Payment Reports

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

- FAQs
- Payment Summary
- Payment by Date
- Transactions
- Account Payments
- Refunds
- Discounts
- Exports by Country
- Till Discrepancies

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.

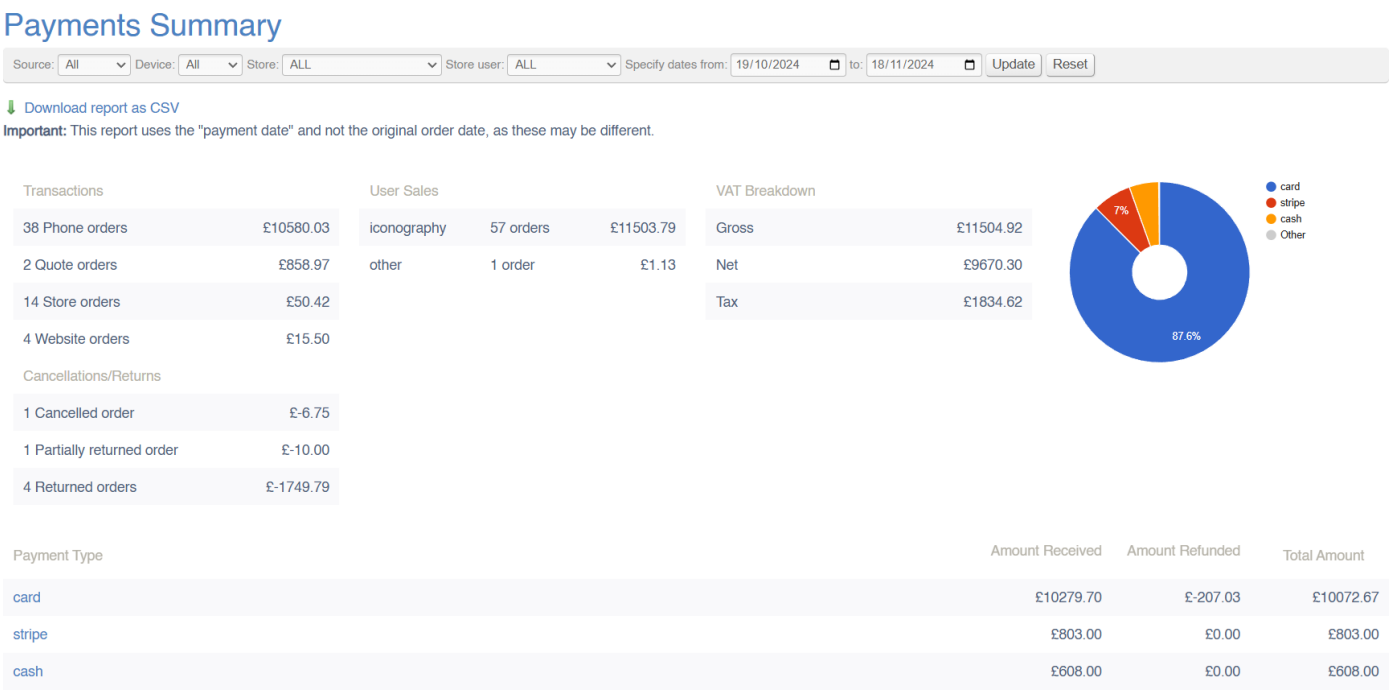
Payment Summary

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



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.

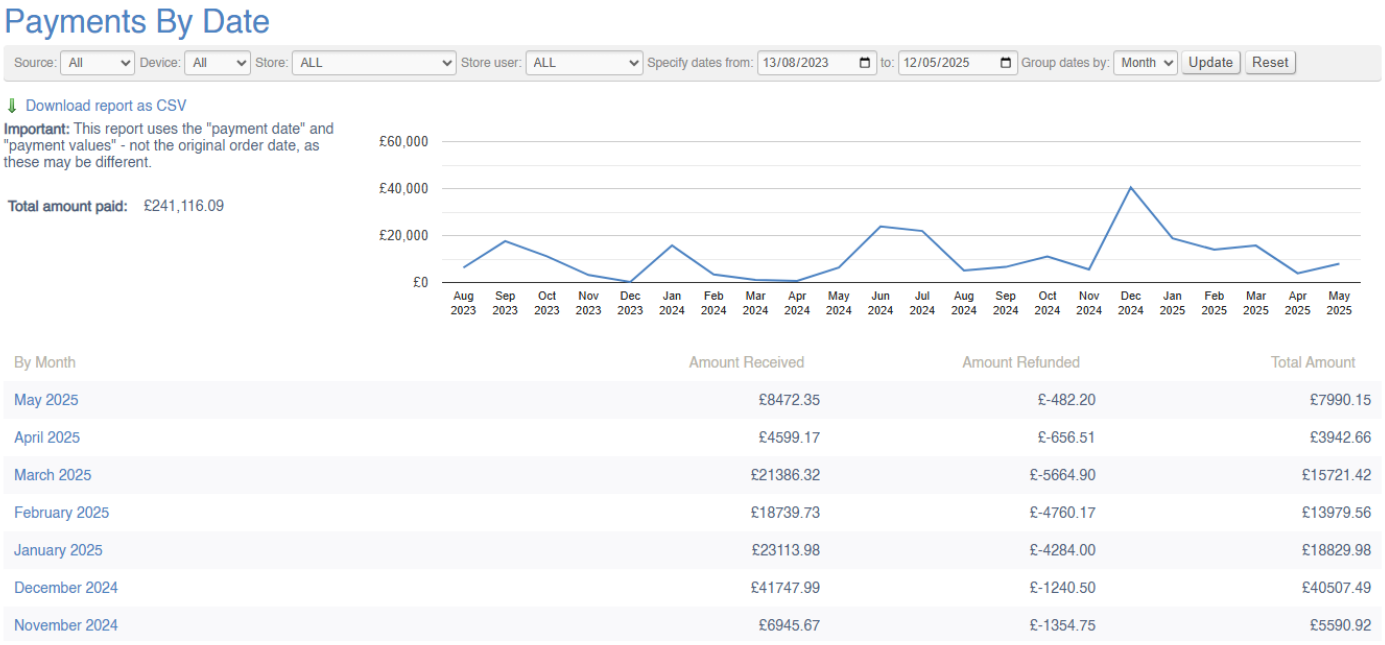
Data may be viewed by:

- 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



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

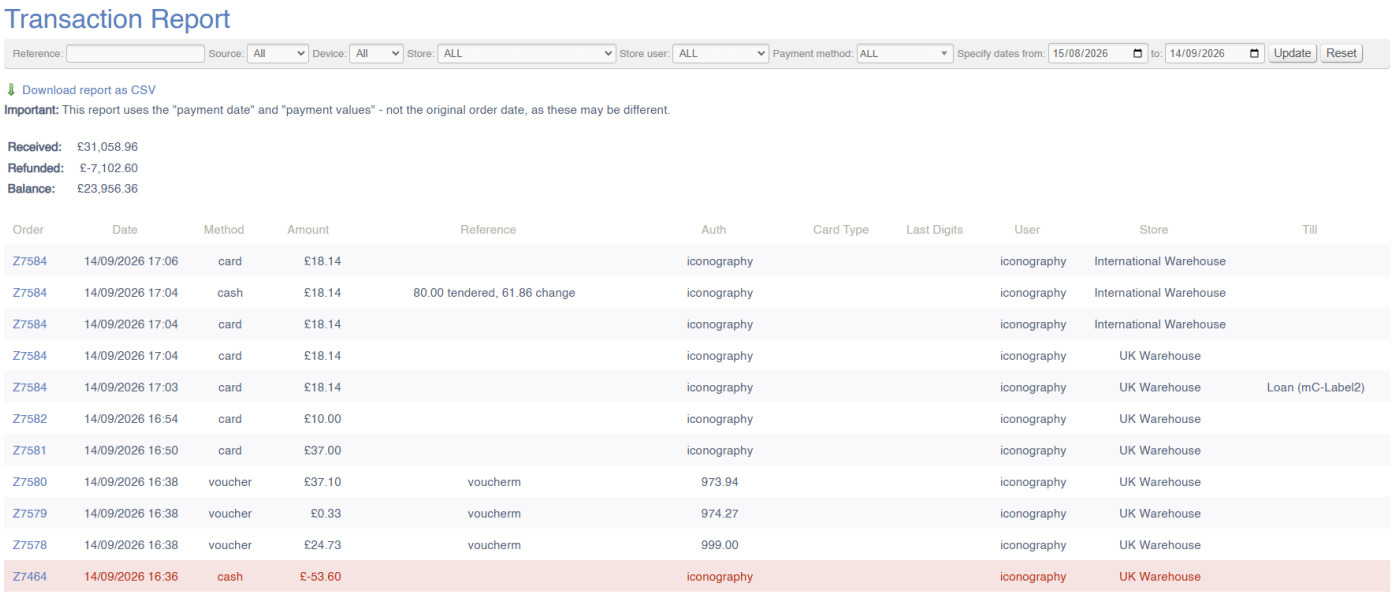
This report will show a breakdown of company-wide payments within a given period. This will include the detail of all payments logged within the specified date ranges.

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

Where payments are added via the POS, if the User has enabled a receipt printer in Device Settings, the Label for that Printer will be logged under the till column. If no data is entered in that column, this signifies that the entry was a Back Office payment.



Transaction Report

Reference: Source: All Device: All Store: ALL Store user: ALL Payment method: ALL Specify dates from: 15/08/2026 to: 14/09/2026 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.

Received: £31,058.96
Refunded: £-7,102.60
Balance: £23,956.36

Order	Date	Method	Amount	Reference	Auth	Card Type	Last Digits	User	Store	Till
Z7584	14/09/2026 17:06	card	£18.14		iconography			iconography	International Warehouse	
Z7584	14/09/2026 17:04	cash	£18.14	80.00 tendered, 61.86 change	iconography			iconography	International Warehouse	
Z7584	14/09/2026 17:04	card	£18.14		iconography			iconography	International Warehouse	
Z7584	14/09/2026 17:04	card	£18.14		iconography			iconography	UK Warehouse	
Z7584	14/09/2026 17:03	card	£18.14		iconography			iconography	UK Warehouse	Loan (mC-Label2)
Z7582	14/09/2026 16:54	card	£10.00		iconography			iconography	UK Warehouse	
Z7581	14/09/2026 16:50	card	£37.00		iconography			iconography	UK Warehouse	
Z7580	14/09/2026 16:38	voucher	£37.10	voucherm	973.94			iconography	UK Warehouse	
Z7579	14/09/2026 16:38	voucher	£0.33	voucherm	974.27			iconography	UK Warehouse	
Z7578	14/09/2026 16:38	voucher	£24.73	voucherm	999.00			iconography	UK Warehouse	
Z7464	14/09/2026 16:36	cash	£-53.60		iconography			iconography	UK Warehouse	

Filters

This report may be filtered by:

- Payment Reference
- Source
- Device
- Store
- Store User

- Payment Method
- Date Range

Key to icons

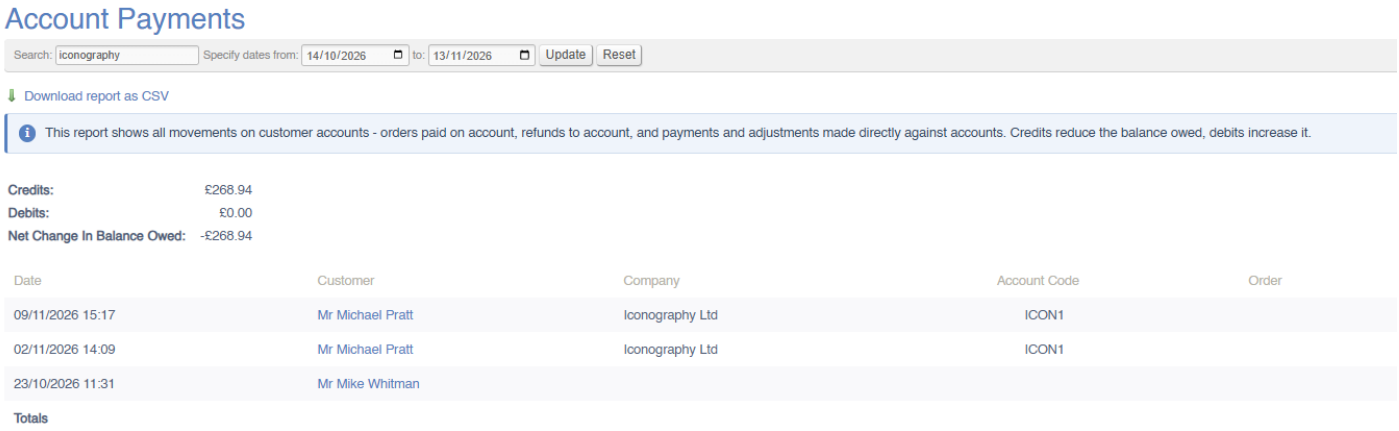
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FAQs

FAQs for Payment Reports may be viewed here.

Account Payments

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



Each account payment (or refund) will be listed individually.

Where account payments are added via the POS, if the User has enabled a receipt printer in Device Settings, the Label for that Printer will be logged under the till column. If no data is entered in that column, this signifies that the entry was a Back Office payment.

[screenshot of the Account Payments report]

Filters

This report may be filtered by:

- Date Range

You may search for:

- Customer Name
- Company
- Account Code
- Comments

Key to icons

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FAQs

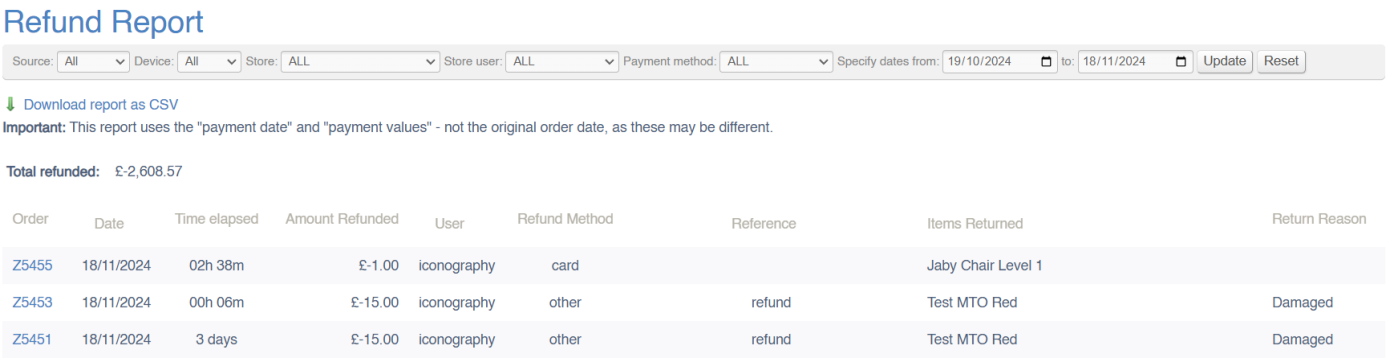
FAQs for Payment Reports may be viewed here.

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



Filters

This report may be filtered by:

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

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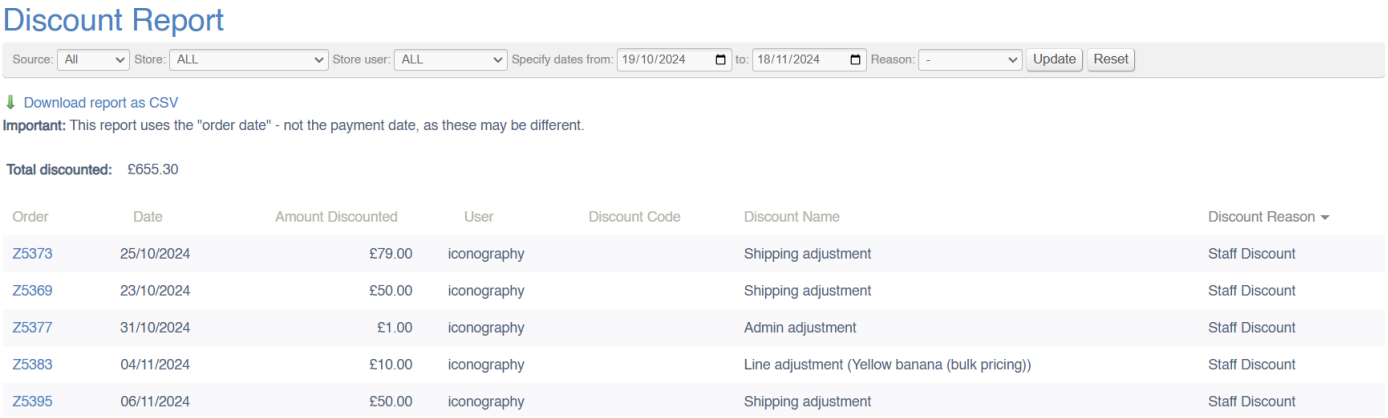
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Discounts

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.



Filters

This report may be filtered by:

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

Key to icons

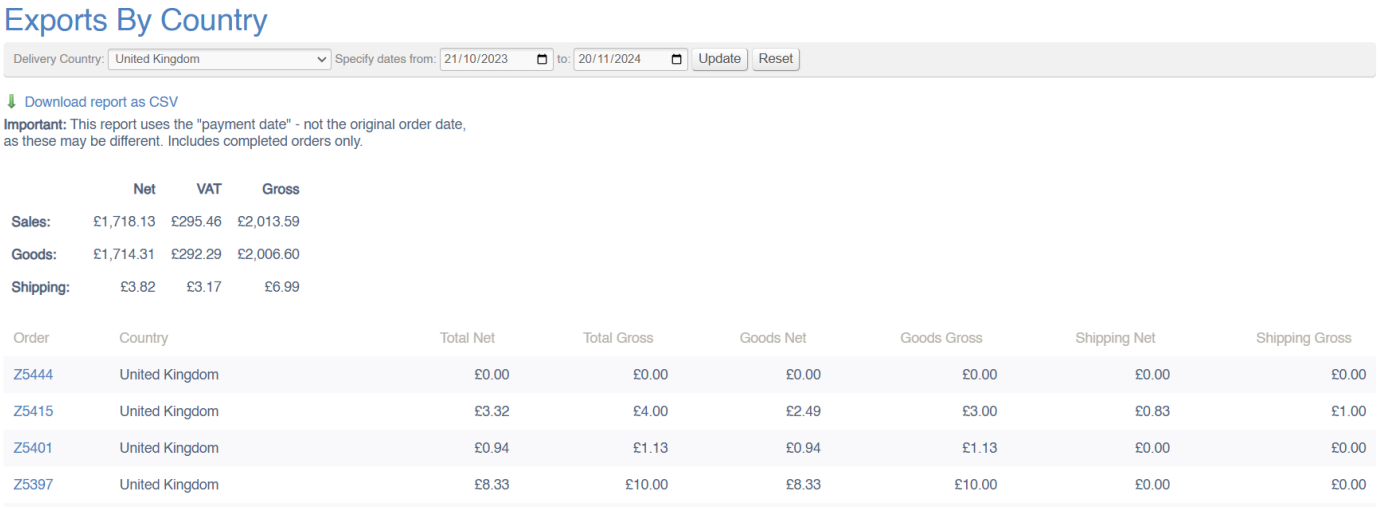
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Exports by Country

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: United Kingdom Specify dates from: 21/10/2023 to: 20/11/2024 Update Reset

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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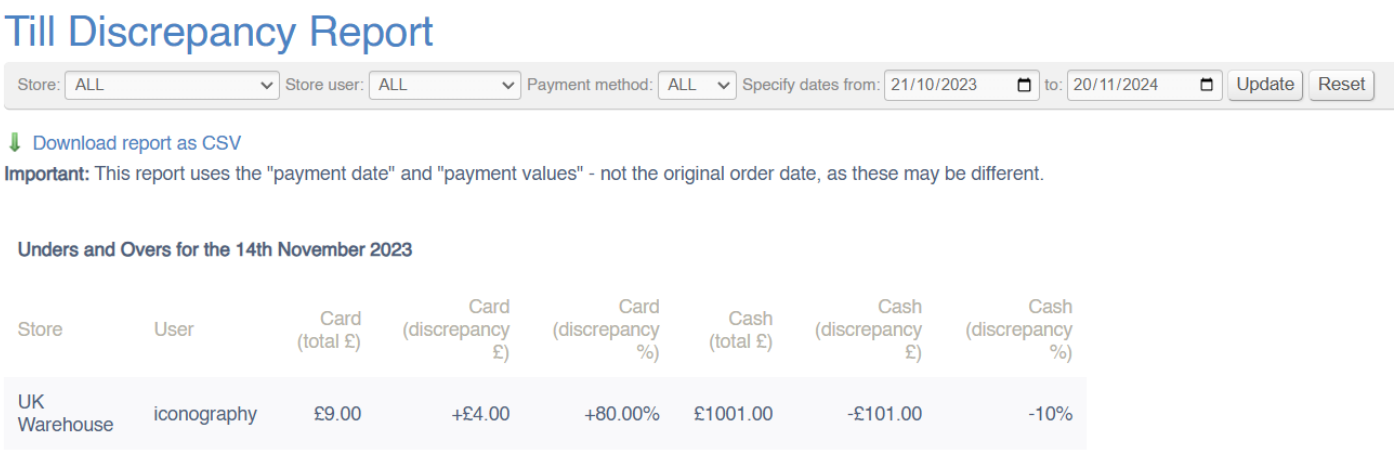
Till Discrepancies

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.



Filters

This report may be filtered by:

- Date Range
- Store
- Store User
- Payment Method

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