

# Finding operations using the global search (optional)

The tab "Global search" allows you to search for different combinations of numbers, characters and letters across all operations and merchants. It allows you to set filters for the period and a search term. Moreover, you can open a detailed view of an operation, and [add other actions to the operation](#). You can export all search results as an Excel file.

## Overview of the search criteria



1. "Period" selection field
2. Input field for the character string
3. "Search" button

### Application Button

The button at the bottom allows you to jump to the corresponding page within the application. You must be logged in to jump to the corresponding page within the application.

Computop Analytics

## On this page

### Activating the "Period" selection field

When you click in the input fields for the date, a calendar opens in which you can select a date. When you click in the input fields for the time, you can define a time for the search.

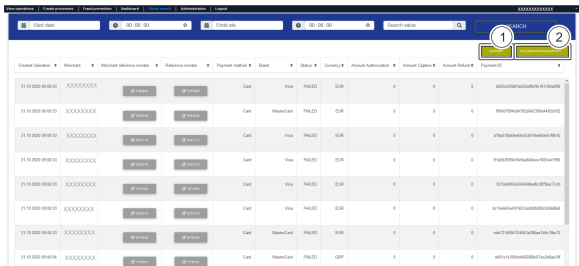
### Fill input field for the character string

You can narrow the search to a combination of numbers, characters and letters here.

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## Showing and hiding additional information columns

You can show and hide additional information columns depending on which information you wish to evaluate or search for.



1. "Export" button
2. Drop-down "Column configuration" menu

## In this section

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Proceed as follows to show and hide columns:

1. Select the period and enter the character string.
2. Click on the "Search" button.

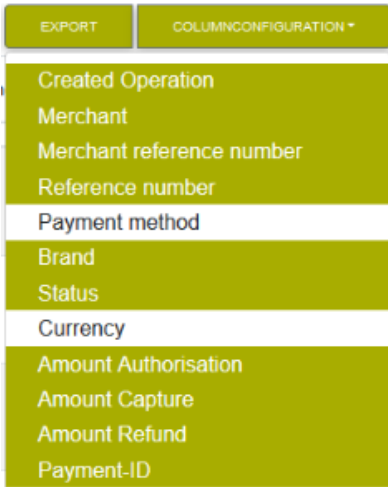
The application verifies the values entered. If the values are invalid, a message showing the reason why will appear in red. If the values are valid, the search results will be shown.

3. Click on the drop-down "Column configuration" menu.

The drop-down "Column configuration" menu opens.



Columns that are marked in green are columns that are shown in the search results. Columns that are marked in white are columns that are hidden in the search results.



4. Click on the column.

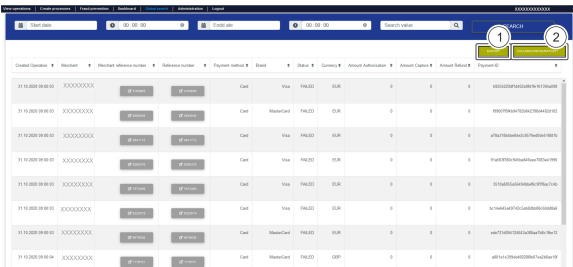
The columns that have been clicked on are marked in white and are hidden in the search results.



To unhide a column, you must click on the column marked in white again. The column turns green and is shown in the search results.

## Exporting search results

You can export the search results as a CSV file for further processing.



1. "Export" button
2. Drop-down "Column configuration" menu

Proceed as follows to export the search results:

1. Select the period and enter the character string.

2. Click on the "Search" button.

The application verifies the values entered. If the values are invalid, a message showing the reason why will appear in red. If the values are valid, the search results will be shown.

3. Click on the "Export " button.

The search results are issued as a CSV file ready to download.

# Opening the detailed view of an operation

You can have a detailed view displayed for every operation in the search results. More information about the customer and operation data are shown to you in the detailed view. Moreover, you can add other actions to the operation in the detailed view, such as [captures or credits](#). If an operation was processed using a credit card, you can [disable the credit card in the detailed view](#). If you wish to [enable the card again](#), you must remove the credit card listed under fraud prevention ([negative list](#)).

Proceed as follows to open the detailed view of an operation:

1. Select the period and enter the character string.
2. Click on the "Search" button.

The application verifies the values entered. If the values are invalid, a message showing the reason why will appear in red. If the values are valid, the search results will be shown.

Created Operation	Merchant reference number	Reference number	Payment method	Brand	Status	Country	Amount Authorisation	Amount Capture	Amount Refund	Payment ID
31/10/2020 09:00:00	XXXXXX0000	XXXXXX0000	Card	Visa	PENDING	USA	0.00	0.00	0.00	60303047405040676101000000
31/10/2020 09:00:00	XXXXXX0000	XXXXXX0000	Card	MasterCard	PENDING	USA	0.00	0.00	0.00	99997866404703000000000000
31/10/2020 09:00:00	XXXXXX0000	XXXXXX0000	Card	Visa	PENDING	USA	0.00	0.00	0.00	67672700000000000000000000
31/10/2020 09:00:00	XXXXXX0000	XXXXXX0000	Card	Visa	PENDING	USA	0.00	0.00	0.00	81646830000000000000000000
31/10/2020 09:00:00	XXXXXX0000	XXXXXX0000	Card	Visa	PENDING	USA	0.00	0.00	0.00	30100000000000000000000000
31/10/2020 09:00:00	XXXXXX0000	XXXXXX0000	Card	Visa	PENDING	USA	0.00	0.00	0.00	30100000000000000000000000
31/10/2020 09:00:00	XXXXXX0000	XXXXXX0000	Card	MasterCard	PENDING	USA	0.00	0.00	0.00	60670000000000000000000000
31/10/2020 09:00:00	XXXXXX0000	XXXXXX0000	Card	MasterCard	PENDING	USA	0.00	0.00	0.00	60670000000000000000000000

1. "Merchant reference number" and "Reference number" column
2. "Merchant reference number" and "reference number" of an operation


3. Click on the merchant reference number for the required operation in the "Merchant reference number" or "Reference number" column.

The detailed view of the operation opens.

The detailed view of the operation is divided into fields with the customer and operation data, along with data about captures. If you use fraud prevention with a verification of the country of origin of the card, you will also find the country of origin of the credit card here.

## Detailed view of operation

### Demo Computop

Operation data	Payment ID	d49c04e861e74ac1ae2ecc6ba573cc4d
	Merchant reference number	Test04112
	Reference number	Test0411
	Payment Method	Card - Visa
	Amount Authorisation	100.00 CAD
	Amount Capture	100.00 CAD
	Amount Refund	0.00 CAD
Card data	Card brand	Visa
	Card number	411111xxxxxx1111 
	Pseudo card number	0022589500163111
	Expiry date (MM/YYYY)	12/2022
	Card holder	Mr N Sonnex
Information of Shopping Cart	Country of Origin	USA
	Test: 0000	
Select action <span>▼</span> Execute action		

This transaction was carried out in simulation mode.

Point in time	Action	Status	Code	Currency	Amount
04/11/2020 15:14:53	AUTHORIZE	Transaction completed	00000000	CAD	100.00
04/11/2020 15:16:53	CAPTURE	Transaction completed	00000000	CAD	100.00