

INCOME & REVENUE

REPORTING GUIDE

Access, generate, and analyze income and usage reports through the PayWay Dashboard. Tracking revenue and transaction metrics helps you monitor site usage, audit payments, and gather essential data for monthly accounting.

01 ACCESSING & EXPORTING INCOME REPORTS

Step-by-step Dashboard Navigation

1. **Log In to the Portal**

2. Access the **PayWay Dashboard** using your manager credentials.

3. **Navigate to Reports**

From the main navigation menu, select **Reports** (or Transaction History).

4. **Select Your Date Range**

Filter the view by your required timeframe (daily, weekly, monthly, or custom date ranges).

Use the Drill-Down View for Granular Data

Open the **Drill-Down Report** to view itemized transaction histories. This view provides:

- Total revenue breakdown per machine
- Total transaction count
- Payment method splits (Bank Card, Virtual Wallet, SnapScan, Zapper, etc.)

5. **Export for Accounting**

Export the generated dataset directly to **CSV** (Excel) or **PDF** format for easy sharing with colleagues.

**PLEASE REFER
FULL REPORTING
GUIDE**

Available for download on this page:

<https://www.laundrysolutions360.co.za/laundry-connect/technical-support/>

02 REPORTING FAQ'S

QUESTION	ANSWER / PRACTICAL STEPS
How do I see total collections for the current month?	Log in to the dashboard – Navigate to Reports – Set the date range to the current month – View the summary total.
Can I see revenue generated by individual machines?	Yes. Open the Drill-Down Report and filter by machine number to view individual machine earnings and total cycle counts.
Why does dashboard revenue look lower than expected?	Check for site internet or modem offline periods. If machines lose power or connectivity, cycles cannot be processed during that time.
How do I pull data for monthly accounting or auditing?	Select your accounting date range, generate the Drill-Down Report , and export it as a CSV file for spreadsheet integration.
Can I pull a weekly performance summary?	Yes. Adjust the date range filter to the specific 7-day period you wish to evaluate.

03 SUPPORT SCOPE: TECHNICAL VS ACCOUNT QUERIES

To ensure your queries are resolved quickly, our Technical Support and Accounts teams handle different areas of your financial setup:

TECH SUPPORT TEAM HANDLES:

- Assisting with dashboard navigation and reporting menus.
- Generating and exporting transaction report files
- Explaining data fields within the Drill-Down Report
- Cross-referencing missing revenue with historical machine offline logs

ACCOUNTS TEAM HANDLES:

- Financial settlement schedules and payout timelines
- Queries regarding payout totals or bank transfers
- Monthly invoicing and billing statements
- Updates to company banking or tax details

04 UNDERSTANDING THE REVENUE IMPACT OF SITE OFFLINE PERIODS

If your transaction logs show unexpected gaps or reduced earnings during a specific timeframe, loss of site connectivity is usually the primary factor:

- **How to Check:** Cross-reference your transaction history dates against your machine status logs.
- **Why it Matters:** Machines require an active network connection to authorize digital payments and start cycles. If a router loses power or internet goes down, transactions cannot process until connectivity is restored.
- **Resolution:** If you notice connectivity gaps, refer to the Connectivity & Modem Guide or contact Technical Support to restore machine health promptly.

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