IXC

Payment reconciliation rules and operations runbook template

Transaction keys, points of comparison, mismatch handling, and close records

A practical IXC resource for adoption decisions and delivery

Published 2026.09 · English edition · PDF + Excel worksheets

Using this resource

Links order, authorization, refund, and deposit data, and records the cause of and action on each settlement difference along with the basis for the close.

Developers designing settlement reconciliation, payment operations owners, and finance leaders

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How to complete and reuse it

Read the criteria in this PDF, then fill the blank fields with your actual conditions and anything still unconfirmed. The Excel file for the same practice area has a worksheet for each resource. Keep the worked examples separate from real customer cases and confirmed quotes.

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Define the data units and linking keys

One order can produce several payment attempts and partial cancellations. Do not merge every record under a single order number. Link the provider, merchant, original-transaction, cancellation, and payout identifiers, and first confirm what event one row represents in each file.

Settlement data sources

File, API, or screen	Row unit and arrival time	Time zone, currency, and unit	Collection owner
Order and authorization records			
Cancellation and refund records			
Provider settlement and payout records			
Bank deposit records			

Transaction key mapping

Shared field	Your system field	Provider or bank field	Missing and duplicate handling
Original transaction and merchant identifiers			
Cancellation, refund, and payout identifiers			
Currency, amount, and event time			

Toss Payments provides a paymentKey that identifies a payment and a transactionKey that distinguishes each cancellation. Other providers' files may use a different identification scheme. Keep the source data as collected together with the values converted to the common format, so conversion errors can be checked.

Fix the points of comparison and the amount rules

Reconciliation aligns the timing of authorization, capture, refund, settlement, and deposit. Do not force data from different dates to match. When the payout currency differs, keep original-currency amounts apart from conversion records, and compare amounts in the same currency first.

Reconciliation rule definitions

Reconciliation axis and rule ID	What is compared and when	Conditions for match and difference	Follow-up
Order ↔ authorization			
Authorization ↔ capture			
Refund request ↔ result of cancellation			
Original transaction ↔ cancellations to date and balance			
Expected payout ↔ bank deposit			

> **Worked example: checking a partial cancellation**
>
> If cancellations of KRW 20,000 and KRW 30,000 have completed on a test original transaction of KRW 100,000, the remaining amount is KRW 50,000. Link the ID and completion status of each of the two cancellations. Compare fees and the deposit amount as settlement items separate from this balance.

Allow a tolerance only where a rounding or currency-unit rule justifies it. Do not auto-close an unexplained difference just because it is small. For each rule, record its effective date, version, and reviewer, and check results against the same source data before and after a change.

Classify mismatches and check the evidence

Check in this order: data collection complete, transaction keys linked, currency and amount unit, then transaction state and posting time. Timing and fee differences, too, are closed only with evidence confirming them. Do not treat a missing file or a late cancellation as an item that will resolve itself.

Mismatch type	Check first	Evidence to close
Missing file or lookup data	Period covered, collection completion, and missing pages	Source data completed and re-reconciled
Timing difference	Time zone, close, and scheduled posting	Actual posting in the next data set
Fee or FX difference	Contract rules, statement line items, and units	Calculation basis and match result
Delayed posting of cancellations	Cancellation ID, status, and settlement posting	Completion and deduction history linked
Genuine state or amount error	Original transaction lookup and internal records	Correction, revalidation, and confirmation record

Settlement mismatch log

Transaction or rule ID	Difference, type, and impact	Reviewer and due date	Action and evidence to close
Worked example: cancellation T-02	Cancellation complete / settlement deduction unconfirmed	Finance and operations owners assigned	Re-reconcile once posting data arrives

For each open item, record the date it was first found and the time elapsed. When an item moves to the next run, continue its existing record instead of creating a new one. For a recurring difference, decide which part to fix: source data collection, the rules, or the actual payment processing.

Build a runbook that starts from the symptom

An operations runbook starts with the words an owner hears when an issue comes in. To symptoms such as “the deposit is smaller than expected” or “the order was canceled but shows as complete,” attach the lookup screen, the decision criterion, the action, and who to escalate to. For actions that move money, keep verification and execution separate.

Settlement operations runbook

Runbook field	What to record	Owner and evidence
Symptom and scope		
First screen and query to open		
Decision criterion and linking rule		
Action and check before execution		
Who to escalate to and provider filing route		
Where the record goes and closing condition		

> **Worked example**
>
> If the deposit is smaller than the expected payout, first look up the payout ID and that payout's transaction, fee, and refund records. Cross-check the settlement's aggregation scope and the bank deposit's currency. Pass any unexplained difference, with the lookup evidence, to the provider and the finance owner.

Before a refund or manual adjustment, check whether it has already been processed and who the approver is. Also check whether a case has already been logged for the same symptom. Divide the work so that taking inquiries and moving funds are not handled with the same button or the same permission.

Record the close and rule changes

The close confirms not only the total of matched transactions but also the remaining differences and the basis for carrying them over. Aggregate by currency, and record the count, amount, and first occurrence date of open items. Do not report a period whose data has not arrived as a zero difference.

Settlement close sign-off

Period, provider, and currency	Collection and reconciliation result	Open items and basis for carry-over	Reviewer, date, and time

Reconciliation rule change history

Rule ID and version	Reason and details of change	Effective date and scope of re-reconciliation	Review and verification result
Worked example: R-REFUND v2	Changed to an identifier per cancellation event	Past duplicate candidates re-reconciled	Applied after reviewing source data and results

Set carry-over criteria internally, covering amount, time elapsed, cause, and owner. When the same carry-over recurs, review it again instead of extending it automatically. IXC sets up reconciliation rules, reports, and anomaly detection rules so that differences can be explained at T+1.

> **What to hand over to the next owner**
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> Hand over the source data collection locations, the field mapping, the rule versions, the mismatch log, the filing routes, and the open items together. Do not just pass on where the sheets are kept; verify that an actual lookup and re-reconciliation work.

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Publication and use

Based on samples of your order, authorization, cancellation, and deposit data and your current close procedure, we design the shared transaction keys, exception handling, and reports.

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www.ixc.co.kr/en/services/reconciliation-automation

www.ixc.co.kr/en/assets/payments-reconciliation

References

Toss Payments Core API: transaction, cancellation, and settlement identifiers (in Korean)

https://docs.tosspayments.com/reference

Stripe Payout Reconciliation Report

https://docs.stripe.com/reports/payout-reconciliation

PayPal Reports Overview

https://developer.paypal.com/reports/overview

IXC Reconciliation Automation

https://www.ixc.co.kr/en/services/reconciliation-automation