How to log on

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://gateway.tillpayments.com/** into the browser.

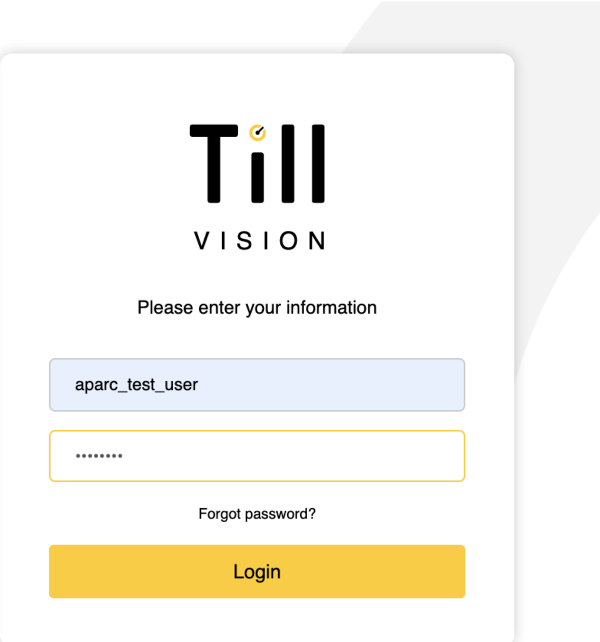
Step 2

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

Example login details

Username: aparc_test_user
Password: Test123#

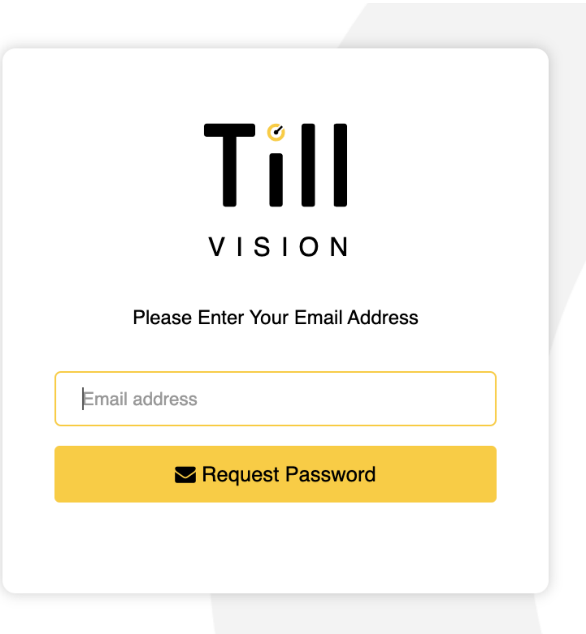
Note: Username and Passwords are case sensitive



Changing your password or forgotten password

Step 1

On the home page, click 'Forgot your password?' (refer to page 2). Insert email in the field and then click 'request email'.



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.

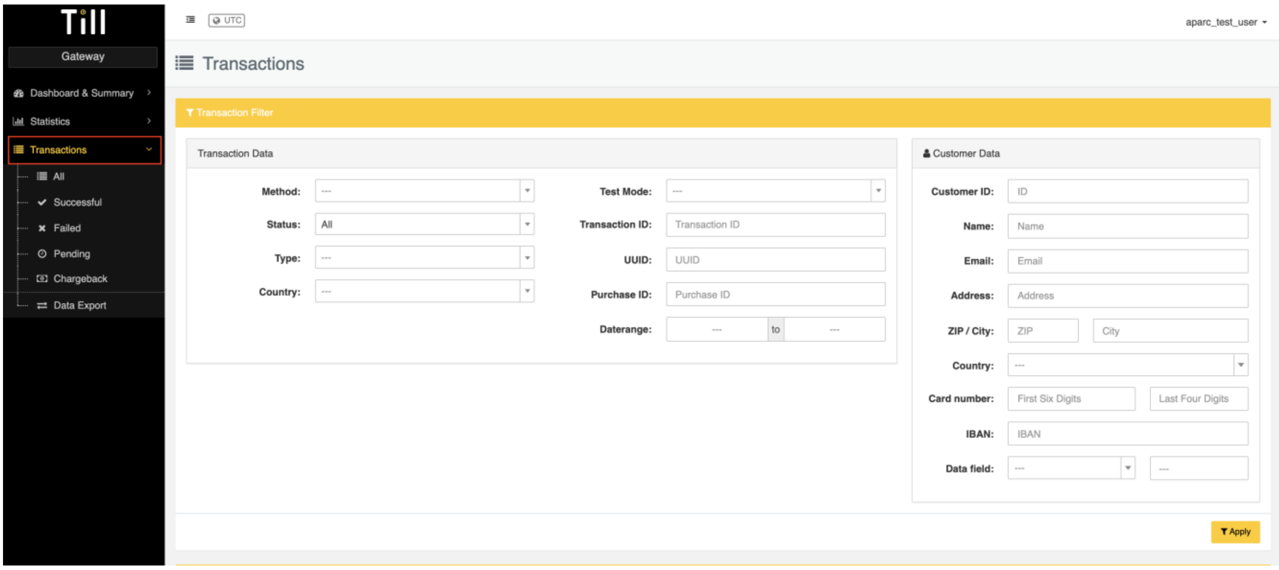
Step 3

Follow steps on how to log in.

How to search for transactions

Step 1

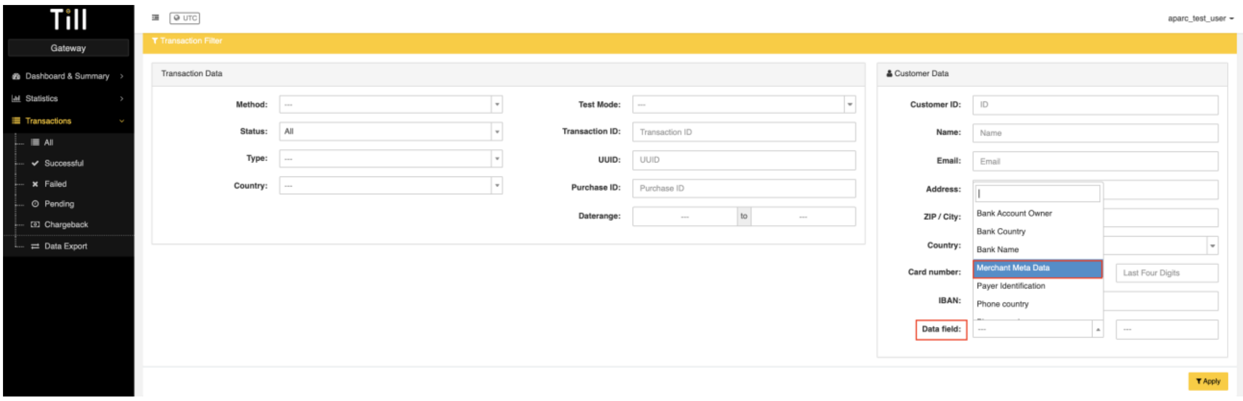
Transaction search is located on the left hand side of the screen. Filters can be used to assist in locating specific transaction/s



How to search for transactions using machine references

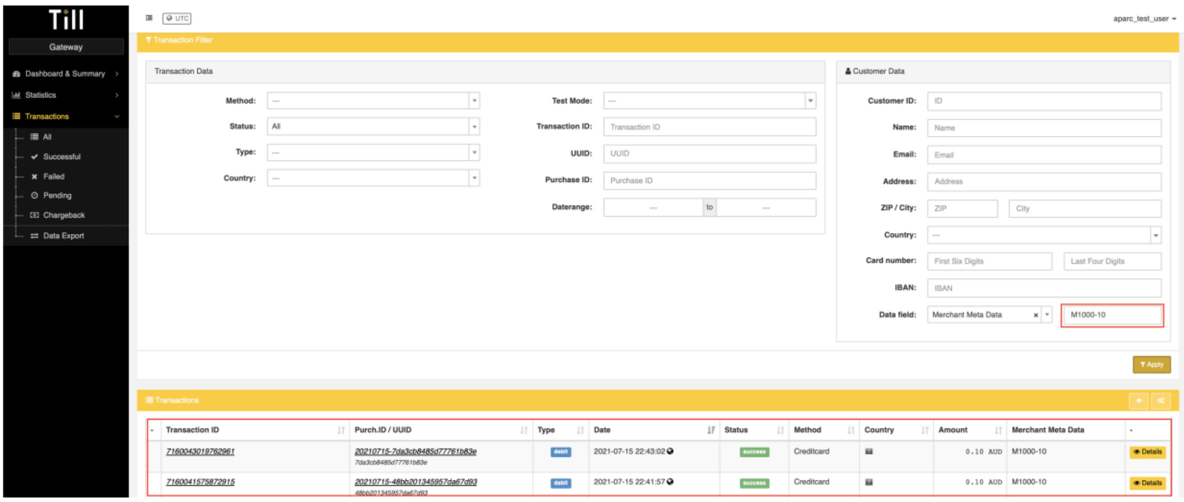
Step 1

In the transaction section, under the heading **Customer Data** expand **the Data Field** filter, then select **Merchant Meta Data**



Step 2

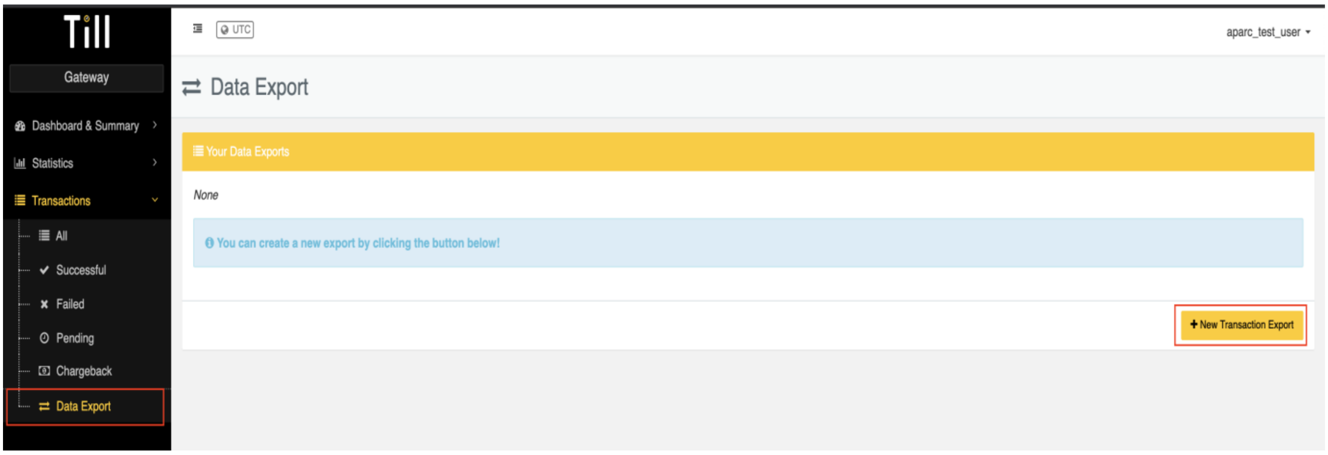
Input the machine reference, in the highlighted field e.g. **M1000-10**, select **Apply**. The transaction will appear if the reference details are correct.



How to export Data

Step 1

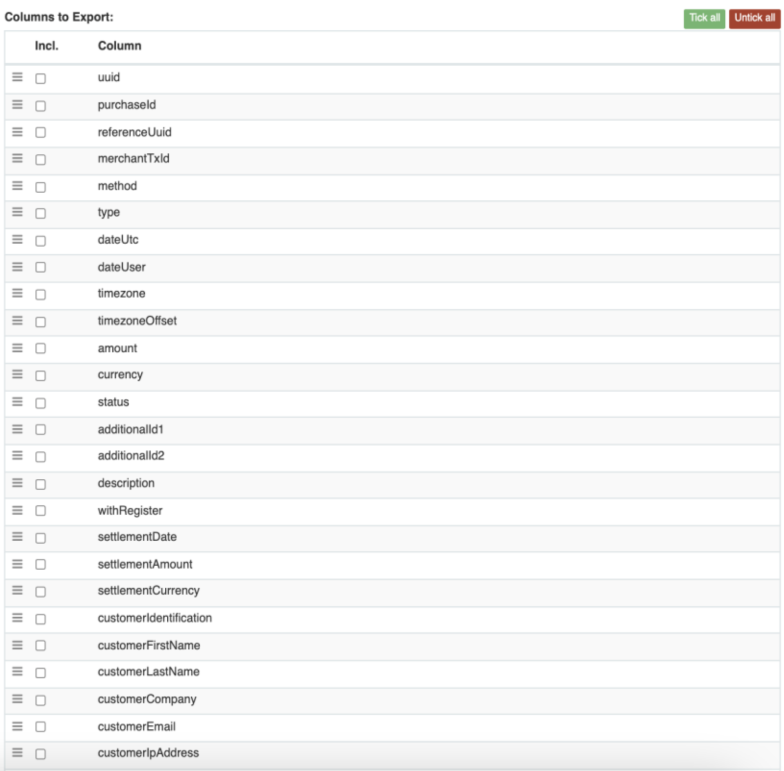
To export required data, select **+New Transaction Export** which can be located in the **Data Export** field.



Step 2
Transaction reports can be exported, by using the default layout or customised columns of your choosing.

Select the desired variables (**Tick all or untick all)** and arrange by shifting them in your desired order (right column "Columns to Export").

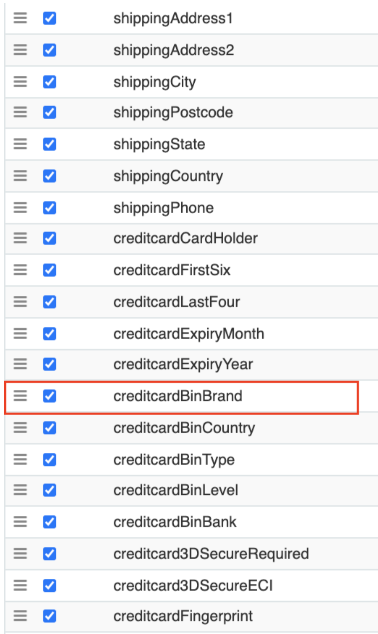
By selecting **Generate** in the bottom right-hand corner, this will export you're the data in either



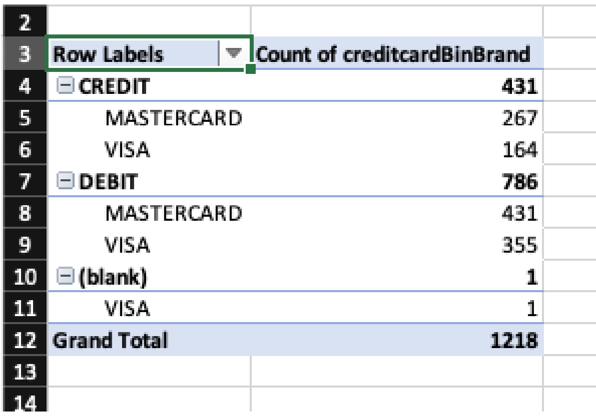
Please note, the exported data may take up to 10 minutes, depending on the volume.

Reconciling using Payment Brands

Step 1
Export data, ensuring that **creditcardBinBrand** has been selected



Step 2
Once data has been extracted – utilize Pivot Table to assist in breaking down to the individual Card Brands



Row Labels	Count of creditcardBinBrand
CREDIT	**431**
MASTERCARD	267
VISA	164
DEBIT	**786**
MASTERCARD	431
VISA	355
(blank)	**1**
VISA	1
Grand Total	**1218**

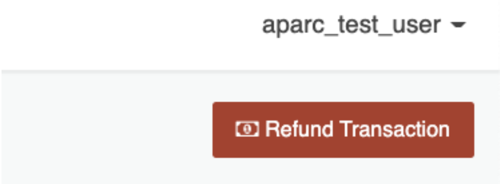
How to process a refund

Step 1

To process a transaction, select the unique reference that fall under **Purch.ID/UUID** in the **Transaction** section.

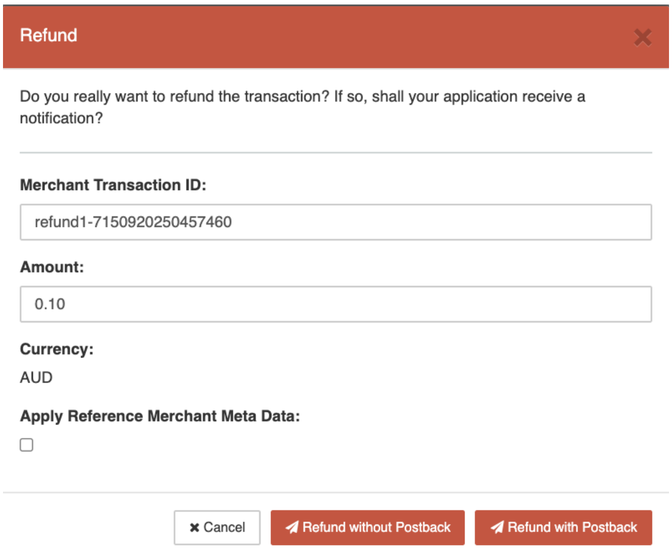
Step 2

Select the **Refund Transaction** button, in the top right hand corner of your screen



Step 3

Enter the amount you wish to process; this can be either a full or partial amount.



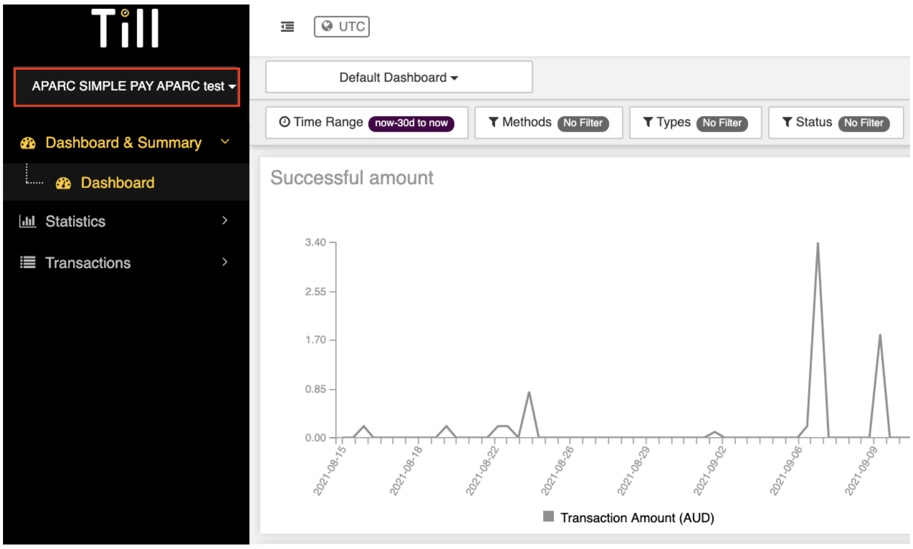
Step 4

Process refund, by selecting Refund with Postback or Refund without Postback

Multiple Merchant Access

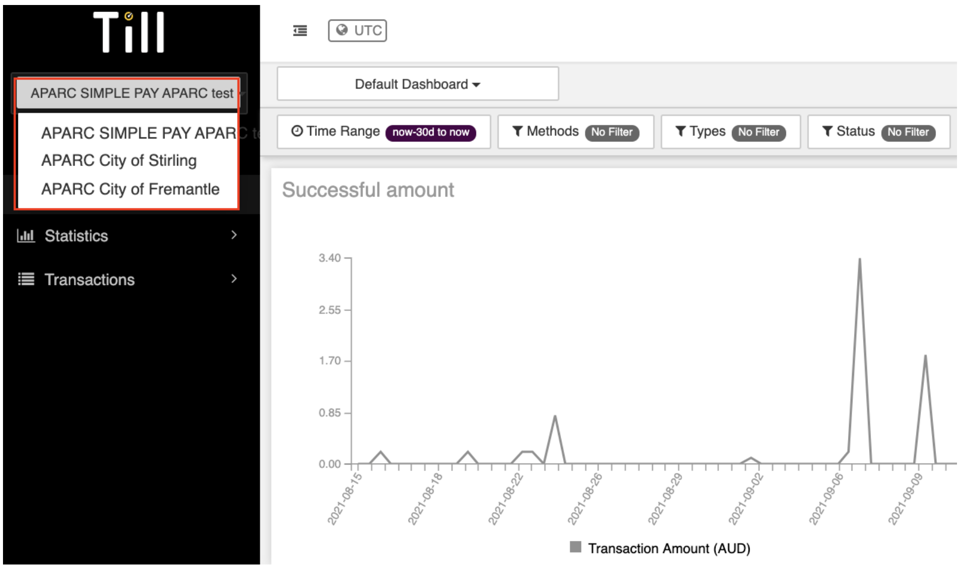
Step 1

For users that have the ability to view multiple merchants, this can be found by selecting the drop down function, found in the top left hand corner



Step 2

Select the merchant you would like to view, this will then allow the merchant to view the transactions for the selected account



Glossary

Bank MID	This is your acquirers / Banks unique Merchant ID
Amount	This is the amount of the transaction
Authorised	This is when a transaction has been accepted but not cleared or settled
Bank TID	This is your Banks / Acquirers terminal ID number
Card	Masked car number used by the client
Card Type	This is the card type used
Cleared	Transaction has successfully cleared with the bank
Currency	This is the currency the transaction was completed in
Declined	Transaction was declined at the terminal
Failed Clearing	Transaction failed to clear with the bank
Failed Settlement	Transaction failed to settle with the bank
Merchant Meta Data	Unique reference given to each of your terminals
Refund with Postback	The ability to communicate to systems that a refund has occured
Status	This is a description of the status of any transaction
Transaction Date	The date the transaction was completed on
UUID	Universally Unique Identifier, a way of identifying a unique transaction
CreditcardBinBrand	This is a description of schemes – Mastercard, Visa, Amex, Diners