

# CapLink

Transaction checking – Where to look in CapLink

Last Updated 05/08/2021 – v4

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### 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](mailto:caplink.support@capricorn.coop)

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

For all transaction related queries, you can contact the Supplier Support team at Capricorn Society Limited.

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

**Email:** [input@capricorn.coop](mailto:input@capricorn.coop)

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## 1. Document overview

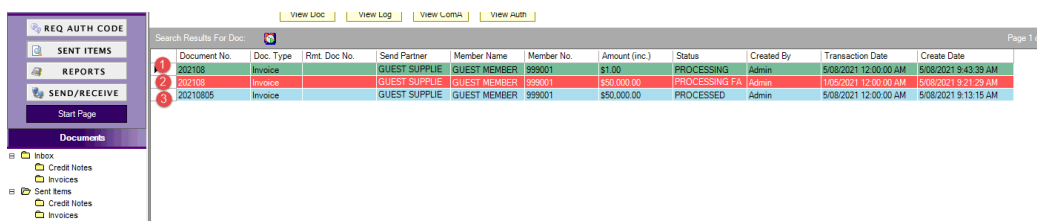
This document provides instructions relating specifically to checking the transaction processing statuses in Caplink. These instructions apply to all versions of CapLink (standalone, batch & integrated) and requires access to the CapLink interface as a minimum requirement.

## 2. Checking on transactions in CapLink

All transactions go through two phases in CapLink:

- Document being created/posted into Supplier's local CapLink [Entry is created under "**Sent Items**"]
- Transmittal from Supplier's CapLink, once posted, back to the Capricorn CapLink transaction gateway.

All 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. It is highly recommended to contact the Caplink Support if ever in doubt.



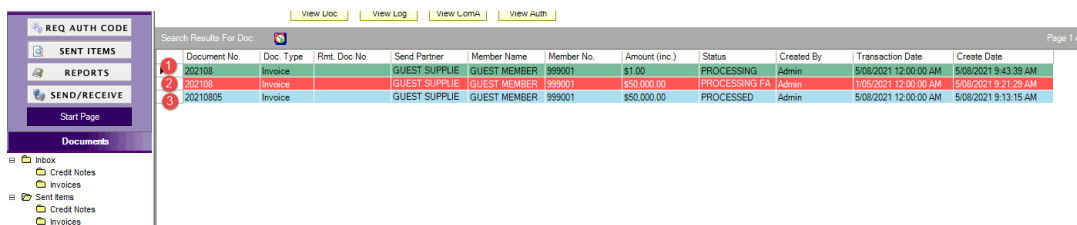
Document No.	Doc. Type	Rmt. Doc No.	Send Partner	Member Name	Member No.	Amount (inc.)	Status	Created By	Transaction Date	Create Date
202108	Invoice		GUEST SUPPLIE	GUEST MEMBER	999001	\$1.00	PROCESSING	Admin	5/08/2021 12:00:00 AM	5/08/2021 9:43:39 AM
202108	Invoice		GUEST SUPPLIE	GUEST MEMBER	999001	\$50,000.00	PROCESSING FA	Admin	1/05/2021 12:00:00 AM	5/08/2021 9:21:29 AM
20210805	Invoice		GUEST SUPPLIE	GUEST MEMBER	999001	\$50,000.00	PROCESSED	Admin	5/08/2021 12:00:00 AM	5/08/2021 9:13:15 AM

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 status of "**Processed**" and which are appearing in blue at Supplier's end under "**Sent Items**".



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202108	Invoice		GUEST SUPPLIE	GUEST MEMBER	999001	\$1.00	PROCESSING	Admin	5/08/2021 12:00:00 AM	5/08/2021 9:43:39 AM
202108	Invoice		GUEST SUPPLIE	GUEST MEMBER	999001	\$50,000.00	PROCESSING FA	Admin	1/05/2021 12:00:00 AM	5/08/2021 9:21:29 AM
20210805	Invoice		GUEST SUPPLIE	GUEST MEMBER	999001	\$50,000.00	PROCESSED	Admin	5/08/2021 12:00:00 AM	5/08/2021 9:13:15 AM

- In above example, the transaction (1) in green is still "**Processing**". It could still potentially fail or process.
- The transaction in red (2) has failed [Status = **Processing Failed**"]
- The transaction in blue (3) has successfully transmitted to Capricorn.



Selecting a failed transaction and clicking “View Log” may give you some additional information about the failure.

The screenshot shows the CapLink interface. On the left is a sidebar with navigation options: REQ AUTH CODE, SENT ITEMS, REPORTS, SEND/RECEIVE, and Documents. The main area displays a table of search results for document 202108. A red arrow points to the 'View Log' button above the table. Another red arrow points to the 'View Log' button in the top navigation bar. A third red arrow points to a log entry in the 'Caplink Logs' window. A red callout box points to the log entry with the text: 'This tells us the transaction is too old to be submitted through Caplink'.

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Doc Type	Log Body	Ref Num	Date
17	Invoice '202108' status in system is PROCESSING FAILED. Therefore the rela	202108	5/08/2021
17	Doc is older than the first day of the second previous process month.	202108	5/08/2021
17	Credit Status Check FAILED for Document Number 202108	202108	5/08/2021

**! It is the end user responsibility to make sure all transactions that have failed or have not processed in a timely fashion are addressed adequately.**

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 current Caplink 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#

From a Supplier’s /end user’s perspective the only place to look for a posted transactions other than the reports is under “**Sent Items**”. 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.



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 nor even a successfully posted transaction in Caplink. Looking under “**View Auths**” should be left to the Caplink Support team for review.