

Payment Reports

These reports cover payments types, amounts, refunds and discounts.

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FAQs

Payment Reporting

How is Payment Reporting different to Sales Reporting?

These reports rely on 'payment date' and 'payment values.' While the total value of a Sales Order is recorded at the date and time the order is placed, payments function differently. Payments are logged individually as they occur, often with varying amounts, since multiple payments can be made for a single order. This approach ensures the reports reflect actual money coming into the business, including partial payments and adjustments. Additionally, refunds are also recorded in the reports, providing a clear view of both incoming revenue and money returned to customers.

'Payment Date' for pending payment (e.g. finance orders) will be taken as the date that the payment was completed

Real Time Data

Are the reports up to date?

All reports show a snapshot of data at the instant that they were generated. As such, they are always up to date.

The value of a Sales Order has changed; how will this be reflected in the reporting?

With the exception of Sales by User, all revenue reporting is done based on the Sales Order date. That means that a Sales Order that has a date of the 1st of October will always report its revenue as the 1st of October, even if new lines are added on the 1st November.

The Salesperson on a Sales Order has changed; how will this be reflected in the reporting?

This will immediately update and change all reports. This will adjust how reports are filtered, and will also have a direct impact on the Sales by User report.

The Store on a Sales Order has changed; how will this be reflected in the reporting?

This will immediately update and change all reports. This will adjust how reports are filtered, and will also have a direct impact on the Sales by Channel report.

General

Are Reports sortable?

All reports are sortable - simply click on the headers.

Can a report be exported?

All reports are exportable as a CSV.

Why are some results 'N/A' or simply blank?

This will be due to missing information, e.g. products that are sold which have not been assigned to a Department, or to a Brand with a blank entry in the name.

Payment Summary

This report will show a breakdown of company-wide payments within a given period. This will include a summary of:

- Total payments by transactions type
- Total value of cancellations/returns
- Summary of payments per user
- VAT breakdown of payments made
- Summary of payments made, by payment type

'Payment Date' for pending payment (e.g. finance orders) will be taken as the date that the payment was completed

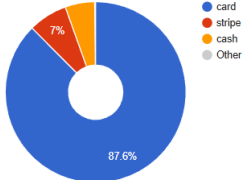
This reporting excludes cancelled payments

Payments Summary

Source: All Device: All Store: ALL Store user: ALL Specify dates from: 19/10/2024 to: 18/11/2024 Update Reset

Download report as CSV

Important: This report uses the "payment date" and not the original order date, as these may be different.

| Transactions | User Sales | VAT Breakdown | |
|------------------------------------|---------------------------------|-----------------|---|
| 38 Phone orders £10580.03 | iconography 57 orders £11503.79 | Gross £11504.92 |  |
| 2 Quote orders £858.97 | other 1 order £1.13 | Net £9670.30 | |
| 14 Store orders £50.42 | | Tax £1834.62 | |
| 4 Website orders £15.50 | | | |
| Cancellations/Returns | | | |
| 1 Cancelled order £-6.75 | | | |
| 1 Partially returned order £-10.00 | | | |
| 4 Returned orders £-1749.79 | | | |
| Payment Type | Amount Received | Amount Refunded | Total Amount |
| card | £10279.70 | £-207.03 | £10072.67 |
| stripe | £803.00 | £0.00 | £803.00 |
| cash | £608.00 | £0.00 | £608.00 |

Filters

This report may be filtered by:

- Date Range
- Source
- Device

- Store
- Store User

Key to icons

↓ = download report

FAQs

FAQs for Payment Reports may be viewed [here](#).

Payment by Date

This report will show a breakdown of company-wide payments within a given period. This information will be broken down by date.

Data may be viewed by:

- Day
- Week
- Month

Clicking on a date will open the [Transaction Report](#), filtered to that date.

'Payment Date' for pending payment (e.g. finance orders) will be taken as the date that the payment was completed

This reporting excludes cancelled payments

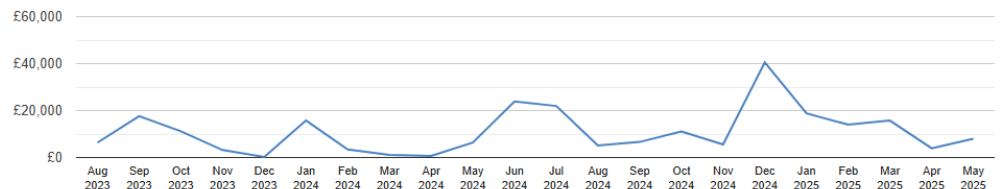
Payments By Date

Source: All Device: All Store: ALL Store user: ALL Specify dates from: 13/08/2023 to: 12/05/2025 Group dates by: Month Update Reset

Download report as CSV

Important: This report uses the "payment date" and "payment values" - not the original order date, as these may be different.

Total amount paid: £241,116.09



| By Month | Amount Received | Amount Refunded | Total Amount |
|---------------|-----------------|-----------------|--------------|
| May 2025 | £8472.35 | £-482.20 | £7990.15 |
| April 2025 | £4599.17 | £-656.51 | £3942.66 |
| March 2025 | £21386.32 | £-5664.90 | £15721.42 |
| February 2025 | £18739.73 | £-4760.17 | £13979.56 |
| January 2025 | £23113.98 | £-4284.00 | £18829.98 |
| December 2024 | £41747.99 | £-1240.50 | £40507.49 |
| November 2024 | £6945.67 | £-1354.75 | £5590.92 |

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Transactions

This report will show a breakdown of company-wide payments within a given period. This will include the detail of all payments logged within the specified date ranges.

Each payment (or refund) will be listed individually.

'Payment Date' for pending payment (e.g. finance orders) will be taken as the date that the payment was completed

This reporting excludes cancelled payments

Transaction Report

Reference: Source: All Device: All Store: ALL Store user: ALL Payment method: ALL Specify dates from: 19/10/2024
to: 18/11/2024

[Download report as CSV](#)

Important: This report uses the "payment date" and "payment values" - not the original order date, as these may be different.

Received: £14,113.49

Refunded: £-2,607.57

Balance: £11,505.92

| Order | Date | Method | Amount | Reference | Auth | Card Type | Last Digits | User |
|-------|------------------|--------|---------|-----------|-------------|-----------|-------------|-------------|
| Z5455 | 18/11/2024 12:56 | card | £1.00 | | iconography | | | iconography |
| Z5454 | 18/11/2024 12:22 | other | £15.00 | credit | iconography | | | iconography |
| Z5453 | 18/11/2024 12:22 | other | £-15.00 | refund | iconography | | | iconography |
| Z5453 | 18/11/2024 12:16 | other | £0.00 | credit | iconography | | | iconography |
| Z5452 | 18/11/2024 12:16 | other | £0.00 | refund | iconography | | | iconography |
| Z5452 | 18/11/2024 09:07 | other | £15.00 | credit | iconography | | | iconography |

Filters

This report may be filtered by:

- Payment Reference
- Source
- Device
- Store
- Store User
- Payment Method
- Date Range

Key to icons

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FAQs

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Refunds

This report will show a breakdown of company-wide refunds within a given period. It will also list the item(s) returned/cancelled, as well as a return reason, if one has been logged.

'Time Elapsed' records how much time has passed between the item being added to an order, and it being cancelled/returned.

'Payment Date' for pending payment (e.g. finance orders) will be taken as the date that the payment was completed

Refund Report

Source: All Device: All Store: ALL Store user: ALL Payment method: ALL Specify dates from: 19/10/2024 to: 18/11/2024 Update Reset

Download report as CSV

Important: This report uses the "payment date" and "payment values" - not the original order date, as these may be different.

Total refunded: £-2,608.57

| Order | Date | Time elapsed | Amount Refunded | User | Refund Method | Reference | Items Returned | Return Reason |
|-------|------------|--------------|-----------------|-------------|---------------|-----------|--------------------|---------------|
| Z5455 | 18/11/2024 | 02h 38m | £-1.00 | iconography | card | | Jaby Chair Level 1 | |
| Z5453 | 18/11/2024 | 00h 06m | £-15.00 | iconography | other | refund | Test MTO Red | Damaged |
| Z5451 | 18/11/2024 | 3 days | £-15.00 | iconography | other | refund | Test MTO Red | Damaged |

Filters

This report may be filtered by:

- Payment Reference
- Source
- Device
- Store
- Store User
- Payment Method
- Date Range

Key to icons

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FAQs

FAQs for Payment Reports may be viewed [here](#).


Discounts

This report will show a breakdown of company-wide discounts within a given period. Each discount will be listed individually, showing promotion code/discount reasons as appropriate.

To view the performance of individual campaigns, please view the [Promotion Usage](#) report.

Discount Report

Source: Store: Store user: Specify dates from: to: Reason:

 [Download report as CSV](#)

Important: This report uses the "order date" - not the payment date, as these may be different.

Total discounted: £655.30

| Order | Date | Amount Discounted | User | Discount Code | Discount Name | Discount Reason |
|-------|------------|-------------------|-------------|---------------|--|-----------------|
| Z5373 | 25/10/2024 | £79.00 | iconography | | Shipping adjustment | Staff Discount |
| Z5369 | 23/10/2024 | £50.00 | iconography | | Shipping adjustment | Staff Discount |
| Z5377 | 31/10/2024 | £1.00 | iconography | | Admin adjustment | Staff Discount |
| Z5383 | 04/11/2024 | £10.00 | iconography | | Line adjustment (Yellow banana (bulk pricing)) | Staff Discount |
| Z5395 | 06/11/2024 | £50.00 | iconography | | Shipping adjustment | Staff Discount |

Filters

This report may be filtered by:

- Payment Reference
- Source
- Store
- Store User
- Date Range
- Refund Reason

Key to icons

 = download report

FAQs


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Exports by Country

This report will provide a summary of items delivered to any specific country, along with a breakdown of VATable elements, e.g. goods and shipping.

Exports By Country

Delivery Country: Specify dates from: to:

 [Download report as CSV](#)

Important: This report uses the "payment date" - not the original order date, as these may be different. Includes completed orders only.

| | Net | VAT | Gross |
|------------------|-----------|---------|-----------|
| Sales: | £1,718.13 | £295.46 | £2,013.59 |
| Goods: | £1,714.31 | £292.29 | £2,006.60 |
| Shipping: | £3.82 | £3.17 | £6.99 |

| Order | Country | Total Net | Total Gross | Goods Net | Goods Gross | Shipping Net | Shipping Gross |
|-------|----------------|-----------|-------------|-----------|-------------|--------------|----------------|
| Z5444 | United Kingdom | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 |
| Z5415 | United Kingdom | £3.32 | £4.00 | £2.49 | £3.00 | £0.83 | £1.00 |
| Z5401 | United Kingdom | £0.94 | £1.13 | £0.94 | £1.13 | £0.00 | £0.00 |
| Z5397 | United Kingdom | £8.33 | £10.00 | £8.33 | £10.00 | £0.00 | £0.00 |

Filters

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- Date Range

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Till Discrepancies

This report will show any discrepancies which occur during the [End of Day](#) process.

An entry is recorded against each Store for each date that they fulfil the process.

This is then viewable retrospectively over any time period.

Automated payment types (e.g. from integrated payment methods) will not be displayed here, as they are automatically balanced.

Till Discrepancy Report

Store: Store user: Payment method: Specify dates from: to:

Download report as CSV

Important: This report uses the "payment date" and "payment values" - not the original order date, as these may be different.

Unders and Overs for the 14th November 2023

| Store | User | Card (total £) | Card (discrepancy £) | Card (discrepancy %) | Cash (total £) | Cash (discrepancy £) | Cash (discrepancy %) |
|--------------|-------------|----------------|----------------------|----------------------|----------------|----------------------|----------------------|
| UK Warehouse | iconography | £9.00 | +£4.00 | +80.00% | £1001.00 | -£101.00 | -10% |

Filters

This report may be filtered by:

- Date Range
- Store
- Store User
- Payment Method

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