time you want to receive the report.
 - For Monthly, choose the interval of 1st, 15th or last day of the month and the Scheduled Time you want to receive the report.
- Time Zone: if you are in a working in a different time zone and want to receive the report in a local time zone.
- CC List: comma delimited list of emails allows you to send the report to multiple recipients. The recipients do not have to be Insight users.

My Reports Management

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Schedule Report

Report: Weekly Funding Report

Enabled:

Format: Excel File (xlsx)

Frequency: Daily / Weekly

Days: SUN MON TUE WED THU FRI SAT

Scheduled Time: 8:15 PM

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

CC List: techsupport@paceps.com

Close Save



How to run Credit Card Reports

The 3 types of reports available are listed below with a brief description of each.

- **Activity report** provides a summary transaction counts and totals for Sales, Voids and Returns.
- **Detail report** provides detailed information on all transactions such as customer information, payment channel and any custom/unique tracking information. Additionally, you can run a “Dispute” (also known as Chargeback) report.
- **Bank Funding report** provides a summary of bank funding deposits along with the details of all the transactions that make up a specific deposit. If refunds are processed within the same batch, the total is netted out of the total deposit. If the refund amount exceeds to total amount of sales, the Funding Deposit amount will reflect a negative number.

Credit Card Activity Report

- Credit card activity report can be customized by the following fields and a date range as well as several predefined date range options.

Credit Card Activity Report

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Report Settings Selection

Summarize By:

Business Units: All

Departments: All

Sub Departments: All

Processing Date:

Payment Channels: All

Report Columns

Column Presets:

Columns:

- Sales Count
- Sales Total
- Voids Count
- Voids Total
- Returns Count
- Returns Total
- Service Fee Sales Count
- Service Fee Sales Total
- Service Fee Voids Count
- Service Fee Voids Total
- Service Fee Returns Count
- Service Fee Returns Total

- Individual MIDs will only have access to the level of detail defined in the user setup. All levels above will be prepopulated.
- Departments and Sub Departments can be included or excluded as well as Payment Channels and Integration Methods.
- Each report can be printed and/or exported to Excel, CSV (comma delimited) or TSV (tab delimited) and will include the columns chosen to be displayed on the report.



Credit Card Activity Report

Go Back

Customer Name	Processing Date Start	Processing Date End	Sales Count	Sales Total	Voids Count	Voids Total	Returns Count	Returns Total
Dev Test (Fuze Test Env)	1/1/2017	12/31/2017	9	\$9.16	2	\$1.01	3	\$8.05

Credit Card Detail Report

The Credit Card Detail report contains detailed transaction information, which includes dispute details (also known as Chargeback). Additionally, you can perform a credit card “Dispute” only report.

- There are a few preset options available under “Column Presets” however you can customize to show any combination of the available columns. Custom fields as defined by the software vendor during the integration are also available.
- Individual MIDs will only have access to the level of detail defined in the user setup, all levels above will be prepopulated.
- Departments and Sub Departments can be included or excluded as well as Payment Channels and Transaction Types. Declines can be included as well.
- Each report can be printed and/or exported to Excel, CSV (comma delimited) or TSV (tab delimited) and will include the columns chosen to be displayed on the report.

Report Setting Selection:

Date Type:

- Processing Date would result transactions “processed” within the date selection. Transaction “processed” would be all transaction authorized in the same batch. The batch settlement time by default is 11pm pst, although custom times are available per customer. Selecting a report with a selection date of “Today” will include any transactions processed yesterday after 11pm pst because those transactions are considered “processed” today.
- Dispute Status Date would result transactions that were “disputed” within the date selection.
- Payment Channels will default to all payment channels. To filter by a specific payment channel, “Online” for example, simply uncheck the “All” box and select the “Online” box.
- Transaction Types are Sales, Returns, and Voids. By default, all transaction types are selected however to filter, simply uncheck the “All” box and select the specific Transaction type.



- Declines: By default, credit card transactions that are declined are not included in the search criteria, to include Declines, check the “Include” box.

Dashboard

My Reports

ACH Reports

Credit Card Reports

Activity Report

Detail Report

Bank Funding Report

Report Settings Selection

Business Unit: All

Date Type: Processing Date Dispute Status Date

Date Selection:

Payment Channels: All

Transaction Types: All

Declines: Include

[Run Report](#) [Save Settings](#)

Report Columns

Column Presets: Basic

Columns:

- Merchant Account
- Fuze ID
- TransRefID
- Customer Name
- Business Unit Name
- Department Name
- Sub Department Name
- Transaction Date
- Amount
- Cardholder Name
- Billing Address Street
- Billing Address City
- Billing Address State
- Billing Address Zip
- Email
- IP Address
- CC Last 4
- Card Type
- Transaction Type
- Result
- Approval Code
- Decline Code
- Decline Reason
- Payment Channel
- Funding Date
- Funding Group ID
- Funding Group Amount
- Dispute Case Number
- Dispute Case ID
- Dispute Case Date
- Dispute Case Amount
- Dispute Reason Code
- Dispute Reason Description
- Dispute Status
- Dispute Status Date
- Custom 1

Credit Card Detail Report

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Insight ID	Customer Name	Business Unit Name	Department Name	Transaction Date	Amount	Cardholder Name	CC Last 4	Card Type	Transaction Type	Result
18694	Dev Test (Fuze Test Env)	Business Unit	Utility	1/8/2018 10:07:00 PM	\$1.00	Fuze Test	5454	MasterCard	SALE	Declined
19278	Dev Test (Fuze Test Env)	Business Unit	Utility	1/15/2018 2:24:00 PM	\$1.00	Fuze Test	5454	MasterCard	SALE	Declined
19280	Dev Test (Fuze Test Env)	Business Unit	Utility	1/15/2018 3:04:00 PM	\$1.00	Fuze Test	5454	MasterCard	SALE	Declined
19343	Dev Test (Fuze Test Env)	Business Unit	Utility	1/16/2018 9:29:00 AM	\$3.00	Test Guy	5454	MasterCard	SALE	Declined
31248	Dev Test (Fuze Test Env)	Business Unit	Utility	2/19/2018 4:41:00 PM	\$1.00	Test Guy	5454	MasterCard	SALE	Declined
31249	Dev Test (Fuze Test Env)	Business Unit	Utility	2/19/2018 4:44:00 PM	\$1.00	Fuze Test	5454	MasterCard	SALE	Declined
32152	Dev Test (Fuze Test Env)	Business Unit	Utility	2/22/2018 9:29:00 AM	\$1.00	Fuze Test	5454	MasterCard	SALE	Declined
34177	Dev Test (Fuze Test Env)	Business Unit	Utility	2/28/2018 11:55:00 AM	\$1.00	Fuze Test	5454	MasterCard	SALE	Declined
34269	Dev Test (Fuze Test Env)	Business Unit	Utility	2/28/2018 3:03:00 PM	\$1.00	Fuze Test	5454	MasterCard	SALE	Declined
35462	Dev Test (Fuze Test Env)	Business Unit	Utility	3/5/2018 10:39:00 AM	\$1.00	Fuze Test	5454	MasterCard	SALE	Declined
35479	Dev Test (Fuze Test Env)	Business Unit	Utility	3/5/2018 11:19:00 AM	\$1.00	Fuze Test	5454	MasterCard	SALE	Declined
35481	Dev Test (Fuze Test Env)	Business Unit	Utility	3/5/2018 11:22:00 AM	\$1.00	Fuze Test	5454	MasterCard	SALE	Declined
35482	Dev Test (Fuze Test Env)	Business Unit	Utility	3/5/2018 11:22:00 AM	\$1.00	Fuze Test	5454	MasterCard	SALE	Declined
39757	Dev Test (Fuze Test Env)	Business Unit	Utility	3/21/2018 11:10:00 PM	\$15.07	Fuze Test	5454	MasterCard	SALE	Declined
40870	Dev Test (Fuze Test Env)	Business Unit	Utility	3/27/2018 11:20:00 AM	\$1.25	Fuze Test	5454	MasterCard	SALE	Declined

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Save Report Settings Print Export

Show 10 entries Previous 1 2 Next



Use the Search function to locate a specific transaction by entering a dollar amount, Insight ID or Cardholder Name. This feature supports alpha numeric characters which allows is to search across all the columns.

How to Void or Return a Credit Card Transaction

To Void or Return a credit card transaction you must first run a CC Detail Report based on transaction filter criteria. Once you have located the transaction you want to Void or Return, click on the Insight ID hyperlink at which point the Transaction Detail screen will appear.

Insight ID	Fuze ID	TransRefID	Customer Name	Business Unit Name	Department Name	Sub Department Name	Transaction Date	Amount	Cardholder Name	Billing Address Street	Billing Address City
74225	902105	31150358	Production Test	Production Test	Utility	Water	7/9/2018 8:45:00 AM	\$1.00	Fuze Test	123 Main ave	Tester city

The system will automatically display the option (Void or Return) available to you based on the original transaction date/time. If you are attempting to cancel a transaction the same day of the original sale and the batch is yet to settle, then the system will display the “Void” button. If the transaction has already settled and been funded, then the system will display the “Return” button. Both options will require for the original sale amount to be entered by the user as a way of acknowledgement that the specific transaction does indeed need to be voided or returned

Note on Returns: Partial returns are supported, the confirmation screen will allow amounts equal to or less than the original sale. You can issue multiple partial returns against an originating sale if the combined amount of the returns does not exceed the original sale.

Important: Once a Return is processed, it cannot be cancelled.



Credit Card Transaction Details

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Transaction Information	● TEST TRANSACTION	Related Information
Insight ID:	74225	Partner: Pace Product Development- Production
Transaction Date:	7/9/2018 8:45:00 AM	Customer: Production Test
Processing Date:	7/9/2018	Business Unit: Production Test
Type:	SALE	Department: Utility
Amount:	\$1.00	Sub Department: Water
Auth Code:	TEST	Payment Channel: Online
Sale Void Information		Custom 1:
This transaction is currently pending. To cancel this transaction, please click the VOID button.		Custom 2:
Void Sale		Custom 3:
Funding Group ID:		Custom 4:
Funding Date:		
Funding Group Amount:		

Credit Card Transaction Details

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Transaction Information	● TEST TRANSACTION	Related Information
Insight ID:	71451	Partner: Pace Product Development
Transaction Date:	7/2/2018 10:51:00 AM	Customer: Dev Test (Fuze Test Env)
Processing Date:	7/2/2018	Business Unit: Business Unit
Type:	SALE	Department: Utility
Amount:	\$1.00	Sub Department: Water
Auth Code:	TEST	Payment Channel: Online
Return Information		Utility Account #:
This transaction has been processed. To reverse this transaction, please click the Return button.		
Return		
Funding Group ID:	11490	
Funding Date:	7/2/2018	
Funding Group Amount:	\$1.00	



The dialog box features a trash can icon at the top center. Below it, the title "Void Sale" is displayed in bold, followed by the instruction "Cancel Approved Sale before Settlement." A warning message states: "Warning By proceeding, the Approved Sale of \$1.00 will be cancelled. All VOIDS are final. If done in error, please process a new Sale." Below the warning, a confirmation message reads: "To continue, please confirm that you intend to Void the Sale by entering the amount of the original Sale in textbox below." An "Amount" label is positioned above a text input field containing the placeholder text "Amount of Sale to be Voided". At the bottom right, there are two buttons: "Close" and "Process Void".

The dialog box features the Mastercard logo at the top center. Below it, the title "Return" is displayed in bold, followed by the instruction "Process Return." A warning message states: "Warning By proceeding, a Return of will be processed. If done in error, please process a new Sale." Below the warning, a confirmation message reads: "To continue, please confirm that you intend to Process a Return by entering the amount of the original Sale in textbox below." An "Amount" label is positioned above a text input field containing the value "1.00". At the bottom right, there are two buttons: "Close" and "Process Return".

Credit Card Dispute Report

When a cardholder charges back a credit card transaction they are disputing the transaction for the full or partial amount. Because this information lives in the Credit Card Detail report, the original transaction information, funding information and dispute information is available by running a single report.

For accurate results, it is important that the report settings and columns are properly set.

- Date Type set to "Dispute Status Date" will search the dispute date.
- Column Presets set to "Disputes" will automatically select all dispute related columns.
- Dispute Column Definitions:
 - **Dispute Case Number** is the processor assigned number to be used in all correspondence about the dispute.
 - **Dispute Case ID** is the identification number for the retrieval case.
 - **Dispute Case Date** is the date the dispute is received and created by the processor.
 - **Dispute Case Amount** is the specific amount the cardholder is disputing. This could be different than the transaction amount.
 - **Dispute Reason Code** is the card brand specific dispute code.
 - **Dispute Reason Description** is the definition of the Dispute Reason Code.
 - **Dispute Status** is the status of the dispute.
 - **Dispute Status Date** is when the merchant is debited the amount of the dispute.



Test Data: OFF
 Customer:
 Business Unit: All

Date Type: Processing Date Dispute Status Date
 Date Selection:
 Payment Channels: All
 Transaction Types: All
 Declines: Include

Column Presets:

Columns:

- Merchant Account
- Fuze ID
- TransRefID
- Customer Name
- Business Unit Name
- Department Name
- Sub Department Name
- Transaction Date
- Amount
- Cardholder Name
- Billing Address Street
- Billing Address City
- Billing Address State
- Billing Address Zip
- Email
- IP Address
- CC Last 4
- Card Type
- Transaction Type
- Result
- Approval Code
- Decline Code
- Decline Reason
- Payment Channel
- Funding Date
- Funding Group ID
- Funding Group Amount
- Dispute Case Number
- Dispute Case ID
- Dispute Case Date
- Dispute Case Amount
- Dispute Reason Code
- Dispute Reason Description
- Dispute Status
- Dispute Status Date
- Utility Account #

Credit Card Detail Report

Showing 1 to 4 of 4

Transaction Type	Result	Dispute Case Number	Dispute Case ID	Dispute Case Date	Dispute Case Amount	Dispute Reason Code	Dispute Reason Description	Dispute Status	Dispute Status Date
work SALE	Approved	8833900068	D-5915640	12/5/2018	\$265.74	DP	Duplicate Processing	ChargeBack	12/6/2018
SALE	Approved	6834600442	D-5934642	12/12/2010	\$701.00	104	Other Fraud-Card Absent Environment	ChargeBack	12/13/2018
SALE	Approved	6836300873	D-5981189	12/29/2018	\$240.47	1261	Duplicate Processing	ChargeBack	12/31/2018
SALE	Approved	6835400169	D-5950727	12/20/2010	\$331.71	1261	Duplicate Processing	ChargeBack	12/21/2010

1

Credit Card Funding Report

- Credit Card Funding Report is by funding date and has the available data below on the right to be included on the report and there are a few preset options available and can be customized to show any combination of the available fields. This report also includes any custom fields as defined by the partner in the initial integration.



- Returns are netted out of the total deposit and will be included in the detail breakdown of the Funding Group.
 - The only time a deposit is a negative amount is if the dollar amount of a Return transaction exceeds the dollar amount of the Sales in that deposit.
- Individual MID's will only have access to the level of detail defined in the user setup, all levels above will be prepopulated.
- This report can be printed and/or exported to Excel and will include the columns chosen to be displayed on the report.

Credit Card Bank Funding Report

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Report Settings Selection

Test Data: OFF

Partner: Pace Product Development- Production

Customer: City of Anywhere, California

Business Unit: All

Bank Funding Date: Last Week

[Run Report](#) [Save Settings](#)

Report Columns

Column Presets: Custom

Columns:

- Customer Name
- Business Unit Name
- Transaction Date
- Amount
- Cardholder Name
- CC Last 4
- Card Type
- Transaction Type
- Result
- Funding Date
- Funding Group ID
- Funding Group Amount
- Cashier
- Receipt Date
- Receipt Number

Click on the Funding Group ID hyperlink or the tab at the top to view transaction details for that specific deposit. If you export to Excel, you will see the Funding Group Summary on the first sheet with the transaction details for each funding group broken out

Credit Card Bank Funding Report

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Customer	Business Unit	Funding Date	Funding Group ID	Funding Amount	
City of Anywhere, California	BU	3/27/2018	6828	\$1,172.19	
City of Anywhere, California	BU	3/28/2018	6867	\$1,532.69	
City of Anywhere, California	BU	3/29/2018	6923	\$1,446.29	
City of Anywhere, California	BU	3/30/2018	6973	\$1,085.18	



Customer	Business Unit	Funding Date	Funding Group ID	Funding Amount
City of Anywhere, California	BU	03/27/2018	6828	\$1,172.19
City of Anywhere, California	BU	03/28/2018	6867	\$1,532.69
City of Anywhere, California	BU	03/29/2018	6923	\$1,446.29
City of Anywhere, California	BU	03/30/2018	6973	\$1,085.18

How to run ACH Reports

The 3 types of reports available are listed below with a brief description of each.

- **Activity report** provides a summary transaction counts and totals for Sales, and Returns.
- **Detail report** provides detail information on all transactions such as customer information, payment channel, and any custom/unique tracking information. Most importantly, for ACH this report will provide transaction status updates and/or if a transaction is returned and reversed.
- **Bank Funding report** provides a summary of bank funding deposits along with the details of all the transactions that make up a specific deposit.
 - ACH transactions are funded to the merchant ahead of being cleared by the account holder's bank.
 - It's possible to receive funding for a transaction and then a reject which results in funds being taken back out of the merchant's bank.
 - Transactions that are being funded together are grouped and assigned a funding group id; while all transactions that are being reversed and result as a negative amount are grouped together and assigned their own group id.



ACH Activity Report

- ACH activity report can be customized by the following fields and a date range as well as several predefined date range options.

ACH Activity Report

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Report Settings Selection

Summarize By: Select...

Business Units: All

Departments: All

Sub Departments: All

Processing Date: Select one...

Payment Channels: All

Report Columns

Column Presets: Basic

Columns:

- Sales Count
- Sales Total
- Returns Count
- Returns Total
- Service Fee Sales Count
- Service Fee Sales Total
- Service Fee Returns Count
- Service Fee Returns Total

Run Report Save Settings

- Individual MIDs will only have access to the level of detail defined in the user setup, all levels above will be prepopulated.
- Departments and Sub Departments can be included or excluded as well as Payment Channels and Integration Methods.
- Each report can be printed and/or exported to Excel, CSV (comma delimited) or TSV (tab delimited) and will include the columns chosen to be displayed on the report.

ACH Activity Report

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ACH Activity Report

Showing 1 to 1 of 1

Save Report Settings Print Export

Customer Name	Processing Date Start	Processing Date End	Sales Count	Sales Total	Returns Count	Returns Total
Utiltec Production Test	3/1/2018	3/31/2018	13	\$13.17	0	

Show 10 entries

Export
Excel
Comma Delimited (CSV)
Tab Delimited (TSV)

ACH Detail Report

- ACH Detail Report contains details of each individual transaction, these are the report columns with data that can be made visible on the report. There are a few preset options available. However, you can customize to show any combination of the available



fields. This report also includes any custom fields as defined by the software vendor during the integration.

- **Date Type:** Processing Date vs Transaction Status Date
 - Processing date is when the transaction was originally authorized
 - Transaction Status date, which will provide a true status of the transaction based on the ACH lifecycle. If you want to run a report containing ACH rejects, use the Transaction Status Date.
- Individual MIDs will only have access to the level of detail defined in the user setup, all levels above will be prepopulated.

Business Unit: All

Date Type: Processing Date Transaction Status Date

Date Selection: Select one...

Payment Channels: All

Transaction Types: All

Declines: Include

Run Report Save Settings

Columns:

- Customer Name
- Business Unit Name
- Department Name
- Sub Department Name
- Transaction Date
- Amount
- Account Holder Name
- Billing Address Street
- Billing Address City
- Billing Address State
- Billing Address Zip
- Email
- IP Address
- Account Last 4
- Payment Type
- Transaction Type
- Result
- Approval Code
- Decline Code
- Decline Reason
- Payment Channel
- Most Recent Funding Date
- Most Recent Funding Group ID
- Most Recent Funding Group Amount
- Deposit Group Date
- Deposit Group ID
- ACH Status
- ACH Status Date
- Deposit Group Amount
- Reversal Group Date
- Reversal Group ID
- Reversal Group Amount
- Dispute Group Date
- Dispute Group ID
- Dispute Group Amount
- Reject Reason
- Service Fee ID
- Service Fee Amount
- Utility Account #

- Departments and Sub Departments can be included or excluded as well as Payment Channels and Transaction Types. Declines can be included as well.
- The report can be printed and/or exported to Excel, CSV (comma delimited) or TSV (tab delimited) and will include the columns chosen to be displayed on the report.
- Transaction Status Types:
 - “New” are all transactions that were authorized but have not been settled or funded.
 - “Processing” are transactions that were authorized and settled and are in the process of being funded.



- “Rejected” are transactions that have been rejected.
- “Funded” are transactions that have been deposited to the Merchant’s bank account. These transactions can still come back as rejected by the end users bank account.
- “Cancelled” are transactions that have been authorized and settled but rejected prior to being funded.
- “Reversal” are transactions that were funded but later rejected and as a result the transaction amount reversed out of the Merchant’s bank account.
- “Disputed” are transactions that were funded and the end user is disputing the charge and as a result the transaction amount is reversed out of the Merchant’s bank account.
- “On Reserve” if Pace is unable to deposit funds into the Merchant’s bank account due to invalid account # or there being a block on the Merchant’s account, the funds will be on reserve until the banking issue is resolved.

ACH Funding Report

- ACH Funding Report is arranged by funding date and has the available data below on the right to be included on the report and there are a few preset options available and can be customized to show any combination of the available fields. This report also includes any custom fields as defined by the partner in the initial integration.
- Rejects and Returns are reported as separate Funding Groups and are not netted out of the Sales totals for that day. All debits are grouped together in one-line item of the bank statement and all credits are grouped together in a separate line item however Insight will reflect the transaction details for those amounts.
- Individual MIDs will only have access to the level of detail defined in the user setup, all levels above will be prepopulated.
- This report can be printed and/or exported to Excel and will include the columns chosen to be displayed on the report.



ACH Bank Funding Report

← Go Back

Report Settings Selection

Test Data: OFF

Partner: Pace Product Development- Production

Customer: Production Test

Business Unit: All

Bank Funding Date:

Report Columns

Column Presets: All

Columns:

- Customer Name
- Business Unit Name
- Transaction Date
- Amount
- Account Holder Name
- Account Last 4
- Payment Type
- Transaction Type
- Result
- ACH Status
- ACH Status Date
- Most Recent Funding Date
- Most Recent Funding Group ID
- Most Recent Funding Group Amount
- Deposit Group Date
- Deposit Group ID
- Deposit Group Amount
- Reversal Group Date
- Reversal Group ID
- Reversal Group Amount
- Dispute Group Date
- Dispute Group ID
- Dispute Group Amount
- Custom 1
- Custom 2
- Custom 3
- Custom 4

Sample_ACH_Funding_Report.xlsx - Excel

File Home Insert Draw Page Layout Formulas Data Review View Add-ins ACROBAT

Clipboard Font Alignment Number

	A	B	C	D	E
1	Customer	District	Funding Date	Funding Group ID	Funding Amount
2	Operator of California	Western District	03/08/2018	5909	\$2,948.77
3	Operator of California	Western District	03/08/2018	5910	-\$944.46
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

ACH Bank Funding Report | Funding Group - 5909 | Funding Group - 5910



How to save Reports

Reports can be saved for future use without having to choose settings each time. Click on Save Settings and the following pop up box will appear. Either choose an existing report to update, if available, and click “update” or enter the name/description under “create new saved report description” and click “save”.

The dialog box is titled "Save Report Settings" and features a floppy disk icon at the top. It contains two main sections: "Update Existing Saved Report Settings:" with a dropdown menu and an "Update" button, and "Create New Saved Report Description:" with a text input field and a "Save" button. A "Cancel" button is located at the bottom right of the dialog.

Navigate to “My Reports” from the Menu to view your saved reports.

The interface shows a sidebar menu on the left with options: Dashboard, My Reports, ACH Reports, Credit Card Reports, and Admin Tools. The main content area is titled "Saved Reports" and "Scheduled Reports". It includes a search bar with a magnifying glass icon and a table of saved reports.

Report Type	Report Description
ACH Bank Funding Report	Funding Report
ACH Detail Report	Weekly Reject Report

At the bottom, there is a "Show 25 entries" dropdown menu.