CapLink
Transaction Monitoring Guide

CONTENTS

APPENDIX

1. Contacts:

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

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

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Location: Western Australia Time: +08

2. Document overview

This document provides an overview of the indicators and tools/reports available to review the flow of transactions in CapLink as well as how to interpret the information. This guide focuses on transaction flow monitoring in Caplink.

3. CapLink Checklist:

Listed below is a quick checklist of items that you should review on regular basis to ensure your transactions transmitted through CapLink make it to Capricorn.

Last Member's update

- A Member's update that has not updated in a few days may indicate a CapLink software issue.

Your CapLink reports

- CapLink can generate reports to track transaction flow and errors
  - The error reports should be used as a pointer to the transactions that you should review in CapLink
  - The detailed transaction reports should be used for reconciliation of anything processed through CapLink

4. Why check CapLink?

Through CapLink, you are provided everything you need to monitor the status of a submitted transaction. Regardless of the CapLink installation type you have (Standalone, Batch or Integrated), the following steps/checks should ideally be conducted on regular basis to allow any issues to be picked up and resolved as early as possible. These steps will also allow you to monitor any issues with CapLink itself. This guide provides a quick walkthrough of those main areas and focuses on transaction monitoring.

5. Checking the "Last Member Update" indicator: 

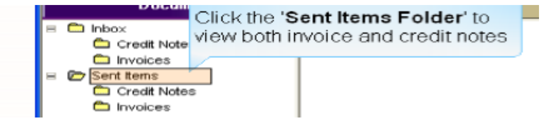
CapLink automatically updates the local Member database every 24-48hrs. Looking at the member update indicator you should be able to see when the last member update has occurred. It is important that you ensure the indicator is not out-of-date as this may result in CapLink incorrectly accepting or rejecting transactions as a consequence of you trading under old, incorrect information. If ever in doubt with a member's details given in CapLink, please check the status through the online portal or call Capricorn for confirmation. You can refer to "Checking Capricorn Member's status online" in the appendix for step by step instructions.

An outdated Member's update (taking more than few days to update) may indicate a CapLink issue.

6. Checking the flow of transactions:

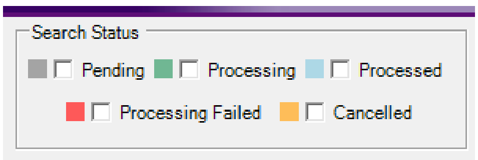
CapLink allows you to monitor the flow of transactions from your environment to Capricorn's environment. If a transaction is not appearing in CapLink at the Supplier's end, this may indicate an issue and should be investigated further. Depending on your CapLink installation type, it may or may not be a CapLink related issue. You can contact the CapLink Support team at Capricorn for troubleshooting advice. You may also be required to contact your Point of Sale (POS) support team if it is deemed not to be a CapLink issue.

When logged into CapLink, clicking on the "Sent Items" folder will take you to the main area where you can review all transactions (invoices & credit notes) that the CapLink software has tried to process from the Supplier's environment to the Capricorn gateway. Specific filtering by invoices and credit notes is possible by selecting the subfolders under "Sent Items".



Of the 5 statuses available for a transaction search, the 4 main statuses that would be used to review/filter transactions are:

- Pending
- Processing
- Processed
- Processing Failed



Each status can be selected to filter out the transactions displayed.

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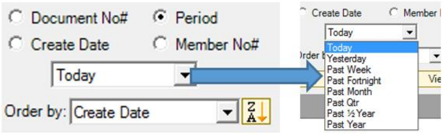
Additionally a time period filter is available to define a timeframe. Click the drop down box and select the time period that you wish to explore.



Once you have selected your status filters and defined a time period, select "Search". A number of results will then be returned in the main area. Depending on the number of results that are returned, transactions may be spread over multiple pages. Use to navigate between these pages. Depending on their state, the transaction may have different colours. The colours should match the various status filters available.

7. Pending / Pending – A transition state for transactions:

If you see that your results are showing as

- "Pending" or
- "Processing"

This means that your transactions have yet to be processed at the Capricorn end. Under normal circumstances, invoices will go from "Pending" to "Processing" to "Processed". "Pending" and "Processing" are only meant to be a transition state. It may take a few minutes for this to occur. If you find that a transaction has been in "Pending" or in "Processing" for more than a day, there might have been an issue. You can try and force the transaction through by repeatedly clicking the "Send/Receive" option. If the status still does not change, you may need to get in touch with the CapLink Support team at Capricorn for further investigation.

8. Successful transaction processing:

Once CapLink has successfully processed a transaction (that is, the transaction has reached the Capricorn Gateway and has been accepted), it will be marked as "Processed". As shown below, these transactions will also be highlighted in blue.

35769	Invoice		$212.87	PROCESSED		13/08/2015 7:32:22 AM	13/08/2015 3:35:07 AM	
35762	Invoice		$36.34	PROCESSED		12/08/2015 12:23:13 PM	12/08/2015 8:25:39 AM	
35724	Invoice		$385.25	PROCESSED		12/08/2015 12:23:12 PM	12/08/2015 8:25:38 AM	
35745	Invoice		$177.10	PROCESSED		12/08/2015 12:23:11 PM	12/08/2015 8:25:38 AM	
35690	Invoice		$779.13	PROCESSED		12/08/2015 12:23:10 PM	12/08/2015 8:25:38 AM	

9. Failed transaction processing:

If an item has been rejected by the CapLink gateway for any reason (such as improper details were passed, the Member's account is on stop etc.), the item will be highlighted in red. To see any items that have failed, you can use the "Processing Failed" filter. Usually these transactions will have an associated log that will give you additional information in regards to the state of the transaction.

	Invoice	32426		$684.25	PROCESSING FA		8/01/2015 7:43:21 AM	12/08/2015 8:25:36 AM	
	Invoice	32270		$134.04	PROCESSING FA		22/12/2014 5:08:27 PM	12/08/2015 8:25:36 AM	
	Invoice	32214		$588.12	PROCESSING FA		18/12/2014 7:53:58 AM	12/08/2015 8:25:36 AM	
	Invoice	32201		$134.16	PROCESSING FA		18/12/2014 7:53:09 AM	12/08/2015 8:25:36 AM	
	Invoice	32172		$119.31	PROCESSING FA		16/12/2014 9:19:29 AM	12/08/2015 8:25:36 AM	

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10. Rules relating to a failed transaction:

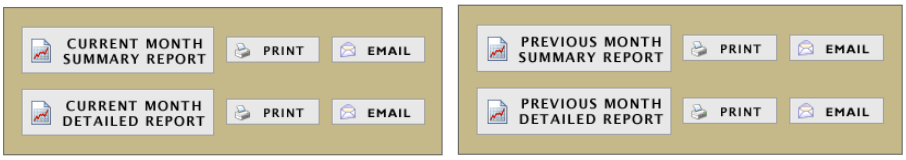
A failed transaction cannot be reprocessed a second time with the exact same information. In most cases, the quickest way to reprocess a failed transaction is to email it to your records officer at Capricorn for manual processing.

Any manually processed transactions will not appear in the CapLink reports and will only be reflected in the end of month statement.

11. Reports:

A set of reports are available to reflect the status of your CapLink submitted transactions. To access, select REPORTS

The reports available span over the "Current Month" and "Previous Month".



There are two types of main reports:

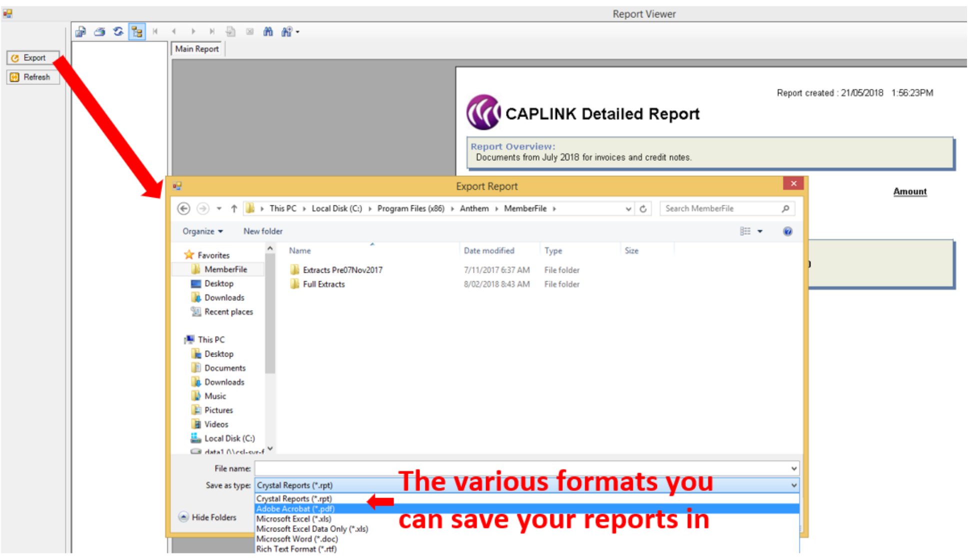
The Summary Report

Summary Reports contain a high-end overview of the transactions processed and the total amount of those transactions. The report will only reflect transactions that have successfully reached Capricorn's gateway and have been marked as "Processed".

The Detailed Report

The Details Report contains a detailed review of every single transaction successfully transmitted through CapLink. This report provides means to reconcile transactions and allows you to have an early overview of what to expect in your end-of-month Statement. Anything manually processed by Capricorn will not be reflected in the report.

All reports can be exported to various formats for your convenience using the "Export" function.



12. Additional Reports:

CapLink has a set of additional reports available to help you monitor and track the flow of transactions through your system and any errors that may occur. The CapLink Support team would usually automate the essential reports on your behalf during install or the induction phase. To access, select ADDITIONAL REPORTS under

Reports ◉ All ○ Batch Only ○ Ad-Hoc Only

Name	Last Run Date	Auto Run	Batch
Detailed by billing Month		☐	☐
Summary by billing Month		☐	☐
Error Report by Month	05/Aug/2015 10:15:10	☐	☐
Detailed by Date Range		☐	☐
Summary Report by Member		☐	☐
Summary Report by Member		☐	☐
Error Report for Last Full Month	01/Aug/2015 05:04:39	☑	☑
Detailed for Last Billing Month	04/May/2015 11:39:08	☐	☑
Summary for Last Billing Month	05/Aug/2015 10:14:28	☐	☑
Error Report for Current Month		☐	☑

Reports ◉ All ○ Batch Only ○ Ad-Hoc Only

Name	Last Run Date	Auto Run	Batch
Detailed for Current Month	30/Jul/2015 09:49:26	☐	☑
Summary Report for Current Month	04/Mar/2015 10:00:12	☐	☑
Detailed for Last Full Week		☐	☑
Detailed for Week To Date		☐	☑

The key reports you should configure and automate are:

- Error Report for Last Full Month
- Detailed for Last Billing Month
- Error Report for Current Month
- Detailed for Current Month

Error Report for Last Full Month

This report lists all transactions that have either "Failed" or got stuck in "Pending", "Processing" states for the last billing month. All reports are generated to provide a snapshot at specific moment in time and "Pending", "Processing" transactions may eventually end up in "Processed" mode post report generation. The report should be used as guide only.

Min. recommended schedule frequency → monthly, at the start of the month

Detailed for Last Billing Month

This report provides a detailed transaction listing for the last billing month.

Min. recommended schedule frequency → monthly, at the start of the month

Error Report for Current Month

This report lists all transactions that have either "Failed" or got stuck in "Pending", "Processing" states for this current billing month. All reports are generated to provide a snapshot at specific moment in time and "Pending", "Processing" transactions may eventually end up in "Processed" mode post report generation. The report should be used as guide only.

Min. recommended schedule frequency → weekly, on Monday or Friday.

Detailed for Current Month

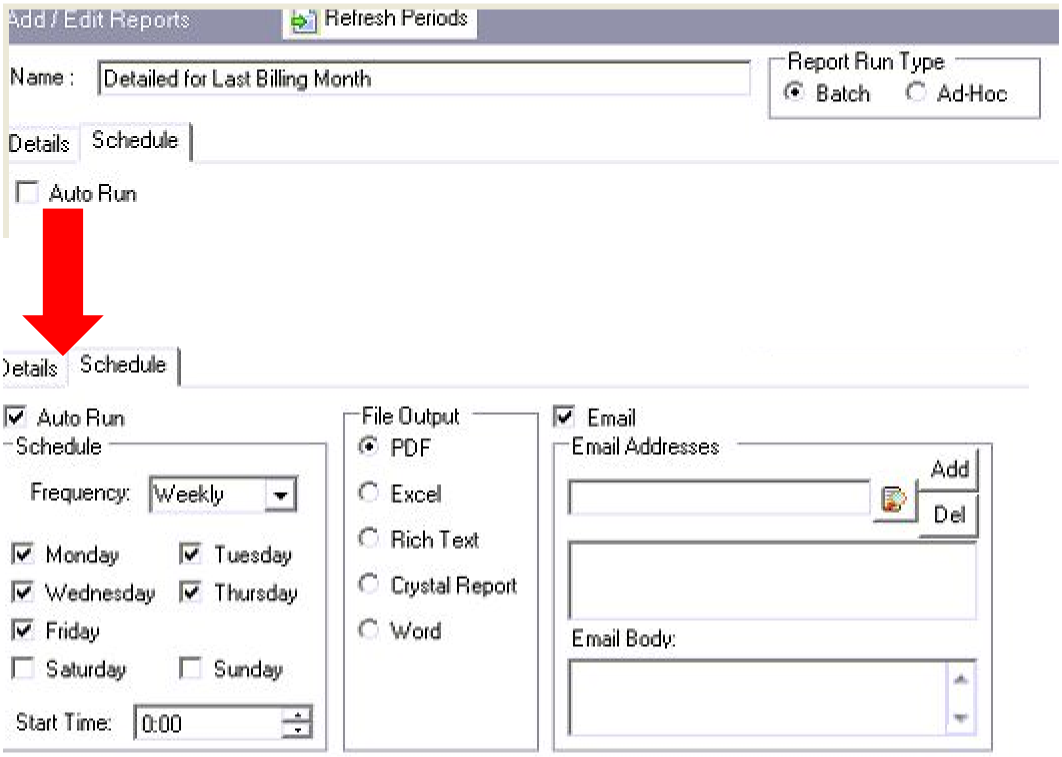
This report provides a detailed transaction listing for the current month.

Min recommended schedule frequency → weekly, on Monday or Friday

13. Automating a report to be emailed to someone:

To automate a report to automatically email someone on a set schedule the following steps can be followed

- Select the report you wish to automate from “Additional Reports”
- Select the “Schedule” tab (if not already configured, tick “Auto Run” to activate)



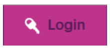
- Select the schedule frequency, file output format and the email addresses to which you wish the reports sent to.
- When done, select 

APPENDIX

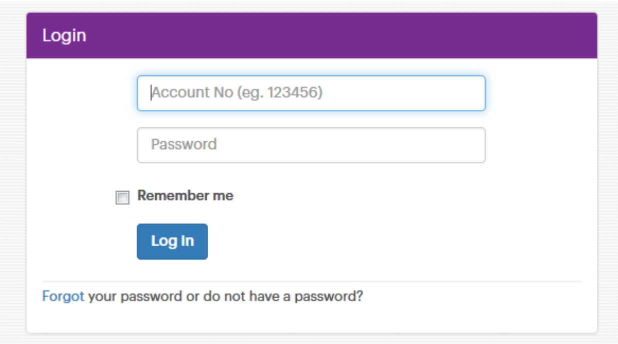
1. Checking a Capricorn Member's status online:

The following section describes an alternative way of checking a Capricorn Member's trading status.

Instructions:

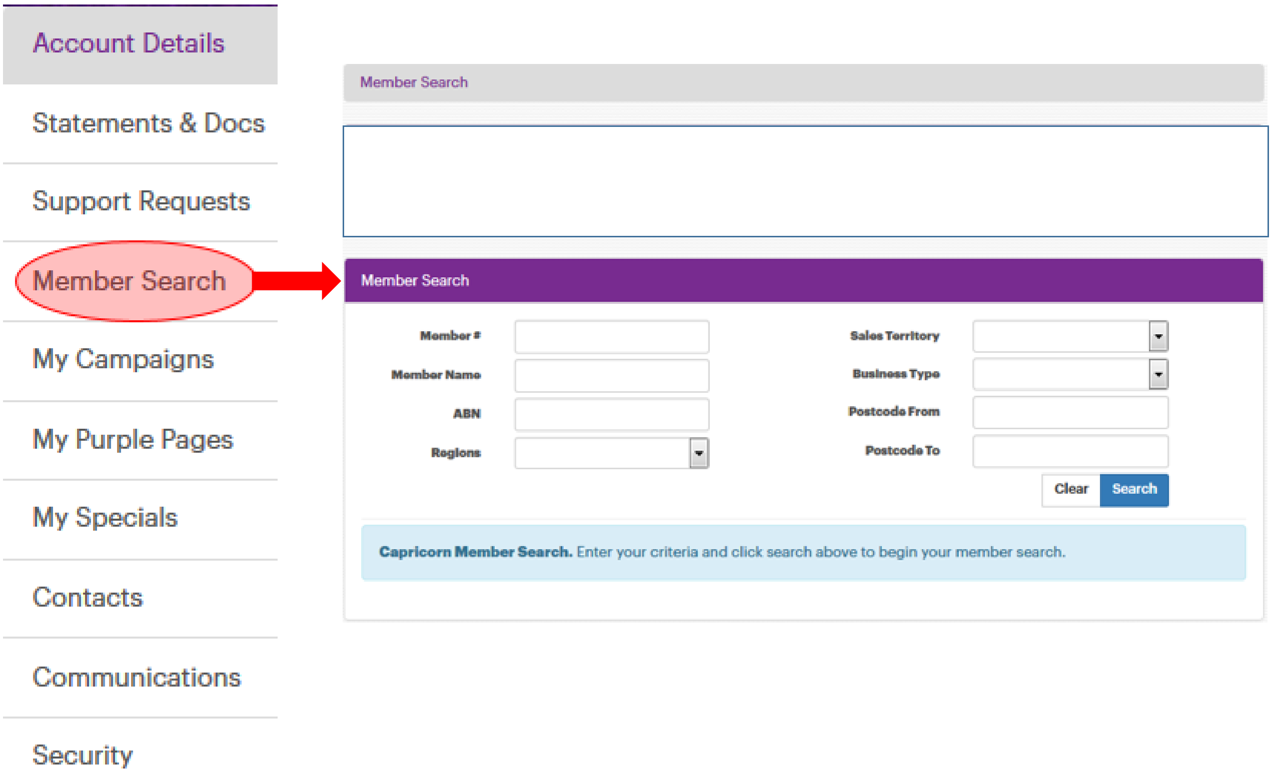
- From your web browser, go to http://www.capricorn.coop/
- Select 

and input your details as required



- The Account No → Supplier ID
- Password → your current password (if unsure about your password, please call Capricorn).

- Once logged in, select "Member Search" from the left panel options to bring up the search options



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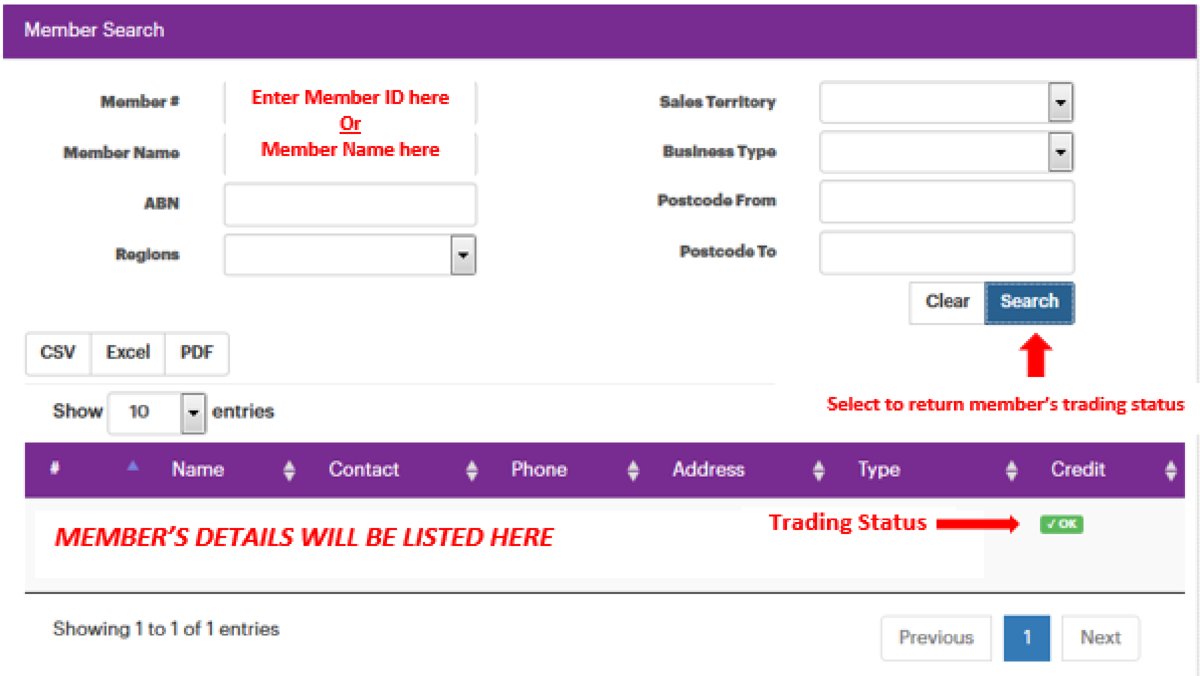
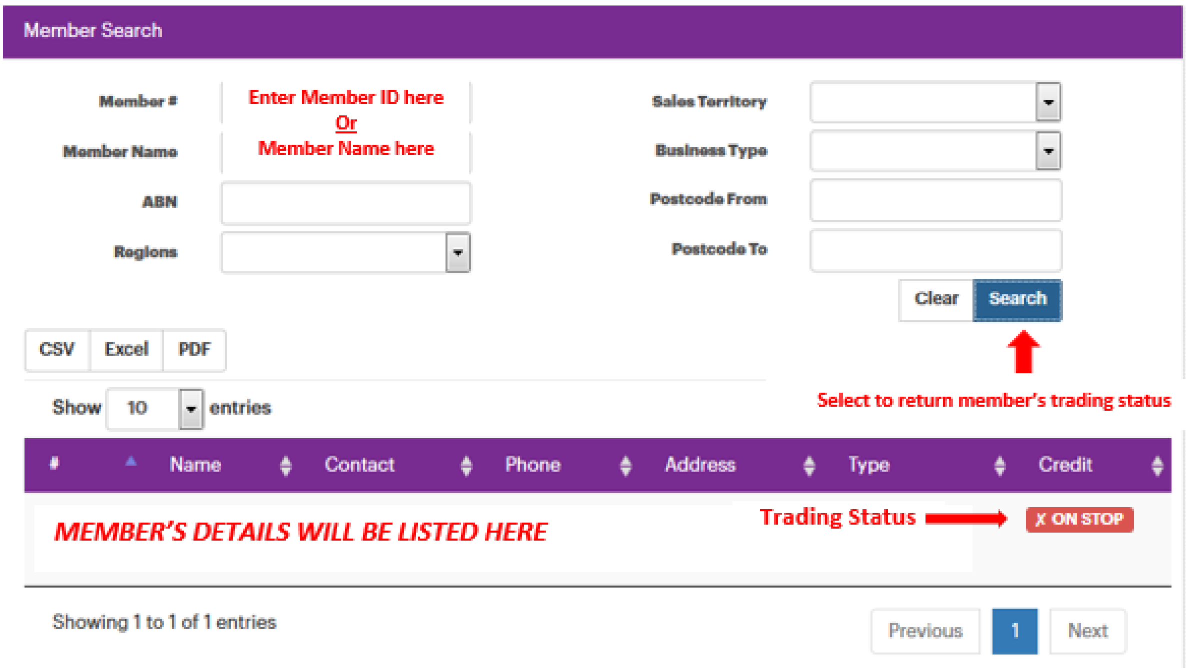
- From the "Members Search" wizard, type in the Capricorn Member's No or Member's Name and click on "Search".
  The Member's details will be returned and their trading status displayed.

Example of a member that is good to trade



Example of a member that is on stop



2. Sample Reports:

Detailed Report

Report created : 13/08/2015 3:11:03PM

CAPLINK Detailed Report (Month To Date - August/2015)

Report Overview: [illegible]
Documents from 1/08/2015 to 13/08/2015

Date	Doc #	Mem #	Member	Amount
PROCESSED				
3/08/2015	[illegible]	[illegible]	[illegible]	[illegible]
3/08/2015	[illegible]	[illegible]	[illegible]	[illegible]
3/08/2015	[illegible]	[illegible]	[illegible]	[illegible]
3/08/2015	[illegible]	[illegible]	[illegible]	[illegible]
3/08/2015	[illegible]	[illegible]	[illegible]	[illegible]
3/08/2015	[illegible]	[illegible]	[illegible]	[illegible]
4/08/2015	[illegible]	[illegible]	[illegible]	[illegible]
4/08/2015	[illegible]	[illegible]	[illegible]	[illegible]
4/08/2015	[illegible]	[illegible]	[illegible]	[illegible]
4/08/2015	[illegible]	[illegible]	[illegible]	[illegible]
4/08/2015	[illegible]	[illegible]	[illegible]	[illegible]

PROCESSED Summary:
Total value of Invoices: **$18,277.24** — # of Invoices: **11**
Total value of Credit Notes: **$0.00** — # of Credit Notes: **0**
Total reconciled : **$18,277.24**

Error report (transactions stuck in pending)

CAPLINK Error Report

Report Overview:
Reports PENDING and FAILED documents for data sent from **1/09/2015 to 1/09/2015**
Reports documents sent before **27/08/2015** with a status of PROCESSING.

Date Sent	Document #	Amount	Error Description
PENDING			
1/09/2015	0004433434	-$143.00	Document is in PENDING status and has no related auth. If you problem with communications between CAPLINK and your busir
1/09/2015	0004431134	-$36.20	Document is in PENDING status and has no related auth. If you problem with communications between CAPLINK and your busir

Error report (transactions failed)

CAPLINK Error Report

Report created : 16/09

Report Overview:
Reports PENDING and FAILED documents for data sent from **1/09/2015 to 16/09/2015**
Reports documents sent before **11/09/2015** with a status of PROCESSING.

Date Sent	Document #	Amount	Error Description
'ROCESSING FAILED			
1/09/2015	298513	$220.00	Invoice '298513' status in system is PROCESSING FAILED. Therefore the related auth will be marked a: will not be processed again. You will need to create a new auth for this document.
1/09/2015	298547	$110.00	Invoice '298547' status in system is PROCESSING FAILED. Therefore the related auth will be marked a: will not be processed again. You will need to create a new auth for this document.
1/09/2015	CM298547	-$110.00	Credit_Note 'CM298547' status in system is PROCESSING FAILED. Therefore the related auth will be n errored and will not be processed again. You will need to create a new auth for this document.
1/09/2015	CM298044	-$89.10	Credit_Note 'CM298044' status in system is PROCESSING FAILED. Therefore the related auth will be n errored and will not be processed again. You will need to create a new auth for this document.

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