

CapLink

Transaction checking – Where to look in CapLink

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1. Document overview

This document provides instructions relating specifically to checking the transaction processing statuses in Caplink. These instructions apply to all versions of CapLink (standalone, batch & integrated) and requires access to the CapLink interface.

2. Checking on transactions in CapLink

All transactions go through two phases in CapLink:

- Document being created/posted into Supplier’s local CapLink
- Transmittal from supplier’s CapLink, once posted, back to the Capricorn CapLink transaction gateway.

All successfully posted transactions can and should be traceable under “Sent Items” in CapLink. As soon as a transaction is successfully submitted/posted into CapLink, the outcome should be visible under “**Sent Items**”. If the transaction(s) cannot be traced under “**Sent Items**”, it is unlikely to have successfully posted and it may be an indication of an issue that may require review from the CapLink Support Team.

The screenshot shows the CapLink interface with a table of search results. The table has columns: Document No., Doc. Type, Rent. Doc No., Send Partner, Member Name, Member No., Amount (inc.), Status, Created By, Transaction Date, and Create Date. A single row is visible with the following data: Document No. TestJuly, Doc. Type Invoice, Rent. Doc No. (blank), Send Partner (blank), Member Name GUEST MEMBER, Member No. 999003, Amount (inc.) \$1.00, Status PROCESSING, Created By Administrator, Transaction Date 20/07/2016 1:03:58 PM, and Create Date 20/07/2016 1:04:07 PM. The 'Status' cell is highlighted in green.

Once a transaction is visible in “**Sent Items**” it will go through the following processing phases/statuses while trying to transmit to the Capricorn gateway.

Pending → Processing → Processed or Processing Failed

Each status is reflected by a different colour.

Capricorn can only see transactions that have the final state of “**Processed**” in a Supplier’s Caplink and which are appearing in blue at Supplier’s end under “**Sent Items**”.

The screenshot shows the CapLink interface with a table of search results. The table has columns: Document No., Doc. Type, Rent. Doc No., Send Partner, Member Name, Member No., Amount (inc.), Status, Created By, Transaction Date, and Create Date. Two rows are visible. The first row has Document No. TestJuly, Doc. Type Credit Note, Rent. Doc No. (blank), Send Partner (blank), Member Name GUEST MEMBER, Member No. 999003, Amount (inc.) \$1.00, Status PROCESSING, Created By Administrator, Transaction Date 20/07/2016 1:05:57 PM, and Create Date 20/07/2016 1:06:58 PM. The 'Status' cell is highlighted in green. The second row has Document No. TestJuly, Doc. Type Invoice, Rent. Doc No. (blank), Send Partner (blank), Member Name GUEST MEMBER, Member No. 999003, Amount (inc.) \$1.00, Status PROCESSED, Created By Administrator, Transaction Date 20/07/2016 1:03:58 PM, and Create Date 20/07/2016 1:04:07 PM. The 'Status' cell is highlighted in blue.

In above example the transaction that was initially processing is now marked as “**Processed**” and has turned blue. In the meantime another transaction was posted and is still “**Processing**” (see green transaction).

Please note that if reviewing the detailed reports, only the processed transactions will appear in them. Anything in pending, processing or having failed will not appear in the detailed reports.

If you believe something is missing, you can try and use the search options available in the main wizard of **"Sent Items"** to try and track a specific transaction and check on its state.

Transactions lookups can be narrowed down to a more specific set of results by using one of the following search parameters:

"Document #", "Period", "Create Date" or "Member No"

<input type="radio"/> Document No#	<input type="radio"/> Period
<input type="radio"/> Create Date	<input type="radio"/> Member No#

A more in-depth look up can be done by checking under **"View Auths"**. However just because a transaction can be traced under **"View Auths"** does not necessarily guarantee a successfully posted transaction back to Capricorn. It is just an indication that there was a posting attempt done which may or may not have resulted in a successfully posted transaction in CapLink.

A transaction appearing under **"Sent Items"** with a status of **"Processed"** is the only valid indication of a transaction successfully transmitting and having made it to the Capricorn CapLink transaction gateway.

If ever in doubt, please call CapLink Support for confirmation/review.

3. Contact details

For all your CapLink related queries and issues, you can contact the CapLink Support team at Capricorn Society Limited.

Ph: 1800 327 437 (AU) or 0800 401 444 (NZ) → Ask for CapLink Support

Email: caplink.support@capricorn.coop

Location: Western Australia **Time:** +08

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