

FAQ: What do all the values mean in the Reports?

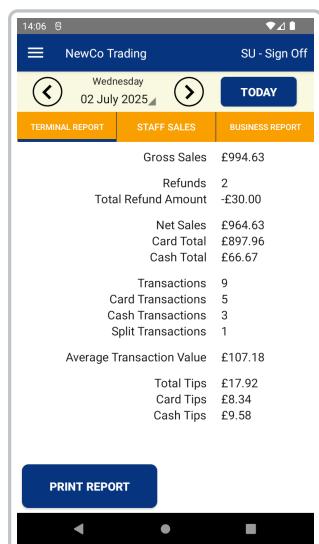
Last Modified on 04/07/2025 4:36 pm BST

Below is a comprehensive explanation of the values and fields used in the various reports across the device and Web Portal:

Device Report - Terminal Report

Daily sales totals for the device you are using:

Report Field	Description
Gross Sales	Total sales revenue before refunds
Refunds	Number of refund transactions
Total Refund Amount	Total value of refunds
Net Sales	Gross Sales minus Total Refund Amount
Card Total	Total value of card sales
Cash Total	Total value of cash sales
Transactions	Total number of transactions
Card Transactions	Number of card sales
Cash Transactions	Number of cash sales
Split Tender Transactions	Number of split payment transactions
Average Transaction Value	Net Sales divided by Transactions
Tips	Total value of all tips
Cash Tips	Value of tips received in cash
Card Tips	Value of tips received via card

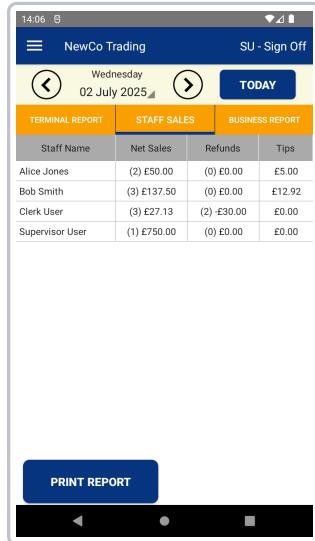


Device Report - Staff Sales

Daily sales totals for the device you are using split by staff member:

Report Field	Description
Staff Name	Name of the staff member

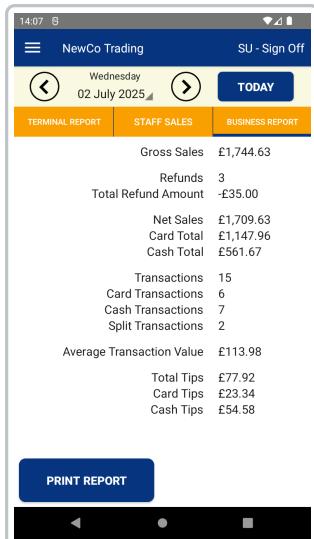
Report Field	Description
Net Sales	Net sales total (with count) per staff member
Refunds	Number of refunds (with total amount) by staff member
Tips	Total tips received by staff member



Device Report - Business Report

Daily sales totals for the whole business (for customers with multiple devices):

Report Field	Description
Gross Sales	Total sales revenue before refunds
Refunds	Number of refund transactions
Total Refund Amount	Total value of refunds
Net Sales	Gross Sales minus Total Refund Amount
Card Total	Total value of card sales
Cash Total	Total value of cash sales
Transactions	Total number of transactions
Card Transactions	Number of card sales
Cash Transactions	Number of cash sales
Split Tender Transactions	Number of split payment transactions
Average Transaction Value	Net Sales divided by Transactions
Tips	Total value of all tips
Cash Tips	Value of tips received in cash
Card Tips	Value of tips received via card



Web Portal - Dashboard

Details the sales totals for all your devices for the current day:

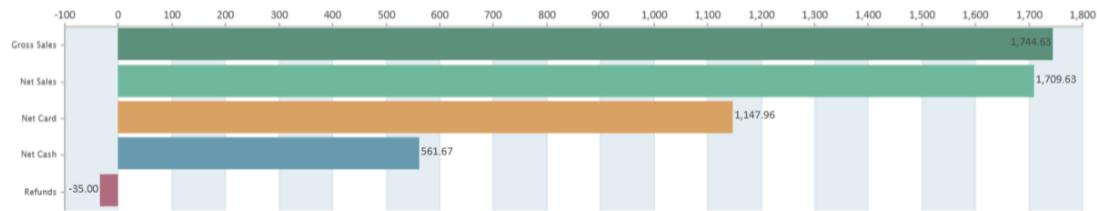
Report Field	Description
Avg Spend per Customer	Net Sales divided by Transactions
Transaction Count	Number of transactions
Refund Count	Number of refunds
Transaction by Tender	Chart showing split by payment method
Gross Sales	Total sales before deductions
Net Sales	Gross Sales minus refunds
Net Card	Total card sales
Net Cash	Total cash sales
Refund Total	Total amount of refunds

Average Spend Per Customer : 113.98
 Transaction Count : 15
 Refund Count : 3

Transactions by Tender Type



Transaction Totals



Web Portal - Pay Sales Summary Report

Combined sales total for the whole business (for customers with multiple devices):

Report Field	Description
Transaction Count	Total transactions
Refunds	Number of refunds
Refund Total	Total refund value
Gross Sales	Sales before deductions
Net Sales	Sales after deductions
Cash Transactions	Number of cash sales
Net Cash	Value of cash sales
Card Transactions	Number of card sales
Net Card	Value of card sales
Split Tender Transactions	Number of split payment sales
Avg Spend per Customer	Average value per customer
Tips	Total tips
Cash Tips	Tips received in cash
Card Tips	Tips received via card

register 

Dashboard Config Reports Stock CRM Devices Admin Help Logout

Portal Admin: Business Owner (boss@newco.com) Merchant: NewCo Trading

Report Selector Report Selectors ^

Pay Sales Summary Report Summary of all Sales.

Monthly - 2025-07 +01:00 BST (British Summer Time), CET (Central)

All Stores All Devices All Departments All Suppliers All Products

Run Report **Save** **Update** Reports are currently limited to 10,000 rows of data and large reports may take some time to display.

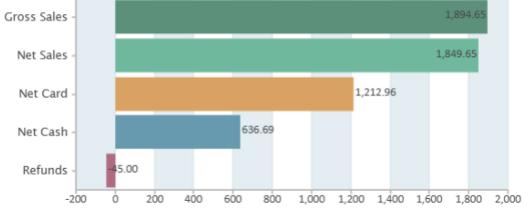
Report Data Pay Sales Summary Report Export Report Data ^

Report Charts Pay Sales Summary Report Export Chart Data ^

Transactions by Tender Type



Transaction Totals



Category	Total
Gross Sales	1,894.65
Net Sales	1,849.65
Net Card	1,212.96
Net Cash	636.69
Refunds	-45.00

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Pay Sales Summary Report Summary of all Sales.

Monthly - 2025-07 +01:00 BST (British Summer Time), CET (Central)

All Stores All Devices All Departments All Suppliers All Products

Run Report **Save** **Update** Reports are currently limited to 10,000 rows of data and large reports may take some time to display.

Report Data Pay Sales Summary Report Export Report Data ^

Description	Total
Transaction Count	20
Refunds	4
Refund Total	-45.00
Gross Sales	1894.65
Net Sales	1849.65
Cash Transactions	8
Net Cash	636.69
Card Transactions	9

Showing 1 to 14 of 14 entries

Report Charts Pay Sales Summary Report Export Chart Data ^

Web Portal - Pay Sales Report

Daily sales totals for each device reported by date.

Report Field	Description
Date	Date of the sales

Report Field	Description
Till Name	Name of the device
Transaction Count	Total transactions
Refunds	Number of refunds
Refund Total	Total refund value
Gross Sales	Sales before deductions
Net Sales	Sales after deductions
Cash Transactions	Number of cash sales
Net Cash	Value of cash sales
Card Transactions	Number of card sales
Net Card	Value of card sales
Split Tender Transactions	Number of split payment sales
Avg Spend per Customer	Average value per customer
Tips	Total tips
Cash Tips	Tips received in cash
Card Tips	Tips received via card

The screenshot shows the Smart Volution Register web portal. At the top, there is a navigation bar with links for Dashboard, Config, Reports, Stock, CRM, Devices, Admin, Help, and Logout. Below the navigation bar, the user is identified as 'Portal Admin: Business Owner (boss@newco.com)' and 'Merchant: NewCo Trading'. The main content area is titled 'Report Selector' and shows a 'Pay Sales Report' for the month of July 2025. The report table includes columns for Date, Till Name, Transactions, Refunds, Refund Total, Gross Sales, Net sales, Cash Sales, Cash Total, Card Sales, Card Total, Split Tender Transactions, and Avg Spend per Customer. The data is grouped by date, showing sales for multiple devices. At the bottom of the report table, it says 'Showing 1 to 4 of 4 entries'. The footer of the page includes links for Register 4.49.1 master, Privacy Policy, EULA, and a copyright notice for ©2015 Smart Volution.

Web Portal - Pay Shift Report

Z Report / End Day sales totals for each device reported by date.

Report Field	Description
Till Name	Name of the device
Start Date	Date of first transaction
Start Time	Time of first transaction
End Date	Date of End Day
End Time	Time of End Day

Report Field	Description
Duration	Time between start and End Day
Transaction Count	Total transactions
Refunds	Number of refunds
Refund Total	Total refund value
Gross Sales	Sales before deductions
Net Sales	Sales after deductions
Cash Transactions	Number of cash sales
Net Cash	Value of cash sales
Card Transactions	Number of card sales
Net Card	Value of card sales
Split Tender Transactions	Number of split payment sales
Avg Spend per Customer	Average value per customer
Tips	Total tips
Cash Tips	Tips received in cash
Card Tips	Tips received via card

Web Portal - Pay Staff Report

Sales totals split by staff member.

Report Field	Description
Staff Code	Staff member's code
Staff Name	Staff member's name
Transactions	Number of transactions by staff
Refunds	Number of refunds
Refund Total	Refund value
Gross Sales	Total sales before refunds
Net Sales	Sales after refunds
Cash Transactions	Number of cash sales
Net Cash	Value of cash sales
Card Transactions	Number of card sales
Net Card	Value of card sales
Split Tender Transactions	Number of split payment sales
Cancel Transactions	Number of cancelled sales
Largest Transaction	Highest sale value by this staff
Avg Spend per Customer	Net Sales divided by Transaction Count
Tips	Total tips by this staff
Cash Tips	Cash tips by this staff
Card Tips	Card tips by this staff

register 

Dashboard Config Reports Stock CRM Devices Admin Help Logout

Portal Admin: Business Owner (boss@newco.com) Merchant: NewCo Trading

Report Selector Report Selectors ^

Pay Staff Report All Sales, grouped by Staff Member.

Monthly 2025-07 +01:00 BST (British Summer Time), CET (Central)

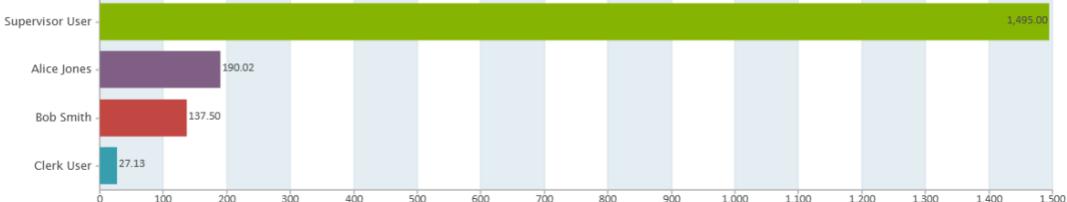
All Stores All Devices All Departments All Suppliers All Products

Run Report Save Update Reports are currently limited to 10,000 rows of data and large reports may take some time to display.

Report Data Pay Staff Report Export Report Data ^

Report Charts Pay Staff Report Export Chart Data ^

Net Sales by Staff



Supervisor User 1,495.00
Alice Jones 190.02
Bob Smith 137.50
Clerk User 27.13

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register 

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Pay Staff Report All Sales, grouped by Staff Member.

Monthly 2025-07 +01:00 BST (British Summer Time), CET (Central)

All Stores All Devices All Departments All Suppliers All Products

Run Report Save Update Reports are currently limited to 10,000 rows of data and large reports may take some time to display.

Report Data Pay Staff Report Export Report Data ^

Staff Code	Staff Name	Transactions	Refunds	Refund Total	Gross Sales	Net Sales	Cash Transactions	Net Cash	Card Transactions	Net Card	Split Tender Transactions	Cancel S
All Staff	All Staff	20	4	-45.00	1894.65	1849.65	8	636.69	9	1212.96	3	8
0000	Alice Jones	7	1	-10.00	200.02	190.02	2	100.02	4	90.00	1	5
0001	Supervisor User	7	1	-5.00	1500.00	1495.00	4	495.00	2	1000.00	1	2
0002	Clerk User	3	2	-30.00	57.13	27.13	1	-5.00	2	32.13	0	0
4564	Bob Smith	3	0	0.00	137.50	137.50	1	46.67	1	90.83	1	1

Showing 1 to 5 of 5 entries

Report Charts Pay Staff Report Export Chart Data ^

Web Portal - Pay Refund Report

Report detailing all refunds carried out.

Report Field	Description
Date	Date of the refund
Till Name	Device used

Report Field	Description
Staff Code	Code of refunding staff member
Staff Name	Name of refunding staff member
Refund Amount	Refund value
Tender Type	Refund payment method
Transaction ID	ID of the refund transaction

Web Portal - Pay Transaction Report

A detailed report showing everything that happened within a transaction, typically used for support purposes.

Report Field	Description
App Version	Application version
Transaction ID	Server-side ID
Reference	Optional transaction name
Device Transaction ID	Receipt-visible transaction ID
Date	Transaction date
Time	Time of transaction (with time zone)
Device Name	Device used
Staff Name	Name of staff member
Transaction Type	Type (SALE, REFUND, etc.)
Price	Transaction amount
Amount Tendered	Amount tendered
Change Given	Change returned (for CASH)
Auth Code	Authorisation code for CARD
Card PAN	Last 4 digits of the card
Tip Amount	Tips included
Item Name	Name of item

Report Field	Description
Item Price	Item value
Item Type	Type of item
Item Added	Timestamp item added
Custom Data	Any extra info from payment app

The screenshot shows the Smart Volution Register web portal. At the top, there is a navigation bar with links for Dashboard, Config, Reports, Stock, CRM, Devices, Admin, Help, and Logout. Below the navigation bar, it shows 'Portal Admin: Business Owner (boss@newco.com)' and 'Merchant: NewCo Trading'. The main content area is titled 'Report Selector' and shows a dropdown for 'Pay Transaction Report' with a sub-description 'All transactions carried out on the Portal and Client.' Below this are filters for 'Monthly' (selected), date '2025-07', time zone '+01:00 BST (British Summer Time), CET (Central)', and dropdowns for 'All Stores', 'All Devices', 'All Departments', 'All Suppliers', and 'All Products'. Buttons for 'Run Report', 'Save', and 'Update' are present. A note at the bottom says 'Reports are currently limited to 10,000 rows of data and large reports may take some time to display.' Below this is a table titled 'Report Data' with the sub-tittle 'Pay Transaction Report'. The table has columns for APP Version, Transaction Id, Reference, Device Transaction Id, Date, Time, Device Name, Staff Name, and Transaction Type. The data shows 82 entries for transactions on 2025-07-02, mostly from Device 01 and staff members Alice Jones and Bob Smith. At the bottom of the table, it says 'Showing 1 to 82 of 82 entries'. The footer of the page includes links for 'Register 4.49.1 master', 'Privacy Policy', 'Powered by Smart Volution™', 'EULA', and '©2015 Smart Volution'.

Web Portal - Pay Transaction Summary Report

Report showing all transactions similar to the Transaction History screen.

Report Field	Description
App Version	Application version
Transaction ID	Server-side ID
Reference	Optional transaction name
Device Transaction ID	Receipt-visible transaction ID
Date	Transaction date
Time	Time of transaction (with time zone)
Device Name	Device used
Staff Name	Name of staff member
Transaction Type	Type (SALE, REFUND, etc.)
Price	Transaction amount
Amount Tendered	Amount tendered
Change Given	Change returned (for CASH)
Tip Amount	Tips included
Auth Code	Authorisation code for CARD
Card PAN	Last 4 digits of the card

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Report Selector

Report Selectors

Pay Transaction Summary Report

All summary transactions carried out on the Portal and Client.

Monthly 2025-07 +01:00 BST (British Summer Time), CET (Central)

All Stores All Devices All Departments All Suppliers All Products

Run Report Save Update

Reports are currently limited to 10,000 rows of data and large reports may take some time to display.

Report Data Pay Transaction Summary Report

Export Report Data

APP Version	Transaction Id	Reference	Device Transaction Id	Date	Time	Device Name	Staff Name	Trans
V4.49.0	23150817	T12	2507021602290050028888	2025-07-02	16:03(+01:00)	Device 01	Bob Smith	SP
V4.49.0	23150818		2507021603478620018888	2025-07-02	16:03(+01:00)	Device 01	Bob Smith	CA
V4.49.0	23150819		2507021603568950018888	2025-07-02	16:04(+01:00)	Device 01	Bob Smith	CA
V4.49.0	23150820	12 New Road boiler repair	2507021605159470018888	2025-07-02	16:05(+01:00)	Device 01	Supervisor User	CA
V4.49.0	23150821		250702160584290018888	2025-07-02	16:06(+01:00)	Device 01	Clerk User	CA
V4.49.0	23150822	John Smith	2507021607121120018888	2025-07-02	16:07(+01:00)	Device 01	Clerk User	CA
V4.49.0	23150823		2507021607318690018888	2025-07-02	16:07(+01:00)	Device 01	Clerk User	CA
V4.49.0	23150864		2507031449011920028888	2025-07-03	14:49(+01:00)	Device 01	Alice Jones	CA

Showing 1 to 34 of 34 entries