

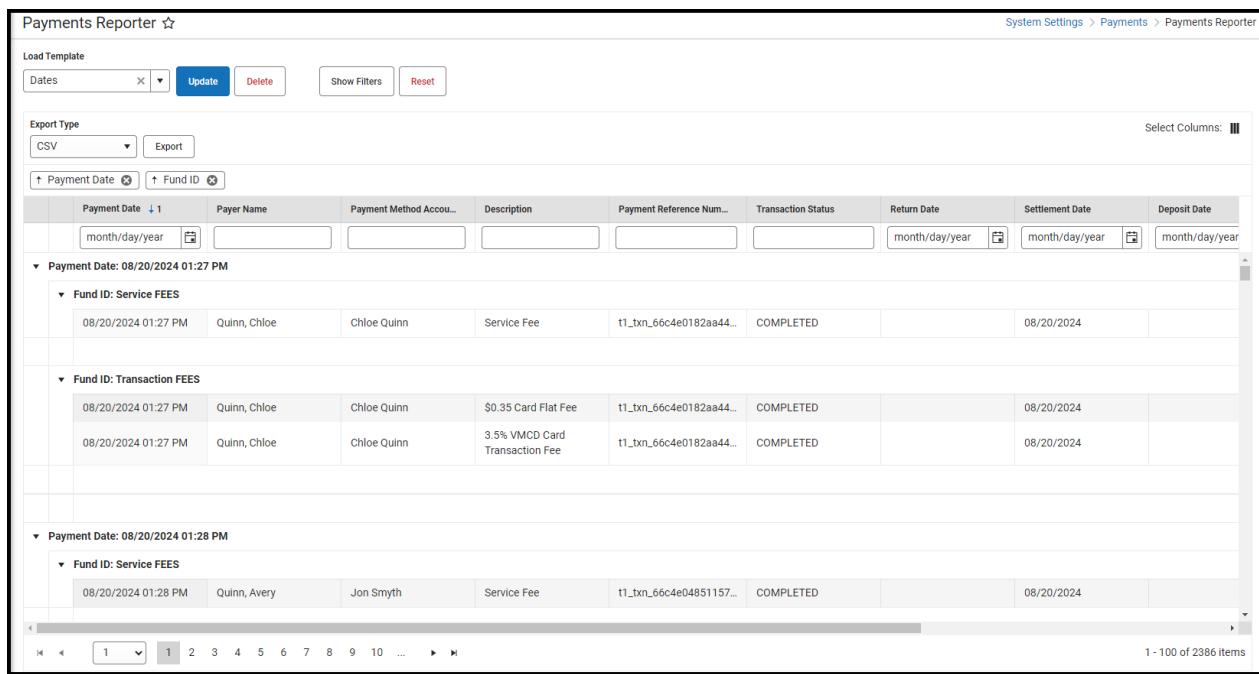
# Payments Reporter

Last Modified on 02/09/2026 9:09 am CST

## Tool Search: Payments Reporter

The Payments Reporter details all transactions that were completed through the online payment process. With this tool, you can check the status of a specific payment, issue refunds, and revoke transactions.

| What can I do?   | What do I need to know?  |
|--|--|
| <ul style="list-style-type: none"> <li><a href="#">View Details for a Single Transaction</a></li> <li><a href="#">Issue a Full Refund</a></li> <li><a href="#">Issue a Partial Refund</a></li> <li><a href="#">Revoke a Transaction</a></li> <li><a href="#">Resolve a Transaction</a></li> <li><a href="#">Select Columns to Display</a></li> <li><a href="#">Group Report by Specific Columns (Grouping Options)</a></li> <li><a href="#">Create and Manage Templates</a></li> <li><a href="#">Identify Deposit Balance by Fund ID</a></li> <li><a href="#">Export the Report</a></li> </ul> | <ul style="list-style-type: none"> <li><a href="#">Important Information about this Tool</a></li> <li><a href="#">About the Deposit Process</a></li> <li><a href="#">Tips for Searching</a></li> <li><a href="#">Transaction Status Descriptions</a></li> <li><a href="#">Payments Reporter Column Descriptions</a></li> </ul> |



The screenshot shows the 'Payments Reporter' interface. At the top, there are buttons for 'Load Template', 'Update', 'Delete', 'Show Filters', and 'Reset'. Below this is a 'Select Columns' dropdown. The main area displays transaction data in a table with columns: Payment Date, Payer Name, Payment Method Accou..., Description, Payment Reference Num..., Transaction Status, Return Date, Settlement Date, and Deposit Date. There are three sections of data, each starting with a payment date and followed by a list of transactions. The first section is for 'Payment Date: 08/20/2024 01:27 PM' and includes rows for 'Fund ID: Service FEES' and 'Fund ID: Transaction FEES'. The second section is for 'Payment Date: 08/20/2024 01:28 PM' and includes a row for 'Fund ID: Service FEES'. The third section is partially visible. At the bottom, there is a navigation bar with page numbers and a total item count of '1 - 100 of 2386 items'.

## Important Information about this Tool

- Campus automatically voids all returned transactions. The original transaction appears with the Returned status and the correcting transaction appears with the Return Void status. Transactions may be returned if the account is not valid or has insufficient funds.

- Transaction fees are never refunded.
- Payments with the Transaction Status **Resolved** can only be refunded if the transaction was resolved by Campus Support. If you need to refund a payment that you manually resolved, contact Campus Support for assistance.
- When a payer makes a purchase for \$0.00, Campus assigns a reference number but a Payment Method does not appear in the report. In addition, Service Fees are not applied when the total is \$0.00.
  - A Deposit Date does not display either unless the zero dollar purchase was purchased with other items for which the payer was charged and the transaction is processed.
- If an E-check fails, it can occur up to 10 business days after settling. If there is a failure, the amount of the E-check is automatically returned.
- Refunds (full or partial) for echecks are not allowed until there is a Settlement Date.
- Refunds for echecks are processed 12 days after the transaction's Payment Date. This ensures funds have cleared before the refund is processed.
- All refunds that are requested between 5:45 p.m. and 6:00 p.m. Eastern Time will not process until 12:00 a.m. the following day. For example, a refund requested at 5:45 p.m. on September 1st will be processed at 12:00 a.m. on September 2nd. This rule applies to all payment types except for echecks which cannot be processed until 12 days after their transaction's Payment Date.
- If a transaction is disputed, a chargeback or dispute fee is assessed. These can be searched for in the Description column as 'Chargeback' or "Dispute." When clicked, the Payment Transaction history will appear showing all the fees associated with that transaction.

## About the Deposit Process

Following a payment, the funds are typically deposited into your bank account within three to four business days. This timeframe includes the settlement of the payment, the request for the deposit, and the bank's processing duration. Please note that this period may vary slightly depending on the timing of the payment and Stripe's processing schedule.

The deposit process runs daily before 5:45 PM Eastern Time (ET). The deposit job must complete by 6:00 PM Eastern Time (ET); otherwise, the payment platform moves the request date forward one day to ensure the deposit job has enough time to complete.

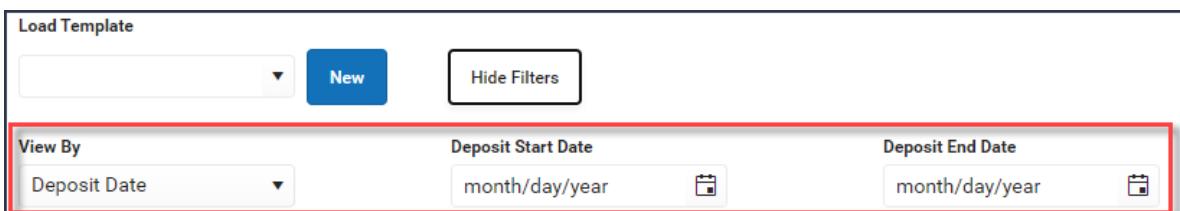
The deposit process does not run on weekends (Saturday, Sunday) or holidays.

| Step | Description   |
|------|---|
| 1    | Campus determines your district's account balance. When your district is processing payments, any returns/refunds you process are subtracted from your account balance when they occur. At the end of each business day, Campus calculates the balance and then requests a deposit. If your district's account balance is negative, Campus issues a negative deposit. |

| Step                 | Description   |                      |         |            |  |                |   |
|----------------------|---|----------------------|---------|------------|--|----------------|---|
| 2                    | <p>After determining the balance, Campus combines transactions with the following statuses into a deposit.</p> <ul style="list-style-type: none"> <li>Completed</li> <li>Resolved</li> <li>Returned</li> <li>Partial returned</li> <li>Returnvoid</li> <li>Transactions with a settled date</li> <li>Transaction Fees</li> </ul> <p>There is a brief delay (up to 1 hour) between the time the deposit request is made and when the deposit is processed by the payment platform.</p>   |                      |         |            |  |                |   |
| 3                    | <table border="1"> <thead> <tr> <th data-bbox="271 743 493 833">If the deposit is...</th> <th data-bbox="493 743 1430 833">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="271 833 493 968">Successful</td> <td data-bbox="493 833 1430 968">You will see a deposit in your district's bank account. Keep in mind, you may see different deposit dates for one payment reference number since the deposit payment separates transaction line items.</td> </tr> <tr> <td data-bbox="271 968 493 1035">Not Successful</td> <td data-bbox="493 968 1430 1035">The deposit is canceled and recalculated the following day.</td> </tr> </tbody> </table> | If the deposit is... | Then... | Successful | You will see a deposit in your district's bank account. Keep in mind, you may see different deposit dates for one payment reference number since the deposit payment separates transaction line items. | Not Successful | The deposit is canceled and recalculated the following day. |
| If the deposit is... | Then...   |                      |         |            |  |                |   |
| Successful           | You will see a deposit in your district's bank account. Keep in mind, you may see different deposit dates for one payment reference number since the deposit payment separates transaction line items.  |                      |         |            |  |                |   |
| Not Successful       | The deposit is canceled and recalculated the following day.   |                      |         |            |  |                |   |

## Tips for Searching

- You can search for transactions according to their **Payment Date** or **Deposit Date**. Click the **Show Filters** button, then select the option you want to use in the **View By** field and enter the appropriate start and end dates.



Load Template

New Hide Filters

**View By**

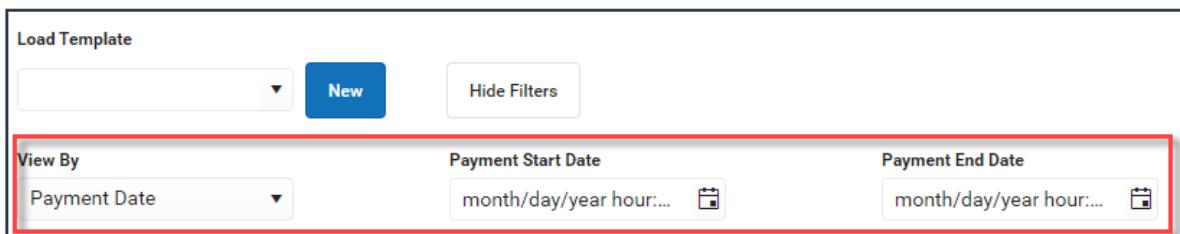
Deposit Date

**Deposit Start Date**

month/day/year

**Deposit End Date**

month/day/year



Load Template

New Hide Filters

**View By**

Payment Date

**Payment Start Date**

month/day/year hour:...

**Payment End Date**

month/day/year hour:...

- To include district payments such as Service Fees in your search, click the **Show Filters** button then toggle **Include District Payments** to *ON*. If you want to see payments made to your school only, set the toggle to *OFF*.

This toggle is only available if your system administrator has assigned the appropriate [tool rights](#).

|   |  |             |
|---|--|-------------|
| Payment End Date<br>06/02/2019 11:59 PM <input type="button" value="Calendar"/> | Include District Payments<br><input checked="checked" type="checkbox"/> ON |             |
| Payment Reference Number  | Transaction Status   | Return Date |

- If you select All Schools in the School dropdown list, only payments made to the district display. However, you can set the **Include School Payments** toggle to **On** to include payments from all schools in the district.

|   |   |  |
|---|---|--|
| 2019-20 <input type="button" value="School"/>                             | School All Schools <input type="button" value="Calendar"/>              | Calendar All Calendars <input type="button" value=""/>                   |
| Payments Reporter   |   |  |
| Payment Start Date<br>08/21/2019 12:00 AM <input type="button" value=""/> | Payment End Date<br>08/28/2019 11:59 PM <input type="button" value=""/> | Include School Payments<br><input checked="checked" type="checkbox"/> ON |

- Search results are grouped by Fund ID.
  - Select an individual line to see the entire transaction in the Payment Transaction panel.
  - Sort results by Deposit Date and Deposit Amount when trying to perform a bank reconciliation.
- You can sort the results by clicking a column heading. Each click changes the data in ascending or descending order.
- You can add filters to narrow the report's results. For example, you can find payments that were made on a specific date or Transaction Status.

| Payment Date ↑                                  | Payer Name      | Payment Reference Number | Transaction Status   |
|---|-----------------|--------------------------|--|
| month/day/y ... <input type="button" value=""/> |                 |                          | <input checked="checked" type="checkbox"/> RETURNED <input type="button" value="X"/> |
| 05/02/2019 8:45 AM                              | Jardin, Suzette | t1_txn_6044b7d1e725afef  | RETURNED   |
| 05/09/2019 9:33 AM                              | Abel, Cain      | t1_txn_60415d8b4bf826e7  | RETURNED   |

## Transaction Status Descriptions

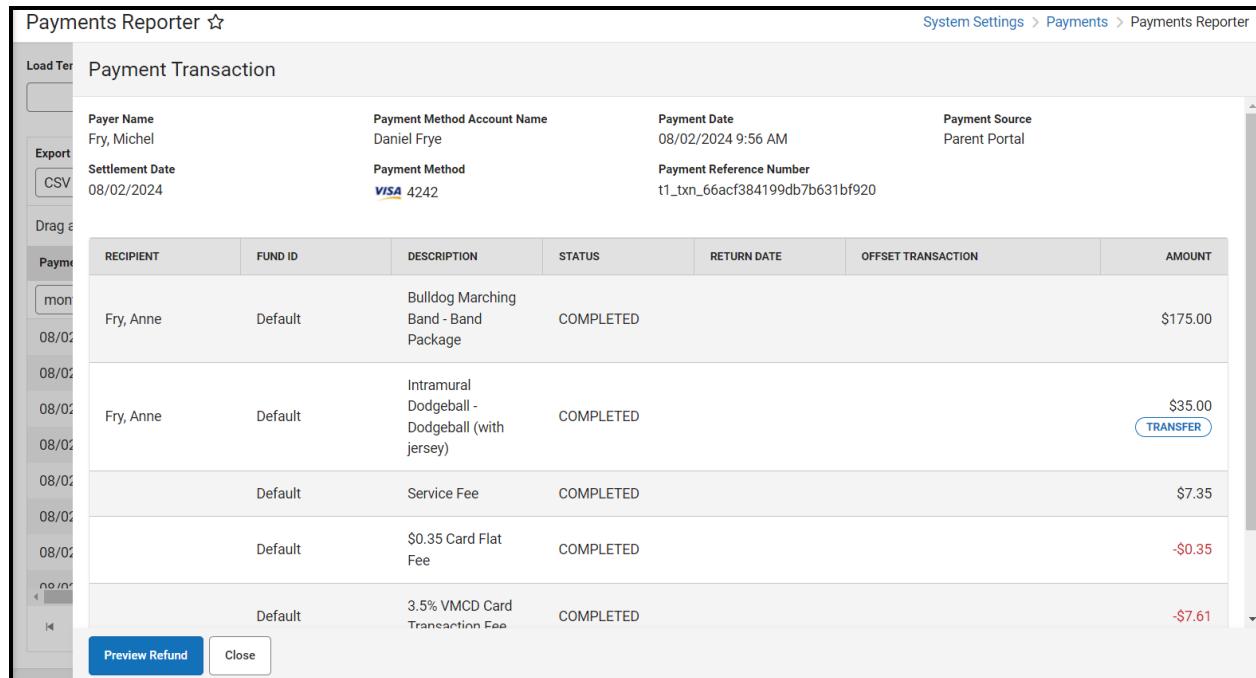
| Transaction Status              | Description  |
|---------------------------------|--|
| <b>Completed</b>                | A fully completed transaction.   |
| <b>Canceled</b>                 | If a transaction displays this status, you can manually resolve the transaction or contact Campus Support.   |
| <b>Exception</b>                | The payment was processed by the payment vendor but not on Campus. If a transaction displays this status, you can manually resolve the transaction or contact Campus Support.  |
| <b>Returned and Return Void</b> | Campus automatically voids all returned transactions from the payment vendor. The original transaction appears with the Returned status and the correcting transaction appears with the Return Void status. Transactions may be returned if the account is not valid or has insufficient funds. Transactions also appear in these states if the district manually <a href="#">Refunds a Payment</a> . There could be a two to five-day delay in which Campus may have completed the transaction and the payment vendor may need to return it.  |
| <b>Resolved</b>                 | Transactions may be manually resolved by Campus Support or by the district if the transaction was processed but still appears to be in an Exception, Canceled, or Pending Status in the Payments Reporter.   |
| <b>Revoked</b>                  | Transactions can be manually revoked by the district if an interruption occurs between the district and the payment vendor where the payment was never processed.<br>This status displays transactions manually revoked by the district within the date range entered on the editor.   |
| <b>Pending</b>                  | If a transaction displays this status, you can manually resolve the transaction or contact Campus Support.   |
| <b>Processing</b>               | <p>If a transaction displays this status, our payment processor is waiting for confirmation from the bank that the transaction has cleared. Once the confirmation is received, the deposit date could be in the past. For example, a fee or refund might show a deposit request date of 4/3 but will stay in pending status until 4/10 then once in completed status the deposit date would be 4/4.</p> <div data-bbox="425 1567 1367 1641" style="background-color: #f0e6e6; padding: 5px; border-radius: 5px;"> <p>Negative deposits can take 5-7 business days before they have a Deposit State of <b>Completed</b> in Campus.</p> </div> |

## View Details for a Single Transaction

A transaction with the label Fee Surplus indicates an online payment was voided using the [Fees](#) tool. The payment amount is deposited into the surplus for that student. When you see this label, the payment can **NOT** be refunded in Payments Reporter.

To view details for a single transaction, click the transaction you want to view. The Payment Transaction panel displays details for the transaction.

Since lines on the Payments Reporter are grouped by Fund ID, this is a good method for viewing the entire transaction.



Payments Reporter ☆

System Settings > Payments > Payments Reporter

Load Test Payment Transaction

Payer Name: Fry, Michel  
Payment Method Account Name: Daniel Frye  
Payment Date: 08/02/2024 9:56 AM  
Payment Source: Parent Portal

Settlement Date: 08/02/2024  
Payment Method: VISA 4242  
Payment Reference Number: t1\_txn\_66acf384199db7b631bf920

| RECIPIENT | FUND ID | DESCRIPTION                                    | STATUS    | RETURN DATE | OFFSET TRANSACTION | AMOUNT  |
|-----------|---------|--|-----------|-------------|--------------------|---|
| Fry, Anne | Default | Bulldog Marching Band - Band Package           | COMPLETED |             |                    | \$175.00  |
| Fry, Anne | Default | Intramural Dodgeball - Dodgeball (with jersey) | COMPLETED |             |                    | \$35.00 <span style="border: 1px solid blue; border-radius: 50%; padding: 2px;">TRANSFER</span> |
|           | Default | Service Fee                                    | COMPLETED |             |                    | \$7.35  |
|           | Default | \$0.35 Card Flat Fee                           | COMPLETED |             |                    | -\$0.35   |
|           | Default | 3.5% VMCD Card Transaction Fee                 | COMPLETED |             |                    | -\$7.61   |

Preview Refund Close

## View Disputed Transaction Details in Payment Transaction Panel

When a user clicks on a transaction with a dispute, the information related to that dispute will display within the Dispute Detail.

For Stripe, disputes have been supported since version .2531, and for Payix since version .2539. Any disputes before these updates will show fees in the Transaction Details section, while disputes after the updates appear in the Dispute Details section.

Payments Reporter ☆

System Settings > Payments > Payments Report

Load Temples kw

Payment Transaction

Export Type CSV

Dispute Detail

Dispute Status: Dispute Reference: du\_1S5W7QKlyHyMXuHbwNW9LEdn

Adjustment Details

| ADJUSTMENT DATE | FUND ID               | DESCRIPTION                                  | AMOUNT          |
|-----------------|-----------------------|--|-----------------|
| 09/09/2023      | District Default      | Service Fee (Dispute Withdrawal)             | -\$1.55         |
| 09/09/2023      | District Default      | Stripe Dispute Fee                           | -\$15.00        |
| 09/09/2023      | Harrison School Store | Chromebook Charger (Dispute Withdrawal)      | -\$25.00        |
| 09/09/2023      | Harrison School Store | Tote Bag - Pink - White (Dispute Withdrawal) | -\$12.00        |
| 09/09/2023      | District Default      | Dispute Fee                                  | -\$25.00        |
| 09/09/2023      | District Default      | Service Fee (Dispute Credit)                 | \$1.55          |
| 09/09/2023      | Harrison School Store | Chromebook Charger (Dispute Credit)          | \$25.00         |
| 09/09/2023      | Harrison School Store | Tote Bag - Pink - White (Dispute Credit)     | \$12.00         |
|                 |                       |  | Total: -\$40.00 |

Preview Refund Close

## Issue a Full Refund

### Tips

- This option is only available if your system administrator has assigned the appropriate tool rights.
- The Transaction Fee cannot be refunded.
- The Service Fee can only be returned if your District has enabled Service Fee refunds in the [Payment setup](#).
- If you do NOT refund Service Fees, the Service Fee stays in a Completed status.
- Refunds for echecks are not allowed until there is a Settlement Date.

1. Click the transaction you want to refund.  
**Result:** The Payment Transaction panel displays.
2. Click the Preview Refund button.  
**Result:** The Payment Refund panel displays.
3. Enter the reason for the refund in the **Refund Comments** field. *(optional)*  
This comment will display on the offset transaction's details.

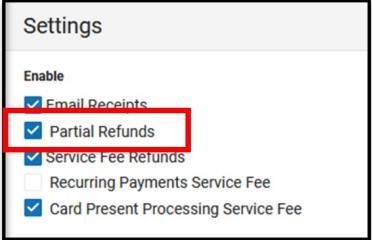
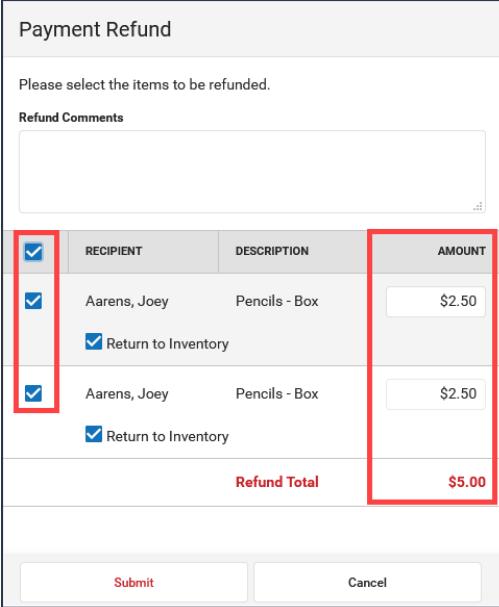
Payment Refund

Please select the items to be refunded.

Refund Comments

Office assigned fee by mistake.

4. Complete one of the following options. Options that display depend on whether your district allows partial refunds.

| If Partial Refunds...   | Then...   |  |               |             |        |                                     |              |  |        |                                     |              |  |        |                     |  |  |               |
|---|---|--|---------------|-------------|--------|-------------------------------------|--------------|--|--------|-------------------------------------|--------------|--|--------|---------------------|--|--|---------------|
| <p>is enabled in Payments Setup (district settings)</p>  | <ul style="list-style-type: none"> <li>Mark all of the checkboxes.</li> <li>Verify the <b>Amount</b> you want to refund.</li> <li>If your district uses inventory tracking, verify the <b>Return to Inventory</b> checkbox is marked next to the item(s) you want to return (<i>optional</i>)</li> <li>Click <b>Submit</b>.</li> </ul>  <table border="1"> <thead> <tr> <th></th> <th>RECIPIENT</th> <th>DESCRIPTION</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>Aarens, Joey</td> <td>Pencils - Box<br/><input checked="" type="checkbox"/> Return to Inventory</td> <td>\$2.50</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Aarens, Joey</td> <td>Pencils - Box<br/><input checked="" type="checkbox"/> Return to Inventory</td> <td>\$2.50</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Refund Total</b></td><td><b>\$5.00</b></td></tr> </tbody> </table> |  | RECIPIENT     | DESCRIPTION | AMOUNT | <input checked="" type="checkbox"/> | Aarens, Joey | Pencils - Box<br><input checked="" type="checkbox"/> Return to Inventory | \$2.50 | <input checked="" type="checkbox"/> | Aarens, Joey | Pencils - Box<br><input checked="" type="checkbox"/> Return to Inventory | \$2.50 | <b>Refund Total</b> |  |  | <b>\$5.00</b> |
|   | RECIPIENT   | DESCRIPTION  | AMOUNT        |             |        |                                     |              |  |        |                                     |              |  |        |                     |  |  |               |
| <input checked="" type="checkbox"/>   | Aarens, Joey  | Pencils - Box<br><input checked="" type="checkbox"/> Return to Inventory | \$2.50        |             |        |                                     |              |  |        |                                     |              |  |        |                     |  |  |               |
| <input checked="" type="checkbox"/>   | Aarens, Joey  | Pencils - Box<br><input checked="" type="checkbox"/> Return to Inventory | \$2.50        |             |        |                                     |              |  |        |                                     |              |  |        |                     |  |  |               |
| <b>Refund Total</b>   |   |  | <b>\$5.00</b> |             |        |                                     |              |  |        |                                     |              |  |        |                     |  |  |               |

| If Partial Refunds...  | Then...   |
|--|---|
| <p>is not enabled in Payments Setup (district settings)</p> <p>The entire amount is refunded; you cannot give partial refunds.</p> <p>If your district uses inventory tracking, verify the <b>Return to Inventory</b> checkbox is marked next to the item(s) you want to return (<i>optional</i>)</p> <p>Click <b>Submit</b></p> | <ul style="list-style-type: none"> <li>The entire amount is refunded; you cannot give partial refunds.</li> <li>If your district uses inventory tracking, verify the <b>Return to Inventory</b> checkbox is marked next to the item(s) you want to return (<i>optional</i>)</li> <li>Click <b>Submit</b></li> </ul> |

**Result:** A confirmation message displays.

5. Click **OK**.

#### Result

- The Payments Reporter screen displays. Campus updates the original Transaction Status to RETURNED and adds an offset entry with the Status RETURNEDVOID on the refunded lines.
- Campus also updates the original payment transaction's details. After a refund is made, the details include a Return Date and the Offset Transaction Reference Number.
- Refunds may incur an additional Transaction Fee based on your district's contract with the payment vendor.

## Payment Transaction

|                               |   |  |
|-------------------------------|---|--|
| Payer Name<br>Brown, Troy     | Payment Date<br>11/13/2019 11:03 AM   | Payment Source<br>Portal                                   |
| Settlement Date<br>11/13/2019 | Payment Method<br> *0026 | Payment Reference Number<br>t1_txn_60415d8b4bf826e76d92962 |

| RECIPIENT     | FUND ID | DESCRIPTION       | STATUS          | RETURN DATE        | OFFSET TRANSACTION | AMOUNT          |
|---------------|---------|-------------------|-----------------|--------------------|--------------------|-----------------|
| Brown, Jorden | FEE-CA  | Fall Sports       | RETURNED        | 11/13/2019 2:25 PM | 156162             | \$125.00        |
| Brown, Jorden | FEE-CA  | Instrument Rental | RETURNED        | 11/13/2019 2:25 PM | 156162             | \$50.00         |
|               | CONV-CA | Service Fee       | RETURNED        | 11/13/2019 2:25 PM | 156162             | \$4.38          |
|               |         | Transaction Fee   | Transaction Fee | COMPLETED          |                    | -\$6.63         |
| <b>Total</b>  |         |                   |                 |                    |                    | <b>\$172.75</b> |

## Issue a Partial Refund

### Tips

- This option is only available if:
  - Your system administrator has assigned the appropriate tool rights.
  - Your district has enabled partial refunds in the [Payment setup](#).
- The Transaction Fee cannot be refunded.
- Refunds may incur an additional Transaction Fee based on your district's contract with the payment vendor.
- The Service Fee can only be returned if your District has enabled Service Fee refunds.
- If an item is already partially returned, you cannot make additional refunds on the same item.
- Partial refunds appear in the Payments Reporter with a status of Partial Return and an offset transaction number.
- Refunds for echecks are not allowed until there is a Settlement Date.
- If split fees is enabled, districts may opt to refund only the service fee related to the specific product being returned, rather than the entire service fee if a full refund option is enabled.

1. Click the transaction you want to refund.

**Result** The Payment Transaction panel displays.

2. Click the Preview Refund button.

**Result** The Payment Refund panel displays. Only items eligible for a refund displayed on the screen.

► [Click here to expand...](#)

| Payment Source<br>Portal     | Payment Refund   |                                     |                        |                        |                |
|------------------------------|--|-------------------------------------|------------------------|------------------------|----------------|
| Settlement Date<br>181750784 | <p>Please select the items to be refunded.</p> <p>Refund Comments</p> <div style="border: 1px solid #ccc; padding: 5px;">Office assigned fee by mistake.</div> |                                     |                        |                        |                |
| STATUS                       | RETURN DATE  | RECIPIENT                           | DESCRIPTION            | AMOUNT                 |                |
| COMPLETED                    |  | <input type="checkbox"/>            | Brown, Jorden          | Fall Sports            | \$125.00       |
| COMPLETED                    |  | <input checked="" type="checkbox"/> | Brown, Jorden          | Instrument Rental      | \$50.00        |
| COMPLETED                    |  | <input type="checkbox"/>            |                        | Service Fee            | \$4.38         |
| COMPLETED                    |  |                                     |                        | Refund Total           | <b>\$50.00</b> |
|                              |  |                                     | <a href="#">Submit</a> | <a href="#">Cancel</a> |                |

3. Enter the reason for the refund in the **Refund Comments** field. *(optional)*  
This comment will display on the offset transaction's details.

► [Click here to expand...](#)

|  |
|--|
| Payment Refund   |
| <p>Please select the items to be refunded.</p> <p>Refund Comments</p> <div style="border: 1px solid #ccc; padding: 5px;">Office assigned fee by mistake.</div> |

4. Mark the checkbox(es) next to the item(s) you want to return.  
► [Click here to expand...](#)

**Payment Refund**

Please select the items to be refunded.

**Refund Comments**

| <input type="checkbox"/> | RECIPIENT      | DESCRIPTION           | AMOUNT  |
|--------------------------|----------------|-----------------------|---------|
| <input type="checkbox"/> | Anderson, Jana | 11th Grade Retreat    | \$45.00 |
| <input type="checkbox"/> |                | Service Fee (Split)   | \$0.15  |
| <input type="checkbox"/> | Anderson, Jana | Account: 5828         | \$5.00  |
| <input type="checkbox"/> |                | Service Fee (Split)   | \$0.02  |
| <input type="checkbox"/> | Anderson, Jana | Ind Tech: Toolbox Kit | \$12.00 |

5. Verify the **Amount(s)** you to refund.

You can change the amount to be less than the amount that was paid.

► [Click here to expand...](#)

| <input type="checkbox"/>            | RECIPIENT      | DESCRIPTION        | AMOUNT         |
|-------------------------------------|----------------|--------------------|----------------|
| <input checked="" type="checkbox"/> | Anderson, Jana | 11th Grade Retreat | \$45.00        |
| <input type="checkbox"/>            |                | Service Fee        | \$2.25         |
| <b>Refund Total</b>                 |                |                    | <b>\$45.00</b> |

6. Verify the Return to Inventory checkbox is marked next to the item(s) you want to return to inventory. *(optional)*

► [Click here to expand...](#)

This checkbox only displays if you use inventory tracking and is automatically selected. If you do not want to return an item to inventory, make sure the checkbox is cleared.

|                                     | RECIPIENT    | DESCRIPTION   | AMOUNT        |
|-------------------------------------|--------------|---|---------------|
| <input checked="" type="checkbox"/> | Aarens, Joey | Pencils - Box   | \$2.50        |
|                                     |              | <input checked="" type="checkbox"/> Return to Inventory |               |
| <input checked="" type="checkbox"/> | Aarens, Joey | Pencils - Box   | \$2.50        |
|                                     |              | <input checked="" type="checkbox"/> Return to Inventory |               |
|                                     |              | <b>Refund Total</b>                                     | <b>\$5.00</b> |

7. Click **Submit**.

**Result:** A confirmation message displays.

8. Click **OK**.

#### Results

- The Payments Reporter screen displays. Campus updates the Transaction Status to **RETURNED** and adds an offset entry with the Status RETURNEDVOID on the refunded lines.
- Campus also updates the payment transaction's details. After a refund is made, the details include a Return Date and the Offset Transaction Reference Number.
- Refunds may incur an additional Transaction Fee based on your district's contract with the payment vendor.

## Revoke a Transaction

You can revoke transactions that did not process. Only transactions that are in a Pending, Exception, or Canceled status can be revoked. When revoked, Campus updates the Transaction Status for all lines in the transaction to Revoked and line item balances do not change.

1. Select the transaction you want to revoke. The Payment Transaction panel displays.
2. Click the **Revoke** button. A confirmation message displays.
3. Click **OK**. The Payments Reporter screen displays. Campus updates the Transaction Status to Revoked and line item balances do not change.

## Resolve a Transaction

If the transaction was processed but still appears to be in an Exception, Canceled, or Pending Status in the Payments Reporter, you can manually resolve the transaction. Please note that Resolved transactions may not display a Deposit Date in the Payments Reporter tool.

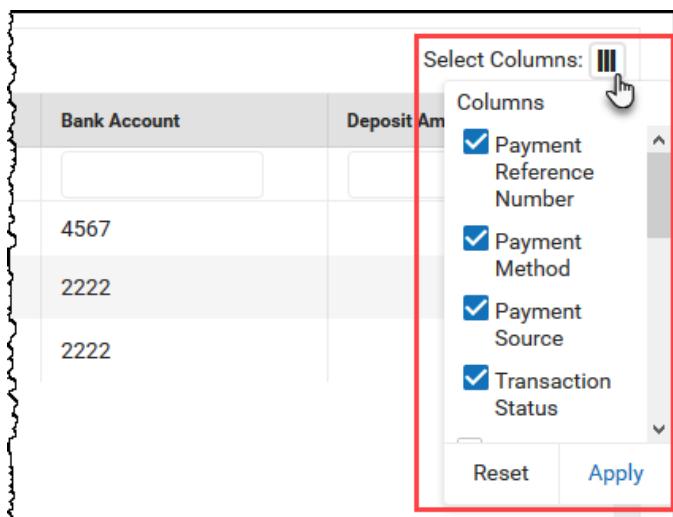
#### Before you Begin

To manually resolve a transaction in Campus Payments, you must contact Campus Support to get the **Payment Reference Number**.

1. Select the transaction you want to resolve. The Payment Transaction panel displays.
2. Enter the *Payment Reference Number* in the **Payment Reference Number** field.
3. Click the **Resolve** button. A confirmation message displays.
4. Click **OK**. The Payments Reporter screen displays. Campus updates the Transaction Status to *Resolved* and payments are posted to the Food Service and Fee Accounts.

## Select Columns to Display

The column selector allows you to choose which columns to hide or display. Click the Select Columns button and mark the checkbox next to the columns you want to display. Clear the checkbox next to the columns you want to hide.



## Group Report by Specific Columns (Grouping Options)

The report displays differently based on the grouping options you select. Select the column(s) you want to group together and drag the column(s) to the area above the table. You can select multiple columns and further group the report results.

## Payments Reporter Column Descriptions

The following columns are available on the Payments Reporter. These columns are available via the column selector and can be grouped, filtered, and saved as templates.

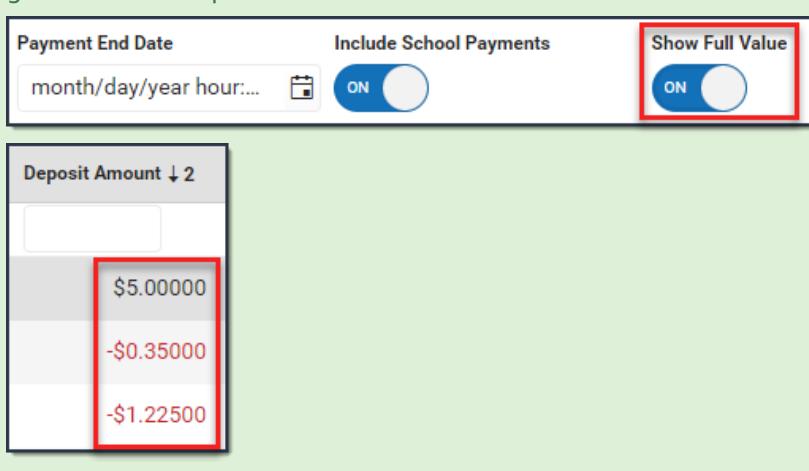
### TIP

You can sort the Payments Report by clicking a column heading. Each click changes the data in ascending or descending order. When [grouping specific columns](#), be sure to also sort the column headings to ensure you are viewing the report results in an organized manner.

| Column                             | Description  |
|------------------------------------|--|
| <b>Payment Date</b>                | The date on which the payment was made.  |
| <b>Payer Name</b>                  | The name of the person who made the payment. This column will only show a name if the payer is a logged-in Infinite Campus user. |
| <b>Payment Method Account Name</b> | If a name is entered in a payment method, it will be displayed in this field.  |

| Column                          | Description  |
|---------------------------------|--|
| <b>Recipient</b>                | <p>The person receiving items purchased in the School Store or the student who was registered for an activity.</p> <p>If an item was purchased and paid through the Campus Mobile Payments app, the student's name appears <b>IF</b> the student number was entered at the time of the purchase.</p>   |
| <b>Description</b>              | <p>A description of the fee.</p> <p>If the 'Split Transaction and Service Fees' checkbox has been enabled within the <a href="#">Payments Setup Settings</a>, any transaction or service fee involving a split will be designated with '(Split)' in its description.</p>   |
| <b>Payment Reference Number</b> | <p>This number is automatically generated by the payments platform and is a unique identifier for a specific transaction.</p>  |
| <b>Payment Method</b>           | <p>Indicates what was used to make the payment; e.g., type of credit card or eCheck. If eCheck is used, it will indicate if it was from checking or savings.</p>   |
| <b>Card Entry Type</b>          | <p>Shows whether a credit/debit card payment was typed in manually, swiped, or processed through the Campus Mobile Payments app using a chip insert or tap (EMV). If the payment method was not a credit or debit card, this column will appear blank.</p>   |
| <b>Payment Source</b>           | <p>Identifies where the transaction occurred.</p> <ul style="list-style-type: none"> <li>• Portal</li> <li>• Parent Portal</li> <li>• Student Portal</li> <li>• Employee Self Service</li> <li>• Card Present Processing</li> <li>• Public Store</li> <li>• Recurring</li> <li>• Refund</li> <li>• Reversal</li> <li>• Failed Transaction</li> <li>• Campus Payments App</li> <li>• Activity Roster</li> <li>• Fees</li> <li>• Food Service</li> <li>• POS Terminal</li> </ul> |

| Column                           | Description   |
|----------------------------------|---|
| <b>Transaction Status</b>        | <p>The current state of the transaction. See the <a href="#">Transaction Status</a> topic for more information.</p> <ul style="list-style-type: none"> <li>Completed</li> <li>Exception</li> <li>Canceled</li> <li>Pending</li> <li>Returned</li> <li>Return Void</li> <li>Revoked</li> <li>Resolved</li> </ul>   |
| <b>Dispute Status</b>            | <p>Displays the status for any payment currently or previously involved in a dispute.</p> <ul style="list-style-type: none"> <li>Closed - The dispute has been closed and could have been won or lost.</li> <li>Inquiry - An inquiry has been opened by the cardholder. The district must take action to prevent it from going into a full dispute.</li> <li>In Review - The dispute is under review. Nothing can be submitted or done in this status.</li> <li>Lost - The district has lost the dispute.</li> <li>Open - The transaction is currently in dispute.</li> <li>Won - The district has won the dispute.</li> </ul> <p>If you have any questions regarding a Dispute Status, please contact <a href="#">Support</a>.</p> |
| <b>Return Date</b>               | After a refund is made, the details include this Return Date and the Offset Transaction Reference Number.   |
| <b>Settlement Date</b>           | The date on which the payment is finalized and eligible to be deposited.  |
| <b>Deposit Date</b>              | The date when the payment platform deposits the money into the bank accounts.   |
| <b>Deposit Request Date</b>      | The date when Campus requested payments to be disbursed to the bank accounts.   |
| <b>Deposit Request Reference</b> | The ID the payment platform sends to Campus when Campus requests a disbursement.  |
| <b>Fund ID</b>                   | The unique identifier for the Fund Account. Fund ID is unique and the same Fund ID cannot be used at different schools.   |
| <b>Fund Description</b>          | A description of the Fund Account.  |

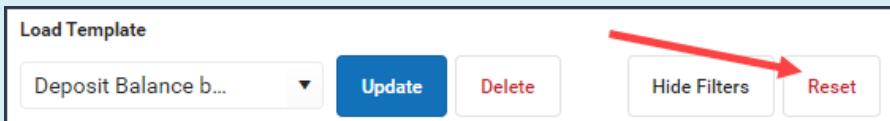
| Column                | Description  |
|-----------------------|--|
| <b>Bank Account</b>   | The bank account associated with the Fund ID.  |
| <b>Deposit Amount</b> | <p>The specific amount of money that constitutes the deposit.</p> <p><b>Tip:</b> Turn the <b>Show Full Value</b> toggle to <b>ON</b> to see the <b>Deposit Amount</b> go to 5 decimal places.</p>  <p>The screenshot shows the 'Show Full Value' toggle switch in the 'ON' position, highlighted with a red box. Below it is a table with three rows of deposit amounts: '\$5.00000', '\$-0.35000', and '\$-1.22500'. The first row is highlighted with a red box.</p> |

## Create and Manage Templates

Templates allow you to save a custom view of the Payments Reporter and use it again later. You can choose specific columns to display, group them in a useful way, filter data in each column, and save your selections as a template. You can create multiple templates as well as update or delete templates at any time.

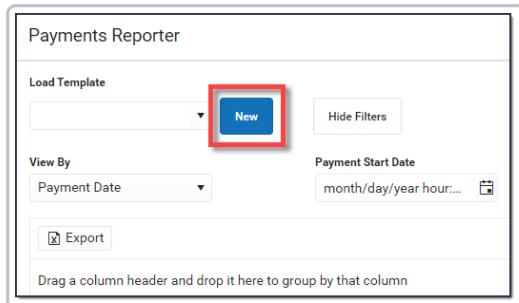
### Create a New Template

If there are existing templates, click the **Reset** button before you begin.



The screenshot shows a toolbar with the following buttons: 'Load Template' dropdown, 'Deposit Balance b...', 'Update' (blue), 'Delete' (red), 'Hide Filters' (red), and 'Reset' (red, with a red arrow pointing to it).

1. Use the Select Columns tool to choose the column(s) you want to display then drag the column(s) you want to group together to the area above the table.
2. Click the **Show Filters** button and enter any filter data you want to use. (Optional)
3. Further narrow down report results by using the filters in each column. (Optional)
4. Click the **New** button (next to the **Load Template** dropdown list).



The image shows the 'Payments Reporter' interface. At the top, there is a 'Load Template' dropdown menu with a 'New' button highlighted by a red box. Below the dropdown are 'View By' and 'Payment Start Date' filters. There is also an 'Export' checkbox and a note to 'Drag a column header and drop it here to group by that column'.

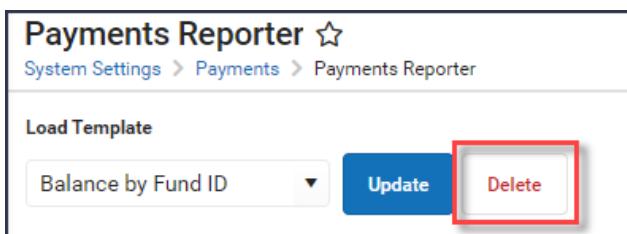
**Result:** The Create Template panel displays.

5. Enter the **Template Name** then click **Save**.

**Result:** The new template displays in the **Load Template** dropdown list.

## Delete a Template

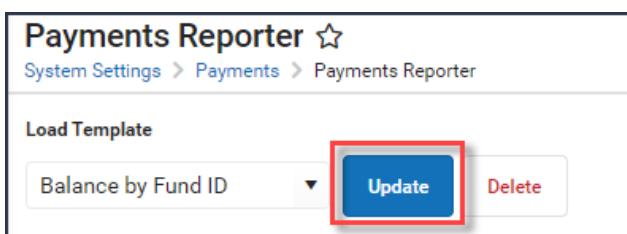
To delete a template, select the template you want to delete in the **Load Template** dropdown list then click the **Delete** button.



The image shows the 'Payments Reporter' interface. At the top, there is a 'Load Template' dropdown menu with a 'Delete' button highlighted by a red box. Below the dropdown are 'Balance by Fund ID' and 'Update' buttons.

## Update a Template

To update a template, select the template you want to update in the **Load Template** dropdown list. Make any necessary changes then click the **Update** button to save your changes.



The image shows the 'Payments Reporter' interface. At the top, there is a 'Load Template' dropdown menu with an 'Update' button highlighted by a red box. Below the dropdown are 'Balance by Fund ID' and a 'Delete' button.

## Identify Deposit Balance by Fund ID

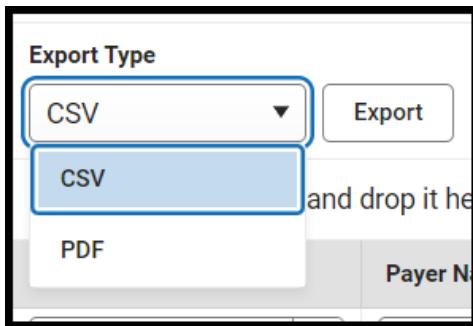
The report displays differently based on the grouping options you select. Select the column(s) you want to group together and drag the column(s) to the area above the table. To identify the balance by Fund ID, group columns in the following order:

1. Bank Account
2. Deposit Date
3. Fund ID

| View By   |                     | Payment Start Date             |                         | Payment End Date |                         | Include School Payments |    |            |            |                                |      |         |  |
|---|---------------------|--------------------------------|-------------------------|------------------|-------------------------|-------------------------|----|------------|------------|--------------------------------|------|---------|--|
| Payment Date  | 05/30/2021 12:00 AM | month/day/year                 | hour:                   | month/day/year   | hour:                   | Include                 | ON |            |            |                                |      |         |  |
| Export Type   |                     | Select Columns: <span>☰</span> |                         |                  |                         |                         |    |            |            |                                |      |         |  |
| Excel   |                     | Select Columns: <span>☰</span> |                         |                  |                         |                         |    |            |            |                                |      |         |  |
| <span>↑ Bank Account</span> <span>×</span> <span>↑ Deposit Date</span> <span>×</span> <span>↑ Fund ID</span> <span>×</span>   |                     |                                |                         |                  |                         |                         |    |            |            |                                |      |         |  |
| <span>Payment Date</span> <span>↓</span> <span>↑ Payee Name</span> <span>Recipient</span> <span>Payment Reference Number</span> <span>Payment Method</span> <span>Payment Source</span> <span>Transaction Status</span> |                     |                                |                         |                  |                         |                         |    |            |            |                                |      |         |  |
| <span>mon...</span> <span>...</span> <span>...</span> <span>...</span> <span>...</span> <span>...</span> <span>...</span> <span>...</span>  |                     |                                |                         |                  |                         |                         |    |            |            |                                |      |         |  |
| <span>mont...</span> <span>...</span> <span>...</span> <span>...</span> <span>...</span> <span>...</span> <span>...</span> <span>...</span>   |                     |                                |                         |                  |                         |                         |    |            |            |                                |      |         |  |
| <span>▼ Bank Account: 2555</span>   |                     |                                |                         |                  |                         |                         |    |            |            |                                |      |         |  |
| <span>▼ Deposit Date: 02/22/2021</span>   |                     |                                |                         |                  |                         |                         |    |            |            |                                |      |         |  |
| <span>▼ Fund ID: Food Service - District_Archived</span>  |                     |                                |                         |                  |                         |                         |    |            |            |                                |      |         |  |
| 02/17/2021<br>09:48 AM  | Ann Wolffert        | Wolffert, Lara                 | t1_txn_602d3abaa506...  |                  | Card Present Processing | COMPLETED               |    | 02/17/2021 | 02/22/2021 | Food Service - District_Arc... | 2555 | \$55.00 |  |
| 02/17/2021<br>09:45 AM  | 3/TEST              | Buick, Regina                  | t1_txn_602d3a1b4a67...  |                  | Card Present Processing | COMPLETED               |    | 02/17/2021 | 02/22/2021 | Food Service - District_Arc... | 2555 | \$17.50 |  |
| 02/17/2021<br>09:45 AM  | 3/TEST              | Buick, Arlo                    | t1_txn_602d3a1b4a67...  |                  | Card Present Processing | COMPLETED               |    | 02/17/2021 | 02/22/2021 | Food Service - District_Arc... | 2555 | \$17.50 |  |
|   |                     |                                |                         |                  |                         |                         |    |            |            |                                |      | \$90.00 |  |
|   |                     |                                |                         |                  |                         |                         |    |            |            |                                |      | \$90.00 |  |
|   |                     |                                |                         |                  |                         |                         |    |            |            |                                |      | \$90.00 |  |
| <span>▼ Bank Account: 4444</span>   |                     |                                |                         |                  |                         |                         |    |            |            |                                |      |         |  |
| <span>▼ Deposit Date:</span>  |                     |                                |                         |                  |                         |                         |    |            |            |                                |      |         |  |
| <span>▼ Fund ID: Activity Fees</span>   |                     |                                |                         |                  |                         |                         |    |            |            |                                |      |         |  |
| 03/15/2021<br>05:14 AM  | Yoward, Poopoo      | Yoward, Edel                   | t1_txn_604f336b1f4ec... |                  | Recurring               | COMPLETED               |    | 03/15/2021 |            | Activity Fees                  | 4444 | \$37.50 |  |

# Export the Report

You can export the report to CSV or PDF format. To export the report, select the format you want from the **Export Type** dropdown list then click the **Export** button.



If you do not limit the report results using the **Payment Start Date** and/or the **Payment End Date**, the export will be limited to the last 60 days.

| A                   | B              | C             | D  | E                        | F              | G              | H                  | I           | J               | K            | L                     | M            |                |
|---------------------|----------------|---------------|--|--------------------------|----------------|----------------|--------------------|-------------|-----------------|--------------|-----------------------|--------------|----------------|
| 1                   | Payment Date   | Payer Name    | Recipient                                      | Payment Reference Number | Payment Method | Payment Source | Transaction Status | Return Date | Settlement Date | Deposit Date | Fund ID               | Bank Account | Deposit Amount |
| 3/07/2021 05:24 AM  | Brown, Jenny   | Diaz, Andraya | <a href="#">t1_txn_604405761e725afebf0a</a>    | mastercard               | Recurring      | COMPLETED      | 03/07/2021         |             |                 |              | Default Food Service  | 6899         | 30.00          |
| 3/07/2021 05:24 AM  | Brown, Jenny   |               | <a href="#">t1_txn_604405761e725afebf0a</a>    | mastercard               | Recurring      | COMPLETED      | 03/07/2021         |             |                 |              | FEES                  | 6899         | 1.05           |
| 3/07/2021 05:24 AM  | Brown, Jenny   |               | <a href="#">t1_txn_604405761e725afebf0a</a>    | mastercard               | Recurring      | COMPLETED      | 03/07/2021         |             |                 |              | Transaction           | 6899         | -0.35          |
| 3/07/2021 05:24 AM  | Brown, Jenny   |               | <a href="#">t1_txn_604405761e725afebf0a</a>    | mastercard               | Recurring      | COMPLETED      | 03/07/2021         |             |                 |              | Transaction           | 6899         | -1.09          |
| 6/03/2021 04:22 PM  | Miller, Andrew | Brown, Jan    | <a href="#">t1_txn_60415db4b8f26e76d9</a>      | visa                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | Default District Bank | 6899         | 200.00         |
| 7/03/2021 04:22 PM  | Miller, Andrew |               | <a href="#">t1_txn_60415db4b8f26e76d9</a>      | visa                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | FEES                  | 6899         | 7.00           |
| 8/03/2021 04:22 PM  | Miller, Andrew |               | <a href="#">t1_txn_60415db4b8f26e76d9</a>      | visa                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | Transaction           | 6899         | -0.35          |
| 9/03/2021 04:22 PM  | Miller, Andrew |               | <a href="#">t1_txn_60415db4b8f26e76d9</a>      | visa                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | Transaction           | 6899         | -7.25          |
| 10/03/2021 04:01 PM | Walker, Karen  | Lee, Chris    | <a href="#">t1_txn_604158a25590fa90c3famex</a> | amex                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | Default District Bank | 6899         | 25.00          |
| 11/03/2021 04:01 PM | Walker, Karen  |               | <a href="#">t1_txn_604158a25590fa90c3famex</a> | amex                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | FEES                  | 6899         | 0.88           |
| 12/03/2021 04:01 PM | Walker, Karen  |               | <a href="#">t1_txn_604158a25590fa90c3famex</a> | amex                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | Transaction           | 6899         | -0.35          |
| 13/03/2021 04:01 PM | Walker, Karen  |               | <a href="#">t1_txn_604158a25590fa90c3famex</a> | amex                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | Transaction           | 6899         | -1.20          |
| 14/03/2021 04:00 PM | Walker, Karen  | Lee, Chris    | <a href="#">t1_txn_6041587ad0ae1b4080famex</a> | amex                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | Default District Bank | 6899         | 25.00          |
| 15/03/2021 04:00 PM | Walker, Karen  |               | <a href="#">t1_txn_6041587ad0ae1b4080famex</a> | amex                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | FEES                  | 6899         | 0.88           |
| 16/03/2021 04:00 PM | Walker, Karen  |               | <a href="#">t1_txn_6041587ad0ae1b4080famex</a> | amex                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | Transaction           | 6899         | -0.35          |
| 17/03/2021 04:00 PM | Walker, Karen  |               | <a href="#">t1_txn_6041587ad0ae1b4080famex</a> | amex                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | Transaction           | 6899         | -1.20          |
| 18/03/2021 03:59 PM | Walker, Karen  | Lee, Chris    | <a href="#">t1_txn_6041583383e69f12029</a>     | amex                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | Default District Bank | 6899         | 50.00          |
| 19/03/2021 03:59 PM | Walker, Karen  |               | <a href="#">t1_txn_6041583383e69f12029</a>     | amex                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | FEES                  | 6899         | 1.75           |
| 20/03/2021 03:59 PM | Walker, Karen  |               | <a href="#">t1_txn_6041583383e69f12029</a>     | amex                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | Transaction           | 6899         | -0.35          |
| 21/03/2021 03:59 PM | Walker, Karen  |               | <a href="#">t1_txn_6041583383e69f12029</a>     | amex                     | Card Present   | Processing     | COMPLETED          | 03/04/2021  |                 |              | Transaction           | 6899         | -2.41          |

## Previous Version

## Payments Reporter [.2435 - .2527]

[Payments Reporter \[.2347-.2431\]](#)

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