Orders / Transactions Reports

Overview

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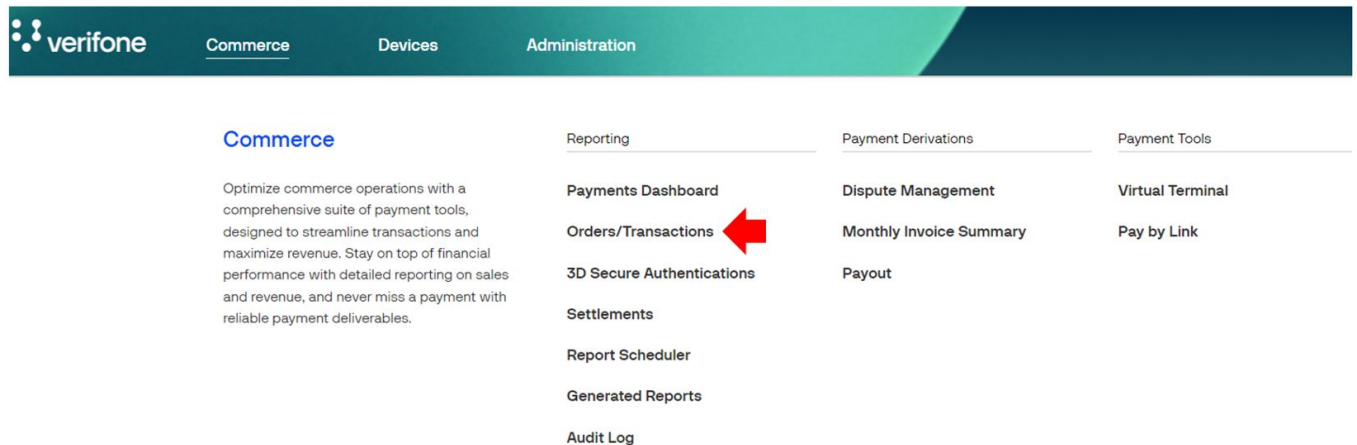
Payment actions (such as refunds, captures, or voids) can be performed through both the **Orders** and **Transactions** views.

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**.

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

For more information on the available filters check the Reporting Filters 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.

- 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.

- 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.

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

○ 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.
○ 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.

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