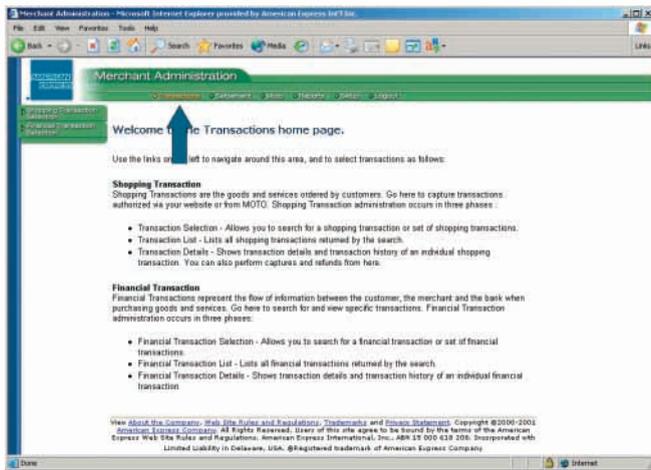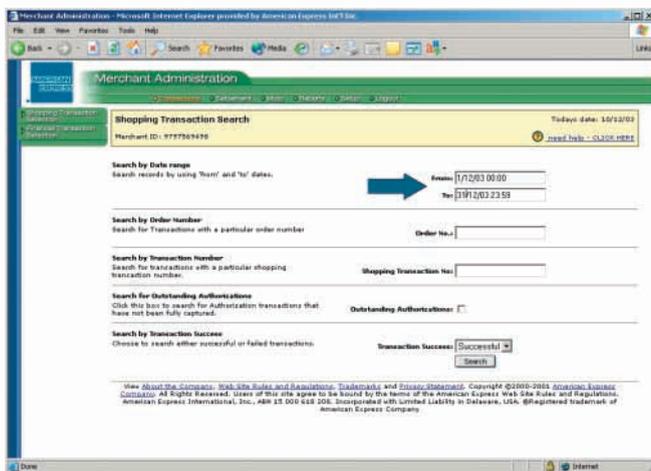# 4. Capturing
a transaction

Once a transaction has been approved, you can capture that transaction by selecting the "Transaction" tab in the top navigation bar.

Step 1

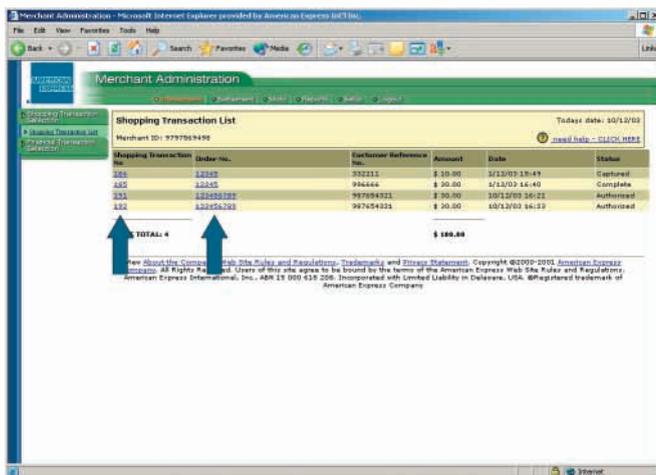Select "Shopping Transaction Selection" from the left-hand menu bar.

Step 2

On the Shopping Transaction search screen, enter the date the transaction was authorised into the "Search by Date range" field. Alternatively, you can search for a transaction by entering your own reference number in the "Order No." field and pressing "Submit".
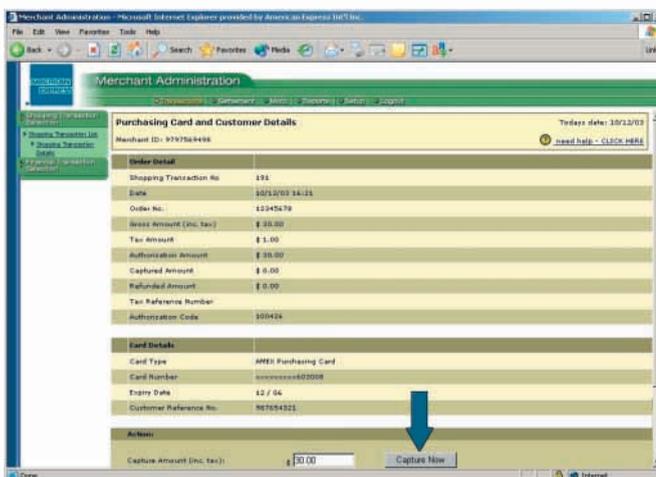
Step 3

Click the "Search" button. This will display the transactions that have been authorised on that date.

Capturing a transaction cont'd

Step 4

Select the transaction you wish to capture by either clicking the "Shopping Transaction No." or the "Order No".
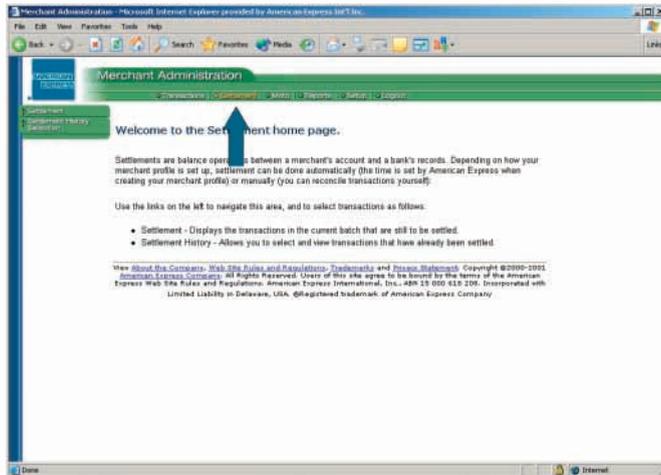

Step 5

On the "Purchasing Card and Customer Details" screen, click the "Capture Now" button to capture your selected transaction.

Step 6

You will be taken to the "Capture Approved" screen, confirming that the transaction has been successfully captured.

You can now "Settle a Batch" of transactions (normally completed at the end of each day's processing).
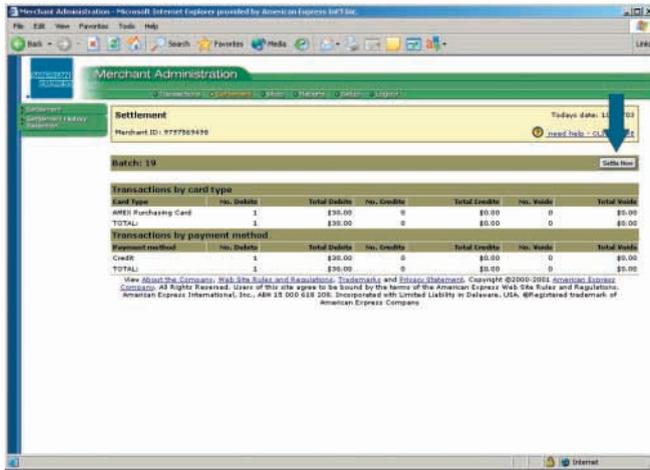
5. Settling
a batch

Once a transaction has been captured, you can settle a batch of transactions normally completed at the end of the first day's processing. Select the "Settlement" tab in the top navigation bar. This will take you to the Settlement screen, where you can begin the process of settling a batch of transactions.

Note: You must settle the batch to ensure you receive payment for the transactions within the batch.
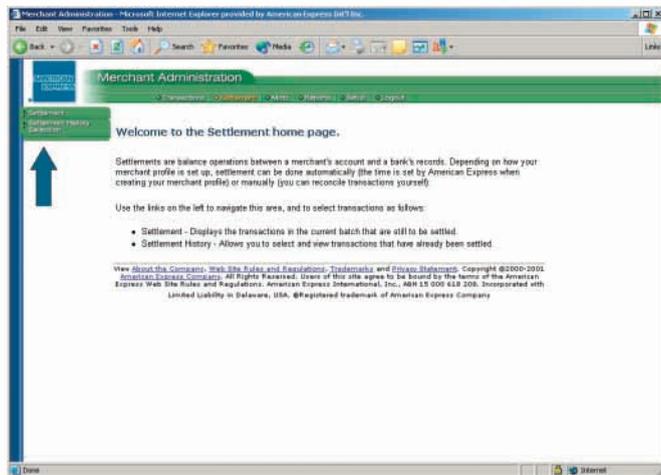
Step 1

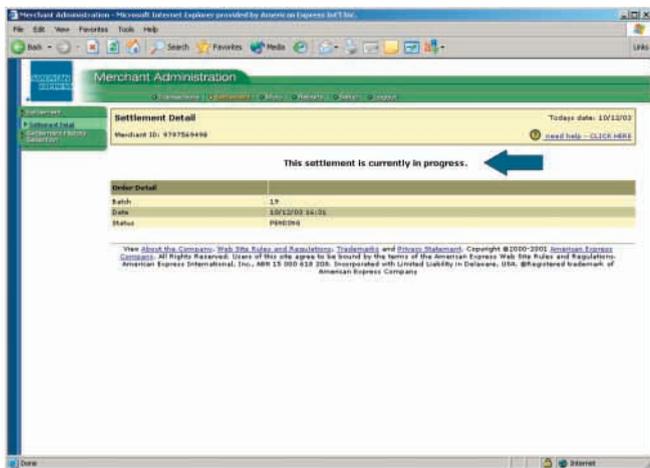Select "Settlement" from the left-hand menu bar.

Settling a batch cont'd

Step 2

On the Settlement screen, you will be shown the open batch that is available to be settled. (This will list all the captured transactions since the last batch was settled).

To settle the open batch, click the "Settle Now" button.

Step 3

You will see that status of the batch is now pending for settlement. Select "Settlement History Selection" from the left-hand menu bar.
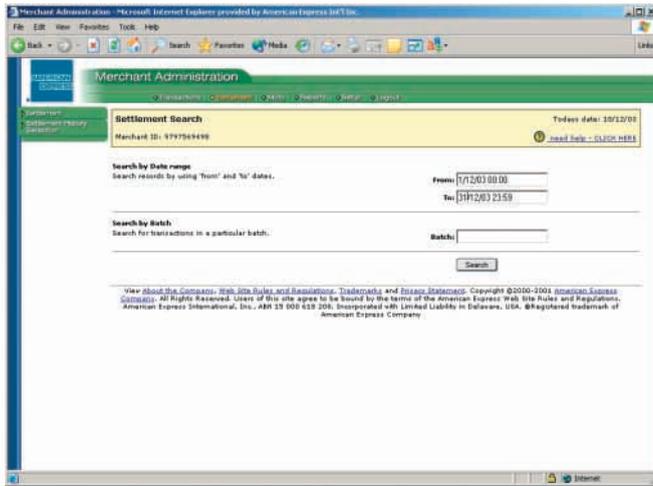
Confirming batch settlement status

Step 1

You now have the option to search your Settlements by date. Enter today's date into the "Search by Date Range" field and click the "Search" button.
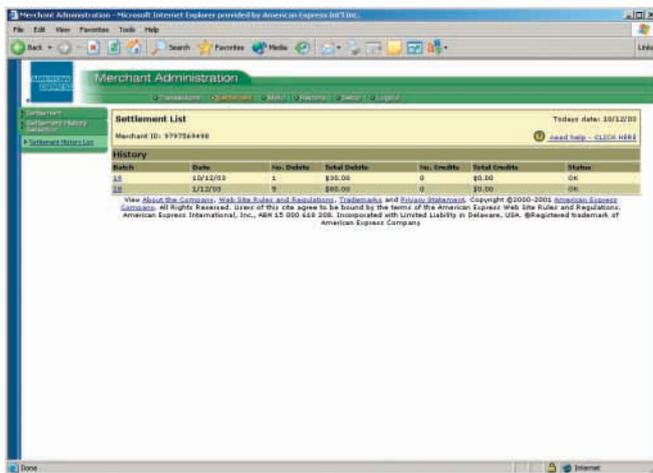

Step 2

You will now be presented with a Settlement List screen indicating the status of the settled batch.

If the status is "OK", your batch has now been settled.

If the status is not returned as "OK" you will need to contact your local American Express office. (Please refer to your initial access information email for support contact details).
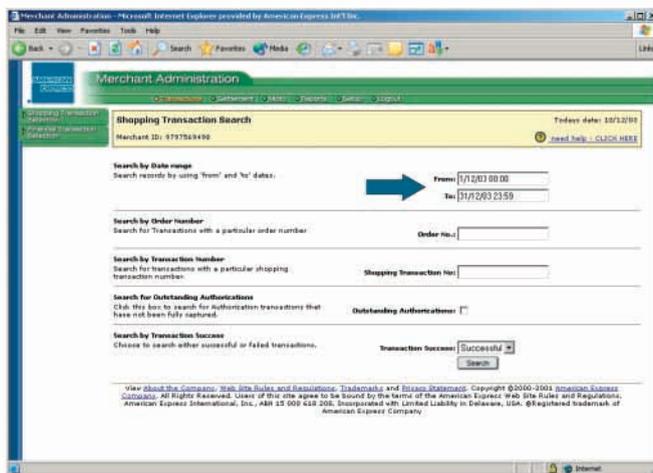
6. Processing
a refund or credit
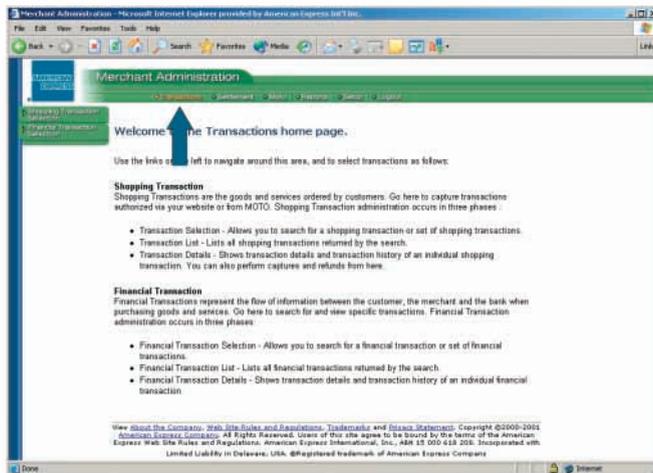
Refunds or credits can be processed once a transaction has been captured and settled.

The process is similar to that described in the previous section.
Select the "Transaction" tab in the top navigation bar.

Step 1

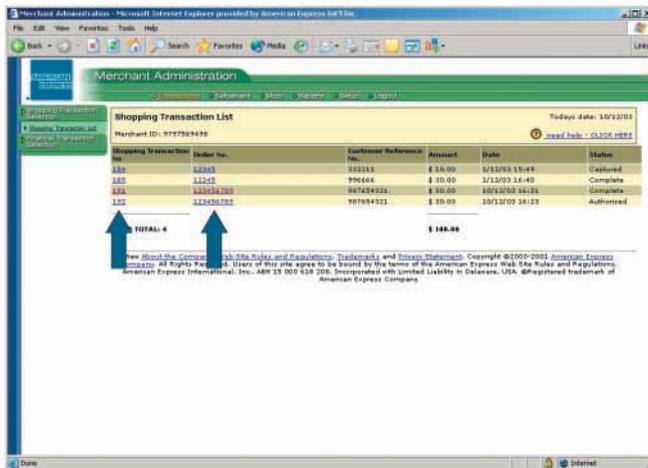Select "Shopping Transaction Selection" from the left-hand menu bar.

Step 2

On the Shopping Transaction Search screen, enter the date the transaction was authorised into the "Search by Date range" field.
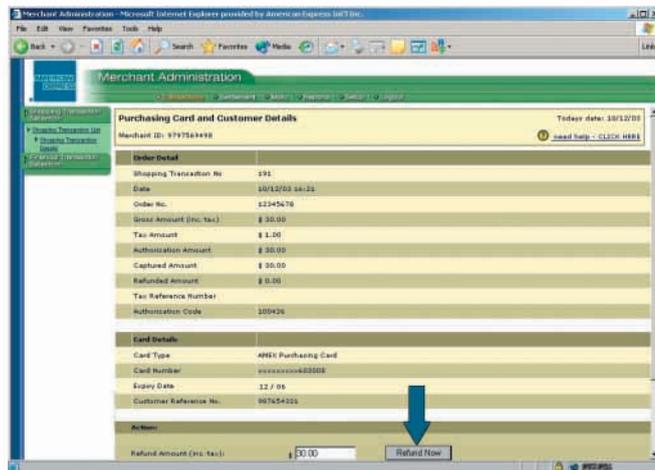
Step 3

Press the "Search" button. This will display the transactions that have been authorised on that date.

Processing a refund or credit cont'd

Step 4

Select the transaction you wish to refund by either clicking the "Shopping Transaction No." or by selecting the "Order No".


Step 5

You will be taken to the Purchasing Card and Customer Details screen. To process a full Refund or Credit, select the "Refund Now" button.

Partial Refunds or Credits can be processed by altering the "Refund Amount" then selecting the "Refund Now" button.

Once the "Refund Approved" message is displayed it means your refund or credit has been processed.
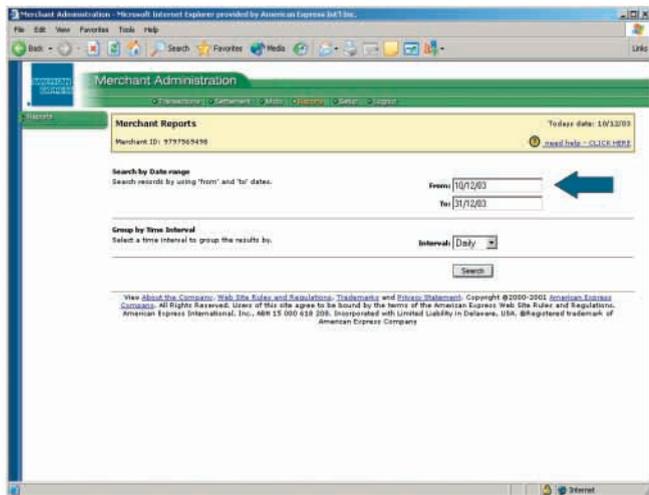
7. Retrieving
a report
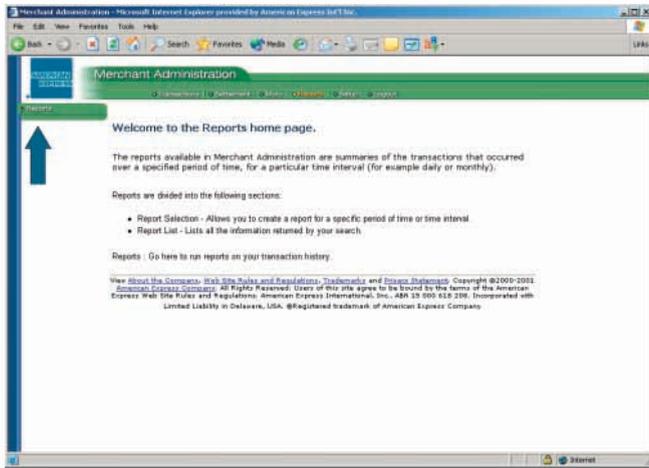
You can run transaction reports, over a specified period of time, for a particular time interval (i.e. daily or monthly).

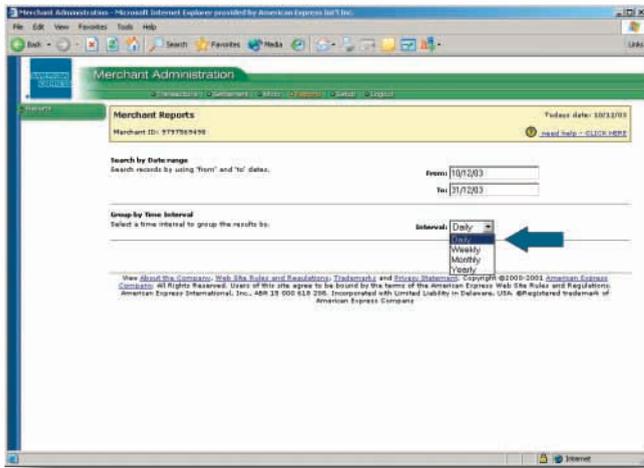First, select the "Reports" tab in the top navigation bar.

Step 1
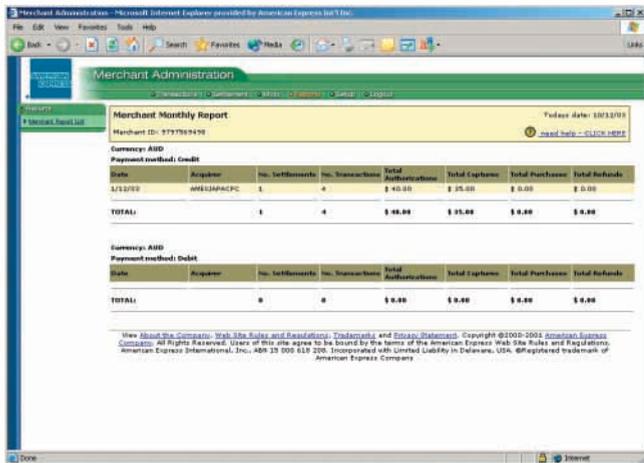Select "Reports" from the left-hand menu bar.

Step 2
On the Merchants Reports screen, enter the dates you wish to run a report for, in the "Search by Date range" fields.

Retrieving a report cont'd

Step 3

Now select a time interval by which you wish to group the information in your report. Simply choose daily, weekly, monthly or yearly from the drop-down menu.

Step 4

Select the "Search" button. You will be taken to a screen displaying your report. You can print this report by using your Internet browser print function.

If you have trouble understanding the information displayed in your report, click the "Need help – Click here" link in the top right of your screen. A pop up window will appear with a key to the information displayed.

Getting support

Should you require any assistance when you are using the system, please contact your local American Express office. ◄