



The following provides an overview of Electronic Payment Server (EPS) reports:

Reporting is changing with Shell Vantage™. Shell Vantage reports generated from the Electronic Payment Server (EPS) focus on Shell Network transactions for Primary Payment and Loyalty cards. The reports can be broken down into those that:

- Print Automatically at Shift and EOD (End of Day) close and are not configurable
- Are Configurable to print automatically at Shift and EOD close
- Are Printed Manually as needed and are not configurable

The configurable reports can be set to print with the Shift close, EOD close, or neither (only available at the POS Manager Workstation). The default, at implementation, is for these reports to print automatically with Shift and EOD close. The site operator may re-configure these reports to not print automatically if desired.

Also included is the Unpaid Transactions report, which is a POS report, not an EPS report. However, we felt it should be included.

Refer to the Shell Vantage™ EPS Reports User Guide (accessible in training) for examples of reports and more details, including usage scenarios and troubleshooting.

Network Settlement

There is one Network Settlement report. This report will be generated in three settlements: shift, EOD (End of Day) and network cutover. Shift and EOD reports are generated after a shift and EOD close. EOD close should be performed as close to midnight as possible. Network cutover report is generated after the Shell network cutover from 1:30 -2:00 a.m.

This report shows totals of Shell network payment card transactions at each shift close and totals for all shifts at EOD close (even if a shift close is not performed).

This report will indicate one of three possible statuses:

- In Balance
- Out of Balance
- Offline Settlement

Report Status	Description
Network Settlement – Status: In Balance	The status In Balance indicates that the site totals match the Shell network payment host totals.
Network Settlement – Status: Out of Balance	The status Out of Balance indicates that the site totals do not match the Shell network payment host totals.
Network Settlement – Status: Offline Settlement	The status Offline Settlement indicates that the EPS is offline to the Shell network payment host. Therefore, totals will carry over to the next batch. <i>Note: This status cannot apply to network close.</i>

The following provides an overview of Electronic Payment Server (EPS) reports (cont.):

Payment

There are six types of Payment reports:

The reports with an asterisk (*) are available in Secured and Unsecured versions. In the secured version, both card number and expiration date are unmasked (all digits are shown). In the unsecured version, both card number and expiration date are masked (only the last 4 digits of the card are shown and expiration date is hidden).

Report Title	*Description
Gift Card Activation	Shows a summary of all successful Shell and Fuel Rewards® Gift Card Mall gift card activations at the site. It shows each activation as well as the total number of gift cards activated with total dollar amount.
Sales Not Captured*	Includes any transactions that were not received by the Shell Payment Host. Sites must submit the secured report to the Sales Not Captured Helpdesk to be processed.
Stored Sales Declined*	Includes any completed transactions that were declined by the Shell Payment Host (e.g., due to edit error, Payment Store-and-Forward, etc.). Sites must submit the secured report to the Sales Not Captured Helpdesk to be processed.
Uncompleted Pre-Authorization*	Contains any Shell network payment card transactions that were pre-authorized but not completed prior to EOD close, and the completion should occur on next business day.
Detailed Transaction*	Contains detailed information about every Shell network payment transaction (approved and declined) and is created during shift and day close. Reports are stored in the EPS for 30 days. The report can be viewed or printed on-demand by business day from the POS Manager Workstation.
Snapshot	This is a view of actual data at the point in time it is printed and shows all Shell network transactions since the last batch close (shift or day).

Loyalty

There are four types of Loyalty Reports:

Report Title	*Description
Loyalty Discount Summary	This is a roll up view of the Loyalty Detailed Transaction Report. It includes total loyalty volume and total loyalty discount. At the end of the report is a summary by DDC only. Shell Vantage sites will see DDC series 200 (Shell Precise), 600 (Direct Grocer), and 888 (Fuel Rewards®).
Loyalty Detailed Transaction	Contains loyalty transaction data for all Shell Loyalty programs and serves as the transaction detail behind the Loyalty Discount Summary, the Loyalty Usage and the Fuel Rewards® Loyalty Usage reports. It includes all transactions where a loyalty card/ID (loyalty token) was presented whether a discount was awarded or not.
Loyalty Usage	This is a summary view of loyalty program activity. It is grouped by loyalty program/DDC. Within each loyalty program, there is a breakdown of total rollback and postpay discounts, and percent of sales using loyalty. The total of all loyalty programs is shown at the end of report. It also includes the percentage of non-loyalty activity.
Fuel Rewards® Loyalty Usage	This is a summary view of Fuel Rewards program activity. There is a breakdown of total rollback and postpay discounts, and percent of sales using loyalty.

The following provides an overview of Electronic Payment Server (EPS) reports (cont.):

Other Reports

Report Title	*Description
Unpaid Transactions	<p>This POS report contains any approved pre-authorization requests for Shell network payment card transactions that received a decline on the completion after the customer completed fueling. This occurs when POS is offline to EPS or POS never received a response for the completion from EPS.</p> <p>This applies to any transactions for which the completions have not been sent prior to EOD close. This report also includes unpaid loyalty transactions for Shell network payment card and cash transactions using loyalty, for which the loyalty portion of the transaction failed or did not complete successfully.</p>

A view of the reports and the configurability options available with Shell Vantage™:

By default, configurable reports are set to print automatically. It is recommended that these settings are not changed.

Shell Vantage™ Report Name	Prints Automatically w/Shift Close	Prints Automatically w/EOD Close	Legend
Network Settlement Reports			<p>C Configurable at POS Manager Workstation to print automatically or not</p> <p>N Does not print automatically and is not configurable – Can be printed via Shell Network Reports – see EPS Menu Structure module</p> <p>Y Prints automatically and is not configurable</p> <p>(1) and (2) Represent two different views of the report</p> <p>* Secured versions of reports do not print automatically</p> <p>** Use only when directed to do so by POS Helpdesk</p>
Network Settlement (Statuses: In Balance or Out of Balance) +	C	C	
Network Settlement (Status: Offline Settlement [If site is offline to Payment Host]) +	C	C	
Payment Reports			
Gift Card Activation +	C	C	
Sales Not Captured * (Secured (1) or Unsecured(2))	Y	Y	
Stored Sales Declined * (Secured (1) or Unsecured(2))	Y	Y	
Uncompleted Pre-Auth * (Secured (1) or Unsecured(2))	N	Y	
Detailed Transaction (Secured (1) or Unsecured(2))	N	N	
Snapshot	N	N	
Loyalty Reports			
Loyalty Summary +	C	C	
Loyalty Detailed Transaction	N	N	
Loyalty Usage	N	N	
Loyalty FRN Usage +	C	C	
Other Reports			
Unpaid Transactions **	N	C	
Single Transaction Dump **	N	N	
Entire File Dump **	N	N	

Note:

+ Configured via EPS Functions – see Report Setup module

++ Configured via Period Maintenance – see Report Setup module