

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.

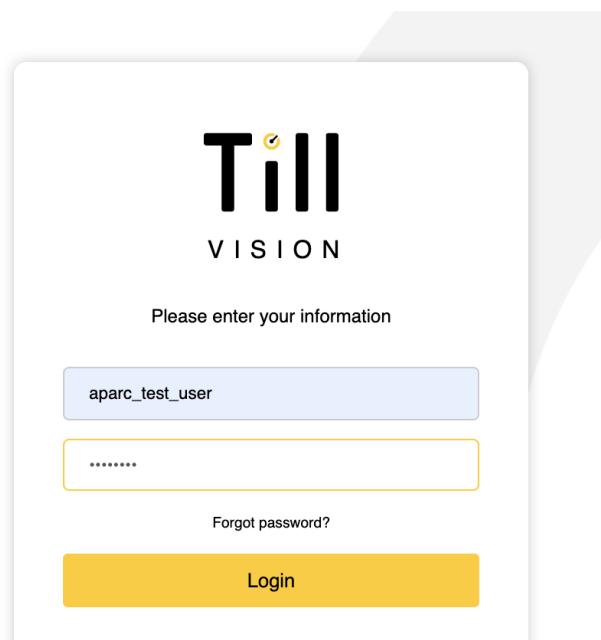
Step 2

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



Till
VISION

Please enter your information

aparc_test_user

.....

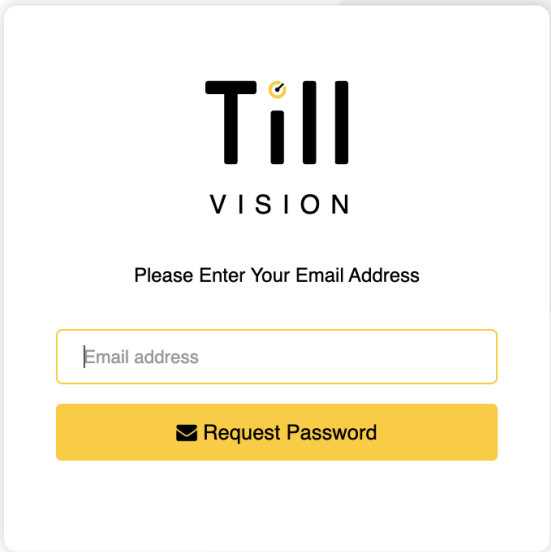
[Forgot password?](#)

Login

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'.



The screenshot shows a white rectangular form with a subtle drop shadow. At the top center is the logo for 'Till VISION', where 'Till' is in a large, bold, black font with a small yellow checkmark above the 'i', and 'VISION' is in a smaller, spaced-out, black font below it. Below the logo, the text 'Please Enter Your Email Address' is centered. Underneath this is a white input field with a thin yellow border and the placeholder text 'Email address'. At the bottom of the form is a solid yellow button with the text 'Request Password' and a small black envelope icon to its left.

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

The screenshot shows the Till Gateway interface for searching transactions. On the left is a dark sidebar with navigation options: Gateway, Dashboard & Summary, Statistics, and Transactions (highlighted). Under Transactions, there are sub-options: All, Successful, Failed, Pending, Chargeback, and Data Export. The main content area is titled 'Transactions' and features a 'Transaction Filter' section. This filter is divided into two columns: 'Transaction Data' and 'Customer Data'. The 'Transaction Data' column includes dropdown menus for Method, Status (set to 'All'), Type, and Country, as well as text input fields for Test Mode, Transaction ID, UUID, and Purchase ID, and a Daterange selector. The 'Customer Data' column includes text input fields for Customer ID, Name, Email, Address, and IBAN, and dropdown menus for ZIP / City and Country. There are also input fields for Card number (First Six Digits and Last Four Digits) and a Data field. An 'Apply' button is located at the bottom right of the filter section.

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**

The screenshot shows the Till Gateway interface. On the left is a navigation menu with 'Transactions' selected. The main area is divided into 'Transaction Data' and 'Customer Data' sections. In the 'Customer Data' section, the 'Data Field' dropdown is expanded, and 'Merchant Meta Data' is selected. The 'Apply' button is visible at the bottom right of the form.

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.

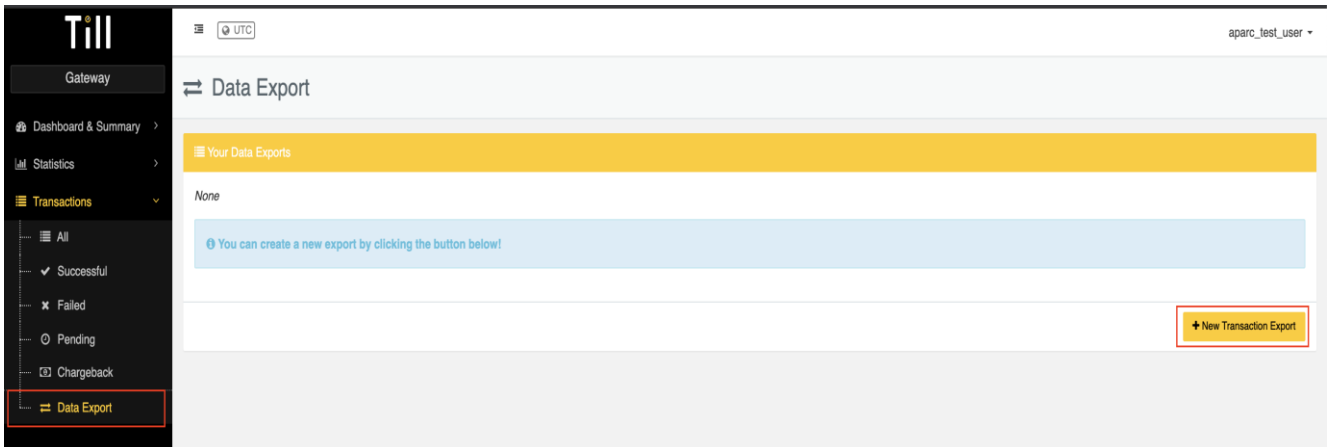
The screenshot shows the Till Gateway interface. In the 'Customer Data' section, the 'Data Field' dropdown is expanded to show 'Merchant Meta Data' selected. The 'M1000-10' machine reference is entered in the highlighted field. The 'Apply' button is visible at the bottom right of the form. Below the form, a table of transactions is displayed.

Transaction ID	Purch.ID / UUID	Type	Date	Status	Method	Country	Amount	Merchant Meta Data	Details
Z160045018762961	20210715-76a3cb4855d772f1a82e 76a3cb4855d772f1a82e	Auth	2021-07-15 22:43:02	Success	Creditcard	GB	0.10 AUD	M1000-10	Details
Z16004157629215	20210715-48b20113459b76af7493 48b20113459b76af7493	Auth	2021-07-15 22:41:57	Success	Creditcard	GB	0.10 AUD	M1000-10	Details

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

Columns to Export: Tick all Untick all

Incl.	Column
<input type="checkbox"/>	uuid
<input type="checkbox"/>	purchaseId
<input type="checkbox"/>	referenceUuid
<input type="checkbox"/>	merchantTxId
<input type="checkbox"/>	method
<input type="checkbox"/>	type
<input type="checkbox"/>	dateUtc
<input type="checkbox"/>	dateUser
<input type="checkbox"/>	timezone
<input type="checkbox"/>	timezoneOffset
<input type="checkbox"/>	amount
<input type="checkbox"/>	currency
<input type="checkbox"/>	status
<input type="checkbox"/>	additionalId1
<input type="checkbox"/>	additionalId2
<input type="checkbox"/>	description
<input type="checkbox"/>	withRegister
<input type="checkbox"/>	settlementDate
<input type="checkbox"/>	settlementAmount
<input type="checkbox"/>	settlementCurrency
<input type="checkbox"/>	customerIdentification
<input type="checkbox"/>	customerFirstName
<input type="checkbox"/>	customerLastName
<input type="checkbox"/>	customerCompany
<input type="checkbox"/>	customerEmail
<input type="checkbox"/>	customerIpAddress



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

<input checked="" type="checkbox"/>	shippingAddress1
<input checked="" type="checkbox"/>	shippingAddress2
<input checked="" type="checkbox"/>	shippingCity
<input checked="" type="checkbox"/>	shippingPostcode
<input checked="" type="checkbox"/>	shippingState
<input checked="" type="checkbox"/>	shippingCountry
<input checked="" type="checkbox"/>	shippingPhone
<input checked="" type="checkbox"/>	creditcardCardHolder
<input checked="" type="checkbox"/>	creditcardFirstSix
<input checked="" type="checkbox"/>	creditcardLastFour
<input checked="" type="checkbox"/>	creditcardExpiryMonth
<input checked="" type="checkbox"/>	creditcardExpiryYear
<input checked="" type="checkbox"/>	creditcardBinBrand
<input checked="" type="checkbox"/>	creditcardBinCountry
<input checked="" type="checkbox"/>	creditcardBinType
<input checked="" type="checkbox"/>	creditcardBinLevel
<input checked="" type="checkbox"/>	creditcardBinBank
<input checked="" type="checkbox"/>	creditcard3DSecureRequired
<input checked="" type="checkbox"/>	creditcard3DSecureECI
<input checked="" type="checkbox"/>	creditcardFingerprint

Step 2

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

2		
3	Row Labels	Count of creditcardBinBrand
4	CREDIT	431
5	MASTERCARD	267
6	VISA	164
7	DEBIT	786
8	MASTERCARD	431
9	VISA	355
10	(blank)	1
11	VISA	1
12	Grand Total	1218
13		
14		

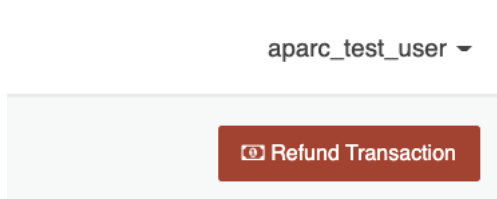
How to process a refund

Step 1

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

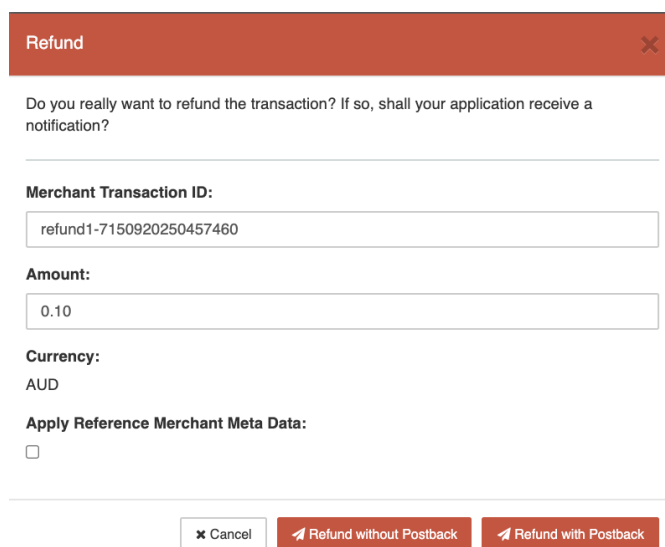
Step 2

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.

A screenshot of a 'Refund' dialog box. The title bar is dark red with the word 'Refund' and a close button. The main content area is white and contains the following text: 'Do you really want to refund the transaction? If so, shall your application receive a notification?'. Below this is a horizontal line. Then, 'Merchant Transaction ID:' followed by a text input field containing 'refund1-7150920250457460'. Next, 'Amount:' followed by a text input field containing '0.10'. Then, 'Currency:' followed by the text 'AUD'. Finally, 'Apply Reference Merchant Meta Data:' followed by an unchecked checkbox. At the bottom, there are three buttons: 'Cancel', 'Refund without Postback', and 'Refund with Postback'.

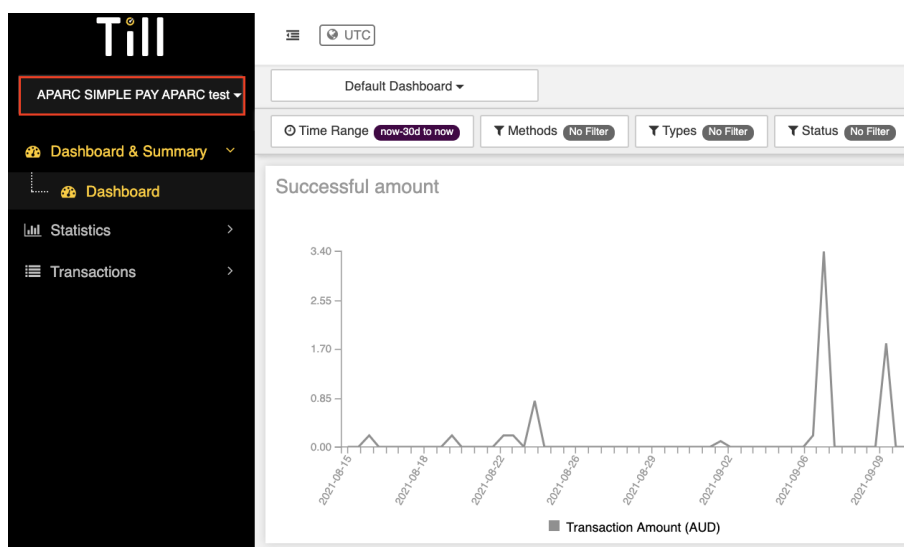
Step 4

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

Multiple Merchant Access

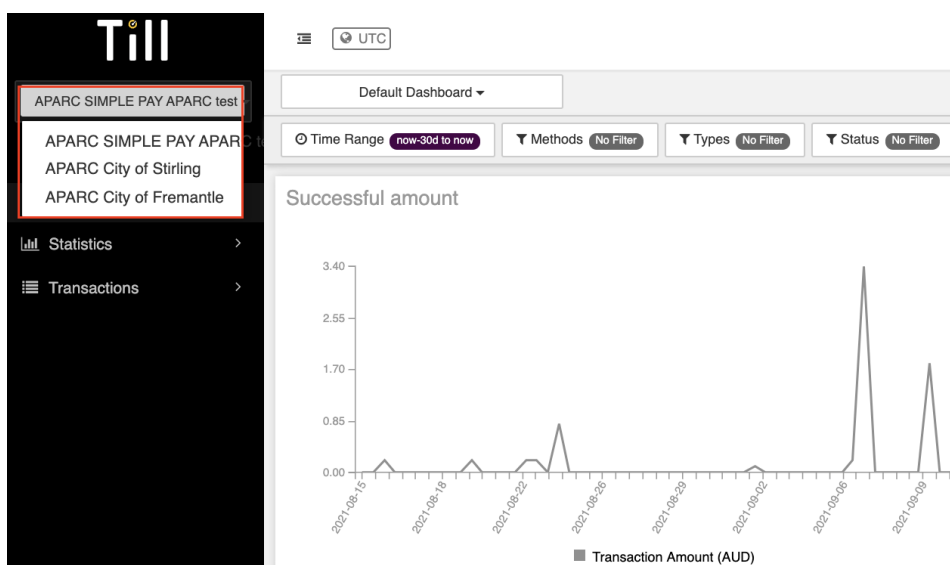
Step 1

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 occurred
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