

By using the Month-End Reconciliation Report in the PSN Account Management Center, you can quickly and easily review all transactions flowing through the PSN payment engine for a given month. We recommend that you wait until the 5<sup>th</sup> of the month to view this report to assure that it is complete.

## Take these steps...

### Month-End Reconciliation

1. In Quick Links, select Month-End Reconciliation.
2. Select the month, year and if you would like summarized or detailed information on the given month. (Summary contains dollar amounts and number of transactions; detailed will list all transactions.) Hit the Generate Statement button to create the report. HINT: Data for the current month is not fully available until after the 5<sup>th</sup>. (May data fully available June 5<sup>th</sup>.)
3. The summary report will include:
  - Deposits/Withdrawals for each day of the month—deposits of payments and withdrawals of fees (if applicable), refunds, reversals, etc.
  - Disputed Payments—credit card charges disputed by the payer (funds are withdrawn from your account)
  - Rejected/Declined—generally NSF and “no account” payments which *may* be withdrawn from your account if previously deposited
  - Credits/Refunds—money that you have returned to the payer by withdrawing funds from your account
  - Integrated Software Downloads—if your software is integrated with PSN, it will list each day’s payments posting to your Accounting Software
  - Deposit Exceptions—payments which post to your software but were not deposited to your account until the next month (generally payments made on the last couple of days of the month). NOTE: PSN fees are withdrawn on the day the payment was made.
  - Invoice—monies withdrawn from your account for PSN fees, as applicable

## Troubleshooting...

- ✓ “Bank deposit dates don’t line up with PSN deposit dates.” PSN date is when it moves from our system; it may be a day later than bank records such payment.

## Still need assistance...

If you require additional help, please submit a TICKET by logging into the PSN Account Management Center, and in QUICK LINKS select “online ticketing” and complete a ticket. Your question will be addressed within one business day.