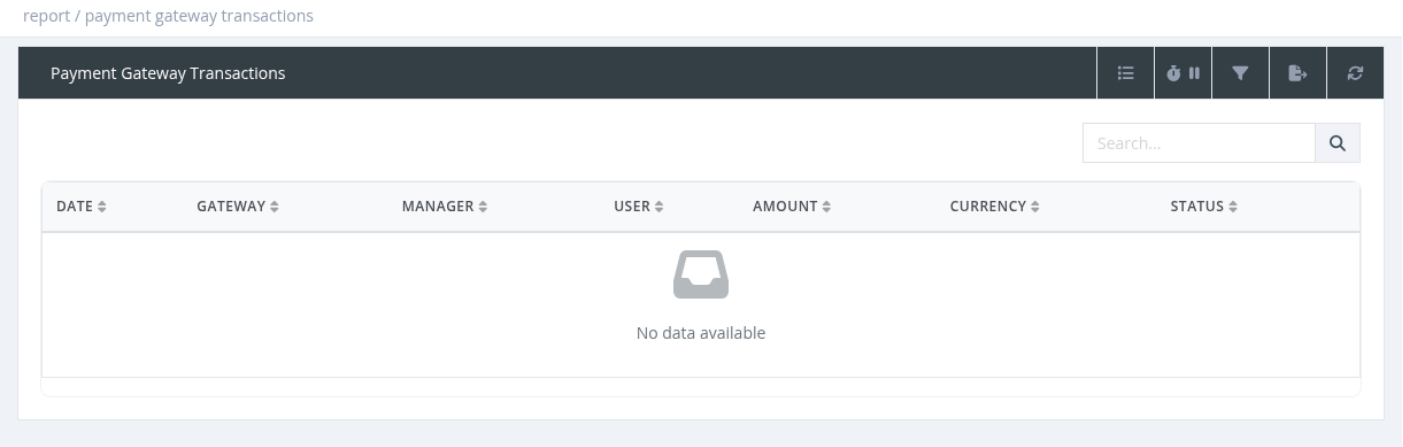
Gateway Transactions

Reports → Gateway Transactions lists online payments made through payment gateways (ZainCash, Switch, Tasdid, HyperPay, Kushok…): manager self top-ups and subscriber payments in the user portal.



- Columns: **Date, Gateway, Manager, User, Amount, Currency, Status**. **Local Reference** and **Remote Reference** are hidden by default.
- **Status**: success = the payment was completed and the balance was added; pending = the payment was started but not completed (cancelled, failed or still open).
- Click a **Remote Reference** to see the full response from the gateway.
- Filters: Manager, payment gateway, Status, From / To Date. The search box finds a reference number or a username.

> When a customer says they paid but the balance wasn't added, search for their username or the gateway reference here. A *pending* transaction means the gateway did not confirm the payment to SAS Radius.

Required permission: Report - Payment Gateway Transactions

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