



USER GUIDE

# Till Payments Reporting



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# Acronyms

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<b>Bank MID</b>	This is your acquirers / Banks unique Merchant ID
<b>Amount</b>	This is the amount of the transaction
<b>Authorised</b>	This is when a transaction has been accepted but not cleared or settled
<b>Bank TID</b>	This is your Banks / Acquirers terminal ID number
<b>Card</b>	Masked card number used by the client
<b>Card Type</b>	This is the card type used
<b>Cleared</b>	Transaction has successfully cleared with the bank
<b>Currency</b>	This is the currency the transaction was completed in
<b>Declined</b>	Transaction was declined at the terminal
<b>Failed Clearing</b>	Transaction failed to clear with the bank
<b>Failed Settlement</b>	Transaction failed to settle with the bank
<b>Machine Reference</b>	Unique reference you can give to your terminals
<b>Report Count</b>	This is the total number of transactions in the report
<b>Report Total Value</b>	This is your total value in the report
<b>Settled</b>	A transaction has been successfully approved and debited
<b>Settlement Date</b>	Date the transaction is settled
<b>Status</b>	This is a description of the status of any transaction
<b>Transaction Date</b>	The date the transaction was completed on
<b>Transaction ID</b>	The unique transaction ID number for every transaction

# How to log on

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## Step 1

Open Google Chrome and clear your cache before attempting to access the Till Payments web reporting portal.

1. On your computer, open Chrome.
2. At the top right, click More.
3. Click More tools Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data

Next paste/type <https://reports.tillpayments.com> into the browser.

## Step 2

Log in using your user details that you would have received from Till Payments, and click login.

Example login details

Username: johnsmith  
Password: Test

Note: Username and Passwords are case sensitive

The image shows a login form for Till Payments. At the top is the Till logo. Below it is the heading "Enter your credentials". There are two input fields: "Username" with the value "nicole@simplepay" and "Password" with masked characters. Below the password field is a yellow "Login" button. At the bottom of the form is a blue link that says "Forgot your password?". Four yellow callout lines point to the Username field, the Password field, the Login button, and the "Forgot your password?" link.

# Changing your password or forgotten password

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## Step 1

On the home page, click 'Forgot your password?' (refer to page 4). Insert username in the field and then click 'request email'.

Request a reset password email

username

user

Request Email

< Login

Request Email button

Insert username here

## Step 2

You will receive an email with a link to reset your password, click on "click here" and you will be forwarded to a new page to input your new password.

## Step 3

Input your new password and click 'set password'.

Type your new password

Confirm your password

Set password

< Login

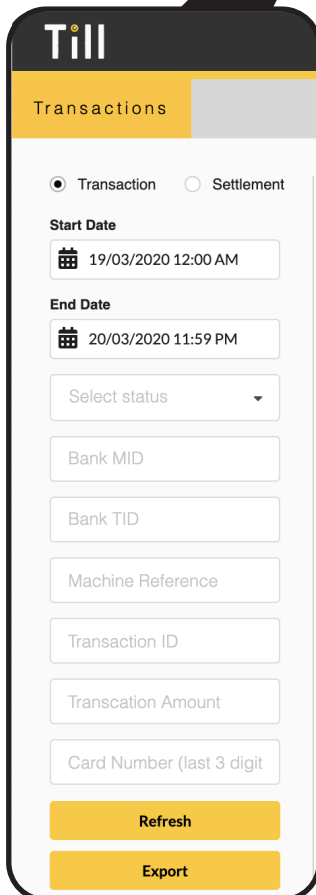
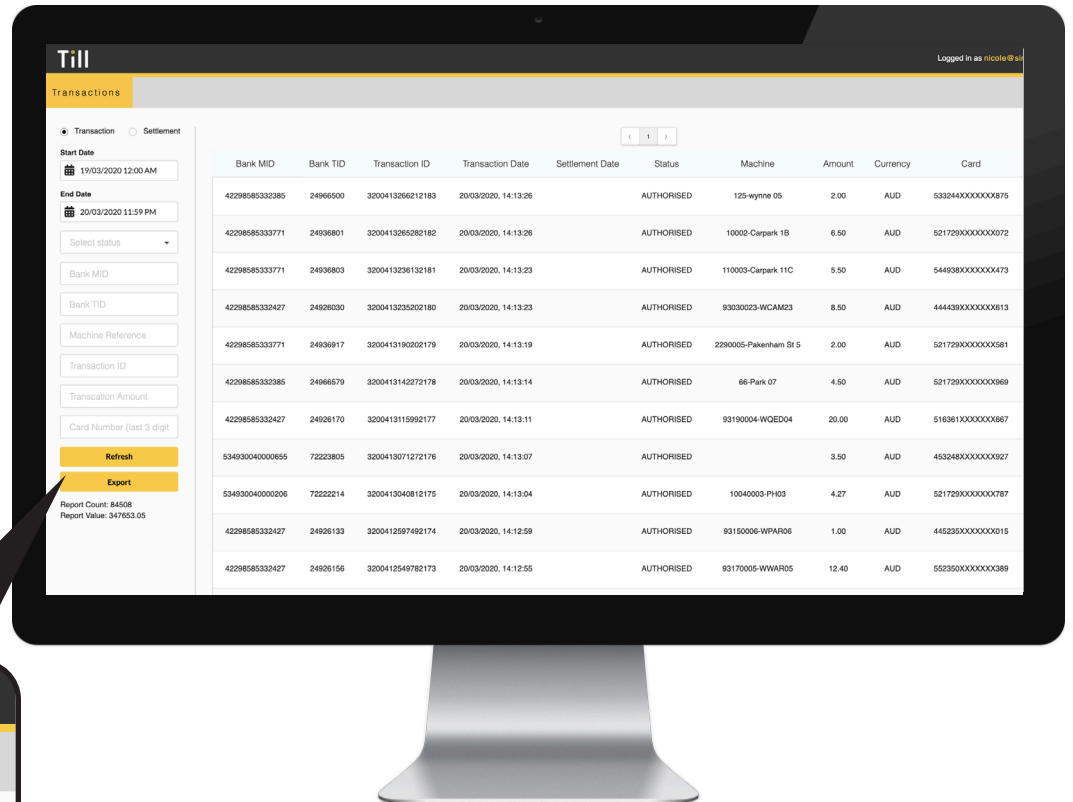
## Step 4

Follow steps on how to log in.

# How to search for transactions

## Step 1

Transaction search is located on the left hand side of the screen



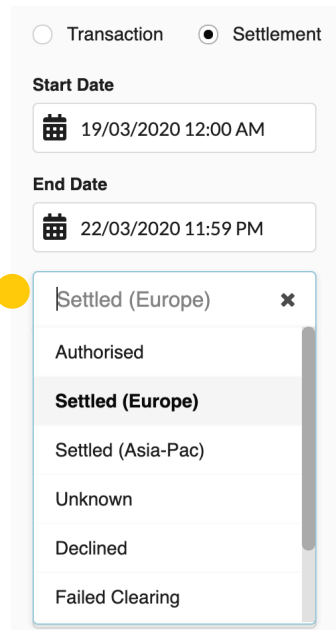
- Transaction/Settlement buttons
- Start Date/Time
- End Date/Time
- Status options
- Bank MID field
- Bank TID field
- Machine Reference field
- Transaction ID field
- Transaction Amount field
- Card Number field
- Refresh button
- Export button



## Step 2

In the 'select status' field please choose 'Settled (Europe)'.

Select 'Settled (Europe)' from the drop down options

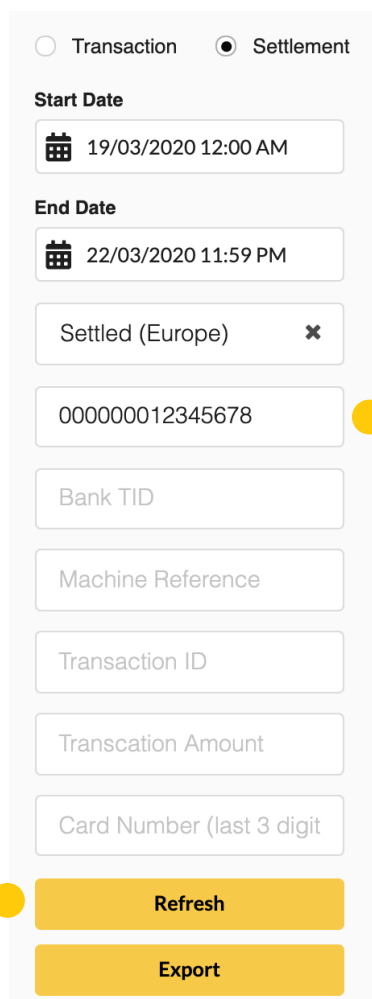


The screenshot shows a form with two radio buttons at the top: 'Transaction' (unselected) and 'Settlement' (selected). Below are two date pickers: 'Start Date' (19/03/2020 12:00 AM) and 'End Date' (22/03/2020 11:59 PM). A dropdown menu is open, showing a list of status options: 'Settled (Europe)' (highlighted), 'Authorised', 'Settled (Asia-Pac)', 'Unknown', 'Declined', and 'Failed Clearing'. A yellow line points from the text on the left to the 'Settled (Europe)' option in the dropdown.

## Step 3

In the 'Bank MID' field, insert your Merchant ID (the Merchant ID format must consist of 15 digits). For example 000000012345678.

Insert your 15 digit Merchant ID in the Bank MID field



The screenshot shows the same form as in Step 2, but with the 'Bank MID' field filled with the 15-digit Merchant ID '000000012345678'. Below the 'Bank MID' field are fields for 'Bank TID', 'Machine Reference', 'Transaction ID', and 'Transaction Amount'. At the bottom are two buttons: 'Refresh' and 'Export'. A yellow line points from the text on the right to the 'Bank MID' field.



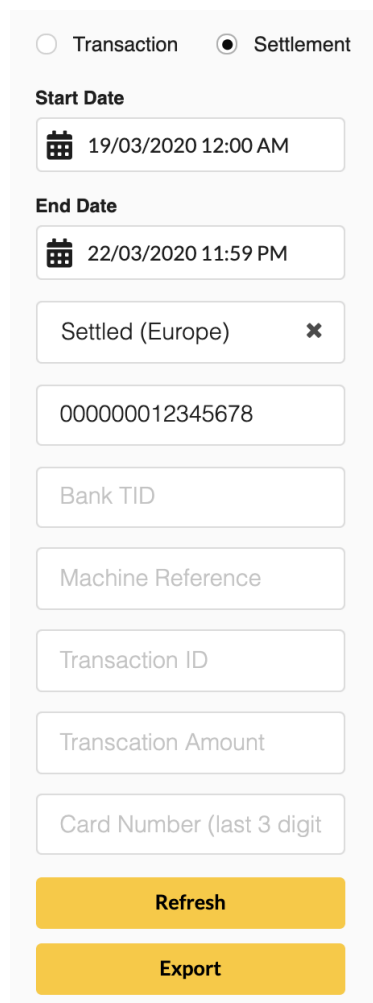
Press the 'Refresh' button and your search data should appear after downloading.



## Step 4

You are able to narrow your transaction list by adding additional filters. Refer to the Acronyms page for more information, then click refresh.

Additional filters



Transaction  Settlement

**Start Date**  
19/03/2020 12:00 AM

**End Date**  
22/03/2020 11:59 PM

Settled (Europe) ✕

000000012345678

Bank TID

Machine Reference

Transaction ID

Transaction Amount

Card Number (last 3 digit)

**Refresh**

**Export**

## Step 5

You are then able to download all your transaction data in CSV format by clicking 'Export'.



# How to reconcile settled transactions

## Step 1

Press the 'Settlement' button and input start date and end date. You can also narrow your search by time.

The image illustrates the process of reconciling settled transactions in the Till Payments Reporting system. It shows both a desktop and a mobile interface.

**Desktop Interface:** The 'Transactions' page displays a list of transactions with columns for Bank MID, Bank TID, Transaction ID, Transaction Date, Settlement Date, Status, Machine, Amount, Currency, and Card. The left sidebar contains filters for Start Date (19/03/2020 12:00 AM), End Date (20/03/2020 11:59 PM), and various transaction details. A 'Settlement' radio button is selected. A 'Refresh' button is highlighted with a callout.

**Mobile Interface:** The mobile view shows the same filters. A callout points to the 'Settlement' radio button. Another callout points to the 'Start Date' and 'End Date' input fields. A third callout points to a 'time' dropdown menu in the date picker, which is open to show a calendar for March 2020 and a time selection list (11:15, 11:30, 11:45, 12:00, 12:15).

Bank MID	Bank TID	Transaction ID	Transaction Date	Settlement Date	Status	Machine	Amount	Currency	Card
42298585332385	24966500	3200413266212183	20/03/2020, 14:13:26		AUTHORISED	125-wynne 05	2.00	AUD	533244XXXXXXXXXX875
42298585333771	24936801	3200413265282182	20/03/2020, 14:13:26		AUTHORISED	10002-Carpark 1B	6.50	AUD	521729XXXXXXXXXX072
42298585333771	24936803	3200413236132181	20/03/2020, 14:13:23		AUTHORISED	110003-Carpark 11C	5.50	AUD	544938XXXXXXXXXX473
42298585332427	24926030	3200413235202180	20/03/2020, 14:13:23		AUTHORISED	93030023-WCAM23	8.50	AUD	444439XXXXXXXXXX613
42298585333771	24936917	3200413190202179	20/03/2020, 14:13:19		AUTHORISED	2290005-Pakenham St 5	2.00	AUD	521729XXXXXXXXXX581
42298585332385	24966579	3200413142272178	20/03/2020, 14:13:14		AUTHORISED	66-Park 07	4.50	AUD	521729XXXXXXXXXX969
42298585332427	24926170	3200413115992177	20/03/2020, 14:13:11		AUTHORISED	93190004-WGED04	20.00	AUD	516361XXXXXXXXXX667
534930040000655	72223655	3200413071272176	20/03/2020, 14:13:07		AUTHORISED		3.50	AUD	453248XXXXXXXXXX327
534930040000206	72222214	3200413040812175	20/03/2020, 14:13:04		AUTHORISED	10040003-PH03	4.27	AUD	521729XXXXXXXXXX787
42298585332427	24926133	3200412597492174	20/03/2020, 14:12:59		AUTHORISED	93190006-WPAR06	1.00	AUD	445235XXXXXXXXXX015
42298585332427	24926156	3200412549782173	20/03/2020, 14:12:55		AUTHORISED	93170005-WVAR05	12.40	AUD	552350XXXXXXXXXX389

## Step 1 (Continued)

In the 'Bank MID' field, insert your Merchant ID (the Merchant ID format must consist of 15 digits). For example 000000012345678.

Transaction  Settlement

**Start Date**  
19/03/2020 12:00 AM

**End Date**  
22/03/2020 11:59 PM

Settled (Europe) ×

000000012345678

Bank TID

Machine Reference

Transaction ID

Transaction Amount

Card Number (last 3 digit)

**Refresh**

**Export**

Insert your 15 digit Merchant ID in the Bank MID field



Press the 'Refresh' button and your search data should appear after downloading.

You are able to narrow your transaction list by adding additional filters. Refer to the Acronyms page for more information, then click refresh.

The logo for Till, featuring the word "Till" in a bold, sans-serif font inside a white rounded rectangle.

# Need a bit of help?

Please contact  
[support@tillpayments.com](mailto:support@tillpayments.com)

This user guide is intended to provide all the necessary information regarding Till Payments Reporting. For further support or to add a machine reference to a terminal ID, please contact [support@tillpayments.com](mailto:support@tillpayments.com).