

User Guide

Global Payments

Gift+Rewards

Chockview Reporting Portal

Guide for the Gift+Rewards Chockview Portal

Overview

Global Payments Gift+Rewards provides you with easy-to-use tools to help you keep tabs on your program. Through the Gift+Rewards Portal, access the following reports:

- Daily Reports – for daily, store-level audits of all orders and terminals as well as real-time transaction information
- Settlement – for reconciling company—and specific stores’—settlement amounts
- Sales Summary – for a summary and details of a particular store’s orders
- Corporate Settlement: Used for tracking activity across a multi-location chain. (available upon request).
- **Terminal EOD – for store-specific end-of-day audits**

Additional Gift+Rewards reports are available to store owners, including:

- CSR Activity – for reports on Customer Service Representative (CSR) activity
- Account Activity – for details of a specific card or alias, including balance and all transactions
- Account Search – for locating particular accounts (cards)
- Order Detail – for a detailed report of all data associated with an order ID

- Customer Activity – for details on a particular customer’s card-related actions – *coming soon

Logging In:

Go to the Chockview URL: <https://canada.chockworks.com/>

Enter Username and Password

globalpayments

You are now logged out
Please enter Username/Password

Username

Password

Sign on

Forgot Password? click here

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General Navigation

In any given report you must enter the Store ID. The store ID is the Merchant MID with *FIVE* 0’s in front of it. Example: 00000+MID

Store:

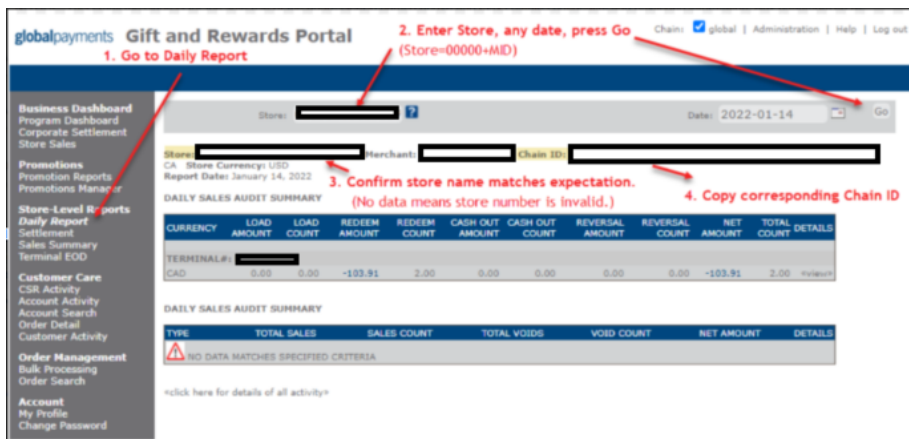
This report is a daily audit report of all transactions from a store detailed at the terminal and payment type |

Most reports allow you to download comma separated (CSV) files by clicking [<download .CSV file>](#) on the results screens, to import your data into applications such as MS Excel.

Locating your Chain ID:

The following steps will allow a Merchant to locate their Chain ID:

1. go to Daily Report
2. Enter Store: *five O' + MID* & Click 'Go'
3. Confirm Store Name is correct
4. Copy Corresponding Chain ID



In any given report, click **view** in the report's "Detail" column for further information, such as the following:

TRANSACTION DATE ↓	LOADED	REDEEMED	CASH OUT	NET ADJUSTMENTS	NET AMOUNT
02/21/18	0.00	0.00	0.00	2,296.88	2,296.88
02/23/18	1.00	0.00	0.00	0.00	1.00
03/07/18	0.00	-100.00	0.00	0.00	-100.00

Sort data results by clicking on any column header in blue (e.g. **LOADED**).

Daily Reports

"Daily Reports" provides a daily, store-level audit of all orders and terminal activity and includes up-to-the-minute transaction information. "Daily Reports" can be used to reconcile gift card activity with POS and financial reports. To run a Daily Report, follow these steps:

DAILY SALES AUDIT SUMMARY

CURRENCY	LOAD AMOUNT	LOAD COUNT	REDEEM AMOUNT	REDEEM COUNT	CASH OUT AMOUNT	CASH OUT COUNT	REVERSAL AMOUNT	REVERSAL COUNT	NET AMOUNT	TOTAL COUNT	DETAILS
TERMINAL#: 1											
CAD	0.00	0.00	-30.00	1.00	0.00	0.00	0.00	0.00	-30.00	1.00	<view>

DAILY SALES AUDIT SUMMARY

TYPE	TOTAL SALES	SALES COUNT	TOTAL VOIDS	VOID COUNT	NET AMOUNT	DETAILS
TERMINAL#: 1						
STOREVALUE	30.00	1	0.00	0	30.00	<view>
STORE TOTAL	30.00	1	0.00	0	30.00	<view>

1. Click on the "Daily Reports" link under Store-Level Reports
2. Once the Daily Reports screen opens, enter the store number in the Store field.
3. Select a date for your Daily Report.
4. Click "Go" to generate report results.

Settlement Reports

Your settlement reports provide store-level settlement data, which can be used to reconcile corporate and specific stores' settlement amounts.

SETTLEMENT SUMMARY

Store: TEST XENIAL G&R ALL CARDS, Merchant: 9990077971655704, Chain ID: 9990077971655704, 3381 Steeles Ave E Suite 200, Toronto ON M2H3S7 CA Store Currency: CAD Selected Date Range: March 14, 2018 - March 20, 2018

CURRENCY	LOADED	REDEEMED	CASH OUT	NET ADJUSTMENTS	NET AMOUNT	DETAIL
CAD	5.00	0.00	0.00	0.00	5.00	<view>

To run a Settlement report, follow these steps:

1. Click the "Settlement" link under Store-Level Reports.
2. Once the Settlement screen opens, enter the store number in the Store field, or enter "all" for all stores. (You may also search by other available search criteria.)

Store number is the merchant MID with *five O's* in front of it
00000+MID

3. Select a time period or date-range for your Settlement report.
4. Click "Go" to generate report results.

Corporate Settlement:

1. Used for tracking activity across a multi-location chain. This report is available upon request for Enterprise merchants. Please contact the CCC to have access changed from a CSR User to a Corporate User.

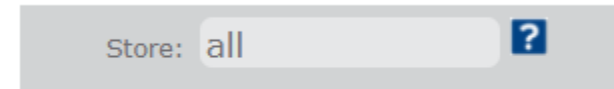
2. Contact your Global Payments Account manager or the CCC to grant you access to the Corporate Settlement Report. NOTE: you will only require this report if you have more than one location using G&R.
3. The Gift Chain Settlement [Guide](#) will support you in managing Gift Chain Settlement.

Sales Summary Reports

Get a quick, multi-level overview of all orders in a store by running a Sales Summary report.

To run a Sales Summary report, follow these steps:

1. Click the "Sales Summary" link under Store-Level Reports.
2. Once the Sales Summary screen opens, enter the store number in the Store field, or type in "all" for all stores. (You may also search by other available search criteria.)



Store: all ?

3. Select currency for which you would like details.

NOTE:

CAD will show transactions using Canadian Dollars. For loyalty "points" activity, select Points.

4. Select a time period or date-range for your Sales Summary report.



The sales summary report shows multiple levels of detail of all orders in a store.

5. Click "Go" to generate Sales Summary Report

End-of-Day (EOD) Reports

Quickly obtain a summary of any store's activity, or run a detailed EOD report for an order-by-order breakdown of activity.

To run a Terminal EOD report, follow these steps:

1. Click the "Terminal EOD" link under Store-Level Reports.
2. Once the EOD screen opens, enter the store number in the Store field, or enter "all" for all stores. (You may also search by other available search criteria.)
3. Select a date for your Terminal EOD report.
4. Under Detail, select summary or detailed.
5. Click "Go" to generate Terminal EOD report results.



Customer Care Reports Section

The Customer Care Reports are available for store-owners. If Customer Care reports do not appear in your Global Payments Gift Reports menu, you have not been granted rights to review these reports. Contact Global Payments CCC to grant you this access.

ACCOUNT SUMMARY: 502246000000000006 - ACTIVE CARD
MERCHANT: 9990077971655704 CHAIN ID: 9990077971655704

REGISTRATION INFORMATION				
Card Type/Inst. Available	Activated: Jan 24, 2018	Last Used: Feb 12, 2018		
CARD BALANCE		AVAILABLE	EXP/ISSD	LIFE-TIME
POINTS		5	0	30
CAD		475.50	0.00	502.31

ACCOUNT ACTIVITY

Selected Date Range: January 1, 2018 - March 20, 2018
Single Page Result: (Rows 1 thru 20)

DATE	STATUS	TYPE	CSR	NOTES	STORE	CURRENCY	AMOUNT	BALANCE
01/23/18	DECLINED	STANDALONE NOTE	CSR_BETSY		- ONLINE -	NONE	0	0
01/22/18	DECLINED	STANDALONE NOTE	CSR_BETSY		- ONLINE -	NONE	0	0
01/24/18	APPROVED	REPLENISH			0000077971655704	CAD	1.00	1.00
01/24/18	DECLINED	REPLENISH			0000077971655704	CAD	0.00	1.00
01/24/18	APPROVED	REPLENISH			0000077971655704	CAD	499.00	500.00
01/24/18	APPROVED	REFORM			0000077971655704	CAD	-25.00	475.00

CSR Activity

NOTE:

The CSR activity report is only applicable to merchants with multiple Chockview users.

This report shows activity completed inside Chockview by a Chockview User.

To run a CSR Activity report, follow these steps:

1. Click the "CSR Activity" link under Customer Care.
2. Once the CSR Activity screen opens, enter the CSR's name in the Last Name or CSR Username fields.

3. Select a time period or date-range for your CSR Activity report.
4. Click "Go" to generate CSR Activity report results.

Account Activity

An account can be either a card number or a registered phone number/alias. Your Account Activity report provides an account's details, including balances and a list of all transactions.

To run an Account Activity report, follow these steps:

1. Click the "Account Activity" link under Customer Care.
2. Once the Account Activity screen opens, enter an account number in the Account Number field.
3. Select a time period or date-range for your Account Activity report.
4. Click "Go" to generate Account Activity report results.

Account Search

Your Account Search report allows you to locate a particular account by the full number or last 4 digits.

This allows searching for all stored value accounts with partial account numbers.

To run an Account Search report, follow these steps:

1. Click the “Account Search” link under Customer Care
2. Once the Account Search screen opens, enter an account number (card number or registered phone number/alias) in the Account Number field, or search by entering the last 4 digits in the Last 4 Digits field.
3. Click “Go” to generate Account Search report results.

Order Detail

Your Order Detail report provides detailed data for any particular order.

To run an Order Detail report, follow these steps:

1. Click the “Order Detail” link under Customer Care.
2. Once the Order Detail screen opens, enter an Order Number in the Order Number field.
3. The Order Number is located on the Terminal Receipt

4. Click “Go” to generate Order Detail report results.

Customer Activity – coming soon

Your Customer Activity report provides you with any of your customer’s card-related activities.

To run a Customer Activity report, follow these steps:

1. Click the “Customer Activity” link under Customer Care.
2. Once the Account Activity screen opens, search for your customer by last name, email address, or phone number.
3. Select a time period or date-range for your Customer Activity report.
4. Click “Go” to generate Customer Activity report results.

Need Assistance?

Contact Global Payments at 1-800-263-2970 for assistance with:

- Reporting Questions
- Terminal download and installation
- Program training
- General program inquiries