Consult your transactions

ingenico
ePayments

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1. View transactions vs Financial history

Depending on the type of transaction results or report you're looking for, you will either use "View transactions" or "Financial history" to define and start a transaction lookup.

"View transactions" allows you to select and view transaction data. It is mainly used to locate a specific transaction and potentially perform maintenance on it (e.g. execute a data capture on an authorised order, or refund a captured transaction).

"Financial history" allows you primarily to view day by day lists of (actions performed on) transactions. It is mostly used for bookkeeping as it provides easy reconciliation of transactions handled by our system with payments reported on your bank statement.

In the "Financial history" page, each operation performed on a transaction is listed separately. If you consult the payments and refunds of the past week, for example, a payment and refund linked to the same order (initial transaction) will be listed as two separate items (each on the day the action took place), rather than one.

In the "View transactions" result list, this will only be displayed as a single item – a refund – since only the last (final) action performed on a transaction will be shown. The details of the different operations performed on a transaction can be consulted in the order details.

View transactions	Financial history
View and select general transaction data	View day-by-day lists of (actions performed on) transactions
Locate a specific transaction	Ideal for bookkeeping because of easy reconciliation with payments on your bank statement
Perform maintenance: data capture, refund, etc.	
Transaction list: Only last transaction operation displayed (if "Last one" box was ticked)	Transaction list: Each transaction operation listed separately and chronologically (see example)

2. Some search criteria

The following section contains several important criteria for looking up a transaction.

2.1 Order date vs Payment date

The order date is the date when the original transaction was entered.

The payment date is the date when the actual financial transaction was captured. For payments or refunds, it is the date the request was confirmed by the acquirer/bank.

2.2 Different references

- **Merchant reference (Merch ref)**: Your order reference (also referred to as OrderID).
- **Pay ID**: The transaction reference given by our system.
- **B.R.**: Acquirer's Batch Reference, i.e. the reference of the batch in which the transaction was processed on the acquirer's side.
- **Author.**: authorisation code from the acquirer.

2.3 Statuses

The following status references are available in the "View transactions" and "Financial history" transaction lookup forms:

* Batch Reference

	View transactions	Financial history
Authorisations		
Refused	Status 2 transactions	idem
Authorised	Status 4/5 transactions	idem
Waiting	Status 41/51 transaction	idem
Payments		
Requested	Status 9/94/95 transactions	Status 9/94 transactions with B.R.*
Refunds	Status 7/74/75/8/84/85	Status 7/74/8/84 transactions with B.R.*
Waiting	Status 71/81/91 transactions	Status 7/71/74/75/8/81/84/85/9/91/94/95 transactions without B.R.*
Others		
Cancelled by customer	Status 1 transactions	idem
Invalid/Incomplete	Status 0 transactions	idem
Others	Al others	idem

3. Search result example

To better elucidate things, we'll take an example of a "Financial history" and a "View transactions" search and compare their results.

For clarification purposes, the example transaction to be analysed in our search will comprise three steps (operations). The original transaction will be an authorisation. After the authorisation, the merchant performed two maintenance transactions (operations) on the original transaction: a data capture (payment request) one day later, and a refund a couple of days after that. First we will locate this transaction using a search operation in "Financial history"; after that we will compare the details with those returned by a "View transactions" search.

Search criteria entered in the **Financial history** search page:

- Payment date: from 2013-05-23 to 2013-05-28
- Status: Payment: Requested and Refunds
- Group transactions by: Status, Payment methods, Batch reference

Financial (Summary): Payment date from 2013-05-23 to 2013-05-28 included- Status Payment requested,Payment deleted,Refund

Method	Date	Status		Tr. no.	BR	Details	Download
MasterCard	2013-05-23	8-Refund	9.90 EUR	1	00000177	>>>	>>>
American Express	2013-05-23	9-Payment requested	58.74 EUR	1	00000177	>>>	>>>
MasterCard	2013-05-23	9-Payment requested	177.81 EUR	8	00000177	>>>	>>>
VISA	2013-05-23	9-Payment requested	172.53 EUR	8	00000177	>>>	>>>
American Express	2013-05-24	9-Payment requested	90.49 EUR	2	00000178	>>>	>>>
MasterCard ❶	2013-05-24	9-Payment requested	111.82 EUR	5	00000178	>>>	>>>
VISA	2013-05-24	9-Payment requested	279.01 EUR	8	00000178	>>>	>>>
MasterCard	2013-05-25	8-Refund	31.79 EUR	1	00000179	>>>	>>>
VISA	2013-05-25	9-Payment requested	464.39 EUR	9	00000179	>>>	>>>
MasterCard ❷	2013-05-28	8-Refund	24.57 EUR	1	00000182	>>>	>>>
MasterCard	2013-05-28	9-Payment requested	428.69 EUR	12	00000182	>>>	>>>
VISA	2013-05-28	9-Payment requested	820.05 EUR	24	00000182	>>>	>>>
Total		**2537.27 EUR**		**80/80**			

As you can see in the image of the Financial history (Summary) result page, the transactions are consolidated into several 'groups' based on the date, payment method, status (and different currencies - not in the example). The acquirer's batch reference is also quoted. Transactions that have been processed in the same batch at the acquirer's end will be paid out to you in a single lump sum. This detailed information can make it easy for you to compare the payments received as listed on your bank statement, with the Financial history list in your back office.

Clicking on the "Details" button on one of the lines will display an overview of the transactions that were grouped together. The following image shows the details for the MasterCard_24/05_status9_EUR 'group' (indicated by the red dot with a number 1).

Pay ID	Merch ref	Orders	Status ?	Authorisation	Payments	Total	Rating	Name	Method
710609787/1	00061165	2013-05-22 17:46:47	9-Payment requested	569261	2013-05-24	15.85 EUR		Eleonor Rigby	MasterCard
710996502/1	00061260 ❸	2013-05-23 09:18:07	9-Payment requested	155161	2013-05-24	24.57 EUR		Penny Lane	MasterCard
710997449/1	00061261	2013-05-23 09:19:31	9-Payment requested	044236	2013-05-24	33.95 EUR		Jenny Wren	MasterCard
711190329/1	00061297	2013-05-23 14:14:31	9-Payment requested	332722	2013-05-24	21.60 EUR		John Martha	MasterCard
711193350/1	00061298	2013-05-23 14:18:10	9-Payment requested	820632	2013-05-24	15.85 EUR		Paul Jude	MasterCard
					Total	**111.82 EUR**			

The transaction extracted in this example is the transaction with PayID 710996502/Merchant reference 00061260 (indicated by the red dot with the number 3).

We will now open a second 'group' of transactions we can find in the Financial history (Summary) result page. The following image shows the details for the MasterCard_28/05_status8_EUR 'group' (indicated by the red dot with the number 2). This 'group' only contains one entry.

Pay ID	Merch ref	Orders	Status	?	Authorisation	Payments	Total	Rating	Name	Method
710996502/2	00061260	2013-05-23 09:18:07	8-Refund		155161	2013-05-28	24.57 EUR		Penny Lane	MasterCard
Total							**-24.57 EUR**			

When we take a closer look, it becomes evident that – with the exception of the history number – the references for this transaction (ref - PayID 710996502/Merchant reference 00061260) are identical to those for the transaction we extracted in the previous 'group' (indicated by the red dot with the number 3 in the previous image).

We notice that even though the payment request and refund were two maintenance transactions performed on the same original transaction (the authorisation), they are listed as two separate entries (in two separate 'groups') in the Financial history (summary) result page. They are two separate financial operations and will be listed separately on the transcripts you receive from your acquirer: one positive (the payment request), the other negative (the refund).

Each financial operation is listed as a separate entry in the Financial history results. This is an important difference compared with the "View transactions" results.

We can look up this same transaction in the **View transactions** search page:

- Order date: from 2013-05-23 (date of the original order!) to 2013-05-28
- PayID: 710996502
- Status: as is by default

Pay ID	Merch ref	Orders	Status	?	Authorisation	Payments	Total	Rating	Name	Method
710996502	00061260	2013-05-23 09:18:07	8-Refund		155161	2013-05-23	24.57 EUR	🌙	Penny Lane	MasterCard
Total							**-24.57 EUR**			

As you can see, there are no separate entries for the payment request and the refund, just a single entry for the transaction (stating the PayID and not the history numbers). The transaction is listed on the day of the original order (authorisation), 2013-05-23, showing the final status of the final operation performed on the transaction (in this case status 8-refund).

By clicking the "Pay ID" button, we can access the order details page, which shows a list of the different maintenance transactions (operations) performed on the original transaction. The authorisation, payment request, and refund (showing the PayID and the history numbers) are all listed together.

Pay ID	Merch ref	Status	?	Authorisation	Payment date	Total	File / line	NCID	Error	Action	Accept in	Charg Meth	Card/ACC no
710996502/0	00061260	5-Authorised		155161 🌙	2013-05-23 09:18:38	24.57 EUR	/	1082270005	0	RES-Authorisation		MasterCard	XXXXXXXXXXXX1234
710996502/1	00061260	9-Payment requested		155161	2013-05-24 00:09:42	24.57 EUR	/	1083240637	0	SAL-Partial data capture (payment)	155161	MasterCard	XXXXXXXXXXXX1234
710996502/2	00061260	8-Refund		155161	2013-05-28 00:13:30	24.57 EUR	/	1087585949	0	RFD-Refund	155161	MasterCard	XXXXXXXXXXXX1234

This "View transactions" overview provides a better overview of all the operations performed on the order. In addition, the operations themselves can also be performed in the order details page, via a set of buttons at the bottom of the page displaying the available maintenance operations for the order.