

# Processing Reports

## **ACH/MS Confirmation Report**

This report shows new records added and changes made to existing records for the previous day. It is important to review this report carefully. If you see a discrepancy, please make sure the correction is made.

## **ACH Deposit Report**

This report shows the transactions that have been sent to the bank for processing today and the date the funds will be deposited into your account. Since these transactions have already been sent to the bank, it is too late to cancel or change them.

## **ACH Fund Detail Report**

This report shows the transactions that have been sent to the bank for processing today and the date the funds will be deposited into your account. Since these transactions have already been sent to the bank, it is too late to cancel or change them.

## **Returns Report**

This report details Returns and Notifications of Change.

- For Returns, the funds will be withdrawn from your bank account one business day after the date of this report. These accounts will be placed on hold and will not process again until the hold is removed. To reprocess the transaction that returned, you will also need to add a one-time transaction. For reasons “not authorized, revoked, and stop pay”, you must obtain a new signed authorization form from the individual to process transactions.
- Notifications of Change are non-financial returns, or banking information updates reported by the individual’s financial institution. Vanco Services has updated the banking information on the customer record and processed the transactions unless the record was placed on hold for another reason such as “insufficient funds”. If you send transactions via file, you will need to update your system before sending the next file.

### **Credit Card Expiration Date Report**

This report lists credit cards that will expire this month and next month, and those that have already expired. These expiration dates must be updated on our system, as transactions will not process if the expiration date has passed. To edit the expiration date, go to the edit screen for the individual and click the Edit Credit Card link. Update the expiration date and click the save button.

### **Merchant Services Deposit Report**

This report shows the total net amount that will be deposited into your bank account for credit card transactions. The deposit will be made the following business day. Gross amounts for each transaction are also listed. The individuals listed on this report may not match the previous MS Processing Report as credit card companies do not all process in the same timeframe. This report generates when we receive the funds from the credit card company.

### **Merchant Services Fund Detail Report**

This report shows the total net amount that will be deposited into your bank account for credit card transactions. The deposit will be made the following business day. Gross amounts for each transaction are also listed. The individuals listed on this report may not match the previous MS Processing Report as credit card companies do not all process in the same timeframe. This report generates when we receive the file from the credit card company.

### **Merchant Services Processing Report**

This report shows the Credit Card transactions that processed today and transactions that failed along with the reason why they failed.