



Credit Card & ACH Settlement/ Reconciliation Guide

How to reconcile donations with deposits to your bank

Credit card and Check transactions will fund or settle separately, so you have to pull reports to reconcile them separately. In other words, you will pull a "credit card only" report and "checks only" report in the Paperless Virtual Terminal (VT). You will then compare the data from the "credit card only" report to the settlement data that you pull from Resource Online. Similarly, you will compare the data from the "check only" report to the data from E-Chex.

For Credit Cards (using our Reconciliation Module)

For matching daily transactions that were processed and submitted for settlement:

Log into the Paperless VT (<https://virtual.paperlesstrans.com>)

Go to **Transaction History** module

Reports



Transaction History

Click here to **export** transactions to Excel.



Reconciliation Report

Click here to report **reconciled** transactions.

Enter your desired date range for a single date such as 10/21/2014 12:00AM thru 10/21/2014 11:59PM and select "None of These" in the criteria section.

Select "Transaction Type" so you can de-select "Check Void" and "Check Processing" (you only want to see credit card transactions)





Transaction Types

- Card Processing
- Card Refund
- Card Authorization
- Card Settlement
- Check Processing
- Check Void

Click on the “Find Transaction” button.

Your report will compile and appear on your screen.

You can download it to your computer (recommended) by clicking on the Excel icon or you can copy and paste it into a spreadsheet.

Now, go to the **Reconciliation Report Module**, and select the day following the date that you just pulled, in our example that would be 10/22/2014.

Reports



Transaction History
Click here to **export** transactions to Excel.



Reconciliation Report
Click here to report **reconciled** transactions.

Select “Credit Card” as the transaction type and click “Get Report”.

Pull this report and copy the data to an Excel spreadsheet.

Compare the data from both reports by sorting the data by “Auth #.”

This will confirm that all credit card transactions processed in our gateway were sent for settlement.





Credit card transactions typically take 48 hours to settle into your bank. So, if you had five transactions made on the 21st that totaled \$300, you will typically see that deposit on the 23rd. Typically (99.9% of the time) any credit card transaction that was approved and authorized in the Paperless VT will settle properly and be deposited in your bank account within 48 hours (except AMEX, which takes 72 hours).

For Credit Cards (using Resource Online)

For matching batch deposits into your bank account:

Log into Resource Online at <http://rol.paymenttech.com/> and enter your User Name and single-use password.

Go to the Recon Solutions module and select the “Batch Summary” and select your desired date range.



You will see the daily totals of your transactions, the amount settled transactions (all Visa, MasterCard and Discover) and the non-settled transactions (AMEX-settled separately 24 hours later).





You can match the “Amount Settled” totals to your bank statements deposits. They will appear as “MerchSVCS” with your 434xxx acct number.

If you want to match individual transactions within each batch, simply click on the highlighted batch number and then you will see the authentication numbers and amounts of each transaction. You can then compare the authentication numbers to the numbers pulled from within the Paperless VT.

For matching individual transactions that were processed and settled:

Log into the Paperless VT: <https://virtual.paperlesstrans.com>

Go to **Transaction History** module

Enter your desired date range

Choose “Filter By Transaction Type” and deselect “Check Void” and “Check Processing” so that you are only running a credit transaction report

Drag and drop the desired custom fields that you want and sort them accordingly. Note: make sure to include the “AUTH Number” field.

Click the “Save Column Order” button.

Enter your email in the space provided if you would like the report emailed to you.

Click on the “Process Request” button. Don’t be alarmed when the page refreshes back to today’s date.

Your report will take a few minutes to compile and then appear in the “Recent Requests” section.

You can download it to your computer (recommended) by clicking on the Excel icon or you can view the data by clicking on the computer monitor icon.

Log into Resource Online and go to the Virtual Transaction Manager module and select “All Transactions.”

Select your desired date range that matches the report you pulled in the Paperless VT and in the “Trans Type” section, choose “SALE.”

Pull this report and export the data to an Excel spreadsheet.





Compare the two reports by sorting the data by “Auth #.”

This will confirm that all credit card transactions processed in our gateway were sent for settlement.

Credit card transactions typically take 48 hours to settle. So, if you had 5 transactions made on the 12th that totaled \$300, you will typically see that deposit on the 14th. Typically (99.9% of the time) any credit card transaction that was approved and authorized in the Paperless VT will settle properly and be deposited in your bank account within 48 hours (except AMEX, which takes 72 hours).

For ACH and Check transactions

Log into the Paperless VT: <https://virtual.paperlesstrans.com>

Go to Transaction History module.

Enter your desired date range.

Choose “Filter By Transaction Type” and deselect “Check Void” and “Check Processing” so that you are only running a credit transaction report.

Drag & drop the desired custom fields that you want and sort them accordingly. Note: make sure to include the “AUTH Number” field).

Click the “Save Column Order” button.

Enter your email in the space provided if you would like the report emailed to you.

Click on the “Process Request” button. Don’t be alarmed when the page refreshes back to today’s date.

Your report will take a few minutes to compile and then appear in the “Recent Requests” section.

You can download it to your computer (recommended) by clicking on the Excel icon or you can view the data by clicking on the computer monitor icon.

Log into E-Chex: <http://www.echex.net/pages/home.cfm>

Click on the “Ledger” tab.





Select "Detail" View (rather than "Summary").

Make sure your terminal selection is set at "All."

Choose your desired date range to see all of the check transactions over that period of time.

You will notice that each transaction is listed twice, the first being when the transaction "posted" and the second when the transaction "settled."

You can match the "Amount Settled" totals to your bank statements deposits. They will appear with "PTC" as the descriptor.

You can see and compare the authentication numbers from your VT report to the authentication numbers listed in the E-Chex Ledger.

Transactions that are "rejected/returned" will show up with a reason code in red.

Check transactions typically take 5-10 business days to settle and sometimes checks with the same transaction don't all "settle" on the same day.

