NUPAY

A DIVISION OF ALTRON

DebiCheck:

Transaction Report quick guide – V1.1

(Website)

The purpose of the **Transaction Report** is to assist the User/Merchant to view the status of the **collections/instalments/ transactions**.

Note: When a Merchant extracts these reports, they must ensure the **Grouping Criteria** at Step 3 (Delivery Selection), is on the correct date, as the report that that will be extracted will be **filtered according to this field**, see Fig.1.

Transaction Report

Step 1 - Report Selection

Success ☑   Failed ☑   Future ☑   In Tracking ☑   Reversed ☑   Cancelled ☑   All Reports ☑

Step 2 - Field Selection

NuPay Default Report Fields ☑   Select own fields ☐   Select all Fields ☐

Step 3 - Delivery Selection

Delivery Criteria: Detailed on Screen Enquiry ▼
Grouping Criteria: Response Date ▼

Fig.1 – Grouping Criteria

The most common searches under the Grouping Criteria, see Fig.1, under Transaction reports, are the **Response** date and the **Action** date.

1. **Response date:**
   - ✓ The report will be filtered according to the date when NuPay **received a response back from the bank**.
   - ✓ The Merchant will be able to see **WHEN** the collection/instalment/transaction was successful / failed for a specific date range.
   - ✓ **Note:** If the merchant enters a date range for the whole year for instance, only the successes and failures will display, because we wouldn't have received a response on the future collections.

2. **Action Date:**
   - ✓ The report will be filtered according to the **action date** for a specific date range.
   - ✓ The merchant will be able to see the statuses of **all** instalments/collections/transactions that were loaded for a specific date range.
   - ✓ **Note:** This date criteria can be used to view the future transactions.

Types of Reports
The applicable report must be selected in Step 1, Report Selection, see Fig.2

Transaction Report

Step 1 - Report Selection

Success ☑   Failed ☑   Future ☑   In Tracking ☑   Reversed ☑   Cancelled ☑   All Reports ☑

Step 2 - Field Selection

NuPay Default Report Fields ☑   Select own fields ☐   Select all Fields ☐

Step 3 - Delivery Selection

Delivery Criteria: Detailed on Screen Enquiry   ▼
Grouping Criteria: Response Date   ▼

Fig.2 – Report Selection

Below are the different types of reports that the User/Merchant can extract via the Transaction Report selection.

1. **Success**
   This report will show the User/Merchant all the instalments/collections/transactions that were processed successfully against the Debtor/Consumers bank account, see Fig.3

Success Transactions

Print CSV PDF Excel

	Mandate Reference Number	Contract Reference	Cycle Date	Action Date	Response Date & Time	Instalment	Instalment Amount	Tracking	Date of First Instalment
1	0001202001290000000186	DCPRD000000PPX	2020-04-30	2020-04-30	2020-05-02 06:06:41.32(	4	110.00	6 Day Tracking	2020-01-31
2	0001202004280000001137	DCPRD00000115N	2020-04-30	2020-04-30	2020-05-02 06:06:41.32(	0	25.00	4 Day Tracking	2020-04-30

Total Transaction Items: 294 **Total:** R 28,001.07

Fig.3 – Success Report

2. **Failed**
   ✓ This report will show the User/Merchant all the instalments/collections/transactions that were processed against the Debtor/Consumers bank account and where the bank sent back an unsuccessful/rejected/failed response.
   ✓ The report displays a reason for the Failure for example, Insufficient Funds (description field), see Fig.4

Failed Transactions

Print CSV PDF Excel

	Mandate Reference Number	Contract Reference	Cycle Date	Action Date	Response Date & Time	Instalment	Instalment Amount	Tracking	Date of First Instalment
1	0003202003230394956628	DCPRD000000RK5	2020-06-01	2020-06-01	2020-06-02 02:05:05.87:	3	115.00	4 Day Tracking	2020-03-31
2	001020200226C2EF9195FF	DCPRD000000QJ7	2020-05-29	2020-05-29	2020-06-02 06:05:02.63:	4	150.00	4 Day Tracking	2020-02-29
3	0010202002261C9A9C9B20	DCPRD000000QJQ	2020-05-29	2020-05-29	2020-06-02 06:05:02.63:	4	30.00	4 Day Tracking	2020-02-29

Total Transaction Items: 3

Failed Transactions

Print CSV PDF Excel | Total Transaction Items: 3 Total: R 295.0

	Debtor Bank	User Reference	Date Created	Status	Creditor Bank	Description
1	FNB	NPSTIFFIN DCPRD000000RK5200531	2020-05-30 08:45:00.920	Failed	Nedbank	Mandate Id on debit must equal the Mandate Reference Number on mandate
2	Capitec	NPSTIFFIN DCPRD000000QJ7200630	2020-05-28 15:30:00.870	Failed	Nedbank	Insufficient Funds - The account does not have sufficient funds available to process the transaction. (Unsuccessful Debit)
3	Capitec	NPSTIFFIN DCPRD000000QJQ200630	2020-05-28 15:30:00.870	Failed	Nedbank	Insufficient Funds - The account does not have sufficient funds available to process the transaction. (Unsuccessful Debit)

3. Future

✓ This report will show the User/Merchant all the instalments/collections/transactions that are still going to be processed against the Debtor/Consumers bank account.

✓ In the below example, the Debtor/Consumer has a total of 5 instalments, instalment 2 of 5 will be collected on the 30.06.2020 (cycle or action date field), instalment 3 of 5 will be collected on the 30.07.2020 and so on, see Fig.5

Future Transactions

Print CSV PDF Excel | Total Transaction Items: 4 Total: R 480.00

	Mandate Reference Number	Contract Reference	Cycle Date	Action Date	Instalment	Instalment Amount	Tracking	Date of First Instalment	Total Instalments	Date Loaded	Debtor Bar
1	000220200527000000710	DCPRD000001KZ8	2020-06-30	2020-06-30	2	120.00	4 Day Tracking	2020-05-30	5	2020-05-27	Nedbank
2	000220200527000000710	DCPRD000001KZ8	2020-07-30	2020-07-30	3	120.00	4 Day Tracking	2020-05-30	5	2020-05-27	Nedbank
3	000220200527000000710	DCPRD000001KZ8	2020-08-30	2020-08-31	4	120.00	4 Day Tracking	2020-05-30	5	2020-05-27	Nedbank
4	000220200527000000710	DCPRD000001KZ8	2020-09-30	2020-09-30	5	120.00	4 Day Tracking	2020-05-30	5	2020-05-27	Nedbank

4. In Tracking

✓ This report will show the User/Merchant all the instalments/collections/transactions that were unsuccessful/rejected/failed and have now gone into tracking.

✓ Under the Description field, the User/Merchant will be able to see why the instalment/collection/transaction had failed/was rejected.

✓ In the below example, instalment 5 failed/was rejected due to insufficient funds in the Debtor/Consumer's account and has such been placed on 3-days tracking, as selected by the User/Merchant.

✓ The first day of tracking will be the 10.06.2020 (cycle or action date field), see Fig 6

In Tracking Transactions

Print CSV PDF Excel | Total Transaction Items: 1 Total: R 63.00

	Mandate Reference Number	Contract Reference	Cycle Date	Action Date	Response Date & Time	Instalment	Instalment Amount	Tracking	Date of First Ins
1	000120200511000001647	DCPRD00000175V	2020-06-10	2020-06-10	2020-06-10 10:17:07.47:	5	63.00	3 Day Tracking	2020-05-13

In Tracking Transactions

Print CSV PDF Excel | Total Transaction Items: 1 Total: R 63.00

	Date Created	Status	Creditor Bank	Description
1	2020-06-09 15:30:00.610	At Issuer	Nedbank	Held for representment - Currently insufficient funds, tracked for tracking period. Acquirer to take no action, transaction is at Issuer.

5. Cancelled

- ✓ This report will show the User/Merchant which instalments/collections/transactions have been cancelled.
- ✓ The reason for the cancellation could be that the Debtor/Consumer has paid cash for the said instalment/collection/transaction, in which case the User/Merchant will not need to send it up to the bank for processing.
- ✓ In the below example you can see that instalment/collection/transaction no.1 was cancelled on the 11.05.2020, so that the bank would not collect on the 25.05.2020 (cycle date), see Fig.7

	Mandate Reference Number	Contract Reference	Cycle Date	Action Date	Response Date & Time	Instalment	Instalment Amount	Tracking	Date of First Ins
1	001020200511256C59BB51	DCPRD00000172R	2020-05-25	2020-05-25	2020-05-11 08:50:51.69	1	1.00	3 Day Tracking	2020-05-25
2	000120200511000000583	DCPRD0000017H1	2020-05-13	2020-05-13	2020-05-11 16:07:19.79	1	80.00	3 Day Tracking	2020-05-13
3	000120200511000000583	DCPRD0000017H1	2020-05-20	2020-05-20	2020-05-11 16:07:19.79	2	80.00	3 Day Tracking	2020-05-13

Cancelled Transactions — Print CSV PDF Excel — Total Transaction Items: 58 Total: R 6,165.00

6. All Reports

By choosing All Reports the User/Merchant will extract a complete report which encompasses **All** of the instalment/collection/transaction statuses as demonstrated in point 1-5 above.