Payment Reports

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

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- Payment Summary
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- 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

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						
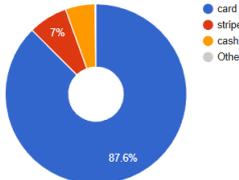
Cancellations/Returns	
1 Cancelled order	£-6.75
1 Partially returned order	£-10.00
4 Returned orders	£-1749.79

Legend: ● card ● stripe ● cash ● Other — 87.6%, 7%

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.

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

Payments By Date

| Source: All | Device: All | Store: UK Warehouse | Store user: ALL | Specify dates from: 19/10/2022 📅 to: 18/11/2023 📅 | 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 revenue: £257,102.04
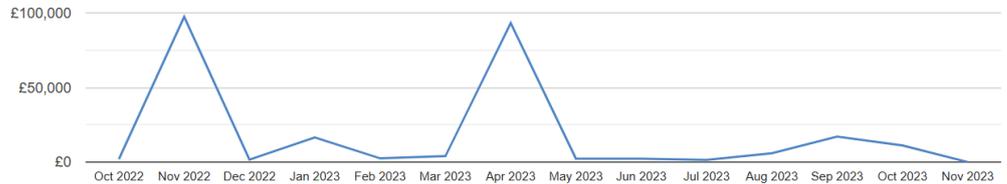
by date	Amount Received	Amount Refunded	Total Amount
Wed 15 November 2023	£10.00	£0.00	£10.00
Tue 14 November 2023	£5.00	£0.00	£5.00
Thu 02 November 2023	£9.98	£-7.00	£2.98
Wed 25 October 2023	£449.00	£0.00	£449.00
Tue 24 October 2023	£585.00	£0.00	£585.00
Fri 20 October 2023	£4200.00	£0.00	£4200.00

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- Store User

Key to icons

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FAQs

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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

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 🗓] [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: £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: All | Store: ALL | Store user: ALL | Specify dates from: 19/10/2024 | to: 18/11/2024 | Reason: - | Update | Reset |

⬇ 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

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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: [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

This report may be filtered by:

- Country
- Date Range

Key to icons

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FAQs

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

Till Discrepancies

This report will show any discrepancies which occur during the [Cashing Up](#) 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: ALL ⌄ | Store user: ALL ⌄ | Payment method: ALL ⌄ | Specify dates from: 21/10/2023 📅 to: 20/11/2024 📅 | 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.

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

Key to icons

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FAQs

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