

Heartland Reports

LOG IN

Please enter your username and password.

Account Information

Username

Password

[Forgot Password?](#)

Log In

Login to Heartland (Clerks of Court assign user access)

The first report discussed is the main report for daily and weekly reconciliation.

From the Heartland MerchantView home page

Under the Reporting Menu, --Select "Pay by Date Report"

Reporting ▼

View History

Virtual Terminal

Configuration

Documentation

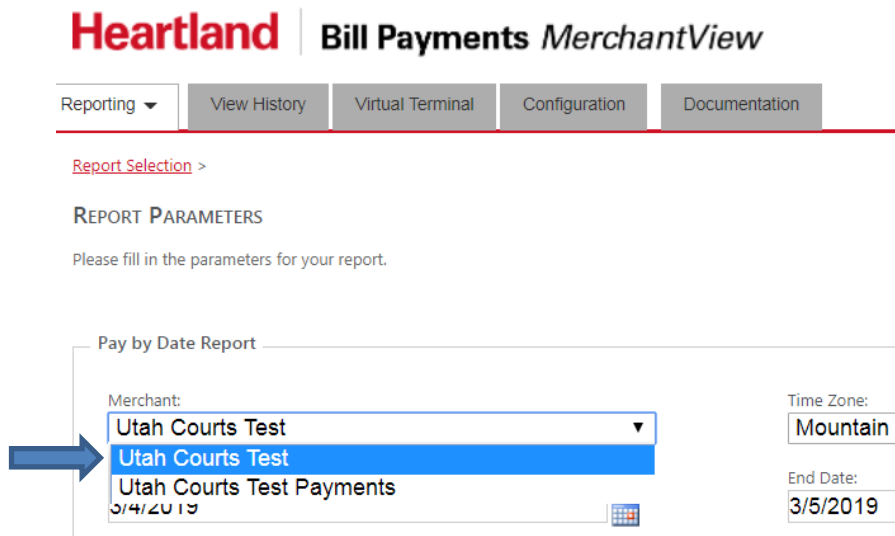
REPORT SELECTION

Please select a report.

Standard reports

Name	Description
Pay by Merchant Report	This report shows total payments and transaction activity by merchant.
Pay by Channel Report	This report shows total payments and transaction activity by channel (i.e., web, cashie
Pay by Date Report	This report shows total payments and transaction activity by date.
Pay by Method Report	This report shows total payments and transaction activity by method (i.e., card, ACH, e
Pay by Batch Report	This report shows total payments and transaction activity by batch.
Pay by Bill Type Report	This report shows total payments and transaction activity by bill type.
Bill Detail Report	This report shows Bill Details for the payments made in the indicated date range.
Bill Type Summary Report	This report shows payment summary information by bill type.
Merchant Summary Report	This report shows total payments by merchant.
Void Refund Return Report	This report shows voids refunds and returns by date.
ACH Processing Report	This report shows changes in the status of ACH payments.
ACH Deposits and Charges Report	This report shows deposits and charges of ACH transactions.
End of Day Report	This report shows a summary detail for the date range indicated. (Limited to most rec

Upon clicking in the Merchant box, select the account/site. Instructions below refer to the test system. **Utah Courts Test** account and **Utah Courts Test Payments** account. For purposes of this exercise pretend one is for revenue and one is for trust.



Heartland | **Bill Payments MerchantView**

Reporting ▾ View History Virtual Terminal Configuration Documentation

[Report Selection >](#)

REPORT PARAMETERS

Please fill in the parameters for your report.

Pay by Date Report

Merchant: Utah Courts Test ▾
Utah Courts Test
Utah Courts Test Payments

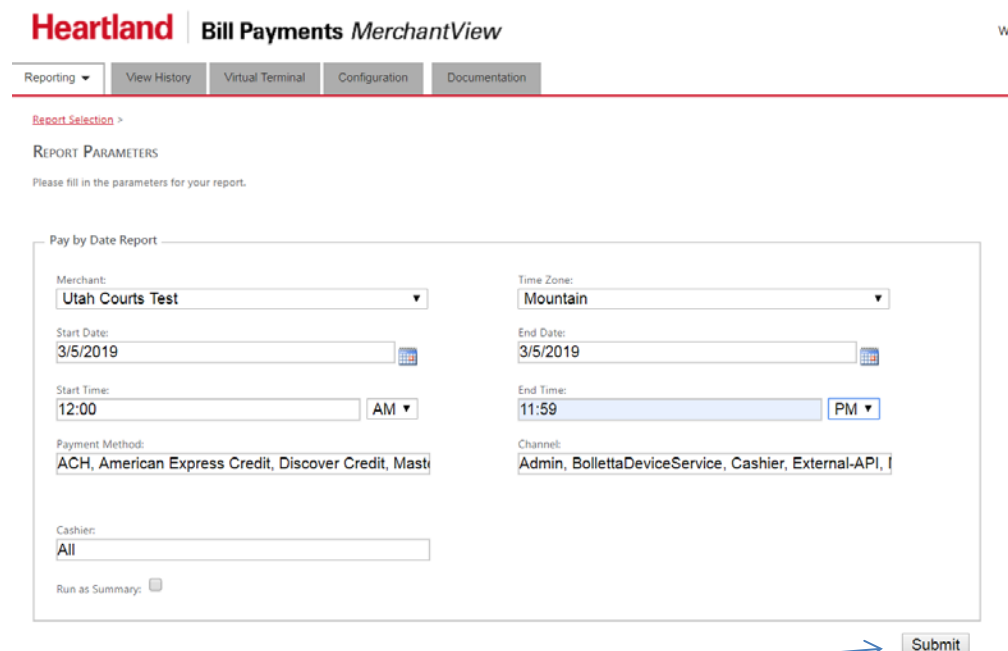
Time Zone: Mountain

End Date: 3/5/2019

For the most part the only thing you need to fill in is the Start and End date. The end date must reflect the day the journal will close which is always the next day.

If you are wanting a report to see transactions taken during a current day, change the time to PM of the next day (that is when the batch will close).

(Note: You can also pull the View History Menu (where refunds and voids can be performed...refer to that “How To” document) which does contain the Last Name of the Payer.



Heartland | **Bill Payments MerchantView**

Reporting ▾ View History Virtual Terminal Configuration Documentation

[Report Selection >](#)

REPORT PARAMETERS

Please fill in the parameters for your report.

Pay by Date Report

Merchant: Utah Courts Test ▾

Time Zone: Mountain ▾

Start Date: 3/5/2019

End Date: 3/5/2019

Start Time: 12:00 AM ▾

End Time: 11:59 PM ▾

Payment Method: ACH, American Express Credit, Discover Credit, Mast

Channel: Admin, BollettaDeviceService, Cashier, External-API, I

Cashier: All

Run as Summary: ☐

[Submit](#)

Once you hit submit the report will automatically upload on your screen:

The first page of the report shows the number of transactions and any voids/refunds.

Heartland | Bill Payments MerchantView

Reporting ▾ View History Virtual Terminal Configuration Documentation

Report Selection > Report Parameters >

REPORT VIEWER

Page 1 of 2

Heartland Pay by Date Report

Report Criteria

Merchant: Utah Courts Test	Time Zone: Mountain
Start Date: 3/6/2019 12:00:00 AM	End Date: 3/6/2019 11:59:00 PM

Transaction Type	Transaction Date	Trans Count	Convenience Fee	Total Paid
Payment	03/06/2019	12	\$0.00	\$1,260.00
Payment Void	03/06/2019	1	\$0.00	(\$25.00)
Grand Total		13	\$0.00	\$1,235.00

The image above reflects stats of a single day which is perfect for balancing your daily journal. If we ran this report for multiple days (like for weekly revenue reporting) the totals aren't as clear.

Heartland Pay by Date Report

Report Criteria

Merchant: Utah Courts Test	Time Zone: Mountain
Start Date: 3/5/2019 12:00:00 AM	End Date: 3/6/2019 11:59:00 PM

Transaction Type	Transaction Date	Trans Count	Convenience Fee	Total Paid
Payment	03/05/2019	8	\$0.00	\$450.00
	03/06/2019	12	\$0.00	\$1,260.00
Payment Total		20	\$0.00	\$1,710.00
Payment Void	03/05/2019	1	\$0.00	(\$25.00)
	03/06/2019	1	\$0.00	(\$25.00)
Payment Void Total		2	\$0.00	(\$50.00)
Grand Total		22	\$0.00	\$1,660.00

Report sample showing two days

13

The reason this report is not recommended for multiple days, is that the format doesn't provide a clear grand total for each day. You would then need to minus out any voids/refunds in order

to reach the true batch total. At this time it appears the Pay by Batch report works better when more than one day is involved.

Below reflects an example of the detail portion of a report and what the headings represent:

The Binoculars symbol lets you perform a search in the report

**Rather than scrolling through pages, enter the page #
Or use arrows to pull up specific pages**

Payment Account = last four digits of the credit card used

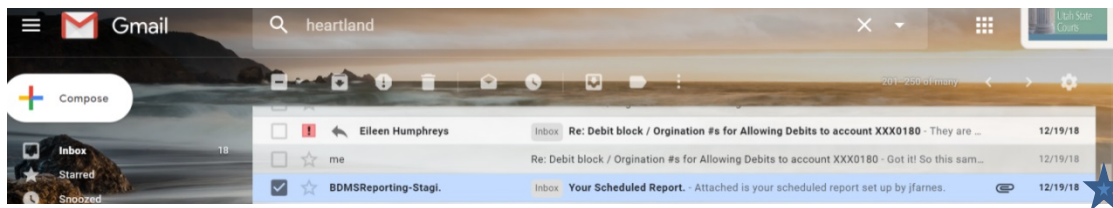
**Account IDs = case number when available
(This field could also reflect a payer ID—if this is entered by the payer)**

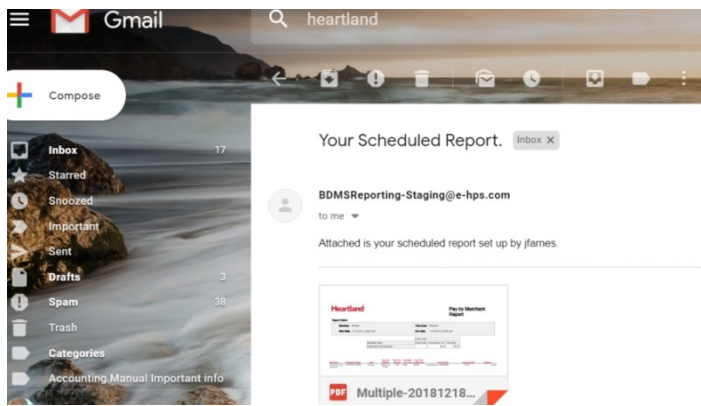
Transaction ID = a tracking number created by Heartland
This is NOT the “auth code” which is no longer available. This number will be reflected in the payment detail within CORIS/CARE as our current authorization code works. number will be how you will search transactions in other aspects like for voids/refunds.

Transaction Date	Type	Channel	Payment Method	Payment Account	Heartland Conv Fee	Total Paid to Merchant	Account IDs	Transaction ID	Cashier
03/05/19 08:42 AM	Payment	MerchantView	VISA Credit	0016	\$0.00	\$150.00	Court Payment: 191100005,,,	116168	jfarnes

The best feature about Heartland is the ability to have this daily report automatically appear in anyone’s email the next morning! For those clerks who just prepare the deposit/close the day, this feature will be ideal! We recommend you add all staff that will serve as a back-up to receive this scheduled report. **They do not need to be set up as users to do so.**

This is how the report looks in your email inbox as a pdf attachment:



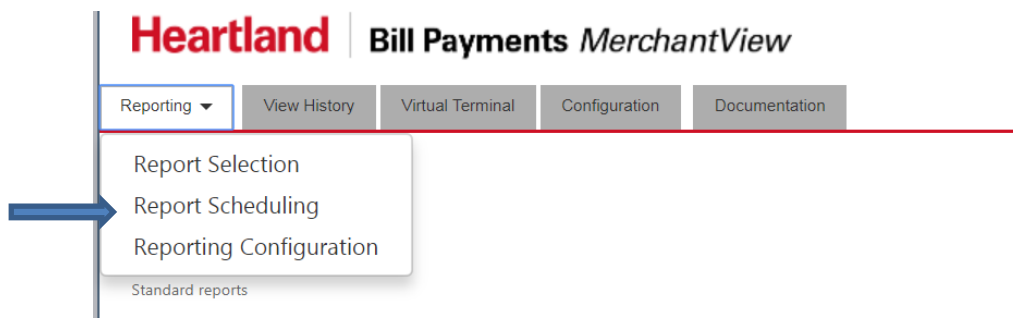


How to Schedule a Report

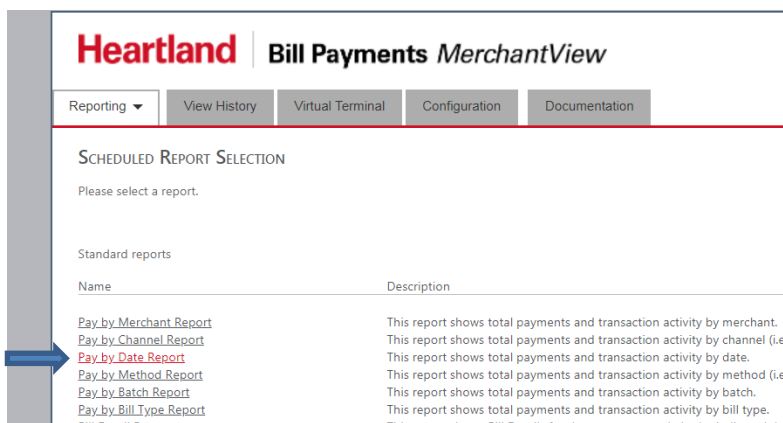
From the Heartland MerchantView home page

--Under Reporting Menu

--Select Report Scheduling



Select Pay by Date Report



Each site must be scheduled separately.

Select the court site.

SCHEDULED REPORT PARAMETERS
Please fill in the parameters for your scheduled report.

Pay by Date Report

Merchant: Utah Courts Test Payments	Time Zone: Mountain
Payment Method: ACH, American Express Credit, Discover Credit, Mast	Channel: Admin, BollettaDeviceService, Cashier, External-API, I
Cashier: All	
Run as Summary: <input type="checkbox"/>	
Delivery Method: Email	Export Type: Pdf
Deliver To: (separate multiple email addresses with an ";") julief@utcourts.gov	
Schedule Start Date: 3/16/2019	Schedule End Date: 3/15/2099
Report Start Time: 12:00 AM	Hours: 24
Schedule Type: <input checked="" type="radio"/> Daily - Runs every morning for the previous day's data. <input type="radio"/> Weekly - Runs every Monday for the previous week's data. <input type="radio"/> Monthly - Runs on the first of every month for the previous month's data.	

In the 'Deliver To' field type the email of recipients.

Leave the scheduled dates alone. You will see that this will be a report generated every morning until the year 2099!

Deliver To: **All**

Run as Summary: ☐

Delivery Method: **Email** Export Type: **Pdf**

Deliver To: (separate multiple email addresses with an ";")
julief@utcourts.gov;suzetted@utcourts.gov;maryxb@utcourts.gov

Schedule Start Date: **3/16/2019** Schedule End Date: **3/15/2099**

Report Start Time: **12:00** **AM** Hours: **24**

Schedule Type:

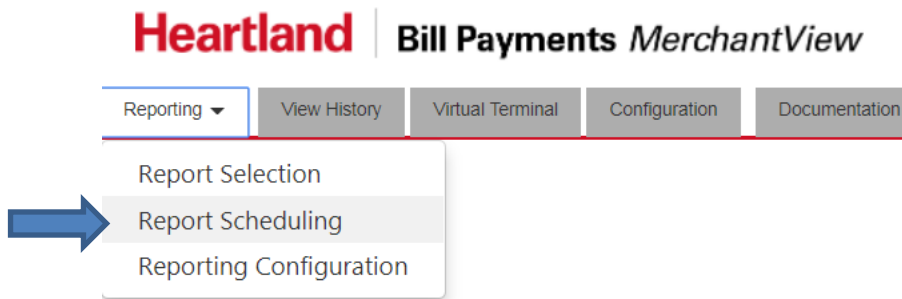
Once a report is scheduled you can view the details and add/edit those who should receive it without creating a new scheduled report.

To Edit a Scheduled Report

From the Heartland Merchant View home page

-- Select Reporting,

--Report Scheduling



Scroll down to the bottom to find current scheduled reports:

Exports

Name	Description
Bill Data Export	This report exports all the payment data for the given date range.
Auth Data Export	This report exports all payment data at the Authorization Detail level.
Transaction Data Export	This report exports all payment data at the Transaction Detail level.
Batch Summary Export	This report exports batch summary info.
Bill Type Summary Export	This report exports the bill type summary information.
ACH Deposits and Charges Export	This report exports all ACH deposit and charge information for the given date range.
Failed Transaction Export	This report exports all failed transaction activity by date.
Failed Auth Data Export	This report exports all failed authorization activity by date.
Failed Bill Transaction Export	This report exports all failed bill transaction activity by date.
Batch Data Export	This report exports all transaction payment data at the Batch Detail level.

CURRENTLY SCHEDULED REPORTS

Below is a list of your currently scheduled reports. Select a scheduled report to see the details or to delete the schedule.

View Details	Created On	Report Name	Schedule Type
Select	3/6/2019	Pay by Date Report	Daily
Select	3/7/2019	Pay by Batch Report	Monthly

A Global Payments Company

Select the report to edit

[Scheduled Report Selection >](#)

SCHEDULED REPORT DETAILS

Below are the details for your currently scheduled report.

PAY BY DATE REPORT - DAILY

Schedule Start: 3/7/2019 Schedule End: 3/6/2099
Report Start: 12:00 AM Report End: 12:00 AM

Parameters

Time Zone: Mountain
Export Type: Pdf
Deliver To: julief@utcourts.gov;suzetted@utcourts.gov;maryxb@utcourts.gov
Merchant: Utah Courts Test Payments
User Name: jfarnes
Cashier List: All Cashiers
Transaction Type List:
Payment Method List: ACH, American Express Credit, Discover Credit, MasterCard Credit, Visa Credit, Multi
Channel List: Admin, BollettaDeviceService, Cashier, External-API, External-POS, MegabyteWeb, MerchantView, SecurePayPlus, WebPortalPlus
Report Time Zone: Mountain
Summary Only: False

History

Completed Error Message
3/7/2019 1:00:13 AM

Edit Scheduled Report

Delete Scheduled Report

A Global Payments Company

Then select "Edit Scheduled Report"

Change the necessary information (add or delete recipients) and hit submit.

[Scheduled Report Selection >](#)

EDIT SCHEDULED REPORT

Please edit the parameters for your scheduled report.

Pay by Date Report

Merchant: Utah Courts Test Payments	Time Zone: Mountain
Payment Method: ACH, American Express Credit, Discover Credit, Mast	Channel: Admin, BollettaDeviceService, Cashier, External-API, f
Cashier: All	
Run as Summary: <input type="checkbox"/>	
Delivery Method: Email	Export Type: Pdf
Deliver To: (separate multiple email addresses with an ";") julief@utcourts.gov;suzetted@utcourts.gov;maryxb@utcourts.gov	
Schedule Start Date: 3/8/2019	Schedule End Date: 3/6/2099
Report Start Time: 12:00 AM	Hour: 24
Schedule Type: <input checked="" type="radio"/> Daily - Runs every morning for the previous day's data. <input type="radio"/> Weekly - Runs every Monday for the previous week's data. <input type="radio"/> Monthly - Runs on the first of every month for the previous month's data.	

Submit

Below describes some foreseeable reporting issues and the need to export a report. Refer to the instructional document “Configure an Exported Report”

****Report problem:** For very large courts there is a 2500 transaction detail limit. You will know this has occurred as there won't be any transaction detail reflected, only the summary will be generated.

Solution: Export data into excel so all transactions are reflected for ease in reconciliation and printing.

****Report problem:** The last name on the payer is not reflected which could prevent a problem if you are not able to balance. This is especially crucial with regard to e-filed cases and no case number is entered.

Solution: Export the transactions for the day in an excel format so that the payer information can be obtained and features like sorting can be performed.