

# How-to Guide



## Month-end Reconciliation

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 system 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. The report covers: deposits/withdrawals, disputed payments, rejected/declined payments, credits/refunds, integrated software downloads, deposit exceptions and the PSN invoice.

### Create Report

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  - Disputed Payments—credit card charges disputed by the payer (funds are withdrawn from your account)
  - Rejected/Declined—generally NSF and “no account” payments which *may* be withdrawn from your account if previously deposited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 NOTE: PSN fees are withdrawn on the day the payment was made.
  - Invoice—monies withdrawn from your account for PSN fees, as applicable

#### TERMS

**Chargeback** = Funds withdrawn from your bank because an ACH (check/savings) payment was rejected by the bank. Since PSN had already deposited the funds in your bank, we are withdrawing them.

**Refunds** = Funds that you are giving back to your customers (e.g., a customer overpaid, paid two times—electronically & paper check). PSN withdraws from your fund and “gives back” to your customer electronically.

#### TERMS

**Rejected** = Generally means the account doesn’t exist

**Declined** = Generally means insufficient funds

If the item is in red, indicates the funds were deposited into your account and PSN has issued a chargeback to withdraw the funds.

### Still need assistance...

If you require additional help, please submit a TICKET by logging into the PSN Account Management Center; in QUICK LINKS, select “Submit/Monitor Tickets.” Your question will be addressed within one business day.

