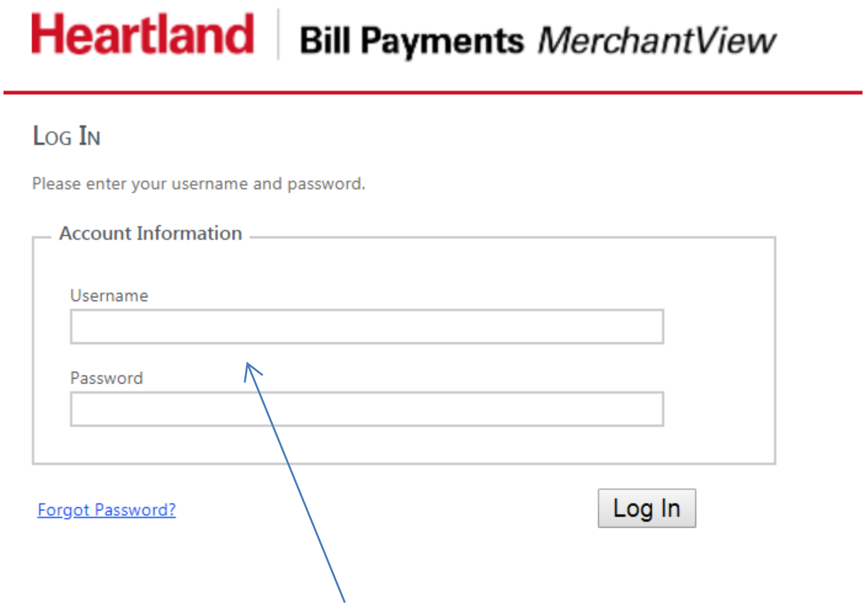
Heartland Reports

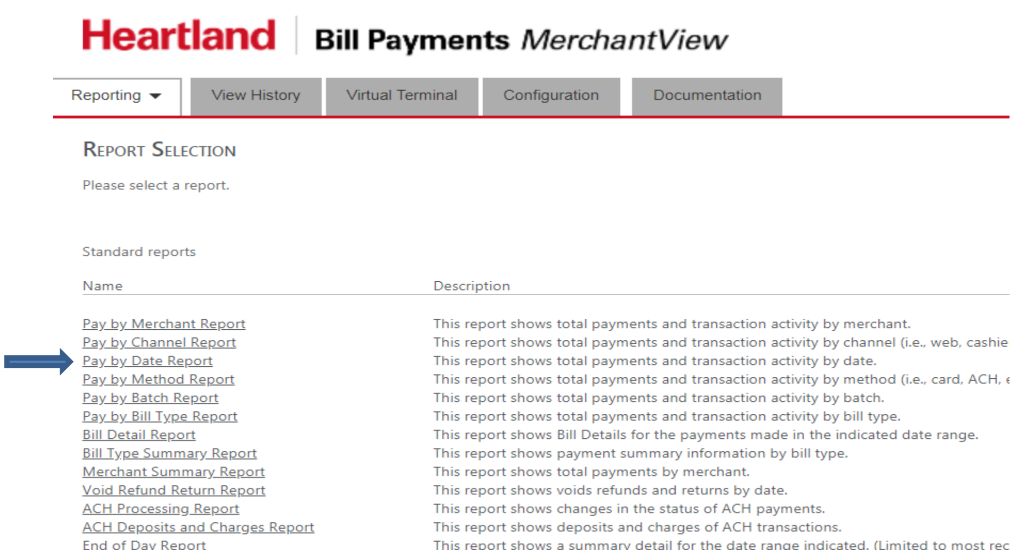


Login to Heartland (Clerks of Court assign user access)

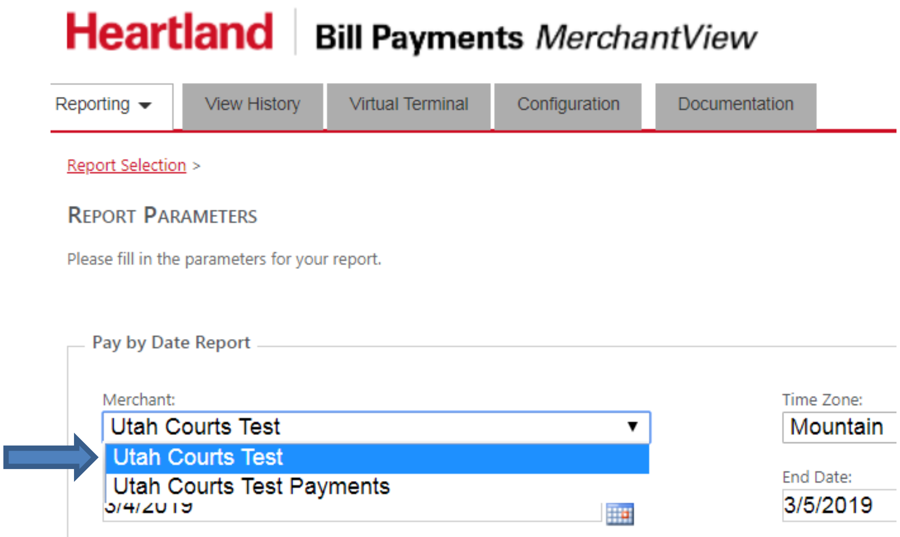
The first report discussed is the main report for daily and weekly reconciliation.

From the Heartland MerchantView home page

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



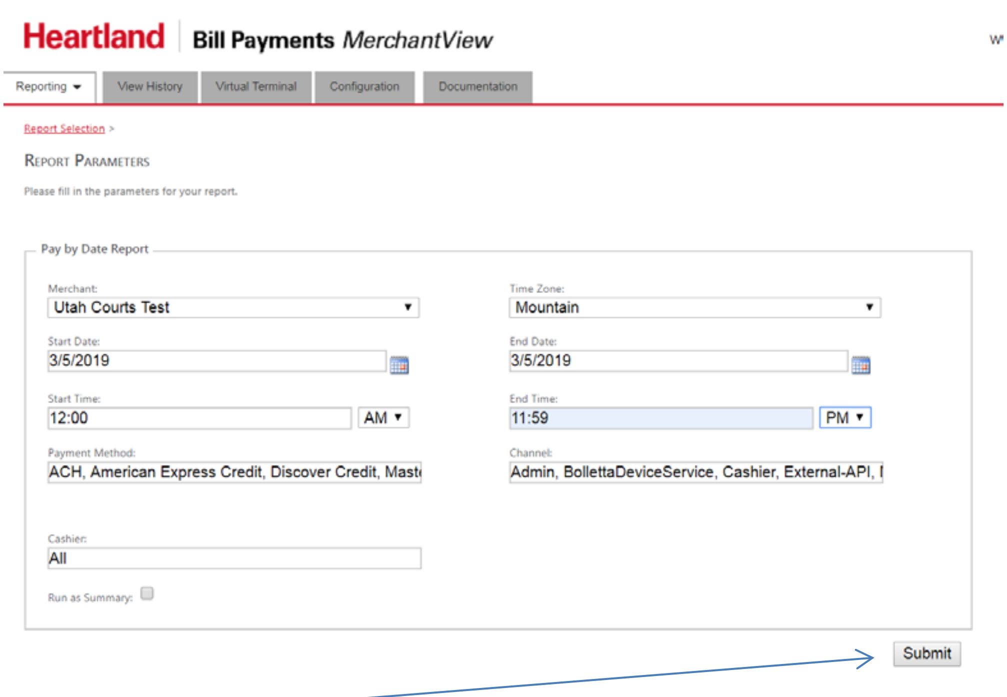
Upon clicking in the Merchant box, select the account/site. Instructions below refer to the test system. ***Utah Courts Test*** account and ***Utah Courts Test Payments*** account. For purposes of this exercise pretend one is for revenue and one is for trust.



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.



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.

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Report Selection > Report Parameters >

Report Viewer

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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

		Grand Total		
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

		Grand Total		
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

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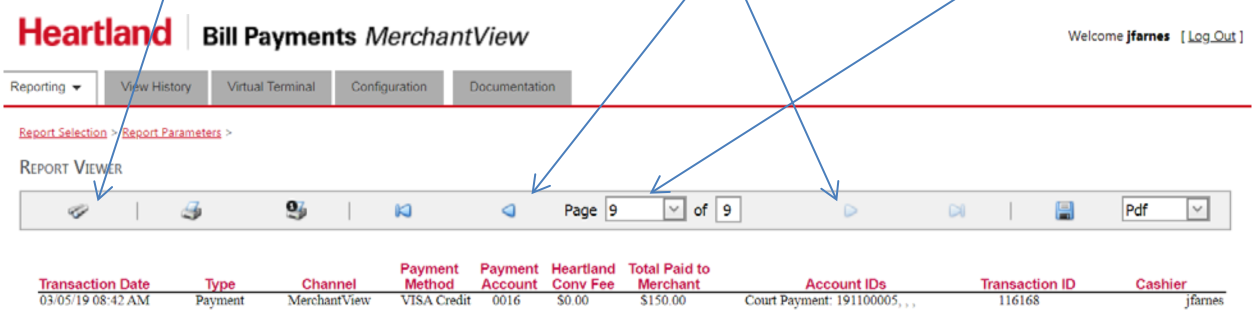
The reason this report is not recommended for multiple days, is that the format doesn't provide a clear grand total for each day. You would then need to minus out any voids/refunds in order to reach the true batch total. At this time it appears the Pay by Batch report works better when more than one 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



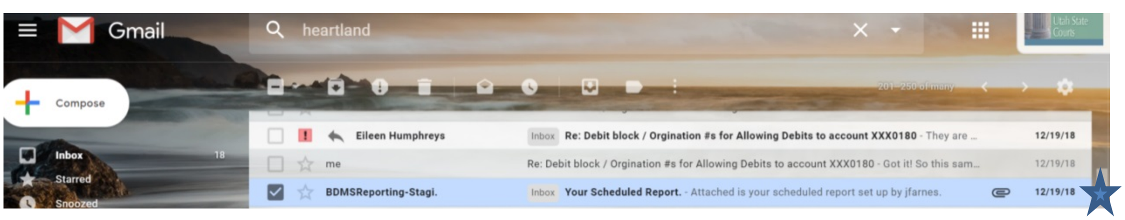
Payment Account = last four digits of the credit card used

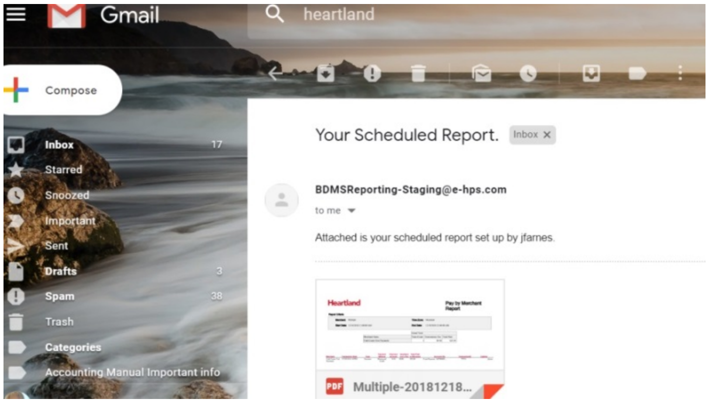
Account IDs = case number when available
(This field <u>could</u> also reflect a payer ID—if this is entered by the payer)

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.

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:



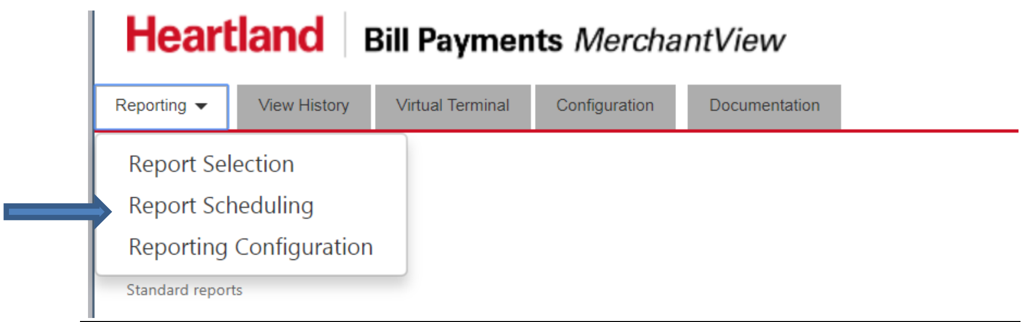


How to Schedule a Report

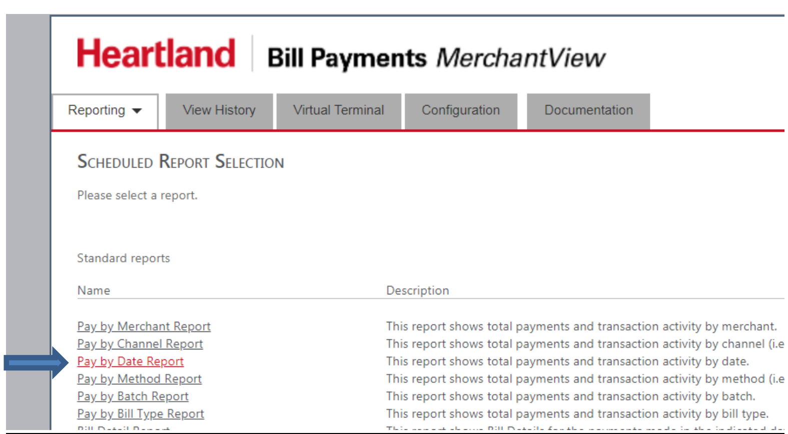
From the Heartland MerchantView home page

--Under Reporting Menu

--Select Report Scheduling

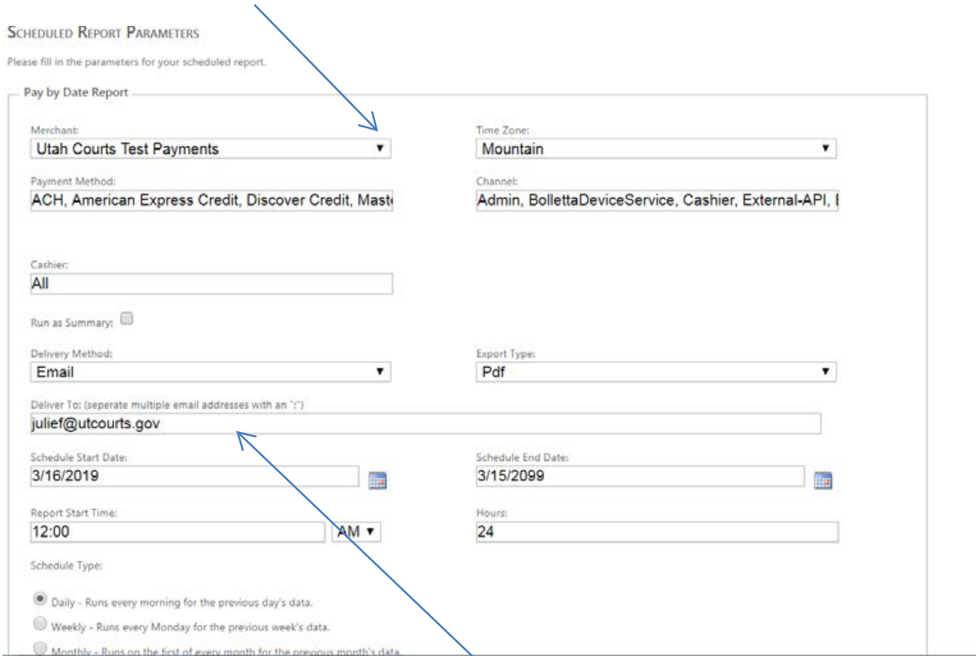


Select Pay by Date Report



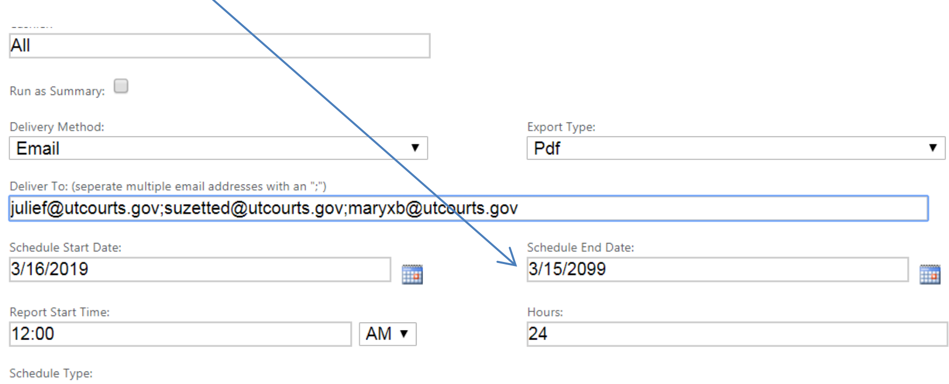
Each site must be scheduled separately.

Select the court site.



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!



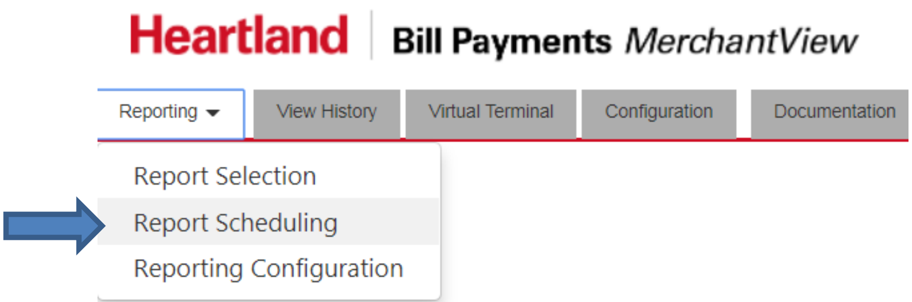
Once a report is scheduled you can view the details and add/edit those who should receive it without creating a new scheduled report.

To Edit a Scheduled Report

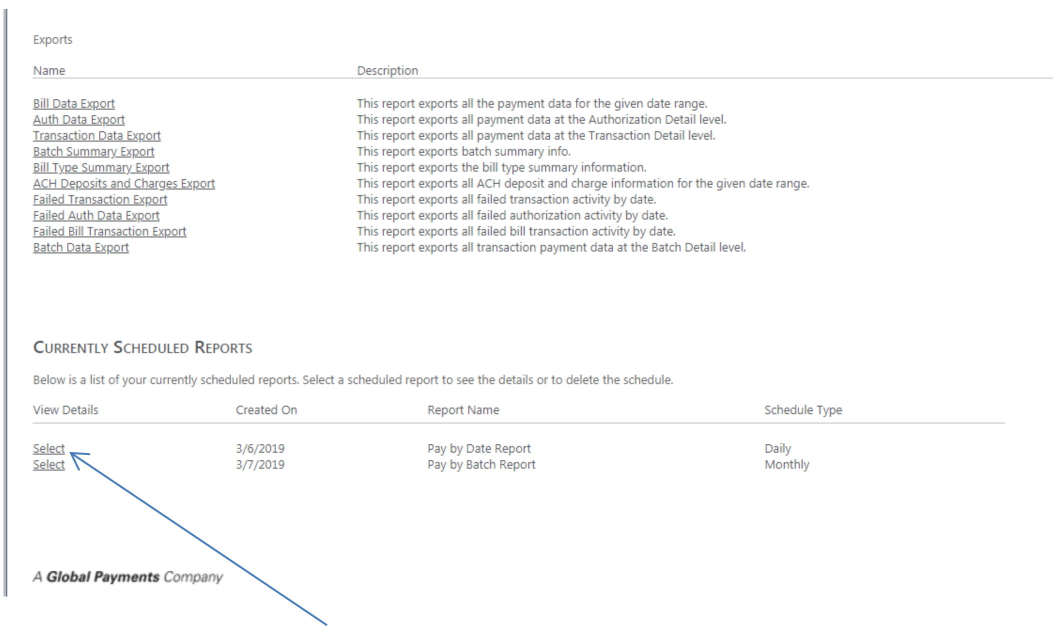
From the Heartland Merchant View home page

-- Select Reporting,

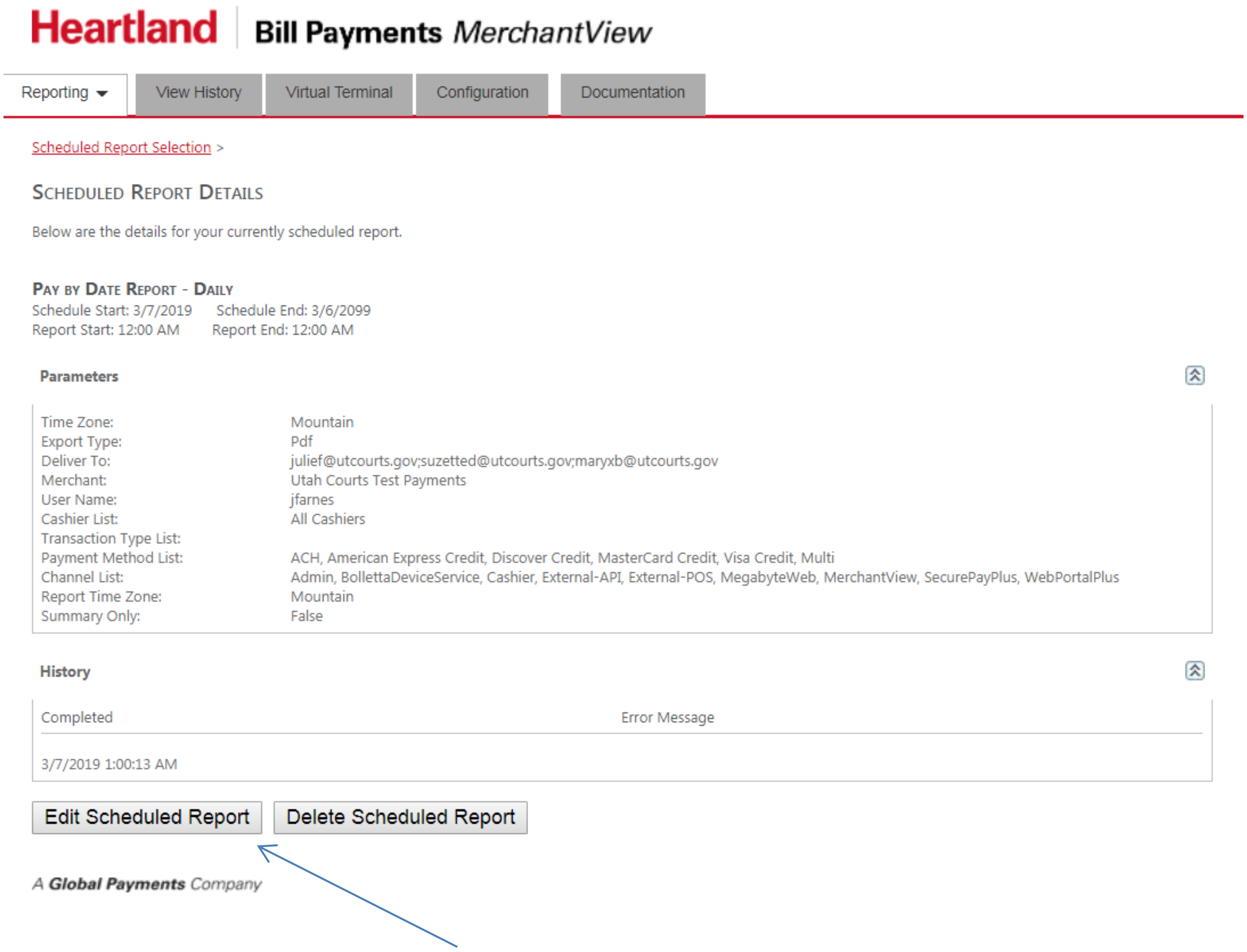
--Report Scheduling



Scroll down to the bottom to find current scheduled reports:



Select the report to edit


Heartland | Bill Payments *MerchantView*

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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

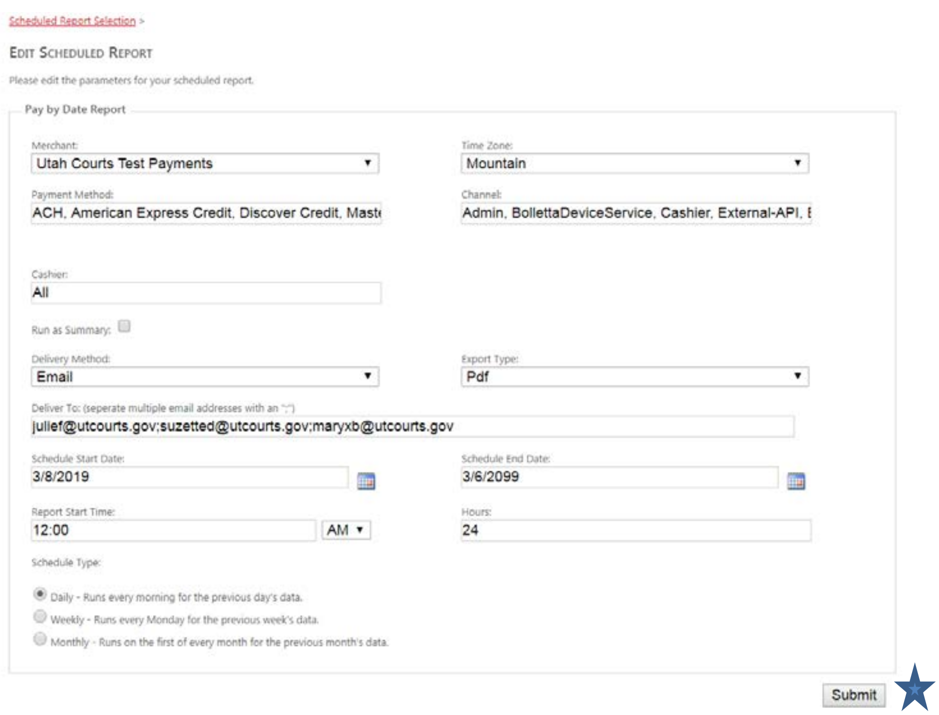
Completed	Error Message
3/7/2019 1:00:13 AM	

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, Maste
Channel: Admin, BollettaDeviceService, Cashier, External-API, E
Cashier: All
Run as Summary:
Delivery Method: Email
Export Type: Pdf
Deliver To: (seperate multiple email addresses with an ";")
juliet@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
Hours: 24
Schedule Type:
Daily - Runs every morning for the previous day's data.
Weekly - Runs every Monday for the previous week's data.
Monthly - Runs on the first of every month for the previous month's data.

Submit

Below describes some forseable 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.