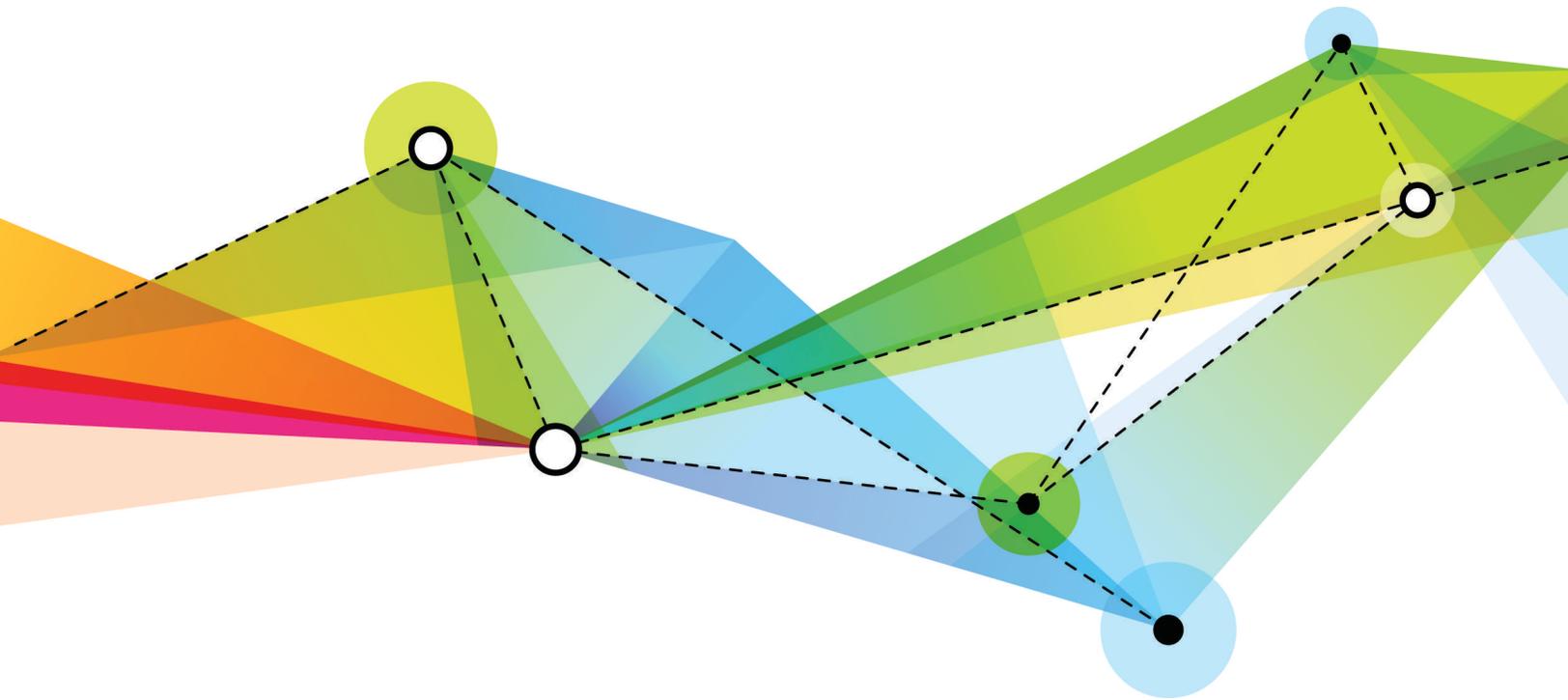




# Reconciliation Report

Quick Reference Guide



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Suite 801, 620 Bourke St, Melbourne, Vic 3000, Australia

[www.inomial.com](http://www.inomial.com) • +61 3 9663 3554 • [sales@inomial.com](mailto:sales@inomial.com) • [support@inomial.com](mailto:support@inomial.com)

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# Reconciliation report

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You can configure Smile to reconcile the payments it has recorded with your payment gateway(s). It will ensure that payments recorded in Smile and other payment handlers match. If errors or mis-matches are identified Smile will report a reconciliation failure, which can be investigated.

Not all gateways support reconciliation. Please contact Inomial for advice.

**Note:** The reconciliation report is designed for credit card reconciliation only. Other methods such as bank account direct debit are not yet supported.

## Reconciliation source configuration

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A reconciliation source is an external payment handler or gateway that is used to process payments.

Reconciliation sources are configured in **Reconciliation Sources** under **Accounts Receivable** in the main section of the Configuration and Tools page.

- Click **Add** to add a new source.
- Click **Configure** next to a source in the Reconciliation Source List to view its configuration.

The following screenshot shows an example configuration reconciliation source for the BPOINT (CBA) payment handler.

The screenshot displays the 'Reconciliation Source' configuration interface. At the top, there are two tabs: 'Configuration and Tools' (active) and 'Reconciliation Source List'. Below the tabs, the 'Name' field is set to 'BPOINT (CBA)'. The 'Grace Days' field is set to '3'. Under the 'Payment Type' section, there is a list of three payment types: 'Mastercard', 'Visa', and 'American Express', each with a blue 'Delete' link next to it. Below this list, there is a 'Payment Type' dropdown menu currently showing 'Not Set' and a blue 'Add' button. At the bottom of the configuration area, there are 'Save' and 'Delete' buttons.

**Figure 1: An example reconciliation source configuration page**

The BPOINT (CBA) source has three payment types - Mastercard, Visa and American Express. Grace Days is set to 3. Smile will not report a missing payment until 3 calendar days have elapsed from when the payment was lodged.

## Payment types

A payment type is an individual type of payment, for example Visa credit card or cash. Not all reconciliation sources accept all payment types.

Payment types are configured in **Payment Methods** under **Payment Processing** in the main section of the Configuration and Tools page.

The following screenshot shows the defined payment types which use the BPOINT (CBA) handler.

Payment Types

Configuration and Tools

Currency: AUD - Australian Dollars

Name	Handler	Attempt limit	Retry interval	
American Express	BPOINT (CBA)	3	24 hours	<a href="#">Edit</a>
Mastercard	BPOINT (CBA)	4	1 hour	<a href="#">Edit</a>
Visa	BPOINT (CBA)	4	24 hours	<a href="#">Edit</a>
Diner's Club	Manual	3	24 hours	<a href="#">Edit</a>
JCB	Manual	3	24 hours	<a href="#">Edit</a>

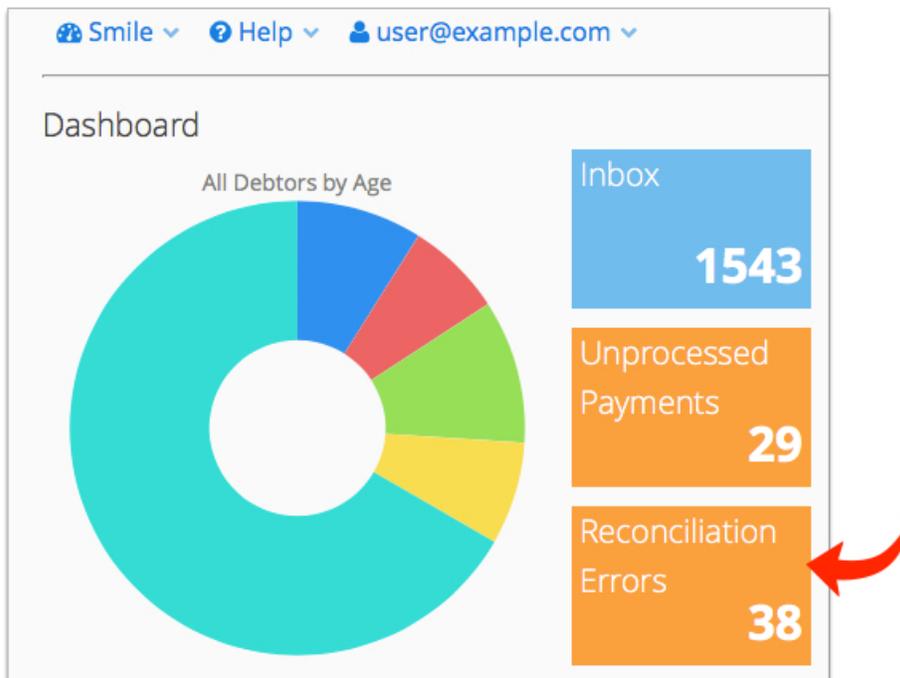
Hide deprecated

[Add...](#)

Figure 2: Payment types configured to use the BPOINT (CBA) handler

## Reconciliation failures

A warning will be displayed in the **Dashboard** when Smile has identified reconciliation errors. The number of errors reported will be displayed on the **Reconciliation Errors** tile.



**Figure 3: The Dashboard reporting 38 reconciliation failure**

The **Transaction Reconciliation Report** is accessed by clicking **Reconciliation Errors** tile on the **Dashboard**.

Transaction Reconciliation Report						
Reconciliation Source: <input type="text" value="Not Set"/>						
Payment Number	Smile Amount	Smile Entry Date	USN	External Transaction Amount	External Transaction Date	Reason
45085867	11.88	9/05/16	2142421375			Missing External Transaction <a href="#">Ignore View</a>
<input type="button" value="Ignore All"/>						

**Figure 4: An example of a transaction failure listed in the Transaction Reconciliation Report**

This report lists the reconciliation errors Smile has found. You can take the following actions against any errors listed:

- **View**—to see the associated Smile transaction.
- **Ignore**—to suppress a given exception from being displayed.



**Caution:** Once an entry has been ignored, its suppression cannot be reversed.

## Scheduled task

To update the reconciliation report we recommend that a scheduled task is configured in Smile. For example, a task can run each morning at 2.00am that will compare Smile to the reconciliation source and update the reconciliation report with any errors.

## Configuration testing

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We recommend you test your reconciliation configuration to ensure it functions as required.

**Note:** On request Inomial can configure Smile to ignore transactions for most gateways prior to a specified date. This can be particularly useful for testing.

This task explains how to test your reconciliation configuration and reporting.

**1.** Set the following configuration:

- Grace Days = 0
- Scheduled Task = disabled

This will force the reporting of errors (transactions not found) in the reconciliation source.

**2.** Set the following configuration:

- Grace Days = 3
- Scheduled Task = enabled, and run the task immediately.

The errors reported in the previous step should resolve.

**3.** Create a transaction in your reconciliation source portal.

As the transaction did not originate in Smile, Smile will report it as a missing transaction.

**4.** Contact Inomial to trigger a mismatch.

We will:

- make a payment in Smile
- wait for you to confirm it has been registered in the reconciliation source
- disable the scheduled task in Smile to block further communications
- alter the payment amount in Smile
- re-enable the scheduled task in Smile

Smile will then detect a mismatch of amounts with the reconciliation source.