The Auditing Process

Tutorial 3.3
SHIFT4®, $$$ ON THE NET®, $$$ IN THE BANK®, FRAUD SENTRY®, and IT'S YOUR CARD® are products and Registered Trademarks of Shift4 Corporation. NetAPI™, NetAudit™, and NetCharge™ are products and Trademarks of Shift4 Corporation. All other Trademarks and Registered Trademarks are marks of the various companies and/or organizations. “Enterprise ePayment solutions” is a Service Mark of Shift4 Corporation.

The contents of the $$$ ON THE NET Audit Training Tutorial 3.1: Getting Started as a Standard User are proprietary information of Shift4 Corporation. All graphics are © copyrights of Shift4 Corporation.

$$$ ON THE NET Audit Training Tutorial 3.1: Getting Started as a Standard User Revision 20050418

Notice to Government End Users

If the $$$ ON THE NET product is acquired under the terms of a DoD contract: Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of 252.227-7013. Civilian agency contract: Use, reproduction or disclosure is subject to 52.227-19 (a) through (d) and restrictions set forth in the accompanying end user agreement. Unpublished-rights reserved under the copyright laws of the United States. Shift4 Corporation, 1491 Center Crossing Road, Las Vegas, Nevada 89144.
Contents

The Auditing Wizard ................................................................................................................................................. 4
Logging in to $$$ ON THE NET .......................................................................................................................... 4
The Auditing Wizard Page .................................................................................................................................. 6
Selecting a Merchant ............................................................................................................................................... 7
What is a Merchant? .............................................................................................................................................. 7
Single Merchant Selection ................................................................................................................................... 9
Multiple Merchant Selection ................................................................................................................................. 10
All Merchant Type Selection ................................................................................................................................. 11
Selected Merchants Displayed ............................................................................................................................... 12
Correcting Problems .............................................................................................................................................. 13
The Correct Problems Link ................................................................................................................................ 13
Viewing Problem Transactions ............................................................................................................................. 14
Resolving Transaction Problems .......................................................................................................................... 16
Online and Offline Entry ...................................................................................................................................... 18
Selecting a Business Date ................................................................................................................................... 19
The Select Business Date Link ............................................................................................................................... 19
Business Date ...................................................................................................................................................... 20
Viewing Transactions ........................................................................................................................................... 22
The View/Audit Transactions Link .......................................................................................................................... 22
Confirm Your Transactions ................................................................................................................................ 23
Printer-Friendly Reports ..................................................................................................................................... 24
Preparing and Submitting Batches ........................................................................................................................ 25
The Prepare & Submit Batch Link .......................................................................................................................... 25
Submitting a Batch ............................................................................................................................................... 26
Suspicious Card Activity .................................................................................................................................... 27
Batch Submitted ................................................................................................................................................... 28
Completing the Auditing Process .......................................................................................................................... 29
Logging Out and Exiting ...................................................................................................................................... 29
Auditing Process Overview ................................................................................................................................ 30
Summary ............................................................................................................................................................... 30
The Auditing Process
The Auditing Process

The Auditing Process Training Reference Guide is supplemental to the computer-based $$ON THE NET Audit Training Tutorial 3.3: The Auditing Process. For a comprehensive training experience, it is important that the training reference guide be used in conjunction with the tutorial.

The Auditing Process Training Reference Guide provides an introduction to the $$ON THE NET auditing process, including selecting a merchant, selecting a business date, and preparing and submitting a batch.

This tutorial assumes that you have completed the $$ON THE NET Audit Training Tutorials 3.1: Getting Started as a Standard User and 3.2: Viewing Current Transactions. If you have not already viewed these tutorials, you should do so at this time. The Auditing Process Training Reference Guide will reference material covered in the previous training modules.

Shift4 recommends completing The Auditing Process tutorial entirely prior to auditing transactions in $$ON THE NET for the first time.
The Auditing Wizard

Auditing is a main feature of the $$$ ON THE NET system and allows credit card transaction reconciliation prior to submittal to the bank, reducing both bank fees and extra reconciliation at the end of the month. $$$ ON THE NET provides an Auditing Wizard checklist to assist users when auditing with $$$ ON THE NET.

Logging in to $$$ ON THE NET

Access the Auditing Wizard checklist by logging in to the $$$ ON THE NET system and selecting a merchant.
Log in to the $$$ ON THE NET system by performing the following steps:

2. Enter the requested user account information.
3. Click Submit.
   
   If a mistake is made, click Reset and re-enter the information.

Remember, the Help menu on the toolbar is available from any page within the $$$ ON THE NET system and provides useful documentation regarding $$$ ON THE NET and Shift4 contact information.
The Auditing Process
The Auditing Wizard

The Auditing Wizard Page

The $$$ ON THE NET Auditing Wizard is a checklist of necessary tasks to complete when submitting a batch to a bank or financial institution. Links to the tasks and helpful hints are provided to ease the process and ensure that no step is forgotten. Click on each task’s link to perform that task. Once completed, a checkmark appears to the right of that task.

The Auditing Wizard can be reached at any time by clicking Account Home on the Home menu of the toolbar. Although the Auditing Wizard is the default home page, this configuration can be changed on the User Preferences page of the $$$ ON THE NET once the auditing process becomes more familiar.

Before beginning the auditing process with $$$ ON THE NET, it is important to close out the POS system. Different POS applications use different terminology for closing out, such as batch out, end-of-day process, and cycle day. Be sure to have all end-of-day totals from the POS available for reference.
Selecting a Merchant

What is a Merchant?

The $$$ ON THE NET system uses the term “merchant” to distinguish different and distinct revenue-generating centers within a single company or enterprise. Each merchant is an area of operation that uses credit cards as a method of payment for goods, services, or merchandise.

While each merchant provides revenue for the larger company, the way the funds are deposited into the merchant bank account is based solely on the arrangements made by the financial institution. It is possible to separate each merchant profit center into a different bank account with each at a different bank, or into a single bank account at the same bank. This flexibility exists to minimize transaction costs and to make cost and revenue accounting, as well as end-of-month bank statement reconciliation, that much easier.
The Select Merchant page allows the selection of merchants whose transactions will be viewed, audited, edited, and reconciled. After logging in to the $$$ ON THE NET system, the Select Merchant page will automatically be displayed.

Return to the Select Merchant page at any time by going to the Home menu on the toolbar and clicking the Select Merchant option or clicking on the Select Merchant direct link on the Auditing Wizard page.
Single Merchant Selection

A merchant must be selected in order to use most auditing functions. The $$S$$ ON THE NET system allows the selection of one merchant, several merchants from various merchant types, all merchants of a merchant classification, or all merchants of multiple merchant classifications.

By default, the system only allows for selecting a single merchant. To enable multiple merchant selection, go to the Tools menu on the toolbar and select User Preferences, then select the Multi-MID selection option under Other Options on the User Preferences page.

The graphic above shows an example of the multiple merchant selection capability enabled. To select a single merchant, simply click on the name of that merchant to continue.
Multiple Merchant Selection

To select various merchants from multiple merchant types, click the checkboxes located to the left of each desired merchant.
All Merchant Type Selection

To select all of the merchants from a single merchant type, click the checkbox to the left of the merchant classification header. If only one merchant is located under a merchant classification heading, that merchant must be selected individually. Click on each of the checkboxes next to the header for each merchant type to select all merchants.

Once all required merchants have been selected, click Submit to continue. If a mistake is made, click Reset and re-select the desired merchants. Return to the Select Merchant page at any time by going to the Home menu on the toolbar and clicking Select Merchant.
Selected Merchants Displayed

After selecting the merchants to be audited, the system will automatically display the $$$ ON THE NET Auditing Wizard on the Home page. The merchants selected will be displayed below the toolbar and the Select Merchant checkbox on the Auditing Checklist will be checked as complete.
Correcting Problems

The Correct Problems Link

From the $$ON THE NET Auditing Wizard on the Home page, click the Correct Problems direct link under the Auditing Checklist or select View Transactions from the Current menu on the toolbar. The View Transactions page will open.
Viewing Problem Transactions

All current transactions, or live data, for the selected merchants are displayed on the View Transactions page.

Transactions denoted by green rectangles are ready for settlement and do not need additional attention.

Problem transactions are denoted by red rectangles and red Tran types with asterisks. Click on the invoice number of the problem transaction to see the detailed view of that transaction and make any necessary edits.

The number of problem transactions for each merchant is listed in red below the merchant’s totals box. The total number of problem transactions for all selected merchants is listed below the grand total box.

Transactions denoted by a green rectangle ( ) to the left of the invoice number are ready for settlement and do not need additional attention.

Problem transactions are denoted by a red rectangle ( ) to the left of the invoice number and red Tran types with asterisks. Click on the invoice number of the problem transaction to see the detailed view of that transaction and make any necessary edits.

The number of problem transactions for each merchant is listed in red below the totals box for that merchant and the total number of problem transactions for all selected merchants is listed below the grand total box.
If the $$$ ON THE NET system detects problematic or under-authorized transactions for the selected merchants, the Batch Authorization button will be present at the bottom of the View Transactions page, located below the Grand Total box. The button only shows up if transactions need to be resubmitted to the bank for authorization. Simply click Batch Authorization to attempt additional authorization for all problem transactions. The button will continue to appear until all problem transactions are resolved by either voiding the transaction or obtaining additional authorization.

**NOTE** Shift4 does not recommend clicking Batch Authorization more than once per day or once per audited batch, as each reauthorization attempt of a transaction results in authorization fees from the bank.
Resolving Transaction Problems

Click on the invoice number of the problem transaction to see the detailed view of that transaction and make any necessary edits. If a problem exists within the transaction, the reason for the problem and a brief explanation will be displayed in red within the detailed transaction view.

This example shows a transaction with insufficient authorization. Other common transaction problems are:

- Unauthorized transaction
- Declined transaction
- Invalid Card Number or Expiration Date Error
- Expired Authorization
- Voice Referral
The Auditing Process
Correcting Problems

Transaction Business Date
The $$$ ON THE NET system calculates a business date for each transaction based on the transaction date and the business day ending time. This business date is then used for auditing purposes to balance financial transactions against the accounting books or the information sent by the POS.

Change the current business date of the transaction by performing these steps:
1. Click to open the Change Business Date form.
2. Enter a new date in MM/DD/YYYY format in the Business Date field.
3. Click Apply to save the new date.
   - Click Cancel to close the form without saving.

Auditing Buttons
There are five modification buttons for editing a transaction in the top and bottom right-hand corners of the detailed transaction view.

- **Cancel** – Returns to the View Transactions screen without changing transaction information.
- **Clone** – Produces an exact copy of the transaction by using the Online Entry form. Shift4 recommends exercising extreme caution when using this feature. A new transaction amount can be entered once the transaction is cloned. Using the Clone feature reduces the chance of keying errors when issuing credits and adjustments, or when changing voids into sales. Cloning is an advanced auditing tool and is addressed in detail in the “Advanced Auditing Features” tutorial.
- **Delete/Void** – Removes any errant transactions that should be excluded from the current batch. It is important to note that transaction information is never completely removed from the batch, only hidden from view and kept apart from bank settlements. “Deleted” transactions can be viewed by selecting Voids in View Options. All transaction information is maintained by the $$$ ON THE NET service to provide a full audit trail and accountability for all transactions.
- **Online Edit and Offline Edit** – Are used to manually edit and enter transactions in the Online Edit and Offline Edit modes.
Online and Offline Entry

Online Entry and Offline Entry are used to enter transactions manually or make adjustments to current transactions. Transactions edited in Online Edit mode will automatically obtain any additional authorization required. To obtain additional authorizations for transactions edited with the Offline Edit mode, run a batch authorization or key in the voice approval code during Offline Edit.

Online and Offline Entry are advanced auditing tools and are addressed in detail in the “Advanced Auditing Features” tutorial.

NOTE Some detail information of a transaction cannot be edited once the transaction has been authorized.
Selecting a Business Date

The Select Business Date Link

A business date must be selected for the Batch Submittal button to display on the View Transactions page.

Access the Business Date page by selecting **Business Date** from the **Current menu** on the toolbar, or choosing the **Select Business Date** direct link from the Auditing Wizard on the Home page.
Business Date

The Business Date page offers three options for determining the scope of the batch. Select the batch scope from the following options:

- **All transactions through the selected date** – Ensures no sale transactions will be overlooked for submittal. This is the default option and is strongly recommended by Shift4.

- **Only transactions for the selected date** – should be used only when multiple days are available for submittal and not all dates are ready. Using this option allows for individual dates to be submitted without interfering with transactions from other days.

- **All transactions regardless of date** – Submits both past, present, and future transactions, regardless of the date selected. Shift4 does not recommend this option.
The Auditing Process
Selecting a Business Date

The Business Date page also shows a calendar with the current day highlighted in blue and an embossed box around the previous day. Select the Business Date by performing these steps:

1. Select up to three months previous or three days in advance by using the single arrows at the top of the box for month selection and the double arrows for year selection.
   
   Click the Arrows once to move back or forward one month or year at a time, or hold down the arrows to select from a list of available dates.
   
   Click Today to return to today’s date.

2. Click Apply once all settings have been selected.
   
   The system will access the View Transactions page, where a Batch Submittal button should be displayed.
   
   Click Cancel to exit the Business Date page without selecting a business date.
The Auditing Process
Viewing Transactions

Once a business date has been selected, transactions must be reviewed to ensure no problems exist before the batch can be submitted to the bank.

The View/Audit Transactions Link

Access the View Transactions page by clicking the View/Audit Transactions direct link from the Auditing Wizard on the Home page or by going to the Current menu on the toolbar and selecting View Transactions.
Confirm Your Transactions

Once the Business Date has been selected, a green box will appear along the top of the View Transactions page with the selected business date options displayed.

After all problem transactions have been corrected, all transactions have the correct authorization, and a business date has been selected for the batch, the $$$ ON THE NET system will detect the batch is ready to be submitted. The Close Batch button will appear below the Grand Total box. If the Close Batch button does not appear, verify that all steps in the Auditing Checklist have been completed.

Take a moment to review the transactions intended for submittal. Verify that there are no duplicate transactions in the batch and that the end-of-day totals for the transactions to be settled are correct by comparing them to the POS totals. When all transactions are accurate, the batch is ready for submittal.
Printer-Friendly Reports

It is not a requirement to print a batch report from $$$ ON THE NET for hard copy records, because $$$ ON THE NET allows reports to be viewed online at any time. However, if a hardcopy printout of a batch report is needed, $$$ ON THE NET offers several reports from which to choose. Print a report by performing these steps:

1. Click the **Printer Friendly** link in the upper right corner of the View Transactions page. A list of report types will open.
2. Select the report type desired.
   
   The report will open in Adobe Acrobat PDF Reader for direct printing.
   
   Please note that if a pop-up blocker is enabled in your Web browser, it may prevent the new PDF window from opening.
3. Click **Print** on the Adobe Acrobat toolbar menu to print the report.
Preparing and Submitting Batches

The Prepare & Submit Batch Link

Once all transactions have been verified as accurate and all problems eliminated, you should be on the View Transactions page with the Close Batch button available. The batch is now prepared and is ready for submittal to the bank.

If you are not on the View Transactions page at this point, access the page by clicking the **Prepare & Submit Batch** direct link from the Auditing Wizard on the Home page or by going to the **Current menu** on the toolbar and selecting **View Transactions**.
Submitting a Batch

Submitting a batch is the process of grouping transactions for financial settlement to the Merchant Service Provider. Under most situations, one batch for each merchant will be submitted per day. However, the transactions should be batched to match the POS total figures for auditing purposes.

After all transactions have been accurately audited, the total figures match the POS total figures, and a business date has been selected, the batch is ready to be submitted to the bank.

Click Close Batch to submit the batch for settlement.

If the Close Batch button does not appear on the bottom of the View Transactions page, either the business date has not been selected or problem transactions are included in the batch.

$$ ON THE NET does not allow problem transactions to be settled. Correct the problem transactions or select the Non-problems only option on the Viewing Options page.
Suspicious Card Activity

Depending on the Account Administrator’s configurations, the Credit and Usage Verification page will open. If any unverified credits are detected, this page will show them.

Suspect card activity is determined by the Fraud Sentry settings, which can be accessed only by the Account Administrator. The constraints can be set to cover a variety of incidences, including unverified credits or excessive card usage for various periods of time or for clerks and merchants.

It is recommended that no more than two or three constraints be set, as it can make the batch settlement process time-consuming.

Review the Suspicious Card Activity page carefully and correct any information. Click Cancel to return to the View Transactions page and make any necessary changes. If all the information is correct, enter your password in the Password field, if prompted, and click Close Batch.
Batch Submitted

Once the batch has been submitted, the $$ON THE NET$$ system will redirect to the View Transactions page. All transactions in the batch will have been moved to the Archived Transactions section and no transactions should be displayed.

Repeat the auditing process for other batches, business dates, or merchants requiring settlement.
Completing the Auditing Process

Logging Out and Exiting

Logging out of the $$$ ON THE NET system is an important step in overall system and application security. The importance of logging out when exiting the $$$ ON THE NET system cannot be emphasized enough.

Go to the Home menu and select Logout to log out of the $$$ ON THE NET system and return to the User Login page. From this page, it is secure to log back in when ready or navigate away from the $$$ ON THE NET system.
The Auditing Process
Completing the Auditing Process

Auditing Process Overview

Although different merchants have different requirements, there are ten basic steps in a generic auditing process.

1. Close out the POS system and have all end-of-day totals available for reference.
2. Log in to the $$$ ON THE NET system.
3. Select the merchants to be audited.
4. If problem transactions exist, select those transactions and resolve all problems possible. Delete any errant transactions that should be excluded from the settlement batch.
5. After resolving and editing all problem transactions, run a Batch Authorization to ensure that all transactions have the appropriate amount of authorization required. The Batch Authorization button will not appear if there are no problem transactions.
6. Select the business date for the batch.
7. Confirm that the totals for each merchant selected match the POS totals.
8. If needed, print and/or save a report of the transactions.
9. Go to the View Transactions page and click Close Batch to submit the batch for settlement.
10. Log out of the $$$ ON THE NET system.

Summary

The $$$ ON THE NET Audit Training Tutorial 3.3: The Auditing Process is complete. The Auditing Process computer-based tutorial and training reference guide addressed the entire auditing process in $$$ ON THE NET, including selecting a merchant, selecting a business date, correcting problem transactions, and preparing and submitting a batch.