

redPAY Reports

Your child care software has numerous reports that you can download to monitor and keep track of the payments that have been made through the redPAY payment gateway and the bank deposits

This tip sheet will walk you through:

- [Declined redPAY Transactions report](#)
- [redPAY Direct Debit Status Report](#)
- [redPAY Bank Deposit Report](#)
- [redPAY BPay Payments Cards](#)
- [Payments Received via redPAY](#)

Summary

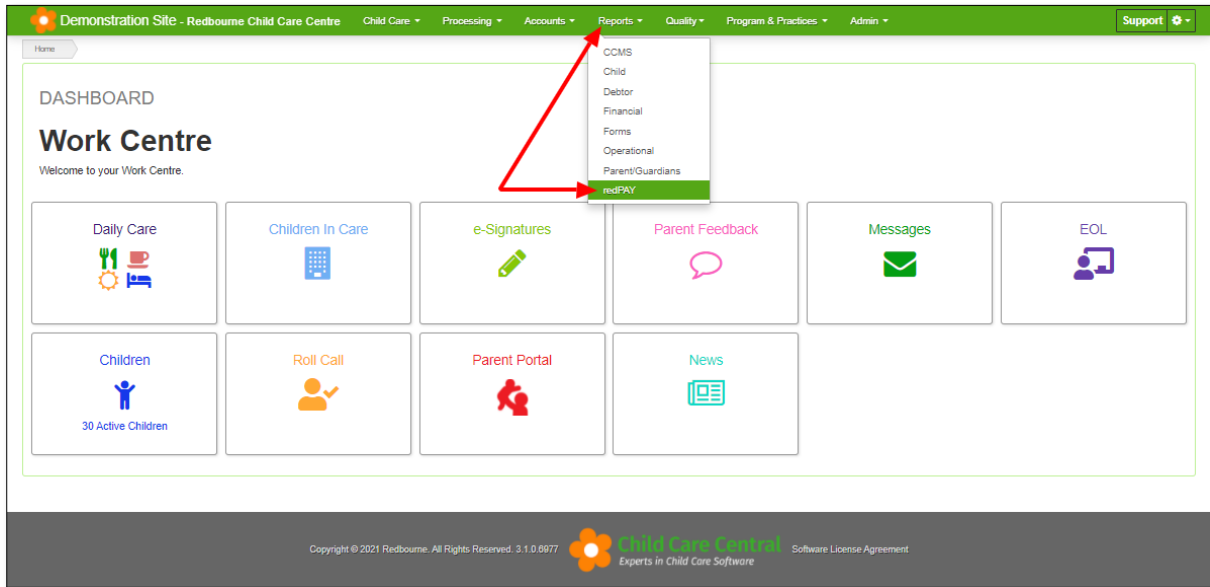
To [access](#) the reports

1. Click on the Reports Menu
2. Select redPAY
3. Select Report
4. Select Report Parameters
5. Download

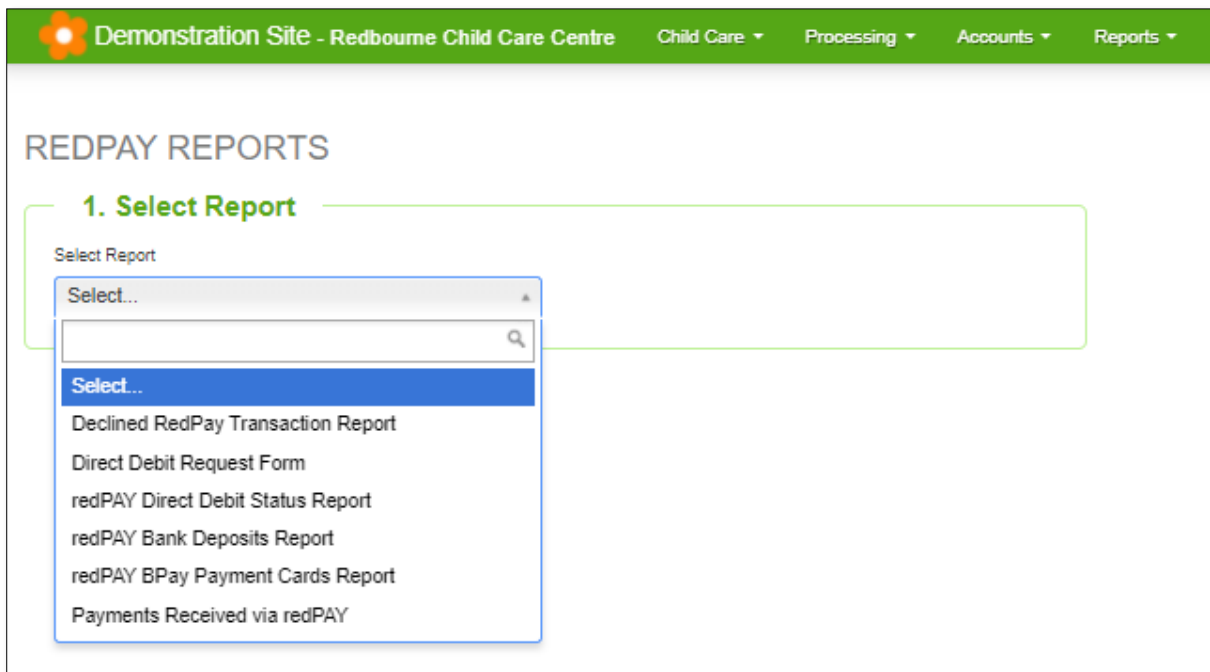
Detailed

Accessing redPAY Reports

To access redPAY reports select the **Reports** menu and click onto redPAY



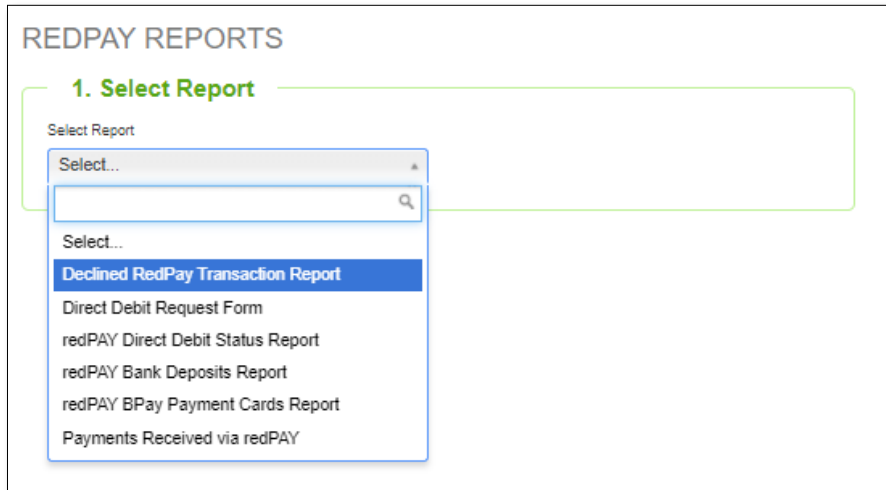
You can select your report in the drop down list:



Declined redPAY Transaction Report

When An invoice is in the status of 'Declined', this means that we attempted to debit the funds from the parent's nominated account, however the transaction has dishonoured.

Select the **Declined RedPAY Transaction Report** in the drop down list:



Click **Download**.

This report will download as a CSV document, like the example below:

Failed Payments follow-up Report From 09/11/2021 to 23/11/2021						
Service Name	Parent/Guardian	Invoice No	Invoiced \$	Transaction \$	Date	Dishonour Reason
	Black, S	INV-00000000	\$ 440.92	\$ 441.62	23/11/2021	Return Refer to Customer
Total			\$ 440.92	\$ 441.62		

redPAY Direct Debit Status Report

To view all the Parent/ Guardians current account status, you can download the redPAY Direct Debit Status Report:

REDPAY REPORTS

1. Select Report

Select Report

Select...

Select...

Declined RedPay Transaction Report

Direct Debit Request Form

redPAY Direct Debit Status Report

redPAY Bank Deposits Report

redPAY BPay Payment Cards Report

Payments Received via redPAY

A report similar to below will download:

redPAY Direct Debit Status Report

redPAY Direct Debit Status

Parent/Guardian	redPAY Status
Griffiths, Jennifer	Inactive
Jones, Letty	Inactive
Carson, Melissa	Active
Charles, Christina	Inactive
Jones, Jennifer	Active
Todd, Eva	Inactive
Buck, Ethen	Inactive
Jones , Fred	Inactive
Black, Sally	Inactive
Blue, Andrew	Inactive
Potter, James	Inactive
James, Harmony	Inactive
Harding, Victoria	Inactive
Sharma, Nisha	Inactive
Richardson, Terri-Ann	Inactive
O, Jacinta	Active
Luck, Lucy	Inactive
Peet, Justin	Inactive
thomas, lucy	Inactive
Ryan, Mandy	Inactive
Borowicz, Terry	Inactive
Moore, Sharon	Inactive

There are 3 account statuses:

Active – indicates that the Parent/Guardian’s Direct Debit account has been created, and payments may be debited from their nominated account.

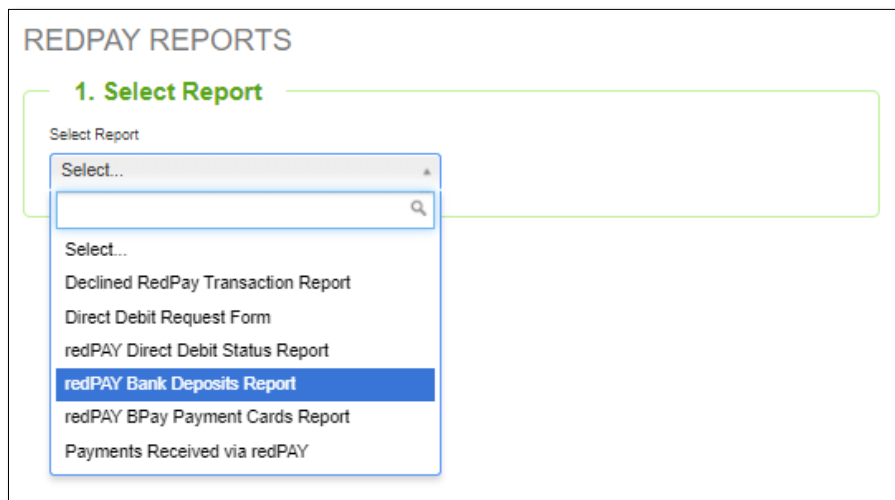
Inactive – indicates that the Parent/Guardian does not have a Direct Debit account activated. The Parent/Guardian will need to submit a Direct Debit Request form to activate their direct debit account.

Suspended – indicates that the Parent/Guardian previously had an active direct debit account, but the account has since been suspended. The Parent/Guardian will need to submit a new direct debit request form to reactivate their direct debit account.

Bank Deposit Report

The Bank Deposit Report will display the total amount that your service has received via redPAY on each date within the date range.

Select the **redPAY Bank Deposit Report**



REDPAY REPORTS

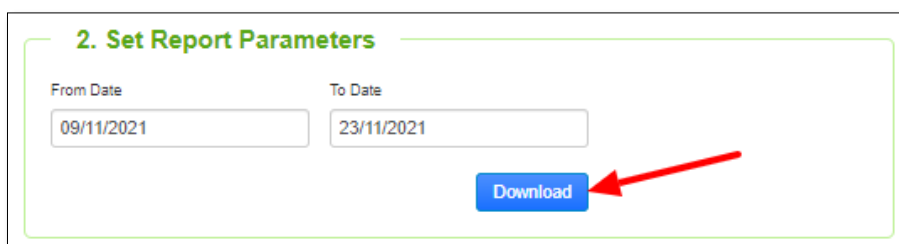
1. Select Report

Select Report

Select...

- Select...
- Declined RedPay Transaction Report
- Direct Debit Request Form
- redPAY Direct Debit Status Report
- redPAY Bank Deposits Report**
- redPAY BPay Payment Cards Report
- Payments Received via redPAY

Select the date range and **download**



2. Set Report Parameters

From Date: 09/11/2021 To Date: 23/11/2021

Download

A report like below will download:

redPAY Bank Deposits									
Batch Deposit ID	Date Created	Amount	Trans. Fees	Dish. Fees	Tot Fees	Bank Name	BSB	Account Name	Account No.
redPAYA20180404653	4-Apr-2018	\$13,830.79	\$99.90	\$53.40	\$153.30	NAB	086-805	Tiny Tots Child Care Pty Ltd	623858580
redPAYA20180405037	5-Apr-2018	\$291.80	\$10.25	\$0.00	\$10.25	NAB	086-805	Tiny Tots Child Care Pty Ltd	623858580
redPAYA20180406723	6-Apr-2018	\$2,244.24	\$60.51	\$53.25	\$113.76	NAB	086-805	Tiny Tots Child Care Pty Ltd	623858580
		\$16,366.83							

BPay Payment Cards

BPay Payment Cards can be downloaded by selecting redPAY BPay Payment Cards Report, selecting guardian/s and clicking download

REDPAY REPORTS

1. Select Report

Select Report

Select...

Select...

Declined RedPay Transaction Report

Direct Debit Request Form

redPAY Direct Debit Status Report

redPAY Bank Deposits Report

redPAY BPay Payment Cards Report

Payments Received via redPAY

Payments received via redPAY Report

To see a breakdown of the payments received via redPAY select Payments Received via redPAY report, select the date range and download

REDPAY REPORTS

1. Select Report

Select Report

Select...

Select...

Declined RedPay Transaction Report

Direct Debit Request Form

redPAY Direct Debit Status Report

redPAY Bank Deposits Report

redPAY BPay Payment Cards Report

Payments Received via redPAY

A report similar to below will appear in a CSV document:

Parent/Guardian	Fees Paid by	Method	Type	Processed	Invoice No	Inv. Amt	redPAY Amt	Merch Chrg	Credit Chrg	Tot Charge Received	
Leahy, Chanel	Parent	Credit Card	MC	21-Jun-18	4338660	\$96.70	\$99.59	\$0.75	\$2.14	\$2.89	\$96.70
Evans, Erin	Parent	Credit Card	VI	21-Jun-18	4338758	\$110.90	\$114.11	\$0.75	\$2.46	\$3.21	\$110.90
Hodgson, Megan	Parent	Credit Card	MC	21-Jun-18	4338715	\$386.80	\$396.08	\$0.75	\$8.53	\$9.28	\$386.80
Munro, Natasha	Parent	Credit Card	MC	21-Jun-18	4338779	\$193.40	\$198.42	\$0.75	\$4.27	\$5.02	\$193.40
Pham, ThanhKim	Parent	Credit Card	MC	21-Jun-18	4338742	\$54.61	\$56.58	\$0.75	\$1.22	\$1.97	\$54.61
Viviers, Amanda	Parent	Credit Card	VI	21-Jun-18	4338716	\$79.28	\$81.79	\$0.75	\$1.76	\$2.51	\$79.28
Branscombe, Jennifer	Parent	Credit Card	MC	21-Jun-18	4338766	\$94.46	\$97.30	\$0.75	\$2.09	\$2.84	\$94.46
Searle, Amy	Parent	Credit Card	MC	21-Jun-18	4338750	\$386.80	\$396.08	\$0.75	\$8.53	\$9.28	\$386.80
Whitehurst, Emma	Parent	Credit Card	MC	21-Jun-18	4338724	\$25.75	\$27.08	\$0.75	\$0.58	\$1.33	\$25.75
Dowell, Kelle	Parent	Credit Card	MC	21-Jun-18	4338676	\$48.35	\$50.18	\$0.75	\$1.08	\$1.83	\$48.35
Brennan, Kolina	Parent	Credit Card	VI	21-Jun-18	4338656	\$100.30	\$103.27	\$0.75	\$2.22	\$2.97	\$100.30
Fernandes, KazreaMaria	Parent	Credit Card	MC	21-Jun-18	4338763	\$170.95	\$175.48	\$0.75	\$3.78	\$4.53	\$170.95
Vemede, Talina	Parent	Credit Card	VI	21-Jun-18	4338710	\$57.21	\$59.24	\$0.75	\$1.28	\$2.03	\$57.21
Wilson, Kate	Parent	Credit Card	MC	21-Jun-18	4338768	\$84.66	\$87.29	\$0.75	\$1.88	\$2.63	\$84.66
Manning, Alexandra	Parent	Credit Card	VI	21-Jun-18	4338738	\$193.40	\$198.42	\$0.75	\$4.27	\$5.02	\$193.40
Livingstone, Chelsea	Parent	Credit Card	VI	21-Jun-18	4338733	\$773.60	\$791.39	\$0.75	\$17.04	\$17.79	\$773.60
Total						\$19,430.48	\$19,614.64	\$118.50	\$65.66	\$184.16	\$19,430.48

redPAY Fees

Cost of Acceptance				
	No. Transactions	\$ Value of Transactions	redPAY fees Charged	Cost of Acceptance
Visa	7	1,337.65	34.80	2.60 %
Mastercard	13	1,631.09	45.86	2.81 %

redPAY Transaction Fees (inc GST)					
	Direct Debit		BPay		
	Each	Surcharge	Each	Surcharge	
Credit Card	\$0.75	2.2%	\$0.99	1.0%	
Debit Card	\$0.90	0.0%	\$0.99	0.2%	
Once-off \$250 establishment fee					
Direct Debit transactions that fail incur a \$8.00 fee per failed transaction					