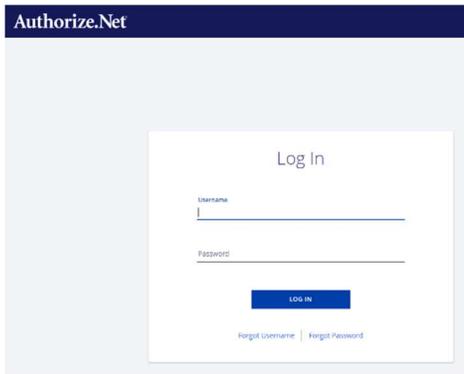
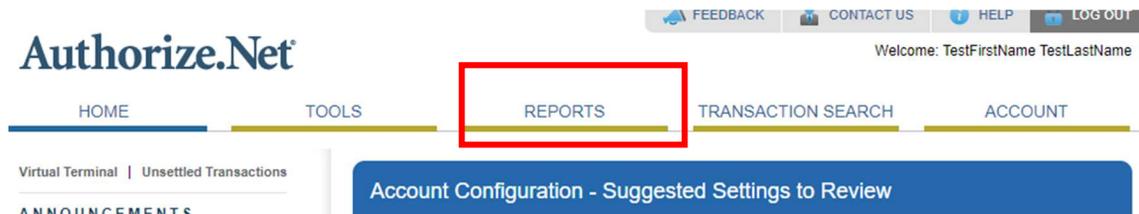


## Steps to Run Reports in Authorize.net

1. Login to [Authorize.net](#).



2. Select the **Reports** tab from the main navigation. Tip: You can also select **Reports** from the side menu.



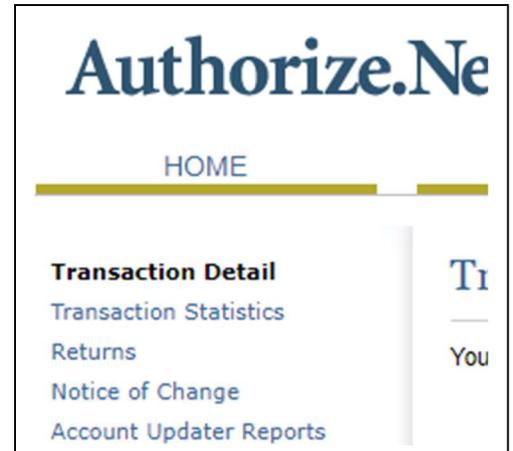
## Report Types

### Transaction Detail Reports

The Transaction Detail Report allows you to view transaction details for settled or declined transactions by settlement date.

#### Steps to view a transaction report by settlement batch date:

Step 1: Select the report type you want to view from the **Transaction Type** drop-down list.



Note that the transactions in the drop-down list show the market type in parentheses. Market types include eCommerce, Retail, or MOTO.

1. **Settled Transactions** – When selected, the report displays transactions submitted for settlement with a certain batch, including successfully settled, declined, voided, and errored transactions.
2. **Declined Transactions** - When selected, the report displays transactions in a certain batch that were declined or experienced an error during processing. This includes transactions that were declined due to Card Code or AVS mismatch. Successfully settled transactions do not appear in this report.

Step 2: Select the desired settlement batch date and time from the **Date** drop-down list.

Step 3: Select **Run Report**.

The [Transaction Details by Settlement Date Report](#) opens, listing transaction details for the selected settlement batch date and item type.

## Transaction Statistics Reports

The Transaction Statistics Report allows you to view statistical processing information by payment method for a given settlement batch or date range. The report summarizes the charges, refunds, declines, voids, chargebacks, returns and/or errors associated with the settlement batch(es) selected. Merchants that use a host-based processor, (for example, FDC Omaha) also see totals as reported by their host processor.

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### To view a Transaction Statistics report:

**Step 1:** Select the transaction type you would like to view from the **Transaction Type** drop-down list.

- **Settled Transactions** – When selected, the report displays transactions submitted for settlement with a certain batch, including successfully settled, declined, voided, and errored transactions.
- **Declined Transactions** - When selected, the report displays transactions in a certain batch that were declined or experienced an error during processing. This includes transactions that were declined due to Card Code or AVS mismatch. Successfully settled transactions do not appear in this report.

**Step 2:** Select a settlement batch date or date range from the **Start Date** and **End Date** drop-down list(s).

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**Note:** You can select any date range up to three months in length.

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**Step 3:** Click **Run Report**.

The [Transaction Statistics](#) report opens, listing transaction statistics by card type for the selected settlement batch.

This report provides statistics by card type as well as transaction status. Below are definitions for the statistics provided:

- **Transaction Volume Statistics**
  - **Charge Count:** The number of debits made to each type of credit card (Visa, American Express, etc.).
  - **Charge Amount:** The dollar amount charged to each type of credit card.
  - **Refund Count:** The number of refunds (credits) that were issued to each type of credit card.
  - **Refund Amount:** The dollar amount credited to each type of credit card.
  - **Total Count:** The total amount of transactions processed for each type of credit card.

- **Total Amount:** The total dollar amount of transactions processed for each type of credit card.
- **Net Amount:** The total amount of sales. Charge (Debit) transactions minus Refund (Credit) transactions for the day.
  
- **Additional Transaction Statistics**
  - **Decline Count:** The number of declined transactions that have occurred for each type of credit card.
  - **Approval %:** The percentage of transactions successfully approved for each type of credit card.
  - **Void Count:** The total number of voided transactions for each type of credit card.
  - **Void Amount:** The dollar amount for all voided transactions for each type of credit card.
  - **Error Count:** The number of errors that have occurred for each type of credit card. An error indicates that the transaction information was not successfully passed to the processor or that there was an error that occurred while the processor was trying to approve the card.
  
- **Charge Transaction Chargeback and Return Statistics**
  - **Count:** The number of chargebacks by payment method.
  - **Amount:** The total amount of chargebacks by payment method.
  - **Reversal Count:** The number of chargeback reversals by payment method.
  - **Reversal Amount:** The total amount of chargeback reversals by payment method.
  - **Correction Count:** The number of chargeback corrections by payment method.
  - **Correction Amount:** The total amount of chargeback corrections by payment method.
  - **Reversal Correction Count:** The number of corrections for chargeback reversals by payment method.
  - **Reversal Correction Amount:** The total amount of corrections for chargeback reversals by payment method.
  - **Returned Item Count:** The number of returned transactions by payment method.
  - **Returned Item Amount:** The total amount of returned transactions by payment method.
  
  - **NOTE:** These statistics pertain to chargebacks and returned items processed for your customer transactions. They are not associated with your merchant bank account.
  
- **Refund Transaction Chargeback & Return Statistics**
  - **Count:** The number of chargebacks by payment method.
  - **Amount:** The total amount of chargebacks by payment method.
  - **Reversal Count:** The number of chargeback reversals by payment method.

- **Reversal Amount:** The total amount of chargeback reversals by payment method.
- **Correction Count:** The number of chargeback corrections by payment method.
- **Correction Amount:** The total amount of chargeback corrections by payment method.
- **Reversal Correction Count:** The number of corrections for chargeback reversals by payment method.
- **Reversal Correction Amount:** The total amount of corrections for chargeback reversals by payment method.
- **Returned Item Count:** The number of returned transactions by payment method.
- **Returned Item Amount:** The total amount of returned transactions by payment method.
  
- **NOTE:** These statistics pertain to chargebacks and returned items processed for your customer transactions. They are not associated with your merchant bank account.
  
- **Miscellaneous Information** (Host Total Information will only appear for merchants using a host-based processor (for example, FDC Omaha)).
  - **Host Totals Information:** The Host Totals Information reports batch statistics as totaled by the host processor.
  - **Total Count:** The total number of charge and refund transactions by payment method.
  - **Net Deposit Amount:** The net deposit amount of the charge and refund transactions as reported by the host processor.

## Returns Reports

The Returns Reports page allows you to view and download returned transaction reports.

[Returns by Settlement Date](#)

[Returns by Batch Date](#)

[Returns by Transaction ID](#)

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### Returns by Settlement Date

The Returns by Settlement Date Report allows you to look up returned items and chargebacks that were settled on a certain date or within a date range.

#### To view a returned transaction report by settlement date:

**Step 1:** Click [Returns by Settlement Date](#). The report criteria appear at the bottom of the page.

**Step 2:** Select the item type you want to view from the **Item Type** drop-down list.

- **Settled Returns** – When selected, the report displays returns that have been included in a batch settlement and will be accounted for on your Settlement Statement.
- **Unsettled Returns** – When selected, the report displays returns that have yet to be included in a batch settlement and have not yet been accounted for on the Settlement Statement.

**Step 3:** Select a settlement batch date range from the **Start Date** and **End Date** drop-down lists. Be sure to enter the settlement date(s) of the returned items or chargebacks you are looking up, NOT around the dates of the original transactions.

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**Note:** You can select any date range up to three months in length. The date range option does not appear if searching by Unsettled Returns.

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**Step 4:** Click **Run Report**. The [Returns by Settlement Date Report](#) opens.

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### Returns by Batch Date

Use this report to look up all returned items and chargebacks received for original transactions in a certain batch or for all original transactions included in multiple batches within a date range.



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**To view a returned transaction report by batch date:**

**Step 1:** Click [Returns by Batch Date](#). The report criteria appear at the bottom of the page.

**Step 2:** Select a date range for the original batch(es) from the **Start Date** and **End Date** drop-down lists. Be sure to enter the start date and end date around the settlement date(s) of the original transactions for which you want to view returns or chargebacks, not the dates the actual returns or chargebacks were settled.

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**Note:** You can select any date range up to three months in length.

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**Step 3:** Enter any original transaction information, including First Name, Last Name, Customer ID, or Invoice Number to narrow the report results.

**Step 4:** Enter the original **Invoice Number** to further narrow the report results.

**Step 5:** Click Run Report. The [Returns by Batch Date Report](#) opens.

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### Returns by Transaction ID

This report lists all returned items and chargebacks associated with a specific transaction

**To view a returned transaction report by Transaction ID:**

**Step 1:** Click [Returns by Transaction ID](#). The report criteria appear at the bottom of the page.

**Step 2:** Enter the original Transaction ID for which you would like to view associated returns and chargebacks.

**Step 3:** Click **Run Report**. The [Returns by Transaction ID Report](#) opens.

### To Download Reports

Transaction history and search results can be downloaded via the Merchant Interface using the **Download to File** Option. When using **Download to File**, the output file contains all fields for the displayed transactions and not just the fields shown on the screen.

When searching for transaction history, keep in mind that using the full credit card number or bank account number as search criteria in Search only returns results for the past 120 days. However, when searching using a wildcard and the last 0-4 digits of the number (e.g., \*4355, \*355, \*55, \*5, \*) results are returned for the past two years.

Using any other combination, such as a partial number, or a wild card among the last four digits of the number (e.g., 1425345, 4\*355, 43\*55, 435\*) will return only results from the past 120 days.

It is recommended that you periodically download your transaction history to retain for your records. [Authorize.Net](#) keeps on file the current year and last two years' worth of data/information.

To use the **Download to File** option:

1. Log into the [Merchant Interface](#).
2. Click **Transaction Search** from the main toolbar.
3. Search by the data or date criteria needed.
4. Click **Search** at the bottom of the page.
5. On the results page click **Download to File**. The "Select Download File Type" window will open.
6. Select the download file type from the drop-down list.
  - a. The **Include Column Headings** checkbox is selected by default. If you would like to exclude column headings in the file download, click the checkbox to deselect this option.
7. Click **Submit** to download the file. A pop-up window appears indicating that the request for file download has been submitted. Do NOT close the window while the download file is being prepared. You can minimize the window to continue working while the download file is being prepared. Once the download file has been generated, the File Download dialogue box appears.
8. In the File Download dialogue box, click **Save** to save the download file to your local system.
9. The Save As dialogue box appears prompting you to select the location where the download file should be saved. Once you have selected the location, click **Save**.
10. Click **Close** to close the Download Complete dialogue box.

A downloaded file contains several lines of information. Each line of information is a series of fields that represents an individual transaction. Each field contains information about the transaction, for example, the transaction amount or the Transaction ID. Each field is separated by a delimiter, a special character that indicates the end of one field and the beginning of another. Formatting the line of information in this way helps your computer system separate information from the downloaded transaction file into individual transactions.

For security reasons, all sensitive information, such as credit card and bank account numbers are masked in download files, meaning that only eight (8) characters or digits in length are provided; the first four (4) are masked and the last four (4) are visible (e.g., XXXX9876), regardless of the actual full length. Expiration dates are fully masked (e.g., XXXX).