Reconciling Gateway Transactions

Although simple in concept, reconciling your credit card and/or e-check (ACH) payments with your bank statements can present a few challenges. These principally involve timing issues and the differences between different payment types.

Generating a Settlement Batch Report

In order to check the payments for each batch against your bank account records, you will want to log in to the SafeSave Payments Gateway and run the Transaction Snapshot report. You can then drill down into the report to produce a list of the total payments for every settlement batch within a specified time period for a given payment processor.

▶ **To list the payments for each batch using the Transaction Snapshot report**

1. Access the SafeSave Payments Gateway via the **Merchant Login** link at http://www.safesavepayments.com.

2. From the list of links running down the left side of the Console screen, under **Trans Reports**, click on the **Reports** link.

3. In the **Transaction Snapshot** form, set the following report options:

   a. Set **Group By** to **Payment Processor**.

b. Set **Start Date** and **End Date** to the starting and ending dates of your desired date range.

> ⚠️ **Important!**   Choose a date range that includes at least 3 days before and after the period being reconciled to make it easier to deal with the timing differences described below.

4. Click the **Submit** button in the **Transaction Snapshot** form. The Transaction Snapshot report will display, listing a summary of the transactions processed during the specified time period, organized by payment processor.

<u>Home</u> » <u>Reports</u> » Transaction Snapshot

Transaction Snapshot

10/01/2010 12:00 AM To 10/29/2010 11:59 PM

(Return To Reports)

Grouped By	Filters
Merchant	[illegible]
Payment Processor	

	Pending Authorizations		Charges		Refunds		Returns		Voids		Declines		Totals	
	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Aprvl Pct	Count	Amount
🔍 Mercury Payments	0	$0.00	88	$5,663.80	0	$0.00	0	$0.00	0	$0.00	1	99%	89	$5,663.80
🔍 NMI e-check	0	$0.00	20	$1,602.10	0	$0.00	0	$0.00	0	$0.00	0	100%	20	$1,602.10
Totals	0	$0.00	108	$7,265.90	0	$0.00	0	$0.00	0	$0.00	1	99%	109	$7,265.90

5. Click on the magnifying glass icon to the left of a payment processor entry. A popup menu will display.

View these transactions

Group these transactions
   by **Card/Payment Type**
   by **Settlement Batch**
   by **User Account**
   by **Transaction Source**
   by **Day**
   by **Week**
   by **Month**

   Cancel

6. Under **Group these transactions**, select **by Settlement Batch**. You will then see a "drill-down" view of the transactions for the selected payment processor, grouped by settlement batch:

Home » Reports » Transaction Snapshot

Transaction Snapshot

10/01/2010 12:00 AM To 10/29/2010 11:59 PM

(Return To Reports)

Grouped By	Filters	
Merchant		
Payment Processor	Mercury Payments	(remove filter)
Settlement Batch		

	Charges		Refunds		Returns		Totals	
	Count	Amount	Count	Amount	Count	Amount	Count	Amount
10/01/2010 21:39:13 (274203913)	67	$4,843.45	0	$0.00	0	$0.00	67	$4,843.45
10/02/2010 20:42:55 (275194255)	1	$57.00	0	$0.00	0	$0.00	1	$57.00
10/04/2010 21:28:58 (277202857)	2	$61.00	0	$0.00	0	$0.00	2	$61.00
10/08/2010 21:22:14 (281202214)	2	$197.35	0	$0.00	0	$0.00	2	$197.35
10/11/2010 21:07:54 (284200754)	3	$63.60	0	$0.00	0	$0.00	3	$63.60
10/12/2010 21:10:40 (285201040)	1	$33.60	0	$0.00	0	$0.00	1	$33.60
10/18/2010 21:26:23 (291202623)	9	$315.00	0	$0.00	0	$0.00	9	$315.00
10/22/2010 21:18:59 (295201859)	1	$46.00	0	$0.00	0	$0.00	1	$46.00
10/25/2010 21:15:37 (298201537)	2	$46.80	0	$0.00	0	$0.00	2	$46.80
Totals	**88**	**$5,663.80**	**0**	**$0.00**	**0**	**$0.00**	**88**	**$5,663.80**

Note: If your transactions do not show by date it means that the processor provides no mechanism to automatically group by settlement batch. You can use the magnifying glass to further group the transactions by day, but be aware that this reflects the days on which the transactions were initiated, not the days on which they were settled. Also, note that batch cutoff times may create minor total discrepancies.

Home » Reports » Transaction Snapshot

Transaction Snapshot

10/01/2010 12:00 AM To 10/29/2010 11:59 PM

(Return To Reports)

Grouped By	Filters	
Merchant		
Payment Processor	Optimal Canada Check	(remove filter)
Settlement Batch		

	Charges		Refunds		Returns		Totals	
	Count	Amount	Count	Amount	Count	Amount	Count	Amount
Settled	58	$7,027.11	0	$0.00	0	$0.00	58	$7,027.11
Not Settled	63	$8,069.63	0	$0.00	0	$0.00	63	$8,069.63
Totals	**121**	**$15,096.74**	**0**	**$0.00**	**0**	**$0.00**	**121**	**$15,096.74**

Comparing Settlement Batch Totals to Your Bank Deposits

Optimally you would like to be able to match each deposit to what appears on your bank account, but there are several issues you need to keep in mind.

Timing

Note that the dates shown on the gateway report indicate date the transaction was sent for settlement but your bank statement indicates the date the funds were deposited in your account. Typically credit card payments will be deposited 2 business days after they are sent for settlement which is why the batch on the gateway report would show 9/1 but the deposit shows on your bank statement on 9/3.

Note also that batches that are sent during weekends and bank holidays are often lumped together and shown as a single deposit on your bank statement.

American Express Payments

Although American Express transactions are processed via the gateway and included in the settlement batch totals, they are settled through a separate merchant account and will appear as separate deposits on your bank statement. You can group by Card Type and then by Settlement Batch to segregate the AmEx deposits. Also note that the timing delay for AmEx deposits is often longer as well.

Viewing Transaction Details

If you have a batch that does not seem to match your deposit, you can click on the magnifying glass next to the batch entry and select **View these transactions** to display all of the transactions in the batch. You can also export the transactions to a spreadsheet for easy manipulation and review.

Reconciling E-Check (ACH) Payments

The process to reconcile e-check (ACH) payments is generally the same except for the following issues:

Processor Differences

The process of grouping transactions by settlement batch can not be done with all processors. If you run an e-check settlement batch report and do not have transactions grouped into batches (they may show just as **Settled** or possibly as **Not Settled**), please contact us for assistance.

Deposit Timing

Typically the e-check batches will appear on your bank statement 3 business days after they are submitted for settlement.

Returns

Like physical checks, some e-check payments will be uncollectible due to NSF or invalid account data. If you process through GETI/NMI, the settlement batch total will show returns as batches with a negative total amount. Solveras/Smart Payments returns will just appear as **Settled**. Also note that Solveras returns that occur prior to settlement are netted out of the deposit which can cause the bank deposit amount to differ from the settlement batch total.