

Batch Report

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*Fiserv (formerly CardConnect)

Overview of all credit card transactions grouped as a batch and deposited in your bank account attached to the [Merchant Account](#). View the date payments are deposited, gross raised, adjustments and fees deducted, reversals, and the amount funded after adjustments and fees are deducted.

Note: Credit card transactions are deposited automatically when the batch closes daily between 8:45 and 9:15 PM CST. Deposits will appear as **MERCHANT BANKCD**. Transactions received after the closeout time are reported on the next day's batch. Campaign Batch Reports are updated 24-48 hours after the funds are processed by Fiserv. Transactions can be flagged by Fiserv, which may delay the batching of funds.

Watch a video

Locate

1. From the **Admin Navigation**, click **Reports > Overview**.
2. Select **Batch Report**

Summary sections

- Select a date to see the transactions.
- Search, sort, and extract details.

Batch Date

The date transactions are grouped as a batch and deposited.

Gross Raised

Total credit card payments are processed on a batch date before the removal of the credit card transaction fee.

Adjustment/Fees

Shows fees deducted from the Gross Raised to cover the card processors' fees. Fiserv deducts the transaction fees at the time of the transaction.

Fees [passed to the purchaser](#) are shown in the Transaction Fee section of the [Revenue Report](#).

Note: Processing fees are deducted and reflected in the batch report's Adjustment/Fees

column, regardless of whether the fees are passed on to the purchaser. This amount is intended to cover the credit card transaction costs found in your Batch Report.

To capture the full amount of the fees at a variable rate:

1. From Admin Navigation, click Checkout & Payments > Payment & Fee Settings > Transaction Fees > Processing Fee (%).
2. Adjust the Processing Fee, which adjusts the Effective Rate —the percentage a user pays to cover the purchase cost and transaction fees.
 - The default is 3.5% of the processing fee, which adjusts the Effective Rate to 3.627%.
 - Set the processing fee to 3.95%, which adjusts the Effective Rate to 4.112% to capture the full amount with a variable rate.

Reversals

Seen as zero unless a user submits a chargeback or a reversal of their payment within a batch.

Note: When a chargeback is submitted, GiveSmart is not notified. Chargebacks occur outside of GiveSmart. Therefore, limited information is available in your Batch Reports. Credit card processing fees are not returned to the merchant.

Chargebacks are handled directly between the cardholders' issuing bank and the acquiring bank of Fiserv (Wells Fargo). The Issuing Bank forcibly reverses the transfer of funds. Consumer protection laws generally favor the cardholder, allowing them to "win" by default. The Merchant may dispute the validity; in such cases, the Acquiring Bank and Issuing Bank shall reach an agreement. Included in the dispute paperwork is a case number and phone number for **Fiserv Chargeback Department/Merchant Services (800-443-4651)** to contact. A dedicated team is available to assist with chargebacks and can fax a copy of the Chargeback paperwork.

When a Chargeback is submitted by a cardholder, notification from (Merchant Services) is sent via mail within 24-48 hours from the Chargeback Date. The information contains dispute instructions and details regarding the transaction. A merchant has two weeks to submit a dispute. Chargeback funds are typically removed within three days of the Chargeback date. Credit card processing fees are not returned to the merchant.

When contacting Fiserv, please provide them with your Merchant ID, which can be found in View Admin > Settings > Global > Advanced Settings > Credit Card Payments > Merchant Account Status.

Funded Amount

Amount funded into the bank account tied to the Merchant Account (Gross Raised minus Adjustment/Fees).

Account

The bank account number associated with the Merchant Account. The complete number is not

displayed for security reasons.

Details sections

- Defaults to sorting by credit card network and are in alphabetical order by card type (American Express, Discover, Mastercard, or Visa).
- The credit card processing fee adjustments are reflected as a line item in the total amount per batch date, per card network. Includes the fees you pay and any passed fees.
- All processing fees or reversals are grouped by card network and fall below transactions received.
- Search, sort, or extract the batch details.

Batch Date

The date the transactions were batched and deposited.

Date

Date and time of the credit card transaction. Batch dates close between 8:45 and 9:15 PM CST. Transactions received after the closeout are reflected in the next batch date.

First and Last Name

The user's name as it appears in GiveSmart.

Cardholder Name

Name as it appears on the credit card.

Details

Credit Card network (American Express, Visa, Discover, or Mastercard).

Type

Transaction type (Sale, Service Charge, or Refund).

Last-4

The last 4 digits of the credit card.

Amount

The dollar amount charged on the credit card.

Transaction

A unique identifier is assigned to each credit card transaction.

Auth Code

Credit card authorization code from the issuing bank to the vendor.
