PayRange®

Manage: Sales, Reporting & Financials

Training Manual

Parent SOP: Manage: System Overview & Basics| Estimated Time 20-30 minutes

1. Objective

The purpose of this training manual is to guide Operators through viewing, interpreting, and managing sales data, reports, and financial activity within the PayRange Manage Console. This manual explains how to access Sales Dashboards, generate reports, review transaction details, and understand payout timing and payment methods. By the end of this training, Operators will be able to:

- View real-time and historical sales data
- Generate and export "Sales Reports"
- Review individual transaction details
- Understand ACH deposits and Instant Transfers
- Identify common reasons why sales and payouts may not match

2. Overview of Sales & Financial Data in Manage

The PayRange Manage Console serves as the central source of truth for all mobile payment activity. Sales and financial data in Manage is organized into two primary areas:

- **Sales:** Revenue reporting, Dashboards, and transaction history
- **Payments:** Banking information, payout status, and transfers

Sales data reflects **customer transactions**, while payment data reflects **funds deposited or transferred** to the Operator's bank account. These values may differ temporarily due to processing timelines.

3. Sales Dashboard

The Sales Dashboard provides a high-level view of mobile payment activity for the selected date and time range. It is intended to give Operators quick visibility into sales performance and mobile adoption trends, rather than serving as a reconciliation or accounting tool.

Navigate:

1. Log in to your Manage account at https://manage.payrange.com/#/login/
2. Click "Sales" in the left sidebar (see ***Figure 1***).
3. Select "Dashboard" from the sub-menu.

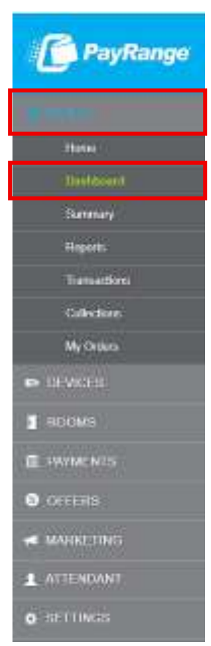

Figure 1

Date and Time Controls

At the top right of the Dashboard, Operators can configure the reporting window by (see ***Figure 3***):

- Select a predefined range from the dropdown (e.g., "This Month")
- Manually enter a custom start and end date/time.
- Optional: Check the "Force Pacific Time" box to align the summary report with weekly email reports and payments (see ***Figure 2***).
- Click "Update Date Range" to refresh the Dashboard data.

Figure 2

All Dashboard metrics and visuals reflect the selected date and time range.

Mobile Sales Chart

The Mobile Sales chart displays total PayRange mobile sales over time within the selected reporting window. This view helps Operators quickly identify activity patterns, periods of inactivity, or spikes in usage.

Mobile Percentage Chart

The Mobile Percentage chart illustrates the proportion of mobile sales compared to cash sales. This visual is commonly used to evaluate customer adoption of PayRange mobile payments.

Total Sales Chart

The Total Sales chart displays the combined value of all transactions (cash and mobile) over time within the selected reporting window. This chart provides a high-level view of overall revenue trends, making it easy to identify peak sales days, fluctuations in activity, or periods with no sales.

Cash Sales Chart

The Cash Sales chart shows total cash-based transactions over time within the selected reporting window. Operators can use this chart to monitor cash usage trends, compare cash performance against mobile sales, and identify locations or time periods where cash payments remain dominant or have declined.

Metrics Summary

The metrics table provides a numerical summary of key performance indicators for the selected date range, including:

- Total Registered Devices
- Cash Sales (if available)
- Mobile Sales
- Mobile Percentage
- Total Sales
- Mobile Transactions
- Total Transactions

These values update dynamically based on the selected filters.

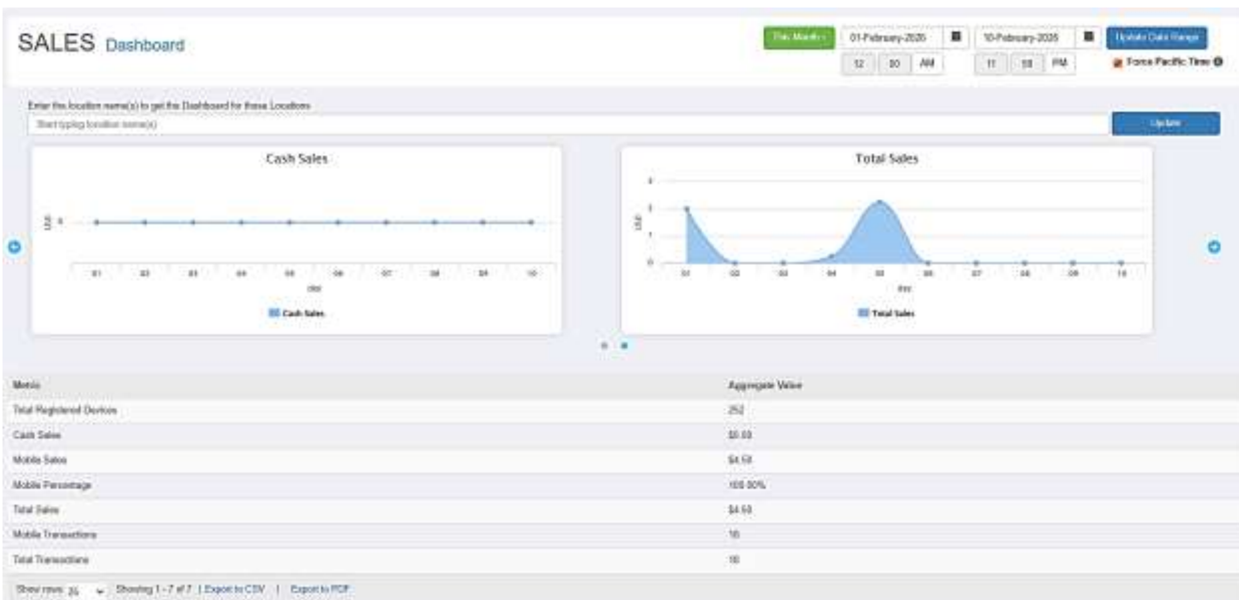

Figure 3

Exporting Dashboard Data

At the bottom left of the Dashboard, Operators may:

- Adjust the number of rows displayed
- Export data using "Export to CSV" or "Export to PDF" (see ***Figure 4***).

Exports are useful for reporting, recordkeeping, or further analysis outside of the Manage platform.

Figure 4

4. Sales Summary

The "Sales Summary" page provides a consolidated financial overview of sales activity for a selected date and time range. This view is commonly used for high-level financial review and reconciliation. It is intended for summary analysis and comparison, not individual transaction investigation.

Navigate:

- Click "Sales" in the left sidebar
- Select "Summary"

Date and Time Controls

At the top right of the Dashboard, Operators can configure the reporting window by (see ***Figure 6***):

- Select a predefined range from the dropdown (e.g., "Last Year")
- Manually entering a custom start and end date/time.
- Optional: Check the "Force Pacific Time" box to align the summary report with weekly email reports and payments (see ***Figure 2***).
- Click "Run Report" to refresh the Dashboard data.

All summary metrics reflect the selected date and time range.

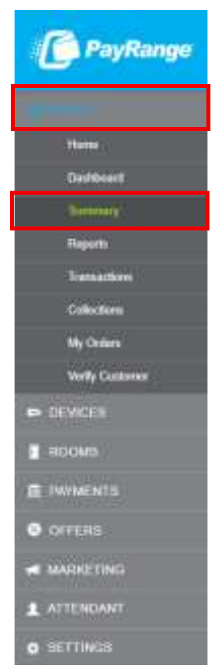

Figure 5

Key Features:

- Displays total values (see top of ***Figure 6***) including:
  - Total Payments
  - Total Returns
  - Total Coupons

- Provides a "Summary Report" table with:
    - Mobile sales
    - Two-Tier sales (if applicable)
    - Cash sales
    - Total sales
    - Transaction fees
    - Other fees
    - Discounts
    - Loyalty
    - Net revenue
- Allows users to toggle between:
    - "By Location"
    - "By Device"

  These views help identify performance differences across sites or machines.

  Instructions:

  When selecting a different tab (e.g., By Device), reselect or confirm the date range above and click "Run Report" to refresh the data.

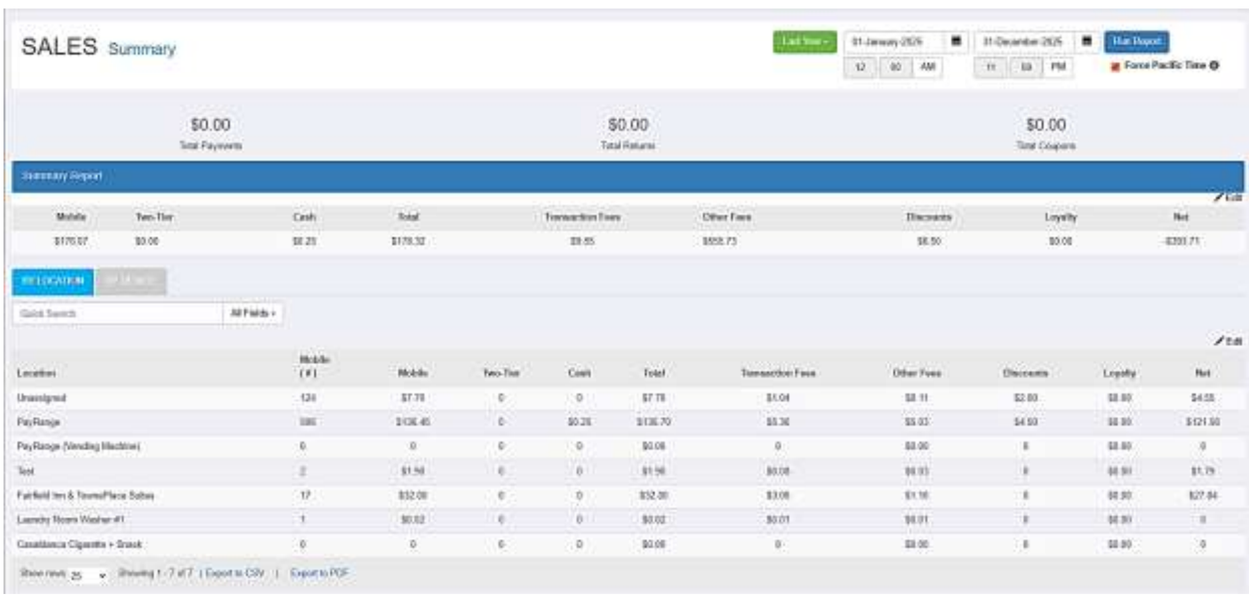

Figure 6

5. Sales Reports

The "Reports" section allows Operators to generate, view, and export finalized "Sales Reports".

Navigate:

- Click "Sales" in the left sidebar
- Select "Reports" (see ***Figure 7***)

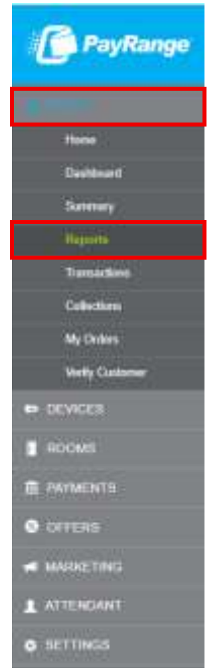

Figure 7

Generate Report:

1. Select a "Report Type" in the drop-down menu at the top of the page (e.g., Device Financial Report) (see ***Figure 8***).
2. Choose a predefined or custom date range.
3. Optional: Check the "Force Pacific Time" box to align the summary report with weekly email reports and payments.
4. Click "Generate Report".
5. Click the link in the "Report" column you wish to view.

Report Tabs:

- **All Reports** – Displays all generated reports
- **Weekly Reports** – Automatically generated weekly summaries of settled sales activity (Pacific Time).
    - For a detailed explanation of report components and reconciliation fields, refer to: "**Understanding Your Weekly Sales Summary Report Email**".
- **My Reports** – Reports generated by the logged-in user

Common Use Cases:

- Weekly reconciliation
- Financial reporting
- Historical sales review
- Exporting data for accounting or audits

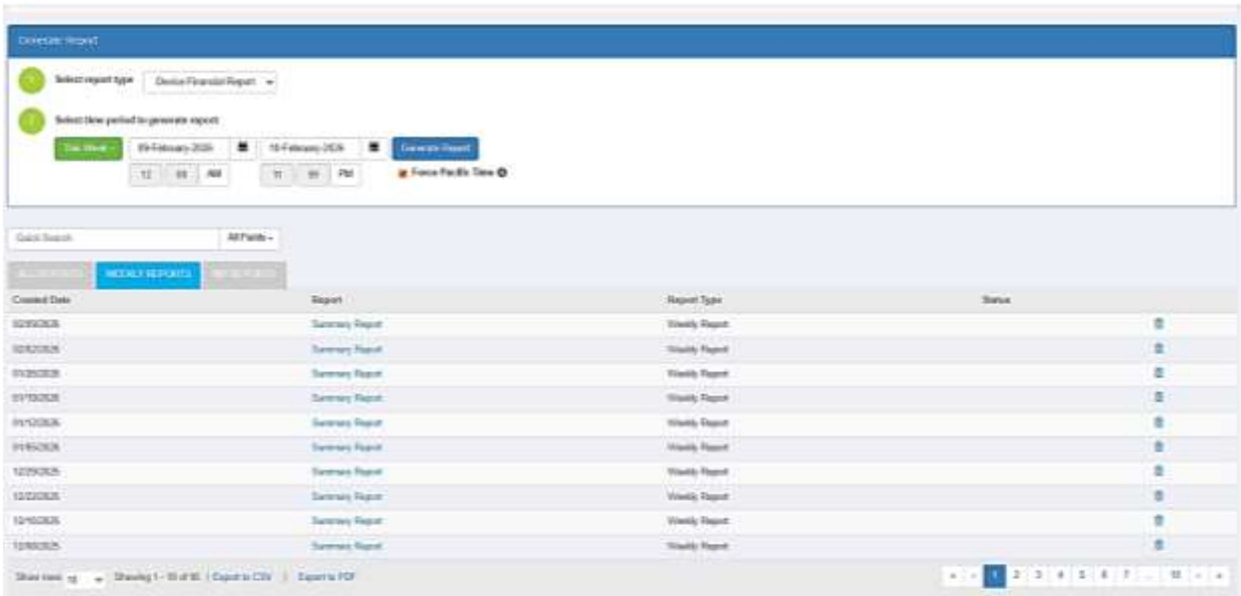

Figure 8

6. Sales Transactions

The “Transactions” page provides a detailed audit view of individual sales activity.

Navigate:

- Click “Sales” in the left sidebar (see ***Figure 9***).
- Select “Transactions”

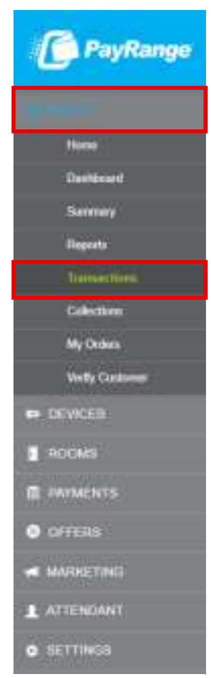

Figure 9

Date and Time Controls

At the top right of the Dashboard, Operators can configure the reporting window by (see ***Figure 10***):

- Select a predefined range from the dropdown (e.g., “Last Year”)
- Manually entering a custom start and end date/time.
- Optional: Check the “Force Pacific Time” box to align the summary report with weekly email reports and payments (see ***Figure 2***).
- Click “Update Date Range” to refresh the Dashboard data.

Transaction View Tabs:

- **Mobile** – Displays PayRange mobile transactions
- **Offer** – Displays transactions tied to promotions or offers

Available Details:

Each transaction record may include:

- Post Date
- Transaction Date
- Device ID
- Machine Name
- Location Details
- Item Count and Price
- Discounts and Promotions
- Fees
- Net amount
- Info

Common Use Cases:

- Investigating customer inquiries
- Verifying transaction completion
- Reviewing fees or discounts
- Supporting refund or dispute resolution

Exporting:

- Operators may export transaction data via the links at the bottom of the page (see ***Figure 10***).
    - "Export to CSV"
    - "Export to PDF"

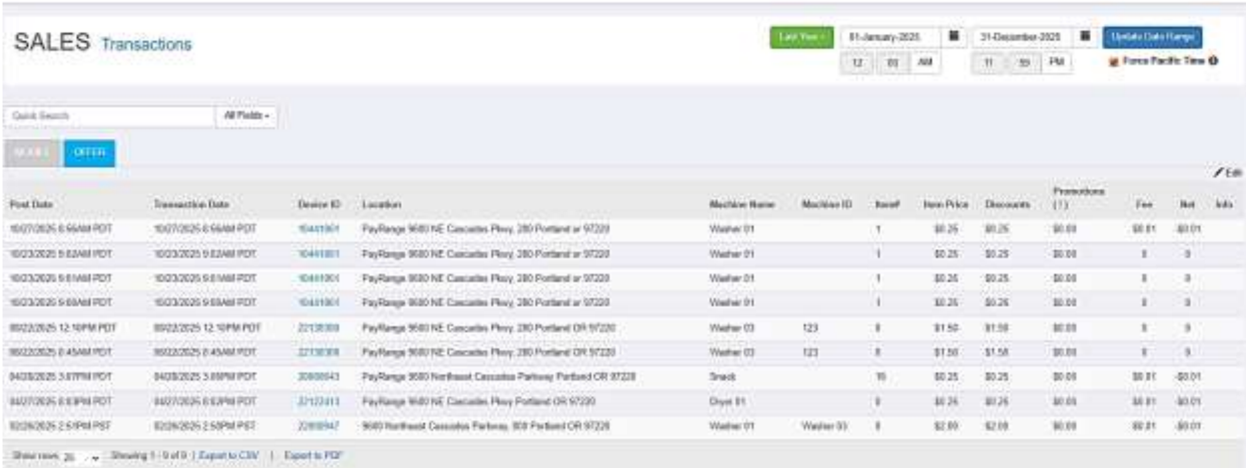

Figure 10

7. Sales Collections

The “Collections” page is used to track collection activity associated with machines and routes. This page may display “No Data” if collections have not been recorded for the selected date range. Collection data is typically used by Operators managing physical cash collection routes.

Navigate:

- Click “Sales” in the left sidebar (see ***Figure 11***).
- Select “Collections”

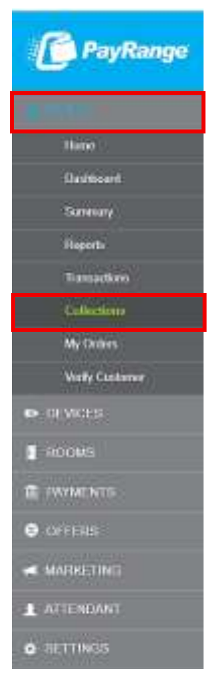

Figure 11

Data Displayed:

Depending on availability, this view may include:

- Collection time and date
- Location and Address
- Machine Name and ID
- Bag ID
- Tags
- Device ID
- User Email and Name
- Mobile sales
- Cash sales
- Card sales
- Total sales
- Mobile Meter
- Route

- Customer ID
- Promotion
- Machine Size

8. How the Sales Submenus Work Together

Operators should select the tab based on what question they are trying to answer, rather than relying on a single view.

Submenus	Primary Purpose
Dashboard	High-level trends and performance
Summary	Financial totals and breakdowns
Reports	Finalized, exportable records
Transactions	Individual transaction audit
Collections	Route-level and machine collection tracking

Note: Dashboard data may update in near real-time but can differ from finalized reports due to pending transactions, processing delays, and date/time filter selections.

9. Payout Methods

PayRange provides two payout methods: Standard ACH Deposits and Instant Transfers (Debit Card Transfers, if enabled).

Payouts reflect settled transactions, not real-time sales activity. A timing difference between transaction activity and bank deposits is expected.

Standard ACH Deposits (Primary Method)

ACH is the default and primary payout method for PayRange mobile transactions.

Weekly ACH Schedule

- Payouts are submitted each **Monday (Pacific Time)**.
- Each payout generally includes **settled transactions** from the **prior Monday through Sunday (PT).**

- Funds typically post to the Operator's linked bank account within **1-2 business days**, depending on the receiving financial institution.
- Most Operators see deposits post on **Tuesday**.
- If Monday falls on a **bank holiday**, processing may be delayed.

Important Notes

- Only **settled transactions** are included in payouts.
- Settlement timing may cause some transactions to roll into the following payout cycle.
- Bank processing times vary by institution.

Standard ACH deposits should be used as the primary method for routine reconciliation and accounting.

Instant Transfers (Debit Card Transfers – Optional)

If enabled, "Instant Transfers" allow Operators to move available settled funds directly to a linked debit card outside of the standard weekly ACH schedule.

Debit Card Setup

Only **one debit card** may be linked per Operator account.

To link a card:

1. Log into your Manage account: https://manage.payrange.com/#/login/
2. Click "Payments" on the left sidebar (see ***Figure 12***).
3. Select "Instant Transfers" from the sub-menu.
4. Click "Get Started" on the "How Does it Work?" page (see ***Figure 13***).

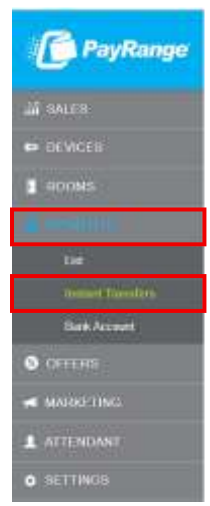

Figure 12

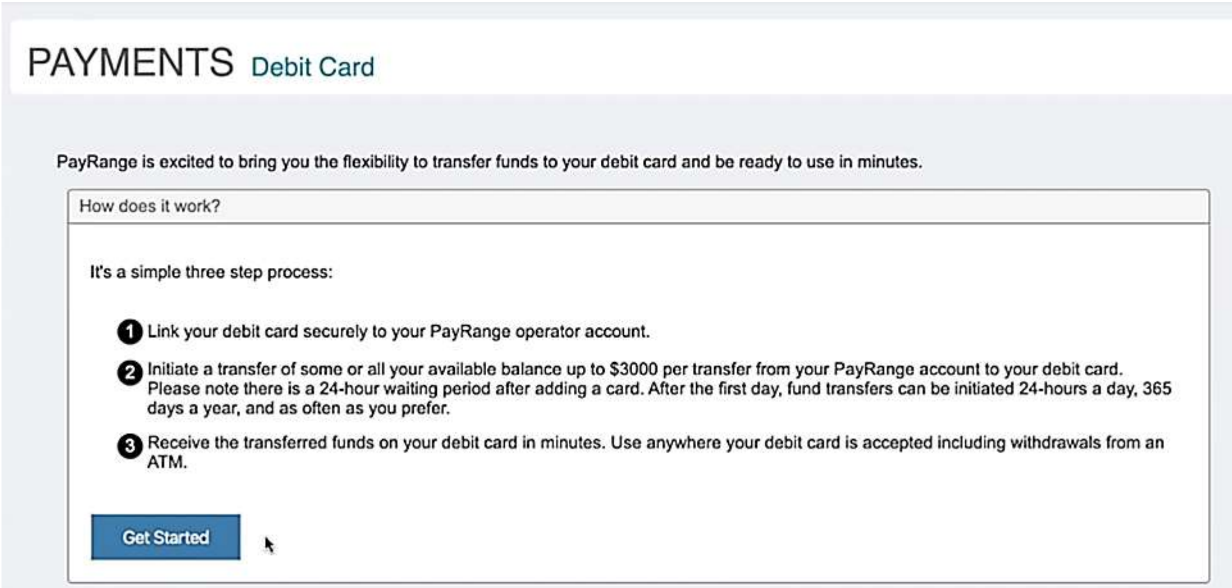

Figure 13

5. Enter required billing and payment details (see ***Figure 14***):
    - First name
    - Last name
    - Zip/Postal Code
    - Card type (Visa, Mastercard, or Discover)
    - Card number
    - Expiration date

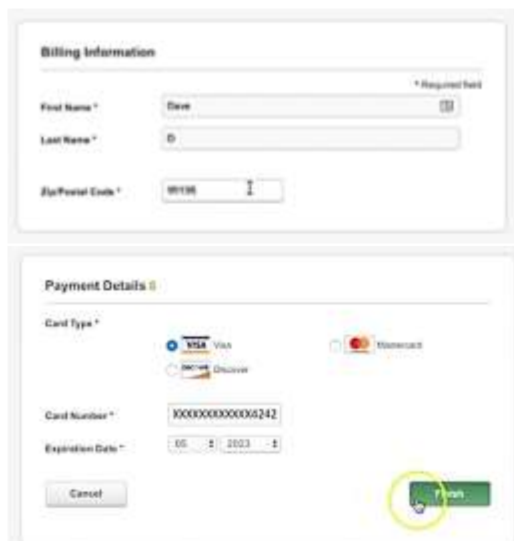

Figure 14

6. Select "**Finish"** to securely save the card.
    - The stored card will appear partially masked for security.

24-Hour Waiting Period

After adding or replacing a debit card, a mandatory 24-hour waiting period applies.

Transfers cannot be initiated during this waiting period.

Initiating a Transfer

After the waiting period:

1. Review the “Available Balance” in the “Fund Transfer” section (see ***Figure 15***).
2. Select one of the following:
   - **Full Amount** – Available only if the balance is **$3,000 or less**.
   - **Partial Amount** – Required if the balance exceeds $3,000. Enter an amount not exceeding **$3,000 per transfer**.

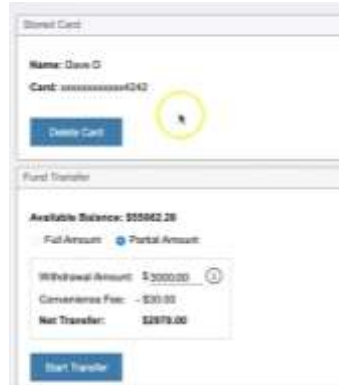

Figure 15

3. Review the transfer summary, which displays:
   - “Withdrawal Amount ⓘ”
   - “Convenience Fee”
   - “Net Transfer”
4. Select “Start Transfer”.
5. Confirm the transfer by selecting “Yes” in the confirmation window.
6. A confirmation message will indicate that the transfer request has been successfully submitted.

Figure 16

7. Select “OK” to close the confirmation window and return to the Payments screen.
   - Funds are typically received on the linked debit card **within minutes**.

Instant Transfer Limitations

- Maximum transfer amount: **$3,000 per transaction**
- Only funds listed as “Available Balance” may be transferred
- Convenience fees apply and are deducted at the time of transfer
- Only one debit card may be linked per Operator account
- This feature may not be enabled for all accounts
- Transfer limits and fees are subject to change

Instant Transfers are intended for short-term cash flow needs and do not replace routine weekly ACH payouts.

10. Common Questions

Why doesn't my sales total match my bank deposit?

Differences may occur due to:

- Pending or unsettled transactions
- Timing differences between transaction and payout dates
- Processing fees or account adjustments
- Date range or time zone settings

For accurate reconciliation:

- Use "Sales Reports" for finalized transaction totals.
- Use **Payments** → **List** to review payout records, including deposit dates and posted amounts.

Why does today's sales appear lower than expected?

- Some transactions may still be processing.
- The selected date range or time zone may filter results.
- Reports reflect settled data rather than real-time activity.

Why do Dashboard and Report numbers differ?

- The Dashboard displays near real-time transaction activity.
- Reports reflect finalized and settled transactions.
- Reports should be used for accounting and reconciliation purposes.

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11. Best Practices

- Review the Dashboard regularly for operational awareness.

- Use Weekly or Custom Reports for financial reconciliation.
- Confirm date range and time zone settings before reviewing totals.
- Periodically verify banking details in the Payments section.
- Use Instant Transfers only when operationally necessary.