

# **Orders / Transactions Reports**

### **Overview**

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The order and transaction display options provide you with the ability to switch between views ensuring you can easily find and focus on the information you need, whether it's a high-level order summary or a detailed transaction list.

- Orders view represents an up-to-date summary of the current state of the order through its lifecycle. Will display all the transaction events related to an order.
- **Transactions view** displays separately every single transaction available in the system. The focus will be on each financial movement and transaction within the order.

Payment actions (such as refunds, captures, or voids) can be performed through both the Orders and Transactions views.

The Orders / Transactions reports page in Verifone Central allows you to view and export comprehensive reports built on your needs that you can filter by having multiple options.

## Navigating between Order and Transaction View

To switch between views and access the information you need follow the below steps.

1. Navigate to Commerce, under the Reporting section select Orders / Transactions.

verifone		Devices	Administration			
	Commerce		Reporting	Payment Derivations	Payment Tools	
		ce operations with a ite of payment tools,	Payments Dashboard	Dispute Management	Virtual Terminal	
	designed to stream	nline transactions and . Stay on top of financial	Orders/Transactions	Monthly Invoice Summary	Pay by Link	
	performance with	detailed reporting on sales never miss a payment with	3D Secure Authentications	Payout		
	reliable payment d		Settlements			
			Report Scheduler			
			Generated Reports			
			Audit Log			

2. Click on the Orders / Transaction toggle button to switch the view and select Apply.

Orders/Transactions	😂 Schedul
Table View: Orders Transactions	
Search or Filter: Transaction ID  Search	
Created: 3/3/2025 00:00 - 23:59 V Organizations V Merchant ID V	
Add filter +	Apply

https://verifone.cloud/docs/portal/reports/transaction-reports Updated: 14-Mar-2025



For more information on the available filters check the <u>Reporting Filters</u> article.

#### **Orders View**

Each order is represented by a single line that links all the transactions that relate to one instance of a purchase. An order can contain one or more transactions.

Orders/Tra	insactions	5					(	Schedule	Export CSV	>
Table View: Orders Trans: Search or Filter: Transaction ID Created: 3/3/2025 Add filter +		Search Organizations (+1) v	Merchant ID	~)				Ck	ear Apply	y
tal: 8,854 orders	Reference	Merchant Reference	Application ID	Organization	Product	Orig. amount	Curr. amount	Туре	State	R
3/3/2025, 13:35:02	031705017868	-	-	Test	Visa					
					Visa	0.10 NZD	0.10 NZD	Refund	Authorized	1
3/3/2025, 13:34:18	AffirmEcomAT	EcomAT	12	Test	Visa	0.10 NZD 796.89 USD	0.10 NZD 796.89 USD	Refund	Authorized	1
	AffirmEcomAT 3620	EcomAT ORDER-8324	-	Test Verifone Test						
3/3/2025, 13:34:03			•		Visa	796.89 USD	796.89 USD	Sale	Initiated	1
3/3/2025, 13:34:18 3/3/2025, 13:34:03 3/3/2025, 13:33:42 3/3/2025, 13:33:00	3620	ORDER-8324	-	Verifone Test	Visa Visa(Google Pay)	796.89 USD 105.21 EUR	796.89 USD 105.21 EUR	Sale	Initiated Settled	1

 The *Type* and *State* columns will reflect the latest update for each order. For example, if an order started with an authorization and the most recent update is a void or capture, the *Type* and *State* columns will show VOID or CAPTURE for that order.

 Related transactions show how many different types of transactions are linked in the order. When you click on a cell, it will open a view showing only those connected transaction. If you click on a specific transaction ID, it will take you to a page focusing on that transaction, searching for it by its unique ID.



Orders/Tra	nsactions							Schedule	Export CSV 🗸
Table View: Orders Transar	ctions								
Search or Filter:				_					
Transaction UUID	✓ e159	9ce6c-5d81-4275-b883-2093	375d43f2b,ac07b730-{	5b					
Created: 3/3/2025 ( Add filter +	00:00 - 23:59 🗸	Organizations (+1) V	Merchant ID 🗸					Clea	r Apply
Total: 2 transactions									, Cobba
Created <sup>▲</sup>	Reference	Merchant Reference	Application ID	Organization	Product	Amount	Initial Transaction	Туре	State
3/3/2025, 13:40:28	250303249515	E2E040225	-	Test Ecom	Visa	10.00 USD	Authorization	Void	Authorised
3/3/2025, 13:38:38	250303249515	E2E040225	-	Test Ecom	Visa	10.00 USD	-	Authorization	Authorised
Results per page	0 ^						Go to page	Page 1 of 1	$\langle \rangle$

Each history event includes a transaction UUID. Clicking on this UUID will redirect you to the transaction page, displaying the result of that specific transaction. The highlighted section of the *History* tab indicates which was the initial order event.
 Orders/Transactions

Table View:								History Actions Deta	ails Customer Documents
Orders Transac Search or Filter:	etions							Organization Test Ecom	Reference 250303249515
Transaction UUID Created: 3/3/2025 0 Add filter +		Drganizations (+1) V	75d43f2b,ac07b730-5 lerchant ID 🗸	āb				Type: Void Amount: 10 USD Created: March 3, 2025 at Transaction UUID: ac07b7; By:John Doe (test.test@tes	30-5b89-48bf-8e80-7bf7795518c5
otal: 2 transactions								Type: Authorization Amount: 10 USD Created: March 3, 2025 at	State: Authorized
Created <sup>▲</sup>	Reference	Merchant Reference	Application ID	Organization	Product	Amount	Initial Transaction		6c-5d81-4275-b883-209375d43f2b
3/3/2025, 13:40:28	250303249515	E2E040225	-	Test Ecom	Visa	10.00 USD	Authorization		
3/3/2025, 13:38:38	250303249515	E2E040225	-	Test Ecom	Visa	10.00 USD			

For more information on the order tabs (*History*, *Actions*, etc.) check the <u>Reporting Data</u> documentation. For additional information on transaction details, check the <u>Reporting Details</u> article.

#### **Transactions View**



Displaying every single transaction available in the system, this view will show follow-up transactions (such as Cancel, Capture, Extend, etc.) as separate line items.

orders/Tra	Insactions	;					Sch	edule Expo	ort CSV 🗸
Table View: Orders Trans Search or Filter:	actions								
Transaction ID Created: 3/3/2028 Add filter +		Organizations (+1) v	Merchant ID 🗸	$\supset$				Clear	Apply
al: 9,922 transaction	s Reference	Merchant Reference	Application ID	Organization	Product	A	Initial Transaction	Туре	State
Greated	Reference	Merchant Reference	Application ID	Organization	Product	Amount	Initial Transaction	туре	State
3/3/2025, 13:49:14	EcomAT	EcomAT	-	Test	Visa	252.65 USD	-	Authorization	Cancelle
	EcomAT	EcomAT	-	Test	Visa Visa	252.65 USD 256.52 USD	- Authorization	Authorization Void	Cancelle Authorise
/3/2025, 13:48:57									
5/3/2025, 13:48:57 5/3/2025, 13:48:43	EcomAT	EcomAT	-	Test	Visa	256.52 USD	Authorization	Void	Authoris
5/3/2025, 13:49:14 5/3/2025, 13:48:57 5/3/2025, 13:48:43 5/3/2025, 13:48:02 5/3/2025, 13:48:01	EcomAT 031148042976	EcomAT VERIFONE_AU	•	Test Site Test Org	Visa Mastercard	256.52 USD 10.00 AUD	Authorization Sale	Void Refund	Authoris Authoris

- The *Initial Transaction* column will show the type of transaction that initiated the order. **For example**, if you are viewing information for a VOID or REFUND transaction, this column will display the initial transaction type. Clicking on it will take you to the order view page.
- $\circ\,$  The Type and State columns will reflect the latest update for each transaction record.
- The highlighted section of the *History* tab indicates which is the selected transaction. Each history event includes a transaction UUID. Clicking on this UUID will redirect you to the transaction page, displaying the result of that specific transaction.



Orders/Tra	nsactions	3					(	Void 256.52 USD Ecommerce
Table View:								History Actions Details Customer Documents
Orders Trans Search or Filter:	actions							Organization Test Reference EcomAT
Transaction ID Created: 3/3/2025 Add filter +		Search Organizations (+1) V	Merchant ID 🗸	)				Type: Void         State: Authorized           Amount: 256.52 USD         Created: March 3, 2025 at 13.48:57           Transaction UUID: 56833812-4doe-4936-8578-99d0149684e0
Total: 9,922 transaction	S							Type: Authorization         State: Authorized           Amount: 256.52 USD         Created: March 3, 2025 at 13:48:47           Transaction UUID: cb40e114-1599-47ed-8d1b-790caceed790
Created <sup>▲</sup>	Reference	Merchant Reference	Application ID	Organization	Product	Amount	Initial Transa	Transaction OOLD: COHOE THE ISSNER FOR COLD-730020000730
3/3/2025, 13:49:14	EcomAT	EcomAT	-	Test	Visa	252.65 USD	-	Type: Authorization State: Initiated
3/3/2025, 13:48:57	EcomAT	EcomAT	-	Test	Visa	256.52 USD	Authorization	Created: March 3, 2025 at 13:48:01 Transaction UUID: cb40e114-f599-47ed-8d1b-790caceed790
3/3/2025, 13:48:43	031148042976	VERIFONE_AU	~	Site Test Org	Mastercard	10.00 AUD	Sale	

If the search criteria is too broad, a banner above the search results will indicate that the data may take longer to load.