ClientLine®
User's Guide

Version 5.0
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For technical assistance, please contact a helpdesk representative at 1-800-285-3978

Monday – Friday
8 AM ET – 10 PM ET

Table of Contents

Module Name

Overview

We understand that processing electronic transactions is an integral part of your business; we also recognize that running your business is the most important part of your day. As a result we have designed the ClientLine Reporting Application to help you quickly and effectively manage your electronic transactions. ClientLine Reporting will provide you with the data you need to manage your business today and help expand your business tomorrow. Providing accurate and reliable information when you need it.

This guide is designed to show you how to find and use the data within ClientLine Reporting thus releasing the true value of the product.

Here is a sample of the information available within ClientLine Reporting:

- A web-based tool that gives you 24/7 access to your electronic payment information.
- Access to recently processed transactions, charges and bank deposits.
- Information available to download into MS Excel®, PDF, MS Word® and CSV files.
- 6 months of detailed transaction information.
- 13 months of summary information including trending reports to help identify opportunities that may reduce processing expenses.
- Research tools to help identify both internal and external fraud, resolve chargebacks, and answer your customer's inquiries.

Using this guide and the data available you will obtain the following value from ClientLine Reporting:

- Reconcile submitted transactions with the amount paid on a daily basis or the frequency of your choice.
- Clearly understand processing expenses.
- Understand how your business is performing overall. Perform historical and trend analysis.
- Identify opportunities at the point of sale to potentially reduce processing expenses.
- Improve your financial and operational control.
- Investigate and help resolve chargebacks.
- Help reduce fraud.

Benefits of Using This Guide

This guide is designed to introduce you to the functionality available within the ClientLine Reporting tool. After reading this guide you will be able to access the payment processing information you need to help you manage your business and make better business decisions. You will be able to perform the following functions:

- Review transaction history.
- Analyze your processing expenses.
- View chargeback and retrieval requests.
- Perform research queries and generate reports.
- Generate a summary of all processing activity, including deposits and fees, for a timeframe of your choice.
- Use ClientLine Reporting to help answer customer inquiries involving electronic transactions. For example: Research to determine if a refund was issued to a customer's credit card account.

Navigating the Guide

To make this guide as user friendly as possible it is designed based on the user experience. Each chapter is dedicated to a specific module on the ClientLine Reporting toolbar.

Each chapter contains a lesson for each of the submenu options. For example: Chapter 5 is Disputes. There are 4 lessons within Disputes:

1. Chargebacks
2. Retrievals
3. Chargeback Analysis
4. Retrieval Analysis

Below is a screen shot of the ClientLine toolbar.
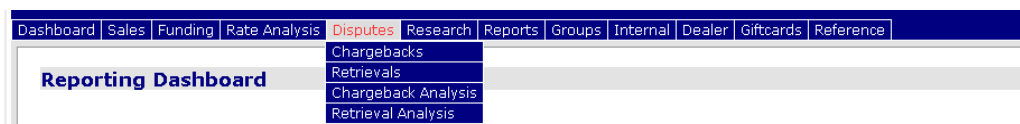
Each lesson contains the following sections. You will see the following lesson sections and icons within each chapter of the User's Guide.

Sections	Descriptions
Overview:	Gives a brief summary of what will be described in the lesson.
How Do I View:	Provides the Steps and Actions needed to access the specific screen or report.
Quick Definitions:	Provides information and definitions on what is displayed.
Helpful Hints:	Concise tips on what conclusions can be made from information provided.

Additionally we have the following items in the back of the user guide:

- FAQ's
- User Best Practices
- Appendix A - Description of Reports

Navigating the System

The following information may be useful when using ClientLine Reporting.

- Any text displayed with a blue underline is a hyperlink to another page or screen.
- Once a blue hyperlink has been accessed it will change to purple.
- Credit amounts will be colored in red on all online screens with the exception of the disputes (Chargeback and Retrieval) modules.
- Use the horizontal and vertical scroll bars to view the entire screen or pages.
- Use the Page Navigation buttons (FORWARD / PAGE BACK buttons) and Go to Page dropdown selection on the bottom of screens to page forward or backward on the online screens.

- Use the Return to Menu or Return to Dashboard buttons to return back to the Reporting Dashboard.

- Some of the online screens have Excel® and CSV (Comma Separated Value) icons. Click on these icons to view the data on the online screen in either XLS or CSV format.

- If entering Clientline at a hierarchy level higher than location, you will see the below ID field on all screens.

  o If you wish to view data at the MID and hierarchy level you are enrolled under this field must remain blank. If you wish to view data for a different MID/hierarchy level enter the MID you wish to view in the ID field and choose the corresponding hierarchy level.

  o If you know the DBA Name or the State but not the MID you can click on the box to do a Merchant ID Lookup

- Click on the **Logoff** button on the toolbar to end your ClientLine® session.

Chapter 1-Dashboard

Overview

The Dashboards provide a "snapshot" of your processing information. They give the user access to a variety of information on a single screen.

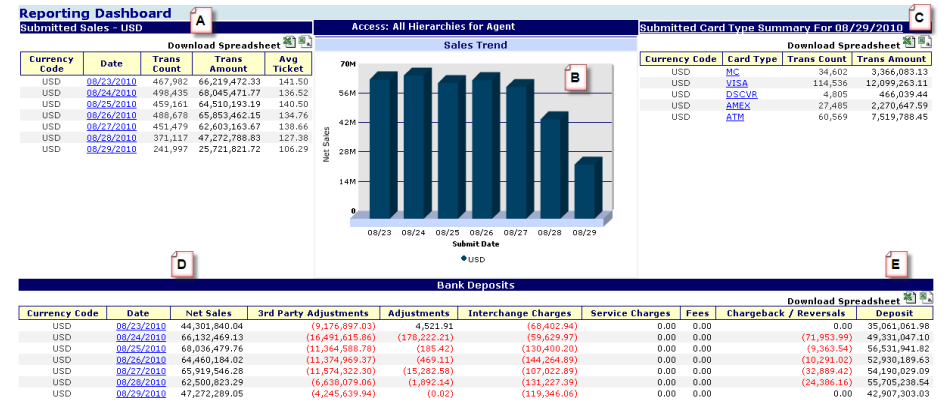The two Dashboards available in ClientLine Reporting are:

1. <u>Reporting Dashboard</u>
2. <u>Disputes Dashboard</u>
3. <u>Today's Data</u>*

* Based on your specific account set-up or configuration, all of these options may not be available to you.

Lesson 1: Reporting Dashboard

The Reporting Dashboard provides a "snapshot" of your processing information, including recently submitted transactions, adjustments, and bank deposits- all on one screen. You can drill down to view details for each bank deposit, and for submitted sales by card type or by date. As a result of using this view, you are able to easily reconcile your last 7 days of submitted sales. Also, an easy to read graph displays your sales trends for the last seven days of submitted sales.

How Do I View:

Steps	Action
1	Click **Dashboard** from the toolbar.
2	Select **Reporting** from the dropdown. If you enter Clientline at a hierarchy level higher than location, you will see the below ID field. o If you wish to view data at the MID and hierarchy level you are enrolled under this field must remain blank. If you wish to view data for a different MID/hierarchy level enter that MID in the ID field and choose the corresponding hierarchy level. o If you know the DBA Name or the State but not the MID you can click on the box to do a Merchant ID Lookup **Result:** The Reporting Dashboard Appears

Quick Definitions:

A. Submitted Sales - Shows at a glance your gross daily sales volumes for the last seven days. This includes all credit and debit card transactions. Drill down on the 'Date' to see the Batch Number, Submit date, Terminal ID, Transaction Count, Transaction Amount and Average Ticket Amount.

B. Sales Trend - This is a graphical display of your gross daily sales volume. Easily identify sales trends and peak sales days.

C. Submitted Card Type Summary - This section shows the count and amount breakdown by card type for transactions processed the previous day.

D. Bank Deposits - Shows what was transferred into your checking account for the last seven days. Drill down on the 'Date' and you will be able to see the checking account information related to the deposit.

E. Deposit - Amount deposited to your business checking account.
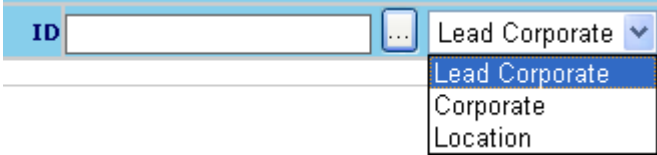
Helpful Hints:

- The number in the Trans Amount column of the Submitted Sales table should be equal to the amount closed on your terminal.
- The total of the items in the Card Type Summary section should be equal to the Submitted Sales Trans Amount for the corresponding day.
- Amount located in Deposit column of the Bank Deposits table should be equal to the amount deposited to your checking account.
- Drill down on the Date column in the Bank Deposits table to view the detail on deposits and fees.

Lesson 2: Disputes Dashboard

The Disputes Dashboard provides an overview of Outstanding, Reversed, and recently Debited Chargebacks. Merchants can quickly see the total number of Open, Fulfilled, and Expired Retrievals, as well as the total number of Chargebacks that are Open, Closed, and Reversed. Users can drill down into case detail directly from the dashboard to quickly research items requiring a response.

How Do I View:

Steps	Action
1	Click **Dashboard** from the toolbar.
2	Select **Disputes** from the dropdown. If you enter Clientline at a location level you will be taken directly to the Disputes Dashboard. If you enter Clientline at a hierarchy level higher than location, you will see the below ID field. o If you wish to view data at the MID and hierarchy level you are enrolled under this field must remain blank. If you wish to view data for a different MID/hierarchy level enter that MID in the ID field and choose the corresponding hierarchy level. o If you know the DBA Name or the State but not the MID you can click on the [...] box to do a Merchant ID Lookup **Result:** The Disputes Dashboard screen appears.
3	**Retrievals and Chargebacks (6 months)** Click on 'Open' hyperlink to view Chargeback or Retrieval case list.

Disputes Dashboard
Lead Corporate -

Retrievals (6months)	Open	Expired	Fulfilled	Total
Number of Items	52	37	756	845
Percentage of Totals	6%	4%	89%	100%

Chargebacks (6months)	Open	Closed	Reversed	Total
Number of Items	36	354	50	440
Percentage of Totals	8%	80%	11%	100%

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4   Chargebacks Debited and Reversed

Click on 'Status Date' hyperlink to view case list.

Chargebacks Debited				Chargebacks Reversed			
Currency Code	Status Date	Chargeback Count	Chargeback Amount	Currency Code	Status Date	Chargeback Count	Chargeback Amount
USD	08/05/2010	155	28,481.50	USD	08/05/2010	5	536.00
USD	08/06/2010	181	35,478.89	USD	08/06/2010	3	160.57
USD	08/07/2010	125	23,965.20	USD	08/09/2010	16	2,494.59
USD	08/08/2010	79	16,156.30	USD	08/10/2010	5	830.60
USD	08/09/2010	100	22,346.84	USD	08/11/2010	4	1,158.53
USD	08/10/2010	41	6,669.39				
USD	08/11/2010	101	25,364.09				

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5   Chargeback History (6 months)

Click on 'Reason Code' to view case list.

Chargeback History (6 Months)

Currency Code	Card Type	Reason Code	Description	Received from Issuer			Reversed to Issuer by Merchant Services			Resubmitted/Reversed to Issuer by Merchant			Debited to Merchant		
				Count	Amount	Percent	Count	Amount	Percent	Count	Amount	Percent	Count	Amount	Percent
USD	MC	01	Requested transaction information not received	334	77,087.66	1.69%	0	0.00	0.00%	10	2,956.19	3.83%	324	74,131.47	96.17%
USD	MC	07	Warning bulletin file	3	745.37	0.02%	1	212.93	28.57%	0	0.00	0.00%	2	532.44	71.43%
USD	MC	08	Requested/required authorization not obtained	18	11,837.89	0.26%	9	1,657.24	14.00%	0	0.00	0.00%	9	10,180.65	86.00%
USD	MC	12	Account number not on file	38	5,594.20	0.12%	30	6,307.12	112.74%	0	0.00	0.00%	8	(712.92)	(12.74)%
USD	MC	31	Transaction amount differs	13	5,215.53	0.11%	0	0.00	0.00%	0	0.00	0.00%	13	5,215.53	100.00%
USD	MC	34	Duplicate processing	77	10,688.33	0.23%	5	493.73	4.62%	3	263.22	2.46%	69	9,931.38	92.92%
USD	MC	35	Card not valid or expired	6	1,109.76	0.02%	5	1,101.60	99.26%	0	0.00	0.00%	1	8.16	0.74%
USD	MC	37	Fraudulent transaction - no cardholder authorization	5,324	1,150,693.67	25.28%	331	108,099.79	9.39%	167	35,924.81	3.12%	4,826	1,006,669.07	87.48%
USD	MC	41	Canceled recurring transaction	210	25,038.83	0.55%	1	154.14	0.62%	1	415.91	1.66%	208	24,468.78	97.72%
USD	MC	42	Late presentment	1	211.94	0.00%	1	211.94	100.00%	0	0.00	0.00%	0	0.00	0.00%
USD	MC	53	Cardholder dispute-defective/not as described	87	16,683.64	0.37%	3	175.84	1.05%	5	324.39	1.94%	79	16,183.41	97.00%
USD	MC	55	Nonreceipt of merchandise	96	20,247.73	0.44%	5	1,036.60	5.12%	17	3,411.25	16.85%	74	15,799.88	78.03%
USD	MC	57	Card-activated telephone transaction	2	1,624.79	0.04%	0	0.00	0.00%	0	0.00	0.00%	2	1,624.79	100.00%
USD	MC	59	Services not rendered	125	18,735.74	0.41%	4	895.67	4.78%	0	0.00	0.00%	121	17,840.07	95.22%
USD	MC	60	Credit not processed	151	31,046.20	0.68%	3	607.14	1.96%	17	3,598.33	11.59%	131	26,840.73	86.45%
USD	MC	63	Cardholder does not recognize - potential fraud	1,386	211,277.02	4.64%	11	1,612.37	0.76%	27	2,542.44	1.20%	1,348	207,122.21	98.03%
USD	Total for MC			7,871	1,587,838.30	34.88%	409	122,566.11	7.72%	247	49,436.54	3.11%	7,215	1,415,835.65	89.17%
USD	VISA	30	Services not provided or merchandise not received	329	71,722.15	1.58%	10	1,862.85	2.60%	35	9,267.74	12.92%	284	60,591.56	84.48%
USD	VISA	41	Cancelled recurring transaction	301	40,869.09	0.90%	3	460.88	1.13%	3	649.66	1.59%	295	39,758.55	97.28%
USD	VISA	53	Not as described or defective merchandise	157	29,945.24	0.66%	4	908.06	3.03%	12	3,328.60	11.12%	141	25,708.58	85.85%
USD	VISA	60	Illegible fulfillment	4	1,194.81	0.03%	4	1,194.81	100.00%	0	0.00	0.00%	0	0.00	0.00%
USD	VISA	71	Declined authorization	20	2,481.69	0.05%	0	0.00	0.00%	0	0.00	0.00%	20	2,481.69	100.00%
USD	VISA	72	No authorization	124	21,999.39	0.48%	4	32.44	0.15%	0	0.00	0.00%	120	21,966.95	99.85%
USD	VISA	73	Expired card	2	462.85	0.01%	1	211.44	45.68%	0	0.00	0.00%	1	251.41	54.32%
USD	VISA	75	Cardholder does not recognize transaction	2,645	494,751.18	10.87%	35	6,789.49	1.37%	57	8,496.81	1.72%	2,553	479,464.88	96.91%
USD	VISA	76	Incorrect transaction code (u.s.)	3	920.48	0.02%	2	290.50	31.56%	0	0.00	0.00%	1	629.98	68.44%
USD	VISA	77	Non-matching account number	17	(1662.35)	(0.04)%	2	(105.81)	6.37%	0	0.00	0.00%	15	(1556.54)	93.63%
USD	VISA	80	Incorrect transaction amount or account number	164	41,483.78	0.91%	11	2,543.75	6.13%	1	216.50	0.52%	152	38,723.53	93.35%
USD	VISA	81	Fraudulent transaction - card present	305	102,982.93	2.26%	39	10,759.33	10.45%	3	1,846.32	1.79%	263	90,377.28	87.76%
USD	VISA	82	Duplicate processing	633	99,204.62	2.18%	27	4,562.17	4.60%	49	8,383.04	8.45%	557	86,259.41	86.95%
USD	VISA	83	Fraudulent transaction - card not present	8,591	1,916,565.94	42.10%	125	19,789.72	1.03%	171	58,426.41	3.05%	8,295	1,838,349.81	95.92%
USD	VISA	85	Credit not processed	485	102,185.76	2.24%	11	2,091.05	2.05%	46	7,957.36	7.79%	428	92,137.35	90.17%
USD	VISA	86	Paid by other means	195	39,714.42	0.87%	4	713.61	1.80%	3	308.82	0.78%	188	38,691.99	97.43%
USD	Total for VISA			13,975	2,964,821.98	65.12%	282	52,104.29	1.76%	380	98,881.26	3.34%	13,313	2,813,836.43	94.91%
Total for Currency Code-USD				21,846	4,552,660.28	100.00%	691	174,670.40	3.84%	627	148,317.80	3.26%	20,528	4,229,672.08	92.91%

Quick Definitions:

A. Retrievals (6 months) - This gives the number of Retrievals (Media and Chargeback) and the Percentage Totals for the categories Open, Expired, Fulfilled and Total. Click on the Open hyperlink to see a listing of the retrievals that are still pending a response and have not Expired.

B. Chargebacks (6 months) - This gives the number of Chargebacks and the Percentage Totals for the categories Open, Closed, Reversed, and Total. Click on the Open hyperlink to see a listing of the Chargebacks that are still pending a response.

C. Chargebacks Debited - This rollup gives you the total count and amount of the last 7 days of Chargebacks that were debited. Click on the Status Date hyperlink to see a listing of the Chargebacks that were debited.

D. Chargebacks Reversed - This rollup gives you the total count and amount of the last 7 days of Chargebacks that were reversed. Click on the Status Date hyperlink to see a listing of the Chargebacks that were reversed.

E. Chargeback History (6 months) - The Chargeback Statistical report presents you with the total counts, dollar amounts and percentages of all disputes which have been Received from Issuer, Reversed to Issuer by Merchant Services, Resubmitted/Reversed to Issuer by Merchant, and Debited to Merchant for the last 6 months. The report is broken down by card type, reason code and also provides a grand total count and dollar amount.

- **Received from Issuer -** Incoming Chargebacks received from the issuer
- **Reversed to Issuer by Merchant Services -** Chargeback cases that were auto-represented (automatically resolved) back to the issuer
- **Resubmitted/Reversed to Issuer by Merchant -** Chargeback cases that were sent back to the issuer based on information received from the merchant
- **Debited to Merchant =** *Received from Issuer-Reversed to Issuer by Merchant Services-Resubmitted/Reversed to Issuer by Merchant*
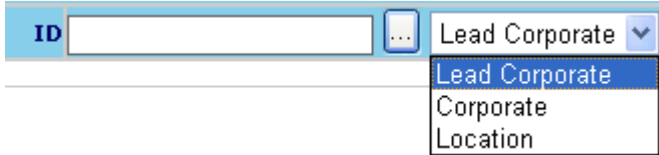
Helpful Hints:

- Click on Open Retrievals to view retrieval requests that have not expired and can still be responded to.
- Monitor recent Debited Chargebacks to prepare reversal requests more timely.
- Track trends and easily identify possible training opportunities at the point of sale by reviewing the Chargeback History.

Lesson 3: Today's Data

The Today's Data screen provides a Card Type Summary and Bank Deposit Summary (by checking account number) for the current day, with the ability to drilldown to detail information. This menu option is only available if you receive funding today. It represents a point in time snapshot that will update throughout the day.

How Do I View:

Steps	Action
1	Click **Dashboard** from the toolbar.
2	Select **Today's Data** from the dropdown. If you enter Clientline at a hierarchy level higher than location, you will see the below ID field. ID [_____] [...] Lead Corporate ▾ Lead Corporate Corporate Location o If you wish to view data at the MID and hierarchy level you are enrolled under this field must remain blank. If you wish to view data for a different MID/hierarchy level enter that MID in the ID field and choose the corresponding hierarchy level. o If you know the DBA Name or the State but not the MID you can click on the [...] box to do a Merchant ID Lookup

3	**Result:** The Today's Data screen appears

Today's Data-Account Selection
Corporate -

This screen represents a point in time snapshot that will update throughout the day.

Submitted Card Type Summary

Currency Code	Card Type	Trans Count	Trans Amount	Avg Ticket
USD	VISA	56	10,443.95	186.50
USD	MC	23	3,884.92	168.91
USD	AMEX	13	2,409.86	185.37
USD	DSCVR	12	1,644.80	137.07

Bank Deposits

Bank Account #	ABA #	Funding Agency	Amount	Transfer
999999999	021000089	CITIBANK NA	3,420.17	1
999999999	021000089	CITIBANK NA	734.88	1
999999999	021000089	CITIBANK NA	5.35	1
		Total:	4,160.40	

Quick Definitions:

- o **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- o **Card Type -** The brand associated with the card number
- o **Trans Count-** Number of transactions for the given card type
- o **Trans Amount-** Amount of transactions for the given card type
- o **Avg. Ticket-** Average transaction amount for the given card type
- o **Bank Account # -** Bank account number where deposit was made
- o **ABA # -** Routing number used to identify the Financial Institution that the deposit account belongs to
- o **Funding Agency-** Name of Financial Institution where deposit was sent
- o **Amount –** Amount of Deposit (Sales –Refunds, Rejects, Adjustments, and Fees)
- o **Transfer-** Number of transfers within the given deposit

Helpful Hints:

- This menu option is only available if you receive funding today.
- Drill down on the card type hyperlink to view transaction detail.
- Drill down on the Bank Account # hyperlink to view details for the specific deposit.

Chapter 2-Sales

Overview

The Submitted Sales option from the toolbar offers a wide variety of reports to suit your needs for investigating or researching transaction activity.

The eight submenu options* from **Sales** are:

1. Credit Transactions
2. Debit Transactions
3. Fuel Transactions
4. Phone Transactions
5. Terminal Transactions
6. Rejected Transactions
7. Transaction Summary
8. Monthly Sales History

* Based on your specific account set-up or configuration, all of these options may not be available to you.

Lesson 1: Credit Transactions

This research option displays all credit transaction activity for a location or a rollup of multiple locations. The date range selected must be within the past 6 months.

How Do I View:

Steps	Action
1	Click **Sales** from the toolbar.
2	Select **Credit Transactions** from the dropdown.
3	

Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing.

- ❖ **Date Range**
- **Date Type** (Submit Date or Transaction Date)
- **Amount Range**
- **Cardholder # / Invoice # / Reference #** Enter any of these numbers and select the corresponding option in the drop down box.
- **Card Type** (All, Visa®, MasterCard®, Diner's Club®, Discover®, American Express®, JCB® or Other)
- **Sort By** (Date/Time, Cardholder Number, Amount)

❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Credit Transaction List Report appears.
	  Credit Transaction List Agent - Submit Date: 08/10/2010 Download Spreadsheet Sorted by Date/Time <table><tr><th>Location ID</th><th>External Merchant ID</th><th>Currency Code</th><th>Terminal ID</th><th>Batch Number</th><th>Submit Date</th><th>Card Type</th><th>Cardholder Number</th><th>Trans Amount</th><th>Trans Type</th><th>Trans Date</th><th>Status</th><th>Entry Mode</th><th>Auth Code</th></tr><tr><td>999999999999</td><td></td><td>USD</td><td>00000</td><td>000320100001</td><td>08/10/2010</td><td>VISA</td><td>999999*****9999</td><td>316.94</td><td>Sale</td><td>08/09/2010</td><td>Processed</td><td>01</td><td>055014</td></tr><tr><td>999999999999</td><td></td><td>USD</td><td>00000</td><td>000320100001</td><td>08/10/2010</td><td>AMEX</td><td>999999*****9999</td><td>210.94</td><td>Sale</td><td>08/09/2010</td><td>Processed</td><td>00</td><td>166847</td></tr><tr><td>999999999999</td><td></td><td>USD</td><td>00000</td><td>000320100001</td><td>08/10/2010</td><td>VISA</td><td>999999*****9999</td><td>104.94</td><td>Sale</td><td>08/09/2010</td><td>Processed</td><td>01</td><td>007924</td></tr><tr><td>999999999999</td><td></td><td>USD</td><td>00000</td><td>000320100001</td><td>08/10/2010</td><td>VISA</td><td>999999*****9999</td><td>210.94</td><td>Sale</td><td>08/09/2010</td><td>Processed</td><td>01</td><td>120501</td></tr><tr><td>999999999999</td><td></td><td>USD</td><td>00000</td><td>000320100001</td><td>08/10/2010</td><td>AMEX</td><td>999999*****9999</td><td>316.94</td><td>Sale</td><td>08/09/2010</td><td>Processed</td><td>00</td><td>148955</td></tr></table>
5	Click on **Cardholder Number** hyperlink. **Result:** The Credit Transaction Detail appears. **Credit Transaction Detail** **Transaction Detail** <table><tr><td>Location ID</td><td>999999999999</td><td>External Merchant ID</td><td></td></tr><tr><td>Merchant Name</td><td>DBA Name</td><td>Card Type</td><td>VISA</td></tr><tr><td>Terminal ID</td><td>00000</td><td>Cardholder Number</td><td>9999999999999999</td></tr><tr><td>Batch Number</td><td>000320100001</td><td>Invoice / Trace ID</td><td>60104360</td></tr><tr><td>Submit Date</td><td>08/10/2010</td><td>Transaction Date</td><td>08/09/2010</td></tr><tr><td>Entry Mode</td><td>01 – Manual/key entered</td><td>Payment Amount</td><td>316.94</td></tr><tr><td>Entry Description</td><td>M – Manual</td><td>Processed Currency Code</td><td>USD – U.S. Dollar</td></tr><tr><td>Plan Code</td><td>V051 – Vi-cps/rewards 2</td><td>Transaction Status</td><td>Processed</td></tr><tr><td>CVV2 Result</td><td></td><td>Submitted Currency Amount</td><td>0.00</td></tr><tr><td>Billback Reason</td><td></td><td>Submitted Currency Code</td><td>USD – U.S. Dollar</td></tr><tr><td>Reclass Code</td><td></td><td>Currency Conversion Rate</td><td>0</td></tr><tr><td>Partial Auth Indicator</td><td>0</td><td></td><td></td></tr><tr><td>Health Care Card</td><td></td><td></td><td></td></tr><tr><td>Reference Number</td><td>9999999999999999999999999</td><td></td><td></td></tr><tr><td>Transaction ID</td><td>000219713289307</td><td></td><td></td></tr></table> Authorizations View Card Issuer Info Addendums

Important Note

Based on your account set up you may not see all the columns above.

Helpful Hints:

- After your report has run, click on any of the column headings to sort the report differently.
- Click the Green Arrow Back Button to make changes to your report criteria.
- Enter the card number, reference number, or invoice number in the query criteria to easily research a specific transaction.
- Click on Cardholder Number hyperlink to get additional detail on the transaction such as expiration date, reference number and qualification information.

- From the Transaction Detail screen click on View Card Issuer Info. To view contact information for the cardholder's issuing bank.
- If you like Credit Transaction Detail Report -try using Scheduled Report HL0101 – Credit Transaction Detail.

Quick Definitions:

- **Address Verification Service -** Code provided to merchant when the cardholder's billing address was validated as being correct before completion of a mail/telephone transaction
- **Authorization Amount -** Amount of the authorization request
- **Authorization Code -** Code provided during the authorization process if an authorization approval was received
- **Authorization Date -** Date the transaction was submitted for authorization approval.
- **Authorization Response -** The issuer's reply to an authorization request
- **Batch Number -** Number of the batch in which the transaction was submitted
- **Billback Reason -** Identifies the reason a reclassification
- **Cardholder Number -** The number identifying the cardholder, issuer and card brand
- **Card Type -** The brand associated with the card number
- **Currency Conversion Rate –** Exchange rate used when a transaction is submitted and processed in two different currencies.
- **CVV2/CVC2 Result -** Indicator determining the card validation (through the magnetic swipe) was captured at the time of sale
- **Entry Description -** Description identifying how the cardholder information was entered at the point of sale
- **Entry Mode -** Code identifying how the cardholder account information was entered or captured at the point of sale
- **Expiration Date -** Date the cardholder's card expires
- **External Merchant ID -** Additional merchant number associated with the location
- **Invoice/ Trace ID -** Unique number assigned to the transaction by the merchant
- **Location ID -** Location where the transaction was processed
- **Merchant Name –** DBA Name
- **Partial Auth Indicator –** Indicates if a partial auth was received. Ex. a cardholder has a credit line of 500.00 and a balance of 450.00, a sale of 100.00 is attempted. A partial auth may be obtained for 50.00 rather than declining the entire sale.
- **Payment Amount –** Amount of transaction that was processed
- **Plan Code -** Identifies the interchange level at which the transaction cleared
- **Processed Currency Code -** 3 digit code and description identifying the currency the transaction was processed in
- **Reclass Code -** Code that identifies why a transaction was reclassified
- **Reference Number -** 23 digit Outgoing Acquirer reference number
- **Submit Date -** Date the batch was submitted to Merchant Services
- **Submitted Currency Amount –** Amount of Transaction in the currency which it was submitted
- **Submitted Currency Code -** 3 digit code and description identifying the currency the transaction was submitted in
- **Terminal ID -** ID number of the terminal on which the transaction was processed
- **Transaction Amount -** The amount of the sale or refund

- **Transaction Date -** Date the transaction occurred
- **Transaction ID -** Unique 15-digit number assigned to all original purchase transactions
- **Transaction Status -** Indicates whether transaction was Processed, Cancelled, or Rejected
- **Transaction Time -** Time at which the transaction occurred

Lesson 2: Debit Transactions

This submenu option provides detail on the pin based debit activity for a location or a rollup of multiple locations. The date range selected must be within the past 6 months.

How Do I View:

Steps	Action
1	Click **Sales** from the toolbar.
2	Select **Debit Transactions** from the dropdown.
3

Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing.

❖ **Date Range**
- **Date Type** (Submit Date or Transaction Date)
- **Amount Range**
- **Card # / Invoice # / Reference #** Enter any of these numbers and select the corresponding option in the drop down box.
- **Transaction Type** (All, Debit, EBT)
- **Sort By** (Date/Time, Cardholder Number, Amount)

❖ Represents required fields. All other fields are optional based on the information you would like to view. |

4	**Result:** The Debit Transactions List Report appears.
5	Click on **Cardholder Number** hyperlink. **Result:** The Debit Transaction Detail appears.

Important Note

Based on your account set up you may not see all the columns above.

Helpful Hints:

- Click on any of the column headings to sort the report differently.
- Enter the cardholder number or reference number in the query criteria to easily research a specific transaction.
- Only terminals that are setup up accordingly will be reported.
- Click on Cardholder Number hyperlink to get additional detail on the transaction such as expiration date, reference number, and network.
- From the Transaction Detail screen click on View Card Issuer Info. To view contact information for the cardholder's issuing bank.
- If you like Debit Transaction Detail Report - try using Scheduled Report HL0201 – Debit Transaction Detail.

Quick Definitions:

- **Address Verification Service -** Code provided to the merchant when the cardholder's billing address was validated as being correct before completion of a mail/telephone transaction
- **Authorization Amount -** The amount of the authorization request
- **Auth Code -** Code provided during the authorization process if an authorization approval was received
- **Authorization Date -** Date the transaction was submitted for authorization approval
- **Authorization Response -** The issuer's reply to an authorization request
- **Batch Number -** Number of the batch in which the transaction was submitted
- **Billback Reason -** Identifies the reason for a reclassification
- **Cardholder Number -** The number identifying the cardholder, issuer and card brand
- **Card Type -** The brand associated with the card number
- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **CVV2/CVC2 Result -** Indicator determining the card validation (through the magnetic swipe) was captured at the time of sale.
- **Entry Description -** Description identifying how the cardholder information was entered at the point of sale
- **Entry Mode -** Code identifying how the cardholder account information was entered or captured at the point of sale
- **Expiration Date -** Date the cardholder's card expires
- **External Merchant ID -** Additional merchant number associated with the location
- **Invoice/ Trace ID -** Unique number assigned to the transaction by the merchant
- **Location ID -** Location where the transaction was processed
- **Merchant Name –** DBA Name
- **Network -** Identifies the name of the debit network through which the transaction took place
- **Partial Auth Indicator –** Indicates if a partial auth was received. Ex. a cardholder has a credit line of 500.00 and a balance of 450.00, a sale of 100.00 is attempted. A partial auth may be obtained for 50.00 rather than declining the entire sale.
- **Plan Code -** Identifies the interchange level at which the transaction cleared
- **Processed Amount –** Amount of transaction that was processed
- **Processed Currency Code -** 3 digit code and description identifying the currency the transaction was processed in
- **Reclass Code -** Code that identifies why a transaction was reclassified
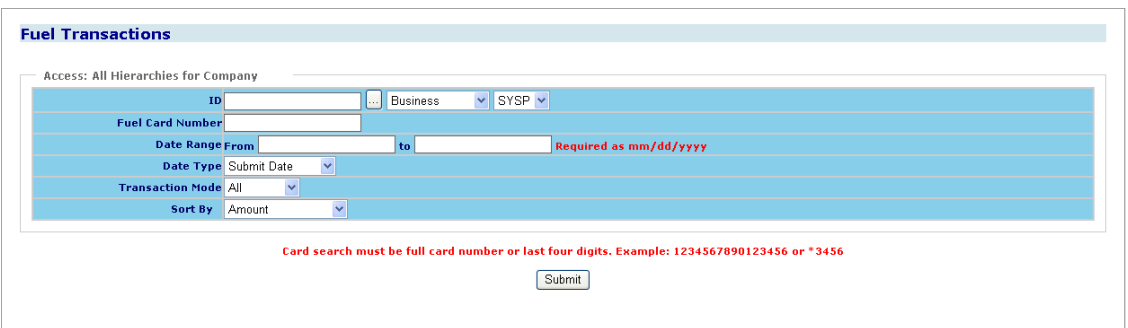
- **Reference Number -** 23 digit Outgoing Acquirer reference number
- **Status -** Indicates whether transaction was Processed, Cancelled or Rejected
- **Submit Date -** Date the batch was submitted to Merchant Services
- **Submitted Currency Amount –** Amount of Transaction in the currency which it was submitted
- **Terminal ID -** ID number of the terminal on which the transaction was processed
- **Trans Amt -** The amount of the sale or refund
- **Transaction Date -** Date the transaction occurred
- **Transaction ID -** Unique 15-digit number assigned to all original purchase transactions
- **Transaction Status -** Indicates whether a transaction is Active, Cancelled, or Rejected
- **Transaction Time -** Time at which the transaction occurred
- **Trans Type -** Numeric code that identifies the transaction as a sale, credit or cash advance

Lesson 3: Fuel Transactions

The Fuel Transactions option under the Submitted Sales menu allows the user to perform various searches on Fuel card transactions. The date selected must be within the past 6 months.

How Do I View:

Steps	Action
1	Click **Sales** from the toolbar.
2	Select **Fuel Transactions** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. • **Fuel Card Number** ❖ **Date Range** • **Date Type** (Submit Date, Transaction Date) • **Transaction Mode** (All, Manual, Voice, Electronic) • **Sort By** (Dollar Amount, Date/Time, Cardholder Number) ❖ Represents required fields. All other fields are optional based on the information you would like to view.
4	**Result:** The Fuel Transaction List appears.

5	Click on **Cardholder Number** hyperlink. Result: The Fuel Transaction Detail appears:

Helpful Hints:

- Click on any of the column headings to sort the report differently.
- Enter a fuel card number in the query criteria to easily research a specific transaction.
- Click on Cardholder Number hyperlink to get additional detail on the transaction such as sales tax, reference number, quantity of fuel purchased.
- If you like Fuel Transactions Report - try using Scheduled Report HL0301 – Fuel Transaction Detail.

Quick Definitions:

- **Authorization Code -** Code provided during the authorization process
- **Authorization Date -** Date the transaction was submitted for authorization approval
- **Authorization Response -** The issuer's reply to an authorization request
- **Batch Number -** Number of the batch in which the transaction was submitted
- **Cardholder Number -** The number identifying the cardholder, issuer and card brand
- **Card Type -** The brand associated with the card number
- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **Discount Amount –** Fee applied for a particular transaction
- **Dollars -** Purchase amount for fuel
- **Driver ID -** ID number entered at the point of sale
- **Entry Mode -** Code identifying how the cardholder account information was entered or captured at the point of sale

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- **Entry Mode Description -** Description identifying how the cardholder information was entered at the point of sale
- **External Merchant ID -** Additional merchant number associated with the location
- **Location ID -** Location where the transaction was processed
- **Merchant Name –** DBA Name
- **Odometer -** Mileage of vehicle
- **Product -** Type of gasoline purchased
- **Qty of Measure -** Number of gallons purchased
- **Reference Number -** 23 digit Outgoing Acquirer reference number
- **Reject Reason -** Description of rejected item
- **Sales Tax -** Amount of sales tax
- **Submit Date -** Date the batch was submitted to merchant services
- **Transaction Amount -** The amount of the sale or refund
- **Transaction Code -** Numeric code that identifies the transaction as a sale, credit, or cash advance
- **Transaction Date -** Date the transaction occurred
- **Transaction Status -** Indicates whether a transaction is Active, Cancelled, or Rejected
- **Transaction Time -** Time at which the transaction occurred
- **Vehicle Number -** License plate number of vehicle

Developed by:
Filename

Lesson 4: Phone Transactions

The Phone Transactions option under the Submitted Sales menu allows the user to perform various searches on Phone card transactions. The date selected must be within the past 6 months.

How Do I View:

Steps	Action
1	Click **Sales** from the toolbar.
2	Select **Phone Transactions** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Date Range** • **Date Type** (Submit Date, Transaction Date) • **Sort By** (Dollar Amount, Date/Time, Cardholder Number) ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Phone Transaction List appears.

5	Click on **Cardholder Number** hyperlink. Result: The Phone Transaction Detail appears:

⭐ **Helpful Hints:**

- Click on any of the column headings to sort the report differently.
- Click on Cardholder Number hyperlink to get additional detail on the transaction such as reference number and transaction time.
- If you like Phone Transactions List Report - try using Scheduled Report HL01101 – Phone Card Transaction Detail.

Quick Definitions:

- **Address Verification Service -** Code provided to merchant when the cardholder's billing address was validated as being correct before completion of a mail/telephone transaction
- **Authorization Amount -** Amount of the authorization request

- **Authorization Code -** Code provided during the authorization process if an authorization approval was received
- **Authorization Response -** The issuer's reply to an authorization request
- **Cardholder Number -** The number identifying the cardholder, issuer and card brand
- **Card Type -** The brand associated with the card number
- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **CVV2/CVC2 Result -** Indicator determining the card validation (through the magnetic swipe) was captured at the time of sale
- **Entry Description -** Description identifying how the cardholder information was entered at the point of sale
- **Entry Mode -** Code identifying how the cardholder account information was entered or captured at the point of sale
- **Expiration Date -** Date the cardholder's card expires
- **External Merchant ID -** Additional merchant number associated with the location
- **Invoice/ Trace ID -** Unique number assigned to the transaction by the merchant
- **Location ID -** Location where the transaction was processed
- **Plan Code -** Identifies the interchange level at which the transaction cleared
- **Reference Number -** 23 digit Outgoing Acquirer reference number
- **Sic Code –** Identifies the type of business the merchant does
- **Submit Date -** Date the batch was submitted to Merchant Services
- **Terminal ID -** ID number of the terminal on which the transaction was processed
- **Tip Amount -** Amount of tip for the transaction
- **Trans Amt -** The amount of the sale or refund
- **Trans Date -** Date the transaction occurred
- **Transaction Fee -** Amount charged for the transaction processing
- **Transaction Time -** Time at which the transaction occurred
- **Transaction ID -** Unique 15-digit number assigned to all original purchase transactions
- **Transaction Status -** Indicates whether transaction was Processed, Cancelled, or Rejected
- **Trans Type –** Numeric code that identifies the transaction as a sale, credit, or cash advance.

Lesson 5: Terminal Transactions

The Terminal Transactions option under the Submitted Sales menu allows the user to perform various searches on credit card transactions for a specific terminal. The date selected must be within the past 6 months.

How Do I View:

Steps	Action
1	Click **Sales** from the toolbar.
2	Select **Terminal Transactions** from the dropdown.

3	
	
	Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing.
	
	  ❖ **Submit Date Range**
	  ❖ **Terminal ID**
	
	  ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Terminal Transaction List Report appears.

Helpful Hints:

- Click on any of the column headings to sort the report differently.
- Use this report to aid in the investigation of possible internal employee fraud. By providing a report of all transactions processed at a specific terminal you can review the report for suspicious and/or unusual activity.
- Click on Cardholder Number hyperlink to get additional detail on the transaction such as expiration date, reference number, and qualification information.

Quick Definitions:

- **Auth Code -** Code provided during the authorization process if an authorization approval was received
- **Batch Number -** Number of the batch in which the transaction was submitted
- **Cardholder Number -** The number identifying the cardholder, issuer and card brand
- **Card Type -** The brand associated with the card number
- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **Entry Mode -** Code identifying how the cardholder account information was entered or captured at the point of sale
- **External Merchant ID -** Additional merchant number associated with the location
- **Location ID -** Location where the transaction was processed
- **Status -** Indicates whether transaction was Processed, Cancelled or Rejected
- **Submit Date -** Date the batch was submitted to merchant services
- **Terminal ID -** ID number of the terminal on which the transaction was processed
- **Trans Amt -** The amount of the sale or refund
- **Trans Date -** Date the transaction occurred
- **Trans Type -** Numeric code that identifies the transaction as a sale, credit or cash advance

Lesson 6: Rejected Transactions

The Rejected Transactions option provides a list of rejected cardholder transactions for a specific date or date range. This information is available for the past 6 months.

How Do I View:

Steps	Action
1	Click **Sales** from the toolbar.
2	Select **Rejected Transactions** from the dropdown.
3	Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Submit Date Range** • **Batch Number** ❖ Represents required fields. All other fields are optional based on the information you would like to view.
4	**Result:** The Rejected Transaction List Report appears.

Quick Definitions:

- **Batch Number -** Number of the batch in which the transaction was submitted
- **Cardholder Number -** The number identifying the cardholder, issuer and card brand
- **Card Type -** The brand associated with the card number
- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **External Merchant ID -** Additional merchant number associated with the location
- **Location ID -** Location where the transaction was processed
- **Reject Description -** Description of reject reason
- **Status -** Indicates whether transaction was Processed, Cancelled or Rejected
- **Submit Date -** Date the transaction was submitted for processing
- **Terminal ID -** ID number of the terminal on which the transaction was processed
- **Trans Amt -** The amount of the sale or refund
- **Trans Date -** Date the transaction occurred
- **Trans Type -** Numeric code that identifies the transaction as a sale, credit, or cash advance

Helpful Hints:

- Click on Cardholder Number hyperlink to get additional detail on the transaction such as expiration date, reference number and batch number.
- Use this report to identify possible training opportunities at the point of sale.
- If you like Rejected Transactions Report - try using Scheduled Report HL0105 – Rejected Transactions.

Lesson 7: Transaction Summary

The Transaction Summary option provides a summary of submitted transactions either by card type or batch based on your reconciliation needs.

There are 2 separate transaction reports* to assist with your reconciliation needs.

1. Card Type Summary
2. Batch Summary

* Based on your specific account set-up or configuration, all of these options may not be available to you.

Card Type Summary

This report allows you to view your submitted sales by card type for a given day or date range. View a summary of your Sales, Refunds, Rejects, and Net Processed Amount for all card types for the past 13 months. Drill down any of the card types to view detail for the past 6 months.

How Do I View:

Steps	Action
1	Click **Sales** from the toolbar.
2	Select **Transaction Summary** from the dropdown.
3	
	Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing.
	❖ **Submit Date Range**
	• **Batch Number** Leave this blank when viewing the Card Type summary report.
	• **Batch or Card Type Summary** Select Card Type summary to view this report.
	❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Card Type Summary Totals Report appears.

Card Type Summary Totals

Location -   08/10/2010 to 08/10/2010

Currency Code	Submit Date	Card Type	Sales Count	Sales Amount	Refund Count	Refund Amount	Net Submitted Count	Net Submitted Amount	Reject Count	Reject Amount	Net Processed Count	Net Processed Amount
USD	08/10/2010	MC	4	791.81	0	0.00	4	791.81	0	0.00	4	791.81
USD		VISA	19	3,705.59	0	0.00	19	3,705.59	0	0.00	19	3,705.59
USD		DSCVR	1	214.92	0	0.00	1	214.92	0	0.00	1	214.92
USD		AMEX	11	2,426.34	0	0.00	11	2,426.34	0	0.00	11	2,426.34
Subtotal for Date			35	7,138.66	0	0.00	35	7,138.66	0	0.00	35	7,138.66
Subtotal for Currency Code			35	7,138.66	0	0.00	35	7,138.66	0	0.00	35	7,138.66
Page Totals												
USD			35	7,138.66	0	0.00	35	7,138.66	0	0.00	35	7,138.66
Grand Total												
USD		MC	4	791.81	0	0.00	4	791.81	0	0.00	4	791.81
USD		VISA	19	3,705.59	0	0.00	19	3,705.59	0	0.00	19	3,705.59
USD		DSCVR	1	214.92	0	0.00	1	214.92	0	0.00	1	214.92
USD		AMEX	11	2,426.34	0	0.00	11	2,426.34	0	0.00	11	2,426.34
USD		JCB	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
USD		DINER	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

Record 1 to 4 of 4
Page 1 of 1

First   Previous   Next   Last   Go To Page 1

Quick Definitions:

- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **Submit Date -** Date the transactions were submitted to merchant services
- **Card Type -** The brand associated with the card number
- **Sales Count -** Total number of sales for submitted date
- **Sales Amount -** The total dollar amount of the transactions for the submitted date
- **Refund Count -** The total number of refunds/credits for the submitted date
- **Refund Amount -** The total dollar amount of the refunds/credit for the submitted date
- **Net Submitted Count =** Sales Count-Refund Count
- **Net Submitted Amount =** Sales Amount-Refund Amount
- **Rejected Count -** Total number of transactions that rejected for the submitted date
- **Rejected Amount -** Total dollar amount of rejected transactions for the submitted date
- **Net Processed Count =** Net Submitted Count-Rejected Count
- **Net Processed Amount =** Net Submitted Amount-Rejected Amount

Helpful Hints:

- Use this report daily to get your total sale counts and amounts by card type.
- Click on the Card Type hyperlink to see the breakdown by location.
- Click on Cardholder Number hyperlink to see detailed transaction information.
- If you like Card Type Summary Totals Report - try using Scheduled Report HL0602 – Account Card Type Summary by Date.

Batch Summary

This report option is for merchants who close out their terminals and submit transactions in a batch format. This report allows you to view submitted batches for a given day or date range. It displays the Total Count and Amount for Sales, Refunds, Rejects, and Net Processed amount by batch number. This summary is available for 13 months and drill down to detail is available for the past 6 months.

How Do I View:

Steps	Action
1	Click **Sales** from the toolbar.
2	Select **Transaction Summary** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Submit Date Range** • **Batch Number** if you want to view a specific batch or leave blank if you want to view all batches for the selected date range. • **Batch or Card Type Summary** Select Batch Summary to view this report. ❖ Represents required fields. All other fields are optional based on the information you would like to view.
4	**Result:** The Batch Summary Totals Report appears.

Quick Definitions:

- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **Location ID -** Location where the transaction was processed
- **External Merchant ID -** Additional merchant number associated with the location
- **Submit Date -** Date the batch was submitted to Merchant Services
- **Batch Number -** Number of the batch in which the transaction was submitted
- **Sales Count -** Total number of sales for submitted date
- **Sales Amount -** The total dollar amount of the transactions for the submitted date
- **Refund Count -** The total number of refunds/credits for the submitted date
- **Refund Amount -** The total dollar amount of the refunds/credit for the submitted date
- **Net Submitted Count =** Sales Count - Refund Count
- **Net Submitted Amount =** Sales Amount - Refund Amount
- **Rejected Count -** Total number of transactions that rejected for the submitted date
- **Rejected Amount -** Total dollar amount of rejected transactions for the submitted date
- **Net Processed Count =** Net Submitted Count - Rejected Count
- **Net Processed Amount =** Net Submitted Amount - Rejected Amount

Helpful Hints:

- Use this report daily to get your total Sale Counts and Amounts by batch.
- Click on the Location ID hyperlink to see batch detail information such as cardholder number and entry mode.
- If you like Batch Summary Totals Report – try using Scheduled Report HL0124 – Batch Summary Report by Date.

Lesson 8: Monthly Sales History

The Monthly Sales History selection from the Submitted Sales toolbar option displays credit and debit card activity and performance by card type for 13 months.

How Do I View:

Steps	Action
1	Click **Sales** from the toolbar.
2	Select **Monthly Sales History** from the dropdown.
3	**Monthly Sales History** Access: Location Card Type ALL Submit Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. • **Card Type** Choose the card type that you would like to view the Monthly Sales History report for. (All, MasterCard®, Visa®, Diner's Club®, Discover®, American Express®, JCB®, Debit, Check, EBT, Other).
4	**Result:** The Monthly Sales History Report appears. **Monthly Sales History** Location - **July 2009 to August 2010**

Monthly Sales History

Location -   July 2009 to August 2010

Currency Code	Month	Sales Amount	Refund Amount	Reject Amount	Net Amount	Average Ticket
USD	July 2009	68,754.72	(633.88)	0.00	68,120.84	233.29
USD	August 2009	9,097.38	(421.88)	0.00	8,675.50	188.60
USD	September 2009	5,872.34	0.00	0.00	5,872.34	195.74
USD	October 2009	63.58	0.00	0.00	63.58	21.19
USD	November 2009	227.08	0.00	0.00	227.08	37.85
USD	December 2009	1,185.13	0.00	0.00	1,185.13	59.26
USD	January 2010	1,623.62	0.00	0.00	1,623.62	108.24
USD	February 2010	106.29	(105.99)	0.00	0.30	0.04
USD	March 2010	155.45	0.00	0.00	155.45	25.91
USD	April 2010	100.66	(52.99)	0.00	47.67	5.30
USD	May 2010	567.00	0.00	0.00	567.00	51.55
USD	June 2010	53,318.09	0.00	0.00	53,318.09	247.99
USD	July 2010	87,931.40	(1,320.75)	0.00	86,610.65	231.58
USD	August 2010	60,054.36	(421.88)	0.00	59,632.48	216.06
Grand Total For Currency (USD)		**289,057.10**	**(2,957.37)**	**0.00**	**286,099.73**	**218.23**

Quick Definitions:

- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **Month -** Month transactions were submitted
- **Sales Amount -** Total amount of sales for the location
- **Refund Amount -** Total amount of refunds (credits) for the location
- **Reject Amount -** Total amount of rejects for the location
- **Net Amount -** Amount that equals Sales - Refunds - Rejects
- **Average Ticket -** Average transaction amount for the location for the given time period

Helpful Hints:

- Click on the Month hyperlink to view location totals.
- Use report to analyze location performance.
- If you like Monthly Sales History Report - try using Scheduled Report HL6000 – Monthly Sales Summary.

Chapter 3-Funding

Overview

The Funding option from the toolbar provides you with the reports you need to reconcile your checking account.

The five submenu options* from **Funding** are:

1. Bank Deposits
2. All Activity Summary
3. Withheld Funds
4. Monthly Fee and Service Charge History
5. Monthly Statement

* Based on your specific account set-up or configuration, all of these options may not be available to you.

Lesson 1: Bank Deposits

The Bank Deposit option provides bank deposit information for all your locations. Use this selection if you are trying to reconcile your bank statement.

There are 2 separate bank deposit reports to assist with your reconciliation needs.

1. Summary Totals
2. Expanded Detail

Summary Totals

This report allows you to view your bank deposit information by funding category for a specific date or date range. The date selected must be within the past 13 months.

How Do I View:

Steps	Action
1	Click **Funding** from the toolbar.
2	Select **Bank Deposits** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Funding Date Range** • **Checking Account Number -** If the Checking Account Number is known it can be keyed into this field. If the number is not known, Click on the ⬚ box at the end of the field to search for a specific checking account number. • Choose **Search Field** (DBA Name or Location/State) • Select **Search Data** (Enter DBA Name or Select State) • **Grouping** (Date or Checking Account) Choose Date to view Summary Totals by date. Choose Checking Account to view Summary Totals by your checking account number(s). • **Type** (Summary Totals or Expanded Detail) Choose Summary Totals to view this report. ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Deposit Summary Totals Report appears. This screen displays deposits grouped by date.

Deposit Summary Totals

Agent -   Funding Date: 08/10/2010

Currency Code	Date	Net Sales	3rd Party Adjustments	Adjustments	Interchange Charges	Service Charges	Fees	Chargeback / Reversals	Deposit
USD	08/10/2010	46,437,832.78	(8,472,358.88)	(3,983.10)	(95,518.37)	0.00	0.00	(59,973.75)	37,805,998.68
Grand Total For Currency (USD)		**46,437,832.78**	**(8,472,358.88)**	**(3,983.10)**	**(95,518.37)**	**0.00**	**0.00**	**(59,973.75)**	**37,805,998.68**

Quick Definitions:

- **Currency Code -** 3 digit code identifying the funded currency
- **Date -** The date of the checking account deposit
- **Net Sales =** Sales - Refund Amount
- **3rd Party Adjustments -** Transactions that are passed directly to a third party service provider for processing and/or funding
- **Adjustments -** Amounts credited to or deducted from your account to resolve processing or billing discrepancies
- **Interchange Charges -** Variable amounts established by the Card Associations for processing transactions
- **Service Charges -** Amounts charged to authorize, process and settle card transactions
- **Fees -** A range of transaction-based and/or fixed amounts for specific card processing services
- **Chargebacks/Reversals -** Transactions that are challenged or disputed by a cardholder or card-issuing bank. A Chargeback is the amount that is disputed by the cardholder or card-issuing bank. A Reversal is the amount that was previously resolved against the merchant but now is resolved in favor of the merchant.
- **Deposit -** Amount deposited to your checking account

Helpful Hints:

- Use this report if you like the Bank Deposit information on the Reporting Dashboard but would like to view additional days.
- Click on the Date hyperlink to view funding categories by checking account number.
- If you like Deposit Summary Totals Report - try using Scheduled Report HL0402 – Bank Deposit Summary by Date.

Expanded Detail

This report allows you to view your bank deposit information grouped by checking account number for a specific date or date range.

How Do I View:

Steps	Action
1	Click **Funding** from the toolbar.
2	Select **Bank Deposits** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ✦ **Funding Date Range** • **Checking Account Number -** If the Checking Account Number is known it can be keyed into this field.) If the number is not known, Click on the [...] box at the end of the field to search for a specific checking account number. • Choose **Search Field** (DBA Name or Location/State) • Select **Search Data** (Enter DBA Name or Select State) • **Grouping** (Date or Checking Account) Choose Date to view Summary Totals by date. Choose Checking Account to view Summary Totals by your checking account number(s). • **Type** (Summary Totals or Expanded Detail) Choose Expanded Detail to view this report. ✦ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Deposit Expanded Detail Report appears. This screen shows an example of grouping by Checking Account Number.

Deposit Expanded Detail

Agent -   Funding Date: 08/10/2010

Currency Code	Checking Account Number	Date	Net Sales	3rd Party Adjustments	Adjustments	Interchange Charges	Service Charges	Fees	Chargeback / Reversals	Deposit
USD	99999999	08/10/2010	26,067.26	(6,956.73)	0.00	(680.26)	0.00	0.00	0.00	18,430.27
USD	99999999	08/10/2010	83,854.23	0.00	0.00	0.00	0.00	0.00	0.00	83,854.23
USD	99999999	08/10/2010	498,228.00	0.00	0.00	0.00	0.00	0.00	0.00	498,228.00
USD	99999999	08/10/2010	207,145.81	0.00	25.02	0.00	0.00	0.00	0.00	207,170.83
USD	99999999	08/10/2010	377,534.23	(86,913.04)	0.00	(5,999.64)	0.00	0.00	(417.89)	284,203.66
USD	99999999	08/10/2010	252,710.45	(33,062.50)	0.00	(117.47)	0.00	0.00	(11,146.94)	208,383.54
USD	99999999	08/10/2010	273,533.07	0.00	383.20	0.00	0.00	0.00	0.00	273,916.27
USD	99999999	08/10/2010	484,060.05	0.00	15.29	0.00	0.00	0.00	0.00	484,075.34
USD	99999999	08/10/2010	415,519.81	(82,665.69)	0.00	(8,268.90)	0.00	0.00	(404.41)	324,180.81
USD	99999999	08/10/2010	384,169.85	(56,481.47)	0.00	(13,965.12)	0.00	0.00	(25.00)	313,698.26
USD	99999999	08/10/2010	288,457.97	(55,720.12)	0.00	(11,281.55)	0.00	0.00	(434.81)	221,021.49
USD	99999999	08/10/2010	246,370.63	(187,784.72)	0.00	0.00	0.00	0.00	0.00	58,585.91
USD	99999999	08/10/2010	13,703.42	(1,027.46)	0.00	(55,205.43)	0.00	0.00	(3,244.96)	(45,774.43)
USD	99999999	08/10/2010	24,092,079.22	(3,440,555.67)	0.00	0.00	0.00	0.00	(36,859.26)	20,614,664.29
USD	99999999	08/10/2010	11,383,638.95	(4,521,191.48)	0.00	0.00	0.00	0.00	(7,440.48)	6,855,006.99
USD	99999999	08/10/2010	7,005,651.10	0.00	(4,406.61)	0.00	0.00	0.00	0.00	7,001,244.49
USD	99999999	08/10/2010	405,108.73	0.00	0.00	0.00	0.00	0.00	0.00	405,108.73
Total For Date			46,437,832.78	(8,472,358.88)	(3,983.10)	(95,518.37)	0.00	0.00	(59,973.75)	37,805,998.68
Grand Total For Currency (USD)			46,437,832.78	(8,472,358.88)	(3,983.10)	(95,518.37)	0.00	0.00	(59,973.75)	37,805,998.68

Quick Definitions:

- **Currency Code -** 3 digit code identifying the funded currency
- **Checking Account Number -** The account we deposit your money into
- **Date -** The date of the checking account deposit
- **Net Sales =** Sales – Refund Amount
- **3rd Party Adjustments -** Transactions that are passed directly to a third party service provider for processing and/or funding
- **Adjustments -** Amounts credited to or deducted from your account to resolve processing or billing discrepancies
- **Interchange Charges -** Variable amounts established by the Card Associations for processing transactions
- **Service Charges -** Amounts charged to authorize process and settle card transactions
- **Fees -** A range of transaction-based and/or fixed amounts for specific card processing services
- **Chargebacks/Reversals -** Transactions that are challenged or disputed by a cardholder or card-issuing bank. A Chargeback is the amount that is disputed by the cardholder or card-issuing bank. A Reversal is the amount that was previously resolved against the merchant but now is resolved in favor of the merchant.
- **Deposit -** Amount deposited to your checking account

Helpful Hints:

- Use this report if you wish to view Bank Deposit information broken down by checking account number.
- Click on the Checking Account Number hyperlink to view Funding Category Summary.
  - o Click on Funding Category hyperlink to view Batch Summary Totals.
  - o Click on Location ID hyperlink to view Credit Transaction List.
  - o Click on Cardholder Number to view Credit Transaction Detail.
- If you like Deposit Expanded Detail Report - try using Scheduled Report HL0401 – Bank Deposit Detail by Location/Date.

Lesson 2: All Activity Summary

The All Activity Summary provides a summary of your bank deposits with the added value of displaying your processing expense detail on one screen for a given date or date range. The date selected must be within 13 months.

How Do I View:

Steps	Action
1	Click **Funding** from the toolbar.
2	Select **All Activity Summary** from the dropdown.
3	**All Activity Summary** Access: All Hierarchies for Agent ID [ ] [...] Lead Corporate ▼ SYSP ▼ Funded Date Range From [ ] to [ ] **Required as mm/dd/yyyy** Checking Account Number [ ] [...] [Submit] Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Funded Date Range** • **Checking Account Number -** If the Checking Account Number is known it can be keyed into this field. If the number is not known, Click on the [...] box at the end of the field to search for a specific checking account number. • Choose **Search Field** (DBA Name or Location/State) • Select **Search Data** (Enter DBA Name or Select State) ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The All Activity Summary Report appears.

All Activity Summary

Agent -   Funded Date: 08/10/2010

Bank Deposit Summary

Currency Code	Date	Net Sales	3rd Party Adjustments	Adjustments	Interchange Charges	Service Charges	Fees	Chargeback / Reversals	Deposit
USD	08/10/2010	46,437,832.78	(8,472,358.88)	(3,983.10)	(95,518.37)	0.00	0.00	(59,973.75)	37,805,998.68
USD		Total Amount Funded For Date Range							37,805,998.68

Processing Expense Summary

Currency Code	Funded Date Range	Description	Amount
USD	08/10/2010-08/10/2010	Financial adjustments	(3,983.10)
USD	08/10/2010-08/10/2010	Interchange charges	(95,518.37)
USD	08/10/2010-08/10/2010	CHGBCK REVERSALS	3,053.44
USD	08/10/2010-08/10/2010	CHARGEBACKS	(63,027.19)
Total for USD			(159,475.22)
Grand Total			(159,475.22)

Quick Definitions:

Bank Deposit Summary
- **Currency Code -** 3 digit code identifying the funded currency
- **Date -** The date of the checking account deposit
- **Net Sales -** Sales – Refund Amount
- **3rd Party Adjustments -** Transactions that are passed directly to a third party service provider for processing and/or funding
- **Adjustments -** Amounts credited to or deducted from your account to resolve processing or billing discrepancies
- **Interchange Charges -** Variable amounts established by the Card Associations for processing transactions
- **Service Charges -** Amounts charged to authorize, process and settle card transactions
- **Fees -** A range of transaction-based and/or fixed amounts for specific card processing services
- **Chargebacks/Reversals -** Transactions that are challenged or disputed by a cardholder or card-issuing bank. A Chargeback is the amount that is disputed by the cardholder or card-issuing bank. A Reversal is the amount that was previously resolved against the merchant but now is resolved in favor of the merchant.
- **Deposit -** Amount deposited to your checking account

Processing Expense Summary
- **Currency Code -** 3 digit code identifying the funded currency
- **Funded Date Range -** Date or date range the adjustment was funded to your checking account
- **Description -** Funding category for the amount listed
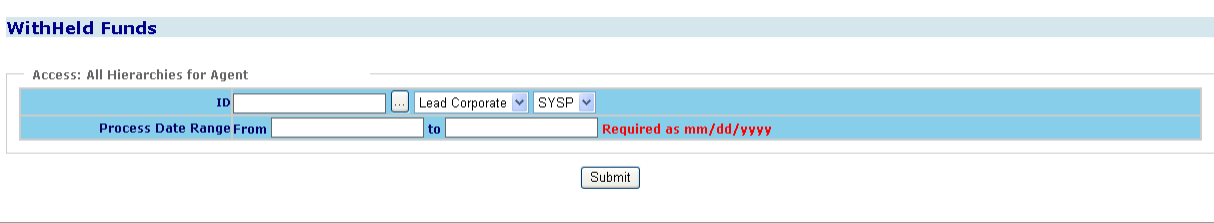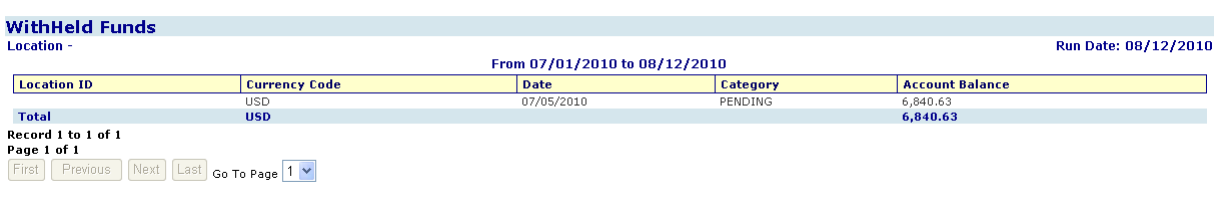- **Amount -** Amount of adjustment

Helpful Hints:

- Click on the Date hyperlink in the Bank Deposit Summary section to view all the detailed items for the funding categories listed.
- Click on the Description hyperlink in the Processing Expense Summary to view all the detailed items for the funding category selected.

Lesson 3: Withheld Funds

The Withheld Funds option provides you with a list of funds withheld from your deposit. This option displays withheld funds for up to 13 months.

How Do I View:

Steps	Action
1	Click **Funding** from the toolbar.
2	Select **Withheld Funds** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Process Date Range** ❖ Represents required fields. All other fields are optional based on the information you would like to view.
4	**Result:** The Withheld Funds Report appears.

Quick Definitions:

- **Location ID -** Location where the transaction was processed
- **Currency Code -** 3 digit code identifying the funded currency
- **Date -** Date of the account balance
- **Category -** Type of funds being held
- **Account Balance -** The balance being withheld from the merchant's business checking account

Helpful Hints:

- Use this report to track amount of withheld funds from your account.
- Report will only run if your account is currently set up for Withheld Funds.
- If you like Withheld Funds Report - try using Scheduled Report HL7000 – Revolving Payment Plan (RPP) Report or HL0409 – Funds Withheld.

Lesson 4: Monthly Fee and Service Charge History

The Monthly Fee and Service Charge History provide your total fee and service charge information by month. You can retrieve this information for up to 13 months.

How Do I View:

Steps	Action
1	Click **Funding** from the toolbar.
2	Select **Monthly Fee and Service Charge History** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you are currently viewing.
4	**Result:** The Monthly Fee and Service Charge History Report appears.

Quick Definitions:

- **Currency Code -** 3 digit code identifying the funded currency
- **Month -** The month the fees were billed to your account
- **Amount -** The total amount of fees and service charges that were billed for the month

Helpful Hints:

- Use this report to review and evaluate monthly fee and service charge trends associated with payment processing.

Lesson 5: Monthly Statement

The Monthly Statement option allows you to generate a copy of your monthly statement. This option allows you to view your statement days before you would normally receive your statement via mail.

How Do I View:

Steps	Action
1	Click **Funding** from the toolbar.
2	Select **Monthly Statement** from the dropdown.
3	**Monthly Statement** Access: All Hierarchies for Corporate ID [____] [...] Location ▼ SYSP ▼ Statement Date Range From [____] to [____] Required as mm/dd/yyyy Statement Type Recap ▼ [Submit] ❖ **Enter ID and select corresponding level if you would like to a view statement for a specific location or hierarchy level other than what you have been viewing. This field is required if you are logged in at a level of hierarchy higher then Corporate.** • **Statement Type**(Recap or Location) -Select Recap only if the id entered above is a corporate number and you would like to view your activity rolled up a corporate level. -Select Location if you would like to view only your specific location processing information. ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	Click on the month you wish to view. Click **Get Statement.**
	Monthly Statement List Available Statements For Corporate 06/30/2008 05/31/2008 04/30/2008 03/31/2008 Retrieval Type Download Get Statement

5	**Result:** The Monthly Statement appears.
	MERCHANT CARD PROCESSING STATEMENT CORPORATE RECAP Page 1 of 6 THIS IS NOT A BILL Statement Period 07/01/08 - 07/31/08 Merchant Number Locations Included 3 Customer Service CORPORATE SUMMARY An overview of activity for the statement period. Page 6 **Total Amount Submitted** 0.00 **Third Party Transactions** 0.00 **Adjustments** 0.00 **Interchange Charges** $413.24 **Service Charges** 0.00 **Fees** -$2,623.00 **Chargebacks/Reversals** -$22,202.43 **Total Amount Processed** **-$24,412.19** All amounts shown are in U.S. funds IMPORTANT INFORMATION ABOUT YOUR ACCOUNT

Helpful Hints:

- Use this option to access your statement before it arrives via the mail.
- Save a copy to your hard drive to retain for future documentation purposes.
- The Recap option is not available at the location level.
- Depending on your account setup your statement may not be available.
- The size limit for Monthly statements is 2 MB, anything over that will not be available through Clientline Reporting.

Chapter 4-Rate Analysis

Overview

The Rate Analysis option from the toolbar provides you with the reports you need to analyze and manage your interchange expenses.

The three submenu options* from **Rate Analysis** are:

1. Qualification Analysis
2. Qualification Expense
3. Billbacks

* Based on your specific account set-up or configuration, all of these options may not be available to you.

Lesson 1: Qualification Analysis

Depending on your pricing plan all transactions may not be processed at the same rate. ClientLine Reporting provides you with 13 months of summary and 6 months of detail history for each clear plan. Typically, merchants use the information to quantify and evaluate the amount and the percentage of sales that were processed at the higher rates. This can help you identify potential opportunities at the point of sale to reduce processing expenses.

How Do I View:

Steps	Action
1	Click **Rate Analysis** from the toolbar.
2	Select **Qualification Analysis** from the dropdown.

3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Date Range** • **Sort By** (Plan Description, Dollar Amount) ❖ Represents required fields. All other fields are optional based on the information you would like to view.
4	**Result:** The Qualification Analysis Report appears.

Quick Definitions:

- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **Description -** The interchange classification code that identifies how the transaction qualified
- **Trans Count -** Number of transactions that qualified for the plan
- **Trans Amount -** Total dollar amount of the transactions that qualified for the plan
- **Sales Percent By Amount -** The percentage of sales (amount) for the qualified plan for the time period selected

- **Sales Percent By Count -** The percentage of sales (count) for the qualified plan for the time period selected
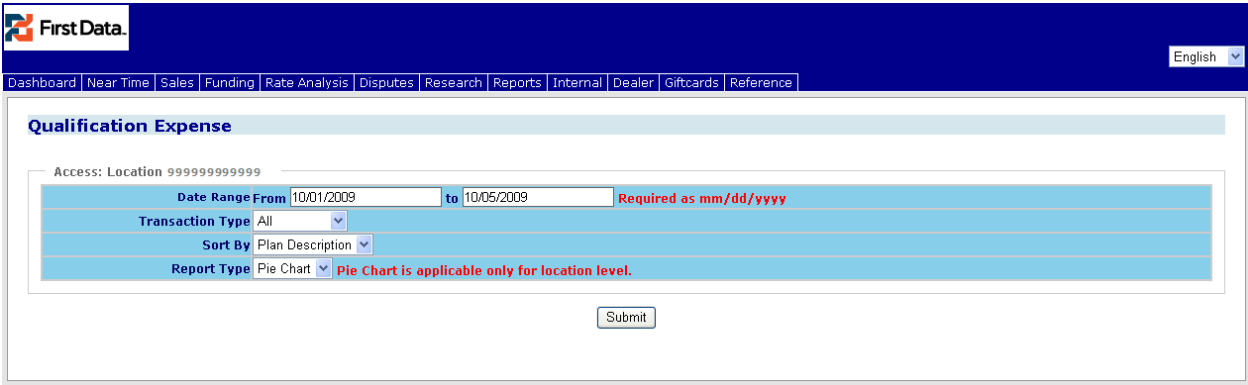
Helpful Hints:

- Click Description hyperlink to view breakdown by location.
- Click Location ID hyperlink to view Credit Transaction List.
- Click Cardholder Number hyperlink to view Credit Transaction Detail.
- Identify which locations are not qualifying for the lowest interchange rates.
- If you like Qualification Analysis Report - try using Scheduled Report HL0118 – Qualification Analysis Summary.

Lesson 2: Qualification Expense

Based on your specific account set-up or configuration, this option may not be available to you. This selection provides you with interchange expense information by plan code by location which enables you to see which locations may be contributing to higher interchange costs.

How Do I View:

Steps	Action
1	Click **Rate Analysis** from the toolbar.
2	Select **Qualification Expense** from the dropdown.
3	Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Date Range** • **Transaction Type** (All, Sales, Refunds, Chargebacks, Reversals) • **Sort By** (Plan Description, Dollar Amount) • **Report Type** (Report, Pie Chart) Pie chart option is only available at the location level. ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** If the Report Type "Report" is selected, the Qualification Expense Report appears.

5	**Result:** If the Report Type "Pie Chart" is selected, the Qualification Expense Pie Chart appears.
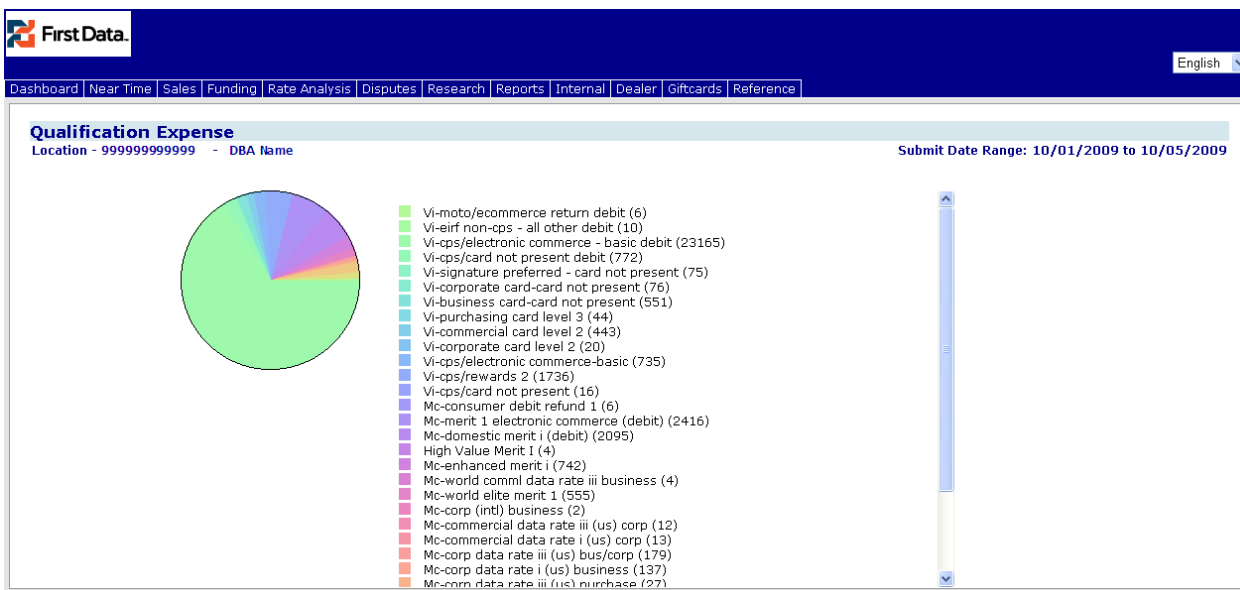
Quick Definitions:

- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **Card Type -** The brand associated with the card number
- **Description -** The interchange classification code that identifies how the transaction qualified
- **Trans Count -** Number of transactions that qualified for the plan
- **Trans Amount -** Total dollar amount of the transactions that qualified for the plan

- **Interchange -** Amount charged for processing and funding MasterCard® and Visa® transactions
- **Rate -** Calculation used to determine interchange amount
- **Sales Percent By Amount -** The percentage of sales (amount) for the qualified plan for the time period selected
- **Sales Percent By Count -** The percentage of sales (count) for the qualified plan for the time period selected

Helpful Hints:

- On the Report click Description hyperlink to view breakdown by location.
- On the Report click Location ID hyperlink to view Credit Transaction List.
- On the Report click Cardholder Number hyperlink to view Credit Transaction Detail.
- If you like Qualification Expense Report - try using the Scheduled Report HL0107 – Qualification Expense Summary.
- Use the Pie Chart Report Type to quickly view the plan codes that result in the most and least interchange expense for your business.

Lesson 3: Billbacks

This selection provides you with information regarding the count and dollar amount of transactions which failed the edit criteria for the given Association, and thus were "downgraded" from the best possible rate to the given settlement rate.

How Do I View:

Steps	Action
1	Click **Rate Analysis** from the toolbar.
2	Select **Billbacks** from the dropdown.
3	**Billbacks** Access: All Hierarchies for Agent ID [ ] [...] [Location ▼] [SYSP ▼] Date Range From [ ] to [ ] **Required as mm/dd/yyyy** Sort By [Billback Code ▼] [Submit] Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Date Range** • **Sort By** (Billback Code or Dollar Amount) ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Billback Report appears.
5	Click on **Description** to view Billback Detail.

Quick Definitions:

- **Location ID -** Location where the transaction was processed
- **External Merchant Number -** Additional merchant number associated with the location
- **Currency Code -** 3 digit code identifying the currency the transactions were processed in
- **Description -** Reason for billback
- **Card Type -** The brand associated with the card number
- **Count -** The total number of billbacks for the time period selected
- **Trans Amt -** Total amount of billbacks for the time period selected
- **Billback Amount -** Amount charged to your account for processing billback transactions
- **Sales Percent By Amount -** The percentage of sales (amount) for the billback reason for the time period selected
- **Sales Percent By Count -** The percentage of sales (count) for the billback reason for the time period selected

Helpful Hints

- Information from the above reports can be used to identify opportunities at the point of sale to prevent future billbacks /downgrades.
- Click on Billback Description to view transactions included in the Transaction Amount.
- Click on Detail to obtain the Credit Transaction Detail information.
- If you like the Billback Report - try using the Scheduled Report HL0145 – Billback Summary.

Chapter 5-Disputes

Overview

We know that dispute processing in your back office can be tedious, time consuming and overwhelming. So we have developed simple reports to provide in depth detail of your chargeback and retrieval cases to assist in dispute management and resolution.

The four submenu options from **Disputes** are:

1. Chargebacks
2. Retrievals
3. Chargeback Analysis
4. Retrieval Analysis

Lesson 1: Chargebacks

The Chargebacks selection enables you to view and manage your chargebacks. You can also query by a variety of search options. The date selected must be within the last 13 months.

How Do I View:

Steps	Action
1	Click **Disputes** from the toolbar.
2	Select **Chargebacks** from the dropdown.

3	
	Chargebacks Access: Status Date Range From _____ to _____ Required as mm/dd/yyyy Amount Range _____ _____ Chargeback Status [All ▼] Category [All Categories ▼] Sub Category [All Card Types ▼] Card #Ref # /Case # _____ [Cardholder Number ▼] Card search must be full card number or last four digits. Example: 1234567890123456 or *3456 [Submit]

Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing.

- ❖ **Date Range**
- **Data Type** (Status Date or Transaction Date)
- **Amount Range**
- **Chargeback Status** (All Open, All Closed, All Reversed, All Statuses)
- **Category** (All, Debited, Pre-Arbitration, Pre-Compliance, Pre-Note, Request for Doc, Reversed, Sent to Collection, Auto-Represent)
- **Sub Category Filter** (All Card Types, Visa® , MasterCard®, JCB®, Diner's Club®, or by Reason Code).
- **Cardholder Number # / Reference # / Case #** Enter any of these numbers and select the corresponding option in the drop down box.

- ❖ Represents required fields. All other fields are optional based on the information you would like to view.

| 4 | **Result:** The Chargeback List Report appears. |

Quick Definitions:

- **Location ID -** Location where the transaction was processed
- **External Merchant ID -** Additional merchant number associated with the location
- **Currency Code -** the 3 digit code identifying the currency the chargeback was initiated in
- **Chargeback Description -** Description of the chargeback reason code
- **Case Number -** Number assigned by Merchant Services for the dispute
- **Reference Number -** 23 digit Outgoing Acquirer reference number
- **Cardholder Number -** The number identifying the cardholder, issuer and card brand
- **Trans Date -** Date the transaction occurred
- **Chargeback Amount -** Amount of the dispute
- **Due Date -** The date a response is due to Merchant Services
- **Status Date -** Date of the last action taken by the dispute back office area
- **Status –**
    - o Open- Chargebacks that have not been responded to and the due date has not expired
    - o Closed- Chargebacks where the due date has expired
    - o Reversed- Chargebacks that have been reversed back to the issuing bank

Helpful Hints

- Use this report to assist your back office in running queries on disputes that are Open and still need responded to.
- Enter a specific cardholder number to access that card numbers chargeback history.
- Click on Cardholder Number hyperlink to view the Chargeback Detail.
- If you like using the Chargeback List function - try using one of Scheduled Reports under the Disputes category.

Lesson 2: Retrievals

While there are many reasons an issuing bank may send a retrieval request, the notification process can be very simple. The Retrievals selection will help you facilitate the process of retrieving and fulfilling sales draft requests. In some instances unanswered retrieval requests can result in a chargeback being initiated by the issuing bank. The date selected must be within the last 13 months.

How Do I View:

Steps	Action
1	Click **Disputes** from the toolbar.
2	Select **Retrievals** from the dropdown.
3	**Retrievals** Access: All Hierarchies for Agent ID [____] [...] [Lead Corporate ▼] [SYSP ▼] Date Range From [____] to [____] **Required as mm/dd/yyyy** Amount Range [____] [____] Retrieval Type [All ▼] Retrieval Status [All Statuses ▼] Card #Ref # /Case # / [____] [Cardholder Number ▼] Sub Category Filter [All Card Types ▼] **Card search must be full card number or last four digits. Example: 1234567890123456 or *3456** [Submit] Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Date Range** • **Date Type** (Status, Transaction Date) • **Amount Range** • **Retrieval Type** (All, Media, Chargeback) • **Retrieval Status** (All, Open, Expired, Fulfilled) • **Card # / Reference # / Case #** Enter any of these numbers and select the corresponding option in the drop down box. • **Sub Category Filter** (All Card Types, Visa® , MasterCard®, JCB®, Diner's Club®, or by Reason Code) ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Retrieval List Report appears.

Quick Definitions:

- **Location ID -** Location where the transaction was processed
- **External Merchant ID -** Additional merchant number associated with the location
- **Currency Code -** the 3 digit code identifying the currency the retrieval was initiated in
- **Request Reason -** Code sent by the issuing bank identifying reason for request
- **Case Number -** Number assigned by Merchant Services for the retrieval
- **Card Type -** The brand associated with the card number
- **Cardholder Number -** The number identifying the cardholder, issuer and card brand
- **Trans Date -** Date the transaction occurred
- **Trans Amt -** The amount of the sale or refund

- **Due Date -** The date a response is due to Merchant Services
- **Status Date -** Date of the last action taken by the dispute back office area
- **Status –**
  All-includes all statuses (Open, Expired, Fulfilled)
  Open-retrieval requests that have not yet been fulfilled and the due date has not expired
  Expired-retrieval requests that were not fulfilled within the requested timeframe
  Fulfilled-retrieval requests responded to by the merchant and sent to the issuer

Helpful Hints:

- To view retrieval requests that have not been responded to – Select Open in Retrieval Status.
- To verify the status of a specific retrieval request – Enter the cardholder number, case number or reference number in the report selection criteria.

Lesson 3: Chargeback Analysis

The Chargeback Analysis option provides you with the total counts, dollar amounts and percentages of all disputes which have been Received from Issuer, Reversed to Issuer by Merchant Services, Resubmitted/Reversed to Issuer by Merchant, and Debited to Merchant. The report is broken down by card type, reason code and provides a grand total and dollar amount. The date range selected must be within the past 13 months.

How Do I View:

Steps	Action
1	Click **Disputes** from the toolbar.
2	Select **Chargeback Analysis** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Status Date Range** ❖ Represents required fields. All other fields are optional based on the information you would like to view.

| 4 | **Result:** The Chargeback Analysis Report appears. |

Chargeback Analysis
Agent -   Status Date Range: 08/01/2010 to 08/05/2010

Currency Code	Card Type	Reason Code	Description	Received from Issuer			Reversed to Issuer by Merchant Services			Resubmitted/Reversed to Issuer by Merchant			Debited to Merchant		
				Count	Amount	Percent	Count	Amount	Percent	Count	Amount	Percent	Count	Amount	Percent
USD	MC	01	Requested transaction information not received	20	5,189.22	2.65%	0	0.00	0.00%	0	0.00	0.00%	20	5,189.22	100.00%
USD	MC	07	Warning bulletin file	2	532.44	0.27%	0	0.00	0.00%	0	0.00	0.00%	2	532.44	100.00%
USD	MC	08	Requested/required authorization not obtained	1	210.94	0.11%	0	0.00	0.00%	0	0.00	0.00%	1	210.94	100.00%
USD	MC	12	Account number not on file	1	(7.50)	(0.00)%	0	0.00	0.00%	0	0.00	0.00%	1	(7.50)	100.00%
USD	MC	31	Transaction amount differs	1	437.19	0.22%	0	0.00	0.00%	0	0.00	0.00%	1	437.19	100.00%
USD	MC	34	Duplicate processing	6	810.86	0.41%	0	0.00	0.00%	0	0.00	0.00%	6	810.86	100.00%
USD	MC	37	Fraudulent transaction - no cardholder authorization	211	39,930.61	20.42%	3	978.16	2.45%	0	0.00	0.00%	208	38,952.45	97.55%
USD	MC	41	Canceled recurring transaction	6	460.34	0.24%	0	0.00	0.00%	0	0.00	0.00%	6	460.34	100.00%
USD	MC	53	Cardholder dispute-defective/not as described	8	1,606.68	0.82%	0	0.00	0.00%	1	53.99	3.36%	7	1,552.69	96.64%
USD	MC	55	Nonreceipt of merchandise	10	2,557.48	1.31%	0	0.00	0.00%	1	249.17	9.74%	9	2,308.31	90.26%
USD	MC	59	Services not rendered	10	956.93	0.49%	1	21.19	2.21%	0	0.00	0.00%	9	935.74	97.79%
USD	MC	60	Credit not processed	5	409.04	0.21%	0	0.00	0.00%	1	111.26	27.20%	4	297.78	72.80%
USD	MC	63	Cardholder does not recognize - potential fraud	82	9,969.61	5.10%	0	0.00	0.00%	0	0.00	0.00%	82	9,969.61	100.00%
USD			Total for MC	363	63,063.84	32.26%	4	999.35	1.58%	3	414.42	0.66%	356	61,650.07	97.76%
USD	VISA	30	Services not provided or merchandise not received	21	3,680.59	1.88%	0	0.00	0.00%	1	42.34	1.15%	20	3,638.25	98.85%
USD	VISA	41	Cancelled recurring transaction	18	1,180.00	0.60%	0	0.00	0.00%	0	0.00	0.00%	18	1,180.00	100.00%
USD	VISA	53	Not as described or defective merchandise	9	1,256.19	0.64%	0	0.00	0.00%	0	0.00	0.00%	9	1,256.19	100.00%
USD	VISA	72	No authorization	24	5,196.59	2.66%	0	0.00	0.00%	0	0.00	0.00%	24	5,196.59	100.00%
USD	VISA	75	Cardholder does not recognize transaction	144	24,363.99	12.46%	1	214.36	0.88%	0	0.00	0.00%	143	24,149.63	99.12%
USD	VISA	77	Non-matching account number	1	(227.14)	(0.12)%	0	0.00	0.00%	0	0.00	0.00%	1	(227.14)	100.00%
USD	VISA	80	Incorrect transaction amount or account number	17	6,289.46	3.22%	0	0.00	0.00%	0	0.00	0.00%	17	6,289.46	100.00%
USD	VISA	81	Fraudulent transaction - card present	8	2,801.67	1.43%	0	0.00	0.00%	0	0.00	0.00%	8	2,801.67	100.00%
USD	VISA	82	Duplicate processing	32	6,057.65	3.10%	0	0.00	0.00%	4	812.76	13.42%	28	5,244.89	86.58%
USD	VISA	83	Fraudulent transaction - card not present	358	76,827.36	39.29%	8	840.67	1.09%	2	1,651.93	2.15%	348	74,334.76	96.76%
USD	VISA	85	Credit not processed	23	3,344.91	1.71%	1	147.65	4.41%	0	0.00	0.00%	22	3,197.26	95.59%
USD	VISA	86	Paid by other means	11	1,680.67	0.86%	0	0.00	0.00%	0	0.00	0.00%	11	1,680.67	100.00%
USD			Total for VISA	666	132,451.94	67.74%	10	1,202.68	0.91%	7	2,507.03	1.89%	649	128,742.23	97.20%
Subtotal for Currency Code				1029	195,515.78	100.00%	14	2,202.03	1.13%	10	2,921.45	1.49%	1005	190,392.30	97.38%

Quick Definitions:

- **Currency Code -** the 3 digit code identifying the currency the chargebacks were initiated in
- **Card Type -** The brand associated with the card number
- **Reason Code -** Numeric chargeback reason code
- **Description -** Description of the chargeback reason code
- **Received from Issuer -** Incoming Chargebacks received from the issuer
- **Reversed to Issuer by Merchant Services -** Chargeback cases that were auto-represented (automatically resolved) back to the issuer
- **Resubmitted/Reversed to Issuer by Merchant -** Chargeback cases that were sent back to the issuer based on information received from the merchant.
- **Debited to Merchant =** *Received from Issuer-Reversed to Issuer by Merchant Services-Resubmitted/Reversed to Issuer by Merchant*

Helpful Hints:

- Click on the Reason Code hyperlink to view the Chargeback List
- Use this report to identify which reason codes could be affecting your sales.
- This report is the same as what is shown on the Chargeback History section of Chargeback Dashboard, however this report you can set a date range within the last thirteen months.

Lesson 4: Retrieval Analysis

The Retrieval option provides you with the total counts, dollar amounts and percentages of all Retrievals (Media and Chargeback) which have been received from Issuer, Fulfilled, Unfulfilled and Expired. The report is broken down by card type, reason code and provides a grand total and dollar amount. The date range selected must be within the past 13 months.

How Do I View:

Steps	Action
1	Click **Disputes** from the toolbar.
2	Select **Retrieval Analysis** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Date Range** • **Date Type** (Transaction, Retrieval) ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Retrieval Analysis Report appears.

Retrieval Analysis

Agent -   08/01/2010 to 08/05/2010

Currency Code	Card Type	Reason Code	Description	Retrievals			Fulfilled			Unfulfilled			Expired		
				Count	Amount	Percent	Count	Amount	Percent	Count	Amount	Percent	Count	Amount	Percent
USD	MC	21	Cardholder doesnot recognize transaction	3	745.04	14.24%	1	105.99	6.94%	2	639.05	17.24%	0	0.00	0.00%
USD	MC	23	Needs for personal records	1	75.11	1.44%	0	0.00	0.00%	1	75.11	2.03%	0	0.00	0.00%
USD	Total for MC			4	820.15	15.67%	1	105.99	6.94%	3	714.16	19.27%	0	0.00	0.00%
USD	VISA	28	Cardholder request copy with signature	4	1,014.40	19.38%	2	179.39	11.75%	2	835.01	22.53%	0	0.00	0.00%
USD	VISA	30	Cardholder request due to dispute	2	652.23	12.46%	0	0.00	0.00%	2	652.23	17.60%	0	0.00	0.00%
USD	VISA	33	Fraud analysis request	8	2,746.88	52.48%	5	1,241.43	81.31%	3	1,505.45	40.61%	0	0.00	0.00%
USD	Total for VISA			14	4,413.51	84.33%	7	1,420.82	93.06%	7	2,992.69	80.73%	0	0.00	0.00%
	Total for USD			18	5,233.66	100.00%	8	1,526.81	100.00%	10	3,706.85	100.00%	0	0.00	0.00%

Record 1 to 5 of 5
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Quick Definitions:

- **Currency Code -** the 3 digit code identifying the currency the retrievals were initiated in
- **Card Type -** The brand associated with the card number
- **Reason Code -** Numeric retrieval reason code
- **Description -** Description of the retrieval reason code
- **Retrievals -** Incoming retrievals received from the issuer. This is the total of the Fulfilled, Unfulfilled, and Expired columns.
- **Fulfilled -** Retrieval requests responded to by the merchant and sent to the issuer
- **Unfulfilled -** Retrieval requests that were not fulfilled by the merchant
- **Expired -** Retrieval requests that were not fulfilled within the requested timeframe

Helpful Hints:

- Items in the Retrievals column contain both Media and Chargeback retrievals.
- Use this report to identify which reason codes could be adding additional work for your back office.

Chapter 6-Research

Overview

The Research selection will assist you with many of your research activities. This section contains a variety of information that will help you get the most out of the other sections of the service. Whether its researching cardholder activity or looking up information on one of your outlets, this section is designed to help with your research needs.

The five submenu options from **Research** are:

1. Card Search
2. Authorization Search
3. Query Builder
4. Location Profile Details
5. Card Issuer Identification
6. Fraud Reporting
7. Refunds with No Sale

Lesson 1: Card Search

The Card Search option allows you to perform searches on specific card numbers, either credit or debit, over time. This search will detail all occurrences of the card number entered for the time period selected.

There are four card search reports to assist with your research needs.

1. Transactions
2. Authorizations
3. Chargebacks
4. Retrievals

* Based on your specific account set-up or configuration, all of these options may not be available to you.

1. Transactions Search

This report option provides a list of transactions associated with a specific cardholder account number for up to 6 months.

How Do I View:

Steps	Action
1	Click **Research** from the toolbar.
2	Select **Card Search** from the dropdown.
3	

Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing.

- ❖ **Card Number/ Invoice Number** Choose the appropriate selection from the drop down box
- • **Activity Type** (Transactions)
- ❖ **Date Range**
- • **Date Type** (Submit Date, Transaction Date)
- • **Amount Range**
- • **Card Type** (Both, Credit, Debit)

- ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Card Search Detail Report appears.

Transaction Detail
Agent -   Date: 08/01/2010

Sorted by Date/Time

Location ID	External Merchant ID	Currency Code	Terminal ID	Batch Number	Submit Date	Card Type	Cardholder Number	Trans Amount	Trans Type	Trans Date	Status	Entry Mode	Auth Code
999999999999		USD	22	000000017800	08/01/2010	ATM	9999999******9999	146.64	Sale	08/01/2010	Processed	02	031762

Quick Definitions:

- **Location ID -** Location where the transaction was processed
- **External Merchant ID -** Additional merchant number associated with the location
- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **Terminal ID -** ID number of the terminal on which the transactions was processed
- **Batch Number -** Number of the batch in which the transaction was submitted
- **Submit Date -** Date the batch was submitted to Merchant Services
- **Card Type -** The brand associated with the card number
- **Cardholder Number -** The number identifying the cardholder, issuer and card brand
- **Trans Amount -** The amount of the sale or refund
- **Trans Type -** Numeric code that identifies the transactions as a sale, credit or cash advance
- **Trans Date -** Date the transaction occurred
- **Status -** Indicates whether transaction is Active or Cancelled or Rejected
- **Entry Mode -** Code identifying how the cardholder account information was entered or captured at the point of sale
- **Auth Code -** Code provided during the authorization process if an authorization approval was received

Helpful Hints:

- When searching by the cardholder number enter either the full card number or the last four digits (ex. 1234567891234567 or *1234).
- Use this report to verify if customer has been double billed for a transaction, check for credit for a disputed transaction or how frequently a customer makes purchases at your business.
- Click on Cardholder Number hyperlink to view Credit Transaction Detail.

2. Authorizations Search

This report option provides a list of authorizations associated with a specific cardholder account number, authorization code, or amount range for up to 6 months.

How Do I View:

Steps	Action
1	Click **Research** from the toolbar.
2	Select **Card Search** from the dropdown.
3	Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Card Number/ Invoice Number** ❖ **Activity Type** (Authorizations) ❖ **Date Range** • **Date Type** (Authorization Date) • **Amount Range** • **Authorization Code** • **Card Type** (Both, Credit, Debit) ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Authorization Data List appears.
	Authorization Data List Agent - Dates: 08/01/2010 Through 08/05/2010 Sorted by Date/Time | Location ID	External Merchant ID	Currency Code	Cardholder Number	Expiration Date	Amount	Auth Date	Auth Code	Response Code | 999999999999		USD	999999******9999	12/12	2.74	08/03/2010	T4839Z	00 | First Previous Next Last Go To Page 1 ▼ First Previous Next Last Go to Location ▼

Quick Definitions:

- **Location ID -** Location where the transaction was processed
- **External Merchant ID -** Additional merchant number associated with the location
- **Currency Code -** The 3 digit code identifying the currency the transaction was authorized in
- **Cardholder Number -** The number identifying the cardholder, issuer and card brand
- **Expiration Date -** Month and year the credit card expires
- **Amount -** Amount of authorization
- **Auth Date -** Date the transaction was authorized
- **Auth Code -** Code provided during the authorization process if an authorization approval was received
- **Response Code -** 2 digit code identifying the authorization response

Helpful Hints:

- When searching by the cardholder number enter either the full card number or the last four digits (ex. 1234567891234567 or *1234).
- Click on Cardholder Number hyperlink to view Authorized Transaction Detail.
- Authorization data is available for the past 6 months.

3. Chargebacks Search

This report option allows you to view chargeback information for a specific card number. You can access this by typing the cardholder number, date range, amount, transaction date or status date.

How Do I View:

Steps	Action
1	Click **Research** from the toolbar.
2	Select **Card Search** from the dropdown.
3	Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Card Number/ Invoice Number** ❖ **Activity Type** (Chargebacks) ❖ **Date Range** • **Date Type** (Status Date, Transaction Date) • **Amount Range** ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Chargeback List Report appears.

Quick Definitions:

- **Location ID -** Location where the transaction was processed
- **External Merchant ID -** Additional merchant number associated with the location
- **Currency Code -** the 3 digit code identifying the currency the chargeback was initiated in
- **Chargeback Description -** Description of the chargeback reason code
- **Case Number -** Number assigned by Merchant Services for the chargeback
- **Reference Number -** 23 digit Outgoing Acquirer reference number
- **Cardholder Number -** The number identifying the cardholder, issuer and card brand
- **Trans Date -** Date the transaction occurred
- **Chargeback Amount -** Amount of the dispute
- **Due Date -** The particular day on or before which merchant response must be received to comply with Association regulations.
- **Status Date -** Date of the last action taken by the dispute back office
- **Status –**
  - o Open - Chargebacks that have not been responded to and the due date has not expired.
  - o Closed - Chargebacks where the due date has expired
  - o Reversed - Chargebacks that have been reversed back to the issuing bank

Helpful Hints:

- When searching by the cardholder number enter either the full card number or the last four digits (ex. 1234567891234567 or *1234).
- Use this report to verify the number of Chargebacks on a specific cardholder number.
- Click on Cardholder Number hyperlink to view Chargeback Detail Report.

4. Retrievals Search

This report option allows you to view retrieval information for a specific card number. You can access this by typing the cardholder number, date range, amount, transaction date or status date.

How Do I View:

Steps	Action
1	Click **Research** from the toolbar.
2	Select **Card Search** from the dropdown.
3	Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Card Number/ Invoice Number** ❖ **Activity Type** (Retrievals) ❖ **Date Range** • **Date Type** (Status Date, Transaction Date) • **Amount Range** ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Retrieval List Report appears.

Quick Definitions:

- **Location ID -** Location where the transaction was processed
- **External Merchant ID -** Additional merchant number associated with the location
- **Currency Code -** the 3 digit code identifying the currency the retrieval was initiated in
- **Request Reason -** Code sent by issuing bank identifying reason for request
- **Case Number -** Number assigned by Merchant Services for the chargeback
- **Card Type -** The brand associated with the card number
- **Cardholder Number -** The number identifying the cardholder, issuer and card brand
- **Trans Date -** Date the transaction occurred
- **Trans Amount -** The amount of the sale or refund
- **Due Date -** The date a response is due to Merchant Services
- **Status Date -** Date of the last action taken by the dispute back office area
- **Status -**
  - o Open - retrieval requests that have not been fulfilled and the due date has not expired
  - o Expired - retrieval requests that were not fulfilled within the requested timeframe
  - o Fulfilled - retrieval requests responded to by the merchant and sent to the issuer

Helpful Hints:

- When searching by the cardholder number enter either the full card number or the last four digits (ex. 1234567891234567 or *1234).
- Use this report to verify the number of Retrievals on a specific cardholder number.
- Click on Cardholder Number hyperlink to view the Retrieval List.

Lesson 2: Authorization Search

The Authorization Search option allows you to perform searches on authorization codes and/or amount ranges. This search will provide a detailed list of all occurrences matching the criteria entered. For example, a search might be done to show all authorizations with a particular auth code or those within a defined auth amount range.

* Based on your specific account set-up or configuration, this option may not be available to you.

How Do I View:

Steps	Action
1	Click **Research** from the toolbar.
2	Select **Authorization Search** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. • **Card Number** ❖ **Date Range** ❖ **Amount Range** ❖ **Authorization Code** • **Card Type** (Both, Credit, Debit) ❖ Represents required fields. Either Amount Range and/or Authorization Code need to be entered as well. All other fields are optional based on the information you would like to view.

4	**Result:** The Authorization Data List appears.

Authorization Data List
Agent -   Dates: 08/01/2010 Through 08/05/2010

Sorted by Date/Time

Location ID	External Merchant ID	Currency Code	Cardholder Number	Expiration Date	Amount	Auth Date	Auth Code	Response Code
999999999999		USD	999999******9999	12/12	2.74	08/03/2010	T4839Z	00

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Quick Definitions:

- **Location ID -** Location where the transaction was processed
- **External Merchant ID -** Additional merchant number associated with the location
- **Currency Code -** The 3 digit code identifying the currency the transaction was authorized in
- **Cardholder Number -** The number identifying the cardholder, issuer and card brand
- **Expiration Date -** Month and year the credit card expires
- **Amount -** Amount of authorization
- **Auth Date -** Date the transaction was authorized
- **Auth Code -** Code provided during the authorization process if an authorization approval was received
- **Response Code -** 2 digit code identifying the authorization response

Helpful Hints:

- When searching by the cardholder number enter either the full card number or the last four digits (ex. 1234567891234567 or *1234).
- Click on Cardholder Number hyperlink to view Authorized Transaction Detail.
- Authorization data is available for the past 6 months.

Lesson 3: Query Builder

The Query Builder option in Clientline Reporting allows you to create your own reports based off of either account summary or bank deposit information. You have a great deal of flexibility as far as what fields are on the report, the date range, the card types, the locations in the report, and how the data is grouped and sorted.

The 2 reports to assist with your reporting needs are:

1. Account Summary
2. Bank Deposits

1. Account Summary

Use this selection to run reports that are based off your submitted sales information.

How Do I View:

Steps	Action
1	Click **Research** from the toolbar.
2	Select **Query Builder** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Date Range** ❖ **Report On** (Account Summary) • **Checking Account Number -** If the Checking Account Number is known it can be keyed into this field.) If the number is not known, Click on the ⬚ box at the end of the field to search for a specific checking account number. • Choose **Search Field** (DBA Name or Location/State) • Select **Search Data** (Enter DBA Name or Select State) ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Account Summary Report criteria screen appears.
5	Complete **Step1: Fields to Show** Select the fields to display on the report from the following: ❖ Location ID ❖ External Merchant ID ❖ Currency Code ❖ Submit Date ❖ Card Type ❖ Batch Number • Sales Count • Sales Amount • Refund Count • Refund Amount • Reject Count • Reject Amount • Total Amount ❖ Represents required fields. All other fields are optional based on the information you would like to view.
6	Complete **Step 2: Group By** Select from dropdown which fields to group by from the following (Choose up to 3): • Location ID • External Merchant ID • Currency Code • Submit Date • Card Type • Batch Number

	Select Card Type Click on a card type to select it. To select multiple card types hold down on the Shift key and click the card types you would like to view.
7	Complete **Step 3: Sort By** Select from dropdown which fields to sort by from your selection chosen in "Fields to Show": Indicate which preference for your sort from the following: • Ascending • Descending
8	Complete **Step 4: Select State** Select a state in which the locations you want to view are located.
9	Complete **Step 5: Select Locations** Select the specific locations for the report.
10	Continue to select another state and locations if needed.
11	Complete **Step 6: Report Locations Selected** The locations selected in above Step 5 should appear in this box
12	To execute the report : Click on **Submit Query** To revise query: Click on **Clear Screen** The Account Summary Report is below.

Account Summary Report

Agent -   Date: 08/01/2010 to 08/02/2010

Location ID	External Merchant ID	Currency Code	Submit Date	Card Type	Batch Number	Sales Count	Sales Amount	Refund Count	Refund Amount	Reject Count	Reject Amount	Total Amount
999999999999		USD	08/02/2010	ATM	000000027800	4	468.99	0	0.00	0	0.00	468.99
999999999999		USD	08/02/2010	ATM	000000027800	5	421.84	0	0.00	0	0.00	421.84
999999999999		USD	08/02/2010	VISA	000098020021	21	2,656.33	0	0.00	0	0.00	2,656.33
999999999999		USD	08/02/2010	AMEX	000098020021	5	1,145.05	0	0.00	0	0.00	1,145.05
999999999999		USD	08/02/2010	AMEX	000099020021	1	40.98	0	0.00	0	0.00	40.98
999999999999		USD	08/02/2010	MC	000099020021	3	246.57	0	0.00	0	0.00	246.57
999999999999		USD	08/01/2010	VISA	000128010023	1	100.00	0	0.00	0	0.00	100.00
999999999999		USD	08/01/2010	MC	000128010023	1	271.44	0	0.00	0	0.00	271.44
999999999999		USD	08/02/2010	VISA	000099020021	7	1,348.81	0	0.00	0	0.00	1,348.81
999999999999		USD	08/01/2010	MC	000129010023	1	35.00	0	0.00	0	0.00	35.00
999999999999		USD	08/01/2010	AMEX	000129010023	1	167.63	0	0.00	0	0.00	167.63
999999999999		USD	08/01/2010	VISA	000129010023	2	259.00	1	(29.99)	0	0.00	229.01
999999999999		USD	08/02/2010	MC	000100020021	2	203.99	0	0.00	0	0.00	203.99
999999999999		USD	08/02/2010	AMEX	000100020021	3	169.97	0	0.00	0	0.00	169.97
999999999999		USD	08/02/2010	VISA	000100020021	14	1,770.53	1	(29.99)	0	0.00	1,740.54
999999999999		USD	08/02/2010	MC	000151020021	2	255.99	0	0.00	0	0.00	255.99
999999999999		USD	08/02/2010	VISA	000151020021	2	193.75	0	0.00	0	0.00	193.75
Grand Totals						**75**	**9,755.87**	**2**	**(59.98)**	**0**	**0.00**	**9,695.89**

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Quick Definitions:

- **Location ID -** Location where the transaction was processed
- **External Merchant ID -** Additional merchant number associated with the location
- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **Submit Date -** Date the transaction was submitted for processing
- **Card Type -** The brand associated with the card type
- **Batch Number -** Number of the batch in which the transaction was submitted
- **Sales Count -** Total number of sales for submitted date
- **Sales Amount -** The total dollar amount of the transactions for the submitted date
- **Refund Count -** The total number of refunds/credits for the submitted date
- **Refund Amount -** The total dollar amount of the refunds/credits for the submitted date
- **Rejected Count -** Total number of transactions that rejected for the submitted date
- **Rejected Amount -** Total dollar amount of rejected transactions for the submitted date
- **Total Amount =** Sales Amount -Refund Amount-Rejected Amount

Helpful Hints:

- Use this option if you want to view account summary data and you want to select specific locations and compare them on the same report.

2. Bank Deposits

Use this selection to run reports that are based off your bank deposit information.

How Do I View:

Steps	Action
1	Click **Research** from the toolbar.
2	Select **Query Builder** from the dropdown.
3	Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Date Range** ❖ **Report On** (Bank Deposits) • **Checking Account Number -** If the Checking Account Number is known it can be keyed into this field.) If the number is not known, Click on the box at the end of the field to search for a specific checking account number. • Choose **Search Field** DBA Name or Location/State) • Select **Search Data** (Enter DBA Name or Select State) ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Bank Deposit Report appears.

5	Complete **Step1: Fields to Show** Select the fields to display on the report from the following: ❖ Location ID ❖ External Merchant ID ❖ Currency Code ❖ Checking Account Number ❖ Funded Date ❖ Batch Number ❖ Funding Category ❖ Minor Funding Category • Item Count • Credit Amount • Debit Amount • Total Amount ❖ Represents required fields. All other fields are optional based on the information you would like to view.

6	Complete **Step 2: Group By** Select from dropdown which fields to group by from the following: • Location ID • External Merchant ID • Currency Code • Checking Account Number • Funded Date • Batch Number • Funding Category • Minor Funding Category
7	Complete **Step 3: Sort By** Select from dropdown which fields to sort by from your selection in "Fields to Show". Indicate which preference for your sort from the following: • Ascending • Descending
8	Complete **Step 4: Select State** Select the state in which the locations are located.
9	Complete **Step 5: Select Locations** Select the specific locations for the report.
10	Continue to select another state and locations if needed.
11	Complete **Step 6: Report Locations Selected** The locations selected in above Step 5 should appear in this box.
12	To execute report click on **Submit Query** button or to revise query click on **Clear Screen** button at the bottom of page. The Bank Deposit Report is below.

Bank Deposit Report
Agent -   Date: 08/01/2010 to 08/02/2010

Location ID	External Merchant ID	Currency Code	Checking Account Number	Funded Date	Batch Number	Funding Category	Minor Funding Category	Item Count	Credit Amount	Debit Amount	Total Amount
999999999999		USD	999999999	08/01/2010	017801	Deposits	DEBIT/ATM CARD	2	634.70	0.00	634.70
999999999999		USD	999999999	08/01/2010	017801	Deposits	DEBIT/ATM CARD	1	47.48	0.00	47.48
999999999999		USD	999999999	08/01/2010	017801	Deposits	VISA	1	1,166.62	0.00	1,166.62
999999999999		USD	999999999	08/01/2010	017801	Deposits	MASTERCARD	1	594.91	0.00	594.91
999999999999		USD	999999999	08/01/2010	017801	Deposits	VISA	1	551.84	0.00	551.84
999999999999		USD	999999999	08/02/2010	027801	Deposits	VISA	1	100.00	0.00	100.00
999999999999		USD	999999999	08/02/2010	027801	Deposits	MASTERCARD	1	271.44	0.00	271.44
999999999999		USD	999999999	08/01/2010	017801	Deposits	VISA	1	2,915.29	0.00	2,915.29
999999999999		USD	999999999	08/01/2010	017801	Deposits	MASTERCARD	1	1,039.25	0.00	1,039.25
999999999999		USD	999999999	08/01/2010	017801	Deposits	AMERICAN EXP	1	276.46	0.00	276.46
999999999999		USD	999999999	08/01/2010	017801	Deposits	ADJUSTMENT FOR AMEX DEPOSIT	1	0.00	(276.46)	(276.46)
999999999999		USD	999999999	08/02/2010	027801	Deposits	VISA	1	229.01	0.00	229.01
999999999999		USD	999999999	08/02/2010	027801	Deposits	MASTERCARD	1	35.00	0.00	35.00
999999999999		USD	999999999	08/02/2010	027801	Deposits	AMERICAN EXP	1	167.63	0.00	167.63
999999999999		USD	999999999	08/02/2010	027801	Deposits	ADJUSTMENT FOR AMEX DEPOSIT	1	0.00	(167.63)	(167.63)
999999999999		USD	999999999	08/01/2010	017801	Deposits	VISA	1	289.47	0.00	289.47
999999999999		USD	999999999	08/01/2010	017801	Deposits	AMERICAN EXP	1	139.99	0.00	139.99
999999999999		USD	999999999	08/01/2010	017801	Deposits	ADJUSTMENT FOR AMEX DEPOSIT	1	0.00	(139.99)	(139.99)
999999999999		USD	999999999	08/01/2010	017801	Deposits	VISA	1	422.96	0.00	422.96
999999999999		USD	999999999	08/01/2010	017801	Deposits	MASTERCARD	1	199.99	0.00	199.99
Grand Totals								**21**	**9,082.04**	**(584.08)**	**8,497.96**

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Quick Definitions:

- **Location ID -** Location where the transaction was processed
- **External Merchant ID -** Additional merchant number associated with the location
- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **Checking Account Number -** The account we deposit your money into
- **Funded Date -** Date Merchant Services released funds to your bank
- **Batch Number -** Number of the batch in which the transaction was submitted
- **Funding Category -** High level description identifying the type of funding activity
- **Minor Funding Category -** More detailed description identifying the type of funding activity
- **Item Count -** Count of items included in the funding category
- **Credit Amount -** Total dollar amount of credits included in the funding category
- **Debit Amount -** Total dollar amount of debits included in the funding category
- **Total Amount -** Credit Amount + Debit Amount

Helpful Hints:

- Use this option if you want to view bank deposit data and you want to select specific locations and compare them on the same report.

Lesson 4: Location Profile Details

The Location Profile Details option allows you to perform searches on specific locations and view their account information. Included in this information is Statement Setup, IRS Information, Account Fees, and Terminal List Details.

How Do I View:

Steps	Action
1	Click **Research** from the toolbar.
2	Select **Location Profile Details** from the dropdown.
3	If you only have access to a single location the Location Profile Details Status Report will immediately appear. If you have access to multiple locations the following screen will appear. **Location Profile Details** Access: All Hierarchies for Agent Select Lookup Field Location Name Select a Pattern Starts With Enter Value Submit • **Select Lookup Field** (Location Name, Merchant Name, Location Address, Location City, Location State, Location Zip, Merchant ID) • **Select a Pattern** (Starts With, Equals, Includes) • **Enter Value**
4	**Result:** The Location Profile Details Report appears. **Location Profile Details** Agent - | Location ID	External Merchant ID	Location Name	Location Status	Location Address	Merchant Name
---	---	---	---	---	---
999999999999		DBAName	OPEN	111 Main Street Houston TX 99999	DBAName
999999999999		DBAName	OPEN	111 Main Street Houston TX 99999	DBAName	
5	Click on **Location ID** hyperlink to view location details.

6	**Result:** The Location Profile Details Status Report appears. Also displayed are the Statement Information, IRS Information, Account Fees, and Terminal List Details sections.

Location Profile Details Status

DBA Name Store #123	
Location ID	999999999999
External Merchant ID	
Contact Name & Address	Business Owner 111 Main Street Houston TX 99999
Phone Number	999-999-9999
Media Fax Number	0000000000
Funding Fax Number	N
Merchant Phone Number for Cardholder	999-999-9999
Location E-mail Address	
Status	ACTIVE, SETTLES LAST CALENDAR DAY OF MONTH
Multi-Currency	DOMESTIC
Mag Stripe Indicator	NO
Trustkeeper	NOT ENROLLED
ARP Code	000000
Method of Funding	

Quick Definitions:

- **Location ID -** Location where the transactions are processed
- **External Merchant ID -** Additional merchant number associated with the location
- **Contact Name & Address -** Businesses contact name and address
- **Phone Number -** Telephone number of location
- **Media Fax Number -** Fax number where media retrievals are sent to
- **Merchant Phone Number for Cardholder –** Merchant's telephone number that is passed to the cardholder's issuing bank to be displayed on the cardholder's statement
- **Location E-mail Address -** Email address of location
- **Status -** Current location status (Active, Cancelled)
- **Multi-Currency -** (Domestic, International) Identifies if the activity for this location number is processed Domestically or Internationally
- **Mag Stripe Indicator -** (Yes, No) Identifies if the merchant is setup to swipe cards or MOTO
- **Trust keeper -** (Enrolled, Not Enrolled) Service a merchant can use to become PCI certified
- **ARP Code -** Code identifying the Account Reconciliation Plan
- **Method of Funding -** Describes how your bank deposit is transferred to your account

Statement Information	
Real-Time Statement Delivery Data Unavailable.	
Type	
Delivery Method	
E-Mail Distributions	
Fax Number	

Quick Definitions:

- **Type -** Indicator that identifies whether the statement is a summary or detail
- **Delivery Method -** Indicator that identifies how the statement is send to the merchant
- **E-Mail Distributions -** Email address on file that will receive statement via email
- **Fax Number -** The fax number on file that will receive faxed statements

IRS Information	
IRS Filing Name	
Foreign Entity Indicator	
Validation Response Code	
Validation Response Date	

This section provides details around the data that is entered/verified through the Tax Information Update Application available in the Secure Portal.

Quick Definitions:

- **IRS Filing Name-** Name that the IRS has on file for your business
- **Foreign Entity Indicator-** Y (Yes) N (No)
- **Validation Response Code-** Used to identify if the combination of TIN and Tax Filing Name was successfully validated with the IRS.
  - o   00 - TIN AND NAME MATCH IRS
  - o   01 - TIN MIISING/NOT 9 DIGITS
  - o   02 - TIN NOT CURRENTLY ISSUED
  - o   03 - TIN/NAME NOT = TO IRS
  - o   04 - INVLD TIN MATCH REQUEST
  - o   05 - DUP TIN MATCHING REQUEST
  - o   06 - TIN/NAME MATCHES IRS/SSN
  - o   07 - TIN/NAME MATCHES IRS/EIN
  - o   08 - TIN/NM MATCH IRS/SSN/EIN
  - o   99 - TIN FAILED PRE-SCREENING
- **Validation Response Date-** Date Validation Response code was received.

Account Fees		
Fee Rate and Description	Amount	Last Changed
001 - MASTERCARD SALES TRANS FEE	.005000	05/21/2010
005 - VISA SALES TRANS FEE	.005000	05/21/2010
009 - DINERS SALES TRANS	.005000	05/21/2010
013 - AMEX SALES TRANS FEE	.005000	05/21/2010
015 - DISCOVER SALES TRANS FEE	.005000	05/21/2010
018 - DEBIT/ATM CARD TRANSACTION FEE	.008200	05/21/2010
030 - MASTERCARD LOCAL AUTH FEE	.003200	05/21/2010
031 - MASTERCARD WATS AUTH FEE	.003200	05/21/2010
032 - MASTERCARD LOCAL/WATS AUTH FEE	.003200	05/21/2010
033 - MASTERCARD ECR AUTH FEE	.003200	05/21/2010
034 - MASTERCARD DIRECT SOLUTIONS	.003200	05/21/2010
035 - MASTERCARD VOICE AUTH FEE	.250000	06/20/2002
036 - MASTERCARD VRU AUTH FEE	.250000	06/20/2002

Quick Definitions:

- **Fee Rate and Description -** The code and corresponding description of the fees set upon a merchant's account
- **Amount -** The amount of the account fee
- **Last Changed -** Date of the last account fee change

	Terminal List Details												
Type	Model	EDC Terminal Number	Serial Number	Network Name	Maintained By	Maintenance	Ship Date	Install Date	AOI	Billing Method	Billing Amount	Start Date	Stop Date
PC	PC Personal Computer	649498		CARDNET	CUST				2	Customer Owned			

Quick Definitions:

- **Type -** Equipment merchant is processing transactions through
- **Model -** Equipment merchant is utilizing
- **EDC Terminal Number -** Terminal number of the equipment
- **Serial Number -** Serial number of the equipment
- **Network Name -** Name of the network the equipment utilizes
- **Maintained By -** Responsible party for the equipment
- **Maintenance -** Amount charged for maintenance of equipment
- **Ship Date -** Date equipment was shipped to merchant
- **Install Date -** Date equipment was installed
- **Billing Method -** Indicates equipment owner
- **Billing Amount -** Amount billed to merchant for equipment
- **Start Date -** Date equipment billing begins
- **Stop Date -** Date equipment billing ends

Helpful Hints:

- Use this option to obtain a listing of your corporate locations.
- Review the Detail Status Report periodically to ensure the information displayed is accurate.

Lesson 5: Card Issuer Identification

The Card Issuer Identification option allows you to access issuing bank information quickly. This information may be helpful in resolving disputes and cardholder inquiries. This option is only available for Visa and MasterCard card numbers. The following issuing bank information that may be displayed is Bank Name, Mailing Address, Principal Contact, Security Contact, Compliance Contact, Retrieval Contact, Fraud Investigation Contact, Authorization Contact, Settlement Contact, and Chargeback Contact.

How Do I View:

Steps	Action
1	Click **Research** from the toolbar.
2	Select **Card Issuer Identification** from the dropdown.
3	Enter **Cardholder Number** (only the first six digits of the cardholder number are needed)
4	**Result:** The Card Issuer Information appears.
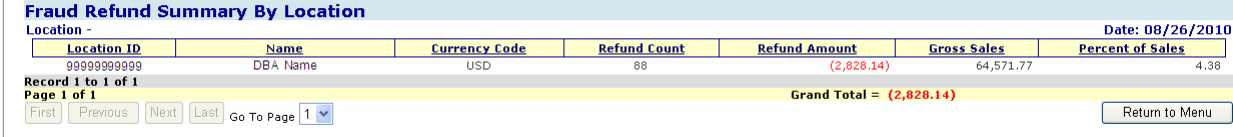
Helpful Hints:

- Click on 'View Card Issuer Info' button from any Credit Transaction Detail or Debit Transaction Detail screen to also view Card Issuer Identification information.
- Only MasterCard and Visa issuing bank information is available.
- Issuing bank information provided is updated periodically and details provided are contingent upon being supplied by the issuing bank.

Lesson 6: Fraud Reporting

The Fraud Reporting option allows you to monitor refunds for a date and amount range by location that may have financial impact. The date selected must be within the last six months.

How Do I View:

Steps	Action
1	Click **Research** from the toolbar.
2	Select **Fraud Reporting** from the dropdown.
3	**Fraud Reporting** Access: All Hierarchies for Corporate ID [____] [...] Location ▾ Date Range From [____] to [____] Required as mm/dd/yyyy Amount Range [____] [____] Report Type [Refund Summary by Location ▾] [Submit] Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Date Range** • **Amount Range** • **Report Type** (Refund Summary by Location) ❖ Represents required fields. All other fields are optional based on the information you would like to view.
4	**Result:** The Fraud Refund Summary By Location Report appears. **Fraud Refund Summary By Location** Location - Date: 08/26/2010 	Location ID	Name	Currency Code	Refund Count	Refund Amount	Gross Sales	Percent of Sales	 |---|---|---|---|---|---|---| 	99999999999	DBA Name	USD	88	(2,828.14)	64,571.77	4.38	 Record 1 to 1 of 1 Page 1 of 1 Grand Total = (2,828.14) [First] [Previous] [Next] [Last] Go To Page [1 ▾] [Return to Menu]

Quick Definitions:

- **Location ID -** Location where the transaction was processed
- **Name -** Merchant name
- **Currency Code -** The 3 digit code identifying the currency the transaction was processed in
- **Refund Count -** The number refunds processed at the location
- **Refund Amount -** Total dollar amount of refunds processed at the location
- **Gross Sales -** Total amount of sales processed at the location
- **Percent of Sales -** The percentage of sales that are refunds
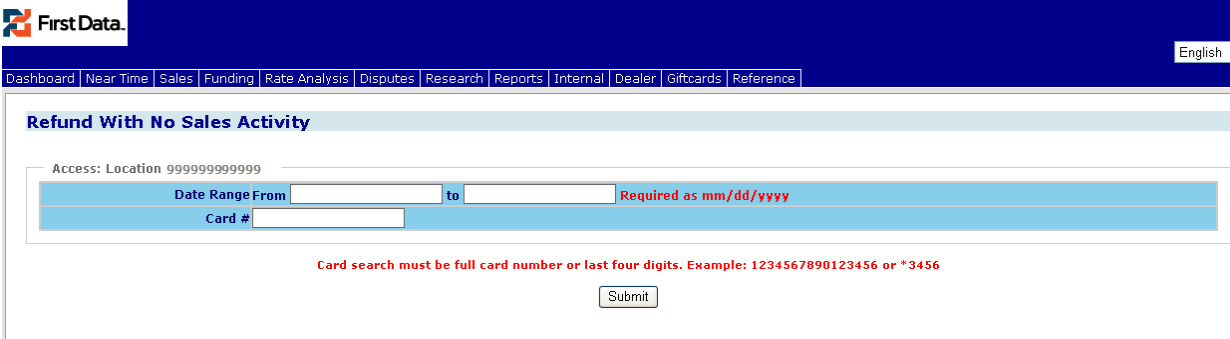
Helpful Hints:

- Use this report to monitor which locations are processing the most refunds (count and amount) and which locations refunds have the greatest impact to sales.
- If you like Refund Summary by Location - try using Scheduled Report HL4003.

Lesson 7: Refunds with No Sale

The Refunds with No Sale option allows you to view a detailed list of refunds with non matching sales for the date range plus 60 days. The date range selected must be within the last 6 months.

How Do I View:

Steps	Action
1	Click **Research** from the toolbar.
2	Select **Refunds with No Sales** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. ❖ **Date Range** • **Card #** ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Refund with No Sales Activity Report appears.

Quick Definitions:

- **Location ID -** Location where the transaction was processed
- **External Merchant ID-** Additional merchant number associated with the location
- **DBA Name -** Merchant name
- **Currency Code -** The 3 digit code identifying the currency the transaction was processed in
- **Batch Number-** Number of the batch in which the transaction was submitted
- **Submit Date-** Date the batch was submitted to Merchant Services
- **Card Type-** The brand associated with the card number
- **Cardholder Number-** The number identifying the cardholder, issuer and card brand
- **Trans Date-** Date the transaction occurred
- **Trans Amount-** Amount of the refund

Helpful Hints:

- Use this report to monitor which locations are processing the most refunds with non matching sales.
- If you like the Refund with No Sales Activity - try using Scheduled Report HL4001 – Refunds with no Sale.

Chapter 7-Reports

Overview

The Scheduled Reports selection is the most popular feature within the ClientLine Reporting service. It allows you to generate a variety of reports showing summary and/or detail information for download/viewing purposes. In addition you are able to "schedule reports" on a daily, weekly, monthly, quarterly, or yearly basis. These reports can be sent to you or multiple users automatically via email in multiple formats Word® for Windows Document, Excel® 8.0, Comma-separated values, Adobe® PDF File)
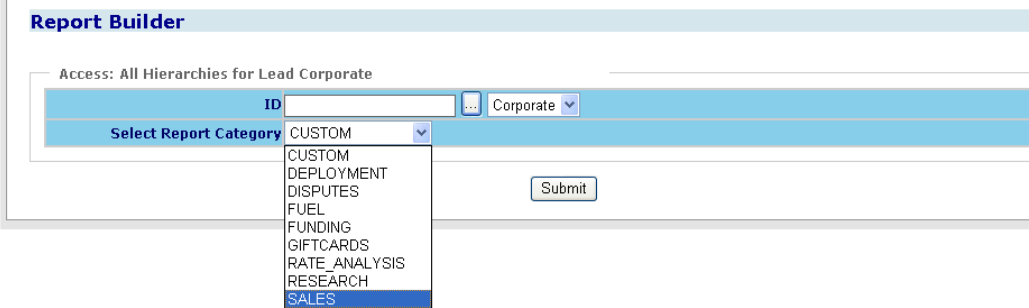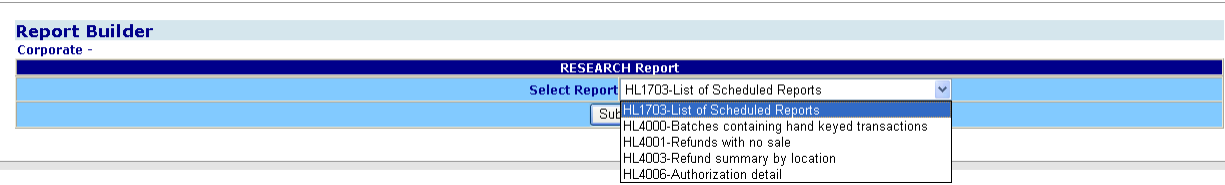
The four submenu options from **Reports** are:

1. Scheduled Report
2. View Reports
3. Update Reports
4. Delete Reports

Lesson 1: Scheduled Reports

In order to schedule reports for delivery on a recurring basis, you will need to complete the scheduler template. The template provides you the opportunity to select the report format, delivery frequency, level of hierarchy, start and end date, and delivery method.

How Do I View:

Steps	Action
1	Click **Reports** from the toolbar.
2	Select **Scheduled Report** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. • **Select Report Category** (Disputes, Funding, Gift Cards, Rate Analysis, Research, Sales) Each of these categories contain reports with data similar to the data found within the corresponding menu header in the online modules.
4	 **Select Report** from the list of reports provided. Click **Submit**

5	**Result**: The Report Scheduler will appear.

Report Schedule
Select **Report Frequency** (Run Now, Daily, Weekly, Monthly, Quarterly, Yearly)
Select **Receive Report On** to choose date you wish to receive report on.

Dates to Report
Enter **Start Date** to choose the beginning date of your report.
Enter **End Date** to choose date your report will end through.
End Date should only be entered when a Run Now report frequency is selected.

Run Now Example:
Today's date is 9/10/2010. To receive a report with yesterday's data – Receive report on date will be prefilled – Start date would be 9/09/2010 – End Date would be 9/09/2010.

Example with Daily Frequency:
Today's date is 9/10/2010. To receive a report every day for the previous day's data – Choose Daily as the frequency – Receive Report On would be 09/11/2010 – Start Date as would be 09/10/2010 – End date should be left blank.

Report Delivery Options
Select **Report Format** (Word® for Windows Document, Excel® 8.0, Comma-separated values, Adobe® PDF File)
Select **Zip Option** (No, Yes)
Choose **Select Delivery Option** (Web Online, E-mail)
Select **Mailbox Size** (<1MB, 1MB-5MB, 5MB-10MB, 10MB-15MB, >15MB) This is the size of file that your email provider will allow to enter your inbox.
Select **Notify When Finished** (NO, YES-E-mail Address REQUIRED) The system will send you an email once the report is generated.
Select **E-Mail to Address 1**
Select **E-Mail to Address 2**
Select **E-Mail to Address 3**
Not all email addresses need to be filled in.
An additional report can be requested to accommodate additional users.
Click **Submit**

| 6 | **Result:** A Report Schedule Confirmation should appear.

Report Schedule Confirmation

Report Request Successfully Received
Sequence Number 1048888 For Report HL4006

[View Online Reports] |

⭐ **Helpful Hints:**

- Selecting anything other than "Run Now" in Report Frequency will generate a recurring report of that frequency.
- Remember to select "Yes" in the Notify When Finished field if you want to receive a confirmation email that your report is completed.
- Enter multiple email addresses to have report sent to more than one person. They do not have to be an enrolled ClientLine® user.
- If you intend to save this report to a separate application such as Microsoft Access™, it is suggested you choose the Delivery option of email and the Report Format option of Microsoft Excel® 8.0 or CSV.
- Reports in CSV will not contain headers as this would cause a failure to load into a database.
- If you do not have Microsoft Office® loaded to your pc, you can still receive a Scheduled Report. Once the report is complete, double click on the report number to prompt the report to open in a word processing application available on your pc.
- Reports will take longer to generate if they span a large amount of time or are pulled at a high level of hierarchy. These reports will include large amounts of data or multiple locations.
- Scheduled reports that are larger than 16MB in size cannot be emailed from our server to you. Also your email system may limit incoming file sizes to you. In both cases you will need to select Web Online as the delivery option and save to your desktop.
- Reports that are over 10MB will be held for an overnight delivery.
- Web Online reports will be deleted from the system after 2 days.
- Emailed reports that are larger than your mailbox size will attempt to be zipped and emailed to you. If the report still is larger than your mail box size, an email will be sent to you advising you to go online to view.
- Size limit for scheduled reports is 250 MB. If your report exceeds this size you will need to rerun the report at a lower level of hierarchy or for a smaller date range.
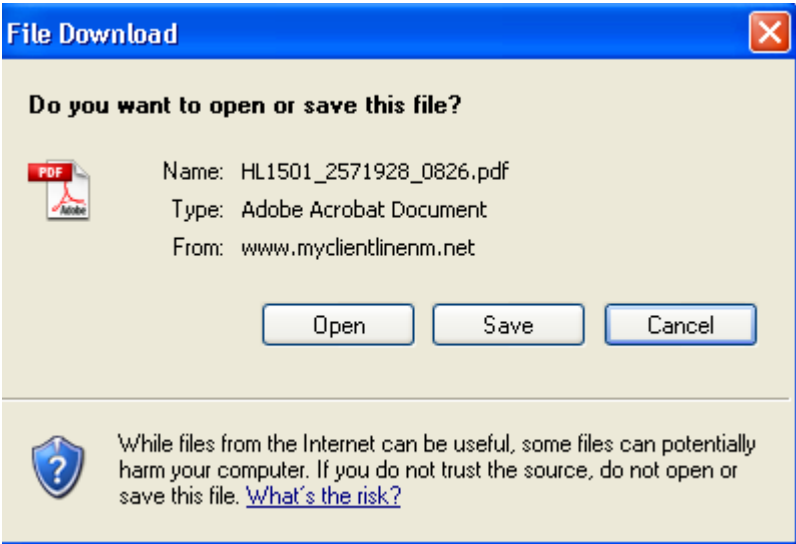
Lesson 2: View Reports

This selection allows you to download and view generated reports.

How Do I View:

Steps	Action
1	Click **Reports** from the toolbar.
2	Select **View Reports** from the dropdown.
3	**Report Download Summary** Corporate - Date: 08/27/2010 	Report Category	Report ID	Report Name	Report Count	 FUEL — CG0302 — Fuel product detail — 1 SALES — HL1100 — Reconciliation report — 2 CUSTOM — HL1525 — Chargeback Exception by Location report — 1 FUNDING — HL0410 — Daily deposit totals — 1 DISPUTES — HL1501 — Chargeback detail by status date — 1 DISPUTES — HL1506 — Cb percent of sales based on corporate — 1 RATE ANALYSIS — HL0104 — Qualification expense detail by location/date — 1 RATE ANALYSIS — HL0126 — Qualification expense summary by corporate — 1 Click on **Report number** hyperlink in the Report ID column.
4	**Download Report Detail** Corporate - Date: 08/27/2010 	Report ID	Report Status	Report Title	Report Error	Delivery Option	Report Format	File Size	Date Last Run	 HL1501-2571928 — ** Scheduled ** — Chargeback detail by status date — — Web Online — PDF — 73KB — 08/26/2010 Click on **Report number** hyperlink in the Report ID column.

5	**File Download** ✕ **Do you want to open or save this file?** Name: HL1501_2571928_0826.pdf Type: Adobe Acrobat Document From: www.myclientlinenm.net [Open] [Save] [Cancel] While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?
	Click **Open** to view report. Click **Save** to save report to your desk top or file.
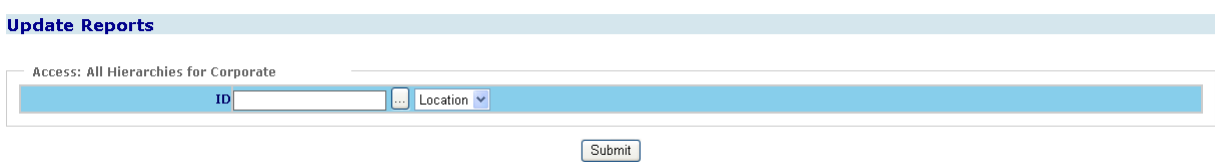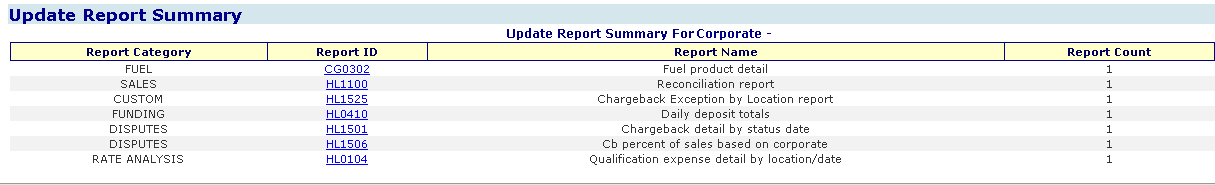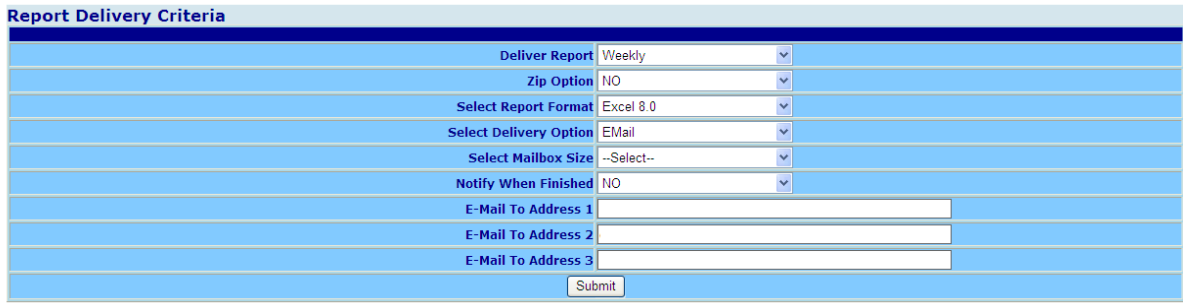
Helpful Hints:

- You may need to pick up/view very large reports in this manner if they exceed the email system size limits.
- Scheduled reports that are larger than 16MB in size cannot be emailed from our server to you. Also your email system may limit incoming file sizes to you.
- Web Online reports will be deleted from the system after 2 days.
- If you are logged in under a higher level of hierarchy than what the report you are looking for was scheduled you will need to enter the MID in the ID box and select the appropriate hierarchy to view that specific report.

Lesson 3: Update Reports

Use this selection when you need to revise an existing scheduled report.

How Do I View:

Steps	Action
1	Click **Reports** from the toolbar.
2	Select **Update Reports** from the dropdown. **Update Reports** Access: All Hierarchies for Corporate ID [ ] [...] Location ▼ Submit
3	**Update Report Summary** Update Report Summary For Corporate - <table><tr><th>Report Category</th><th>Report ID</th><th>Report Name</th><th>Report Count</th></tr><tr><td>FUEL</td><td>CG0302</td><td>Fuel product detail</td><td>1</td></tr><tr><td>SALES</td><td>HL1100</td><td>Reconciliation report</td><td>1</td></tr><tr><td>CUSTOM</td><td>HL1525</td><td>Chargeback Exception by Location report</td><td>1</td></tr><tr><td>FUNDING</td><td>HL0410</td><td>Daily deposit totals</td><td>1</td></tr><tr><td>DISPUTES</td><td>HL1501</td><td>Chargeback detail by status date</td><td>1</td></tr><tr><td>DISPUTES</td><td>HL1506</td><td>Cb percent of sales based on corporate</td><td>1</td></tr><tr><td>RATE ANALYSIS</td><td>HL0104</td><td>Qualification expense detail by location/date</td><td>1</td></tr></table>Click on **Report number** hyperlink in the Report ID column.
4	**Update Report Detail** Update Report Detail For Corporate - <table><tr><th>Report ID</th><th>Report Title</th><th>Request Name</th><th>Report Frequency</th><th>Date Created</th><th>Date Last Run</th><th>Report Link</th></tr><tr><td>HL1501-2571928</td><td>Chargeback detail by status date</td><td></td><td>Weekly</td><td>03/10/2010</td><td>08/26/2010</td><td>HL1501</td></tr></table>Click on **Report number** hyperlink in the Report Link column.
5	Enter changes as needed to the fields desired. Click **Submit** **Report Delivery Criteria** Deliver Report: Weekly ▼ Zip Option: NO ▼ Select Report Format: Excel 8.0 ▼ Select Delivery Option: EMail ▼ Select Mailbox Size: --Select-- ▼ Notify When Finished: NO ▼ E-Mail To Address 1: [ ] E-Mail To Address 2: [ ] E-Mail To Address 3: [ ] Submit

6	**Report Update Confirmation** Update Request for Report HL1501 With Sequence 2571928 Successfully Received
	Result: Report Update Confirmation should appear.

Helpful Hints:

- If you are logged in under a higher level of hierarchy than what the report you are looking for was scheduled you will need to enter the MID in the ID box and select the appropriate hierarchy to update that specific report.

Lesson 4: Delete Reports

Use this selection when you want to delete a scheduled report.

How Do I View:

Steps	Action
1	Click **Reports** from the toolbar.
2	Select **Delete Reports** from the dropdown.
3	Click on the **Report Number** hyperlink in the Report ID column.
4	Click on **YES** hyperlink to delete report.
5	Click **Confirm** button to complete report deletion process.
6	**Result**: The above screen should appear.

Helpful Hints:

- If you are logged in under a higher level of hierarchy than what the report you are looking for was scheduled you will need to enter the MID in the ID box and select the appropriate hierarchy to delete that specific report.

Chapter 8-Groups

Overview

The Groups selection offers you the opportunity to create unique "groups" of your locations by selecting the locations of your choice and running scheduled reports based on those unique groups. This provides you greater flexibility in managing the overall performance of your portfolio. The unique group names can easily identify each segment of your portfolio and can be continually applied to scheduled reports in the future.

Once created you can easily go back into the system and add or delete locations to/from a specific group. The Groups selection can only be used if your access is set at the corporate level or higher and multiple locations are rolling up to your corporate level access.

The two submenu options from **Groups** are:

1. Group Builder
2. Group Reports

Lesson 1: Group Builder

Use this selection to add, update and delete your own unique groups.
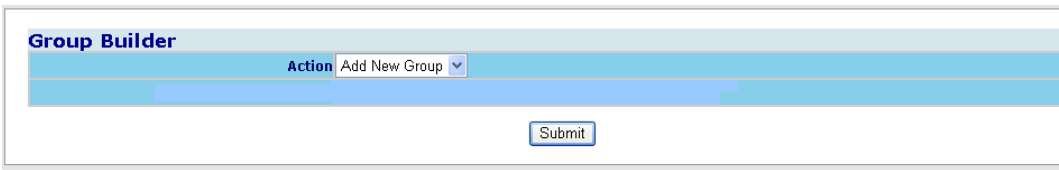
There are 3 options to assist you with modifying your groups.

1. Add New Group
2. Update Group
3. Delete Group

Add New Group

This option allows you to create your own unique groups by selecting the locations of your choice.

How Do I View:

Steps	Action
1	Click **Groups** from the toolbar.
2	Select **Group Builder** from the dropdown.
3	**Group Builder** Action Add New Group Submit Select **Action** (Add New Group) Click **Submit**

4

Group Builder

Action	Add New Group
Select Report Group	

Submit

Step 1 Group Description
Enter Group Description or name that will help you remember/ reference this group for future use/updates.

Step 2 Select State
Select State of locations that you want included on report.
Click **Submit Build**.

Add New Reporting Group
Corporate -   Date: 8/27/2010

Step(1) Group Description
Group Description TEST

Step(2) Select State

None Selected
AK# of Location = 1
AL# of Location = 8
AR# of Location = 4
AZ# of Location = 28

Submit Build

Step 3 Select Locations
Double click on Locations that you want included on report or click location once and then click on > button. To select all the locations click on the >> button.

Step(3) Select Locations
Go To Page 1 ☐ GO

9999999999 --CLOSED--
9999999999 --OPEN--`
9999999999 --OPEN--`
9999999999 --OPEN--`

> >>

Clicking the double arrow selects all locations on the page currently being displayed. For additional locations in this state, please select another page

Step (4) Selected Locations

< <<
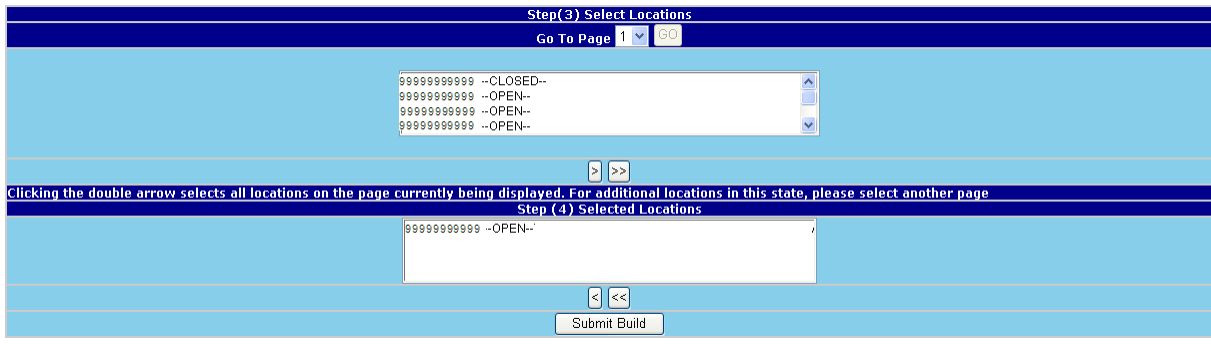
Submit Build

Step 4 Selected Locations

View the locations.

To deselect locations click on the location and then the < button. To deselect all the locations at once click the << button.

Click **Submit Build**

Step 5 Add More States

To add locations from a different state **Add More States** and follow step 3. Once all of the desired locations have been added click **Complete Group Build**

Result: The Group Activity Confirmation should appear.
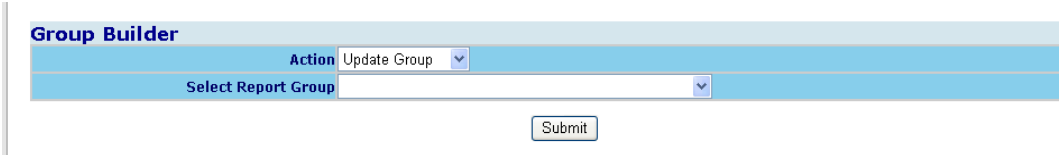
Now you can go to the Group Reports section to schedule or run on demand reports based on the newly built group.

Update Group

This option allows you to add or delete locations to/from a specific group.

How Do I View:

Steps	Action
1	Click **Groups** from the toolbar.
2	Select **Group Builder** from the dropdown.
3	Select **Action** (Update Group) Select **Report Group** from dropdown Click **Submit** **Group Builder** Action: Update Group Select Report Group: Submit
4	A listing of the current locations for your report will appear in Step (4) Selected Locations.
5	To delete locations from your report: Use your mouse to highlight the location that needs to be deleted. Click on the **<** button. If more than one location needs deleted, continue to highlight and click on the **<** button as needed. If no other changes are needed click **Submit Update**.
6	To add locations to your report: Use your mouse to highlight the state in Step (2). The locations for that state will appear in Step (3). Using your mouse, highlight the location you would like to add to the group. Click on the **>** button. If more than one location needs to be added, continue to highlight and click on the **>** button as needed. Once you have finished adding all the locations needed- Click **Submit Update**.

| 7 | **Result:** The Group Activity Confirmation should appear.
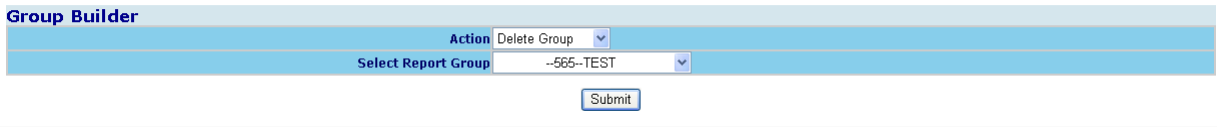
 Group Activity Confirmation
 Report Group Update is Complete
 Report Group
 [Update More Locations] [Update More States]
 [Complete Group Build] |

Delete Group
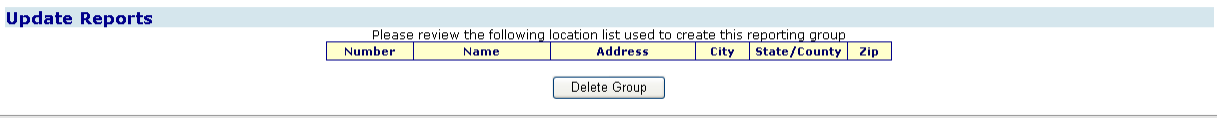
This option allows you to delete a group that already exists.

How Do I View:

Steps	Action
1	Click **Groups** from the toolbar.
2	Select **Group Builder** from the dropdown.
3	Select **Action** (Delete Group) Select **Report Group** from dropdown Click **Submit** **Group Builder** Action [Delete Group] Select Report Group [--565--TEST] [Submit]
4	A listing of all the current locations for the group will appear. Click **Delete Group** to delete the group. **Update Reports** Please review the following location list used to create this reporting group Number	Name	Address	City	State/County	Zip [Delete Group]
5	**Result:** The Group Activity Confirmation should appear. **Update Reports** **Delete of Report Group is Complete** **Report Group**
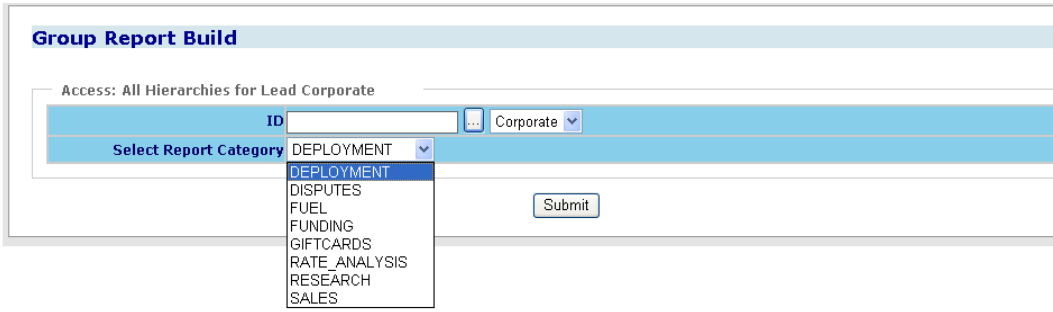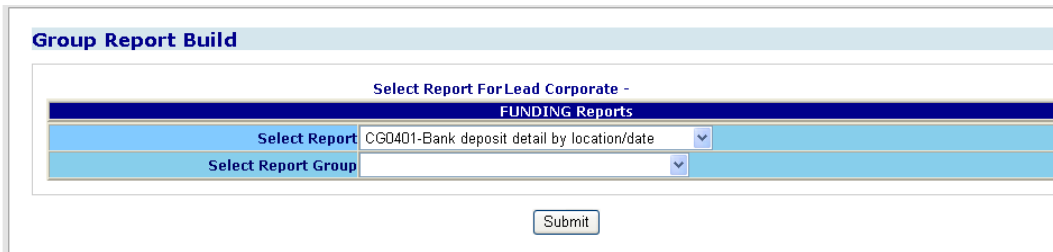
Lesson 2: Group Reports

Use this selection to select the scheduled reports that you wish to run.

How Do I View:

Steps	Action
1	Click **Groups** from the toolbar.
2	Select **Group Reports** from the dropdown.
3	Enter **ID** and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing. **Select Report Category** (Disputes, Funding, Giftcards, Rate Analysis, Research, Sales). Each of these categories contains reports with data similar to the data found within the corresponding menu header in the online modules. Click **Submit**
4	**Select Report** from the list of reports provided. **Select Report Group** from the list of your groups provided. Click **Submit**

5	**Result:** The Report Scheduler will appear.

CG0401-Bank deposit detail by location/date

Corporate-4206-   Test

Report Schedule		Report Delivery Options	
Report Frequency	Run Now	Select Report Format	Adobe PDF File
Receive Report On mm/dd/yyyy	03/10/2011	Zip Option	NO
Dates to Report		Select Delivery Option	Web Online
Start Date as mm/dd/yyyy		Select Mailbox Size	--Select--
End Date as mm/dd/yyyy		Notify When Finished	NO
** Please use END DATE for RUN NOW reports only **		E-Mail To Address 1	
		E-Mail To Address 2	
		E-Mail To Address 3	

Submit

Report Schedule
Select **Report Frequency** (Run Now, Daily, Weekly, Monthly, Quarterly, Yearly)
Select **Receive Report On** to choose date you wish to receive report on.

Dates to Report
Enter **Start Date** to choose the beginning date of your report.
Enter **End Date** to choose date your report will end through.
End Date should only be entered when a Run Now report frequency is selected.

Run Now Example:
Todays date is 9/10/2010. To receive a report with yesterday's data – Receive report on date will be prefilled – Start date would be 9/09/2010 – End Date would be 9/09/2010.

Example with Daily Frequency:
Todays date is 9/10/2010. To receive a report every day for the previous day's data – Choose Daily as the frequency – Receive Report On would be 09/11/2010 – Start Date as would be 09/09/2010 – End date should be left blank.

Report Delivery Options
Select **Report Format** (Word® for Windows Document, Excel® 8.0, Comma-separated values, Adobe® PDF File)
Select **Zip Option** (No, Yes)
Choose **Select Delivery Option** (Web Online, E-mail)
Select **Mailbox Size** (<1MB, 1MB-5MB, 5MB-10MB, 10MB-15MB, >15MB) This is the size of file that your email provider will allow to enter your inbox.
Select **Notify When Finished** (NO, YES-E-mail Address REQUIRED) The system will send you an email once the report is generated.
Select **E-Mail to Address 1**
Select **E-Mail to Address 2**
Select **E-Mail to Address 3**
Not all email addresses need to be filled in.
An additional report can be requested to accommodate additional users.
Click **Submit**

6	**Result:** A Report Schedule Confirmation should appear.
	Report Schedule Confirmation Report Request Successfully Received Sequence Number 1048891 For Report CG0401 View Online Reports

⭐ Helpful Hints:

- Selecting anything other than "Run Now" in Report Frequency will generate a recurring report of that frequency.
- Remember to select "Yes" in the Notify When Finished field if you want to receive a confirmation email that your report is completed.
- Enter multiple email addresses to have report sent to more than one person. They do not have to be an enrolled ClientLine® user.
- If you intend to save this report to a separate application such as Microsoft Access™, it is suggested you choose the Delivery option of email and the Report Format option of Microsoft Excel® 8.0 or CSV.
- Reports in CSV will not contain headers as this would cause a failure to load into a database.
- If you do not have Microsoft Office® loaded to your pc, you can still receive a Scheduled Report. Once the report is complete, double click on the report number to prompt the report to open in a word processing application available on your pc.
- Reports will take longer to generate if they span a large amount of time or are pulled at a high level of hierarchy. These reports will include large amounts of data or multiple locations.
- Scheduled reports that are larger than 16MB in size cannot be emailed from our server to you. Also your email system may limit incoming file sizes to you. In both cases you will need to select Web Online as the delivery option and save to your desktop.
- Reports that are over 10MB will be held for an overnight delivery.
- Web Online reports will be deleted from the system after 2 days.
- Emailed reports that are larger than your mailbox size will attempt to be zipped and emailed to you. If the report still is larger than your mail box size, an email will be sent to you advising you to go online to view.
- Faxed reports will be attempted three times before they are marked as undeliverable.
- Size limit for scheduled reports is 250 MB. If your report exceeds this size you will need to rerun the report at a higher level of hierarchy or for a smaller date range.

Chapter 9-Gift Cards

Overview

The Gift Cards option from the toolbar offers back-office reports to successfully manage your gift card business.

The submenu option* from **Gift Cards** is:

1. Gift Card and Memphis Gift Cards – Gift Card option is available to merchants on the North platform. And Memphis Gift Cards option is available to merchants on the Memphis platform.
2. SVS – Available to merchants on the Memphis platform.
3. Valuelink – Available to merchants on the Memphis platform.

* Based on your specific account set-up or configuration, all of these options may not be available to you.

Lesson 1: Gift Cards

The Gift Card reporting option provides a summary display of all your gift card history and also the history for a specific gift card for a specific date range within the past 13 months.

There are 2 separate reports to assist with your Gift Card needs.

1. Gift Card Report
2. Gift Card History

Gift Card Report

This report option is for merchants who want to view their financial totals for all their gift card activity at a glance for the date range entered or since enrolling in our gift card program.

How Do I View:

Steps	Action
1	Click **Gift Cards** from the toolbar.
2	Select **Gift Cards** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for transactions for a specific location or hierarchy level other than what you have been currently viewing. **Summary Date Range** **Include Life to Date** Select this box if you wish to include reporting since enrolling in the Gift Card program to current. **Gift Card Number** Leave this field blank if you wish to view the Gift Card Summary Report ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Gift Card Summary Report appears.
5	Click on **Location** hyperlink. **Result:** The Gift Card Detail Filter appears.
6	All **Transaction Detail** types are checked automatically. If you do not wish to view all transactions simply uncheck the transaction type. Click **Submit**
7	**Result:** The Gift Card Detail Report appears.

Quick Definitions:

Gift Card Summary Report:

- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **Location ID -** location where the transaction was processed
- **Type –** Type of summary that is being provided for a particular row, either for the Date Range specified by the user or Life to Date.
- **Activations -** total activations (total dollars and total transactions) for the period
- **Redemptions -** total redemptions (total dollars and total transactions) for the period
- **Reloads -** total reloads (total dollars and total transactions) for the period
- **Voids and Reversals -** total voids and reversals (total dollars and total transactions) for the period
- **Adjustment -** total adjustments (total dollars and total transactions) for the period
- **Service Fees -** total service fees (fees deducted from cards if the service fee option is enabled) for the period
- **Total -** the net amount and net transactions for the period
- **Gross Txn Counts –** Gross Total Counts for Financial and Non-Financial Transactions

Gift Card Detail Filter Report:

- **Account Number -** the gift card number that the transaction was applied
- **Promo# -** promotion number
- **Request -** transaction Type (Activation, Redemption, Reloads, Voids, Reversals)
- **Currency Code -** 3 digit code identifying the currency the transaction was processed in
- **Amount –** Amount of the transaction
- **Response Code -** the response from the host when the transaction completed
- **Source -** this is the medium in which the transaction was introduced to the database. The possible options are: Online, Helpdesk, Back-office, or Interactive Voice Response Unit (IVR).
- **Clerk ID –** a number assigned to each employee/clerk that identifies who ran the transaction through the POS device. The Clerk id is passed depending on the type of software being used. If a terminal is being used, the clerk id will not be passed to the system.
- **Time Stamp -** the date and time the transaction occurred (EST)
- **Replaced by Account # -** the card number that a card's balance is transferred due to a problem with the original card
- **Auth Code -** code provided during the authorization process if an authorization approval was received
- **Terminal ID -** id number of the terminal on which the transaction was processed

Helpful Hints:
- Click the green arrow **Back** button at the top of your tool bar to make changes to your report criteria.
- Click on Account Number hyperlink on the Gift Card Detail report to receive the Gift Card History detail.
- If you like Gift Card Report Summary Report -try using Scheduled Report HL2001 – Daily gift Card Report and HL2002 – Monthly Gift Card Report.

Gift Card History

This report option is for merchants who want to view the current status or balance of a specific gift card or transactions performed on the card for the selected date range within the past 13 months.

How Do I View:

Steps	Action
1	Click **Gift Cards** from the toolbar.
2	Select **Gift Cards** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for transactions for a specific location or hierarchy level other than what you have been currently viewing. • **Summary Date Range** • **Include Life to Date** Leave this blank – this field is only applicable if you are using the Gift Card Summary report. ❖ **Gift Card Number** ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Gift Card Account History Report appears.

Gift Card Account History

Corporate -

Gift Card ID		123456789012
Promo Description		DBA Name
For Gift Card History Only		9999999999999999

Time Stamp	Store #	Request	Response	Currency Code	Amount	Balance	User ID	Auth Code	Term Txn#	Local Time Stamp	Source
4/24/2010 12:01:54 PM		Redemption	Completed Ok	USD	(6.57)	43.43	01	009625	540	4/24/2010 9:01:49 AM	Online System
5/8/2010 12:03:32 PM		Redemption	Completed Ok	USD	(6.57)	36.86	01	200933	39	5/8/2010 9:03:17 AM	Online System
5/29/2010 12:00:03 PM		Redemption	Completed Ok	USD	(6.57)	30.29	01	706751	41	5/29/2010 8:59:47 AM	Online System
6/19/2010 12:01:23 PM		Redemption	Completed Ok	USD	(6.57)	23.72	01	043564	52	6/19/2010 9:01:08 AM	Online System
7/3/2010 12:01:48 PM		Redemption	Completed Ok	USD	(6.57)	17.15	01	624573	570	7/3/2010 9:01:35 AM	Online System
7/10/2010 12:00:03 PM		Redemption	Completed Ok	USD	(6.57)	10.58	01	777979	67	7/10/2010 8:59:48 AM	Online System
7/17/2010 11:59:03 AM		Redemption	Completed Ok	USD	(6.57)	4.01	01	100066	578	7/17/2010 8:58:51 AM	Online System
7/24/2010 12:02:42 PM		Redemption	Completed Ok	USD	(4.01)	0.00	01	873146	71	7/24/2010 9:02:29 AM	Online System
7/31/2010 12:02:18 PM		Redemption	Completed Ok	USD	(6.57)	43.43	01	909572	73	7/31/2010 9:02:04 AM	Online System
8/7/2010 12:02:22 PM		Redemption	Completed Ok	USD	(6.57)	36.86	01	864709	76	8/7/2010 9:02:08 AM	Online System
8/21/2010 11:55:50 AM		Redemption	Completed Ok	USD	(6.57)	30.29	01	782096	588	8/21/2010 8:55:43 AM	Online System
4/3/2010 2:24:39 PM		Activation	Completed Ok	USD	50.00	50.00	171	406064	101496	4/3/2010 11:20:43 AM	Online System
7/24/2010 1:42:23 PM		Reload	Completed Ok	USD	50.00	50.00	8003	067649	101709	7/24/2010 10:38:24 AM	Online System
Grand Totals	**13 Transactions**				**30.29**						

Quick Definitions:

Gift Card Account History:

- **Gift Card ID-** The number identifying the gift card and brand
- **Promo Description -** DBA Name
- **For Gift Card History Only-** Gift card number that history is being displayed for
- **Time Stamp-** Date and time the transaction occurred EST
- **Store #-** Number assigned to the specific location where the transaction was completed
- **Request-** Transaction Type (Activation, Redemption, Reloads, Voids, Reversals)
- **Response-** Shows if the transaction was completed successfully or if there was an error
- **Currency Code-** 3 digit code identifying the currency the transaction was processed in
- **Amount-** Amount of the transaction
- **Balance-** Balance remaining on the gift card after the transaction occurred
- **User ID-** A number assigned to each employee/clerk that identifies who ran the transaction through the POS device. The Clerk id is passed depending on the type of software being used. If a terminal is being used, the clerk id will not be passed to the system.
- **Auth Code-** Code provided during the authorization process if an authorization approval was received
- **Term Txn #-** Unique number entered into the terminal for this transaction
- **Local Time Stamp-** Date and time the transaction occurred in the time zone where the transaction occurred
- **Source-** This is the medium in which the transaction was introduced to the database. The possible options are: Online, Helpdesk, Back-office, or Interactive Voice Response Unit (IVR).

Helpful Hints:

- Use this report to check the current balance on a specific gift card.

Lesson 2: SVS

The SVS Gift card reporting option provides a detailed list, by location, of all your gift card history for a specific date range within the past 13 months.

How Do I View:

Steps	Action
1	Click **Gift Cards** from the toolbar.
2	Select **SVS** from the dropdown.
3	

Enter **ID** and select corresponding level if you would like to search for transactions for a specific location or hierarchy level other than what you have been currently viewing.

- ❖ **Date Range**
- • **Date Type** (Submit Date or Transaction Date)
- • **Card #**
- • **Transaction Type** (Activate, Recharge, Deactivate, Sales, Refunds, Declined)
- • **Sort By** (Date/Time, Cardholder Number)

- ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The SVS Transaction List appears.
5	Click on **Cardholder Number** hyperlink. **Result:** The SVS Gift Card Transaction Detail appears.

Quick Definitions:

SVS Transaction List:

- o **Location ID-** Location where the transaction was processed
- o **External Merchant ID-** Additional merchant number associated with the location
- o **Currency Code-** 3 digit code identifying the currency the transaction was processed in
- o **Invoice Number**- Unique number assigned to the transaction by the merchant
- o **Submit Date-** Date the batch was submitted to Merchant Services
- o **Trans Date-** Date the transaction occurred
- o **Trans Time-** Time the transaction occurred
- o **Cardholder Number**- The gift card number that the transaction was applied
- o **Trans Amount**- Amount of the transaction
- o **Fee Amount**- Amount charged to the merchant for processing this transaction
- o **Act/Rchg Amount**- Amount loaded to the gift card
- o **Status**- Transaction Type (Activate, Recharge, Deactivate, Sales, Refunds, Declined)

Helpful Hints:

- If you like this report you may want to try one of the following scheduled reports.
    1. HL0701-SVS Card Transaction Detail
    2. HL0702-SVS Card Summary by Trans Type
    3. HL0703-SVS Activity by Card

Lesson 3: Value Link Gift Cards

The Value Link Gift Cards reporting option provides a detailed list, by location, of all your gift card history for a specific date range within the past 13 months.

How Do I View:

Steps	Action
1	Click **Gift Cards** from the toolbar.
2	Select **Value Link Gift Cards** from the dropdown.
3	 Enter **ID** and select corresponding level if you would like to search for transactions for a specific location or hierarchy level other than what you have been currently viewing. ❖ **Date Range** • **Transaction Type** (Transactions, Summary, Exceptions) ❖ Represents required fields. All other fields are optional based on the information you would like to view.

4	**Result:** The Value Link Transactions appear.
	Value Link Transactions Lead Corporate - Record Date: 11/01/2010 to 11/04/2010 | Location ID	Currency Code	Record Date	Cardholder Number	Category Description	Response Description	Approved Amount	Declined Amount | |---|---|---|---|---|---|---|---| | 9999999999 | USD | 11/02/2010 | 9999999999999999 | Redemptions | Approved | (5.00) | | | 9999999999 | USD | 11/04/2010 | 9999999999999999 | Redemptions | Approved | (5.00) | | | 9999999999 | USD | 11/04/2010 | 9999999999999999 | Activations | Approved | 100.00 | | | 9999999999 | USD | 11/04/2010 | 9999999999999999 | Redemptions | Approved | (5.00) | | Record 1 to 4 of 4 Page 1 of 1 Total Approved Amount = 85.00 Total Declined Amount = 0.00 [First] [Previous] [Next] [Last] Go To Page 1 ▾ [First] [Previous] Go to Location 9999999999 ▾ [Next] [Last]

Quick Definitions:

Value Link Transactions:

- o **Location ID-** Location where the transaction was processed
- o **Currency Code-** 3 digit code identifying the currency the transaction was processed in
- o **Record Date-** Date the transaction was submitted
- o **Cardholder Number**- The gift card number that the transaction was applied
- o **Category Description**- Transaction Type (Activation, Redemption, Reloads, Voids, Reversals)
- o **Response Description**- Indicates if the transaction was approved or declined
- o **Approved Amount**- Amount of the transaction that was approved
- o **Declined Amount**- Amount of the transaction that was declined

Helpful Hints:

- If you like this report you may want to try one of the following scheduled reports. HL0902, HL0902, HL0905, HL0906, HL0907, HL0910, HL0916, HL0926

Frequently Asked Questions (FAQs)

1. Can I see cardholder transaction detail?
Yes. The ClientLine Reporting tool displays cardholder account numbers, transaction date, transaction amount, authorization code, clear plan, and price plan. Simply drill down on any report from the Cardholder Number to see this information.

2. Can I see the cardholder name?
No. The cardholder name is not displayed.

3. Can I see American Express and Discover transactions?
Yes. American Express®, Discover® and other card types that are submitted to Merchant Services are displayed. If a terminal has split settlement, these transactions may not be routed to Merchant Services and cannot be viewed.

4. How many months of information are available?
Transaction detail is stored for six months and summary data is stored for thirteen months. Disputes data (Chargebacks and Retrievals) is available for thirteen months – both summary and detail.

5. Can I schedule some reports to be delivered daily, and some to be delivered monthly?
Yes. Each report in the scheduler can be set up to run daily, weekly, monthly, quarterly, or annually.

6. Can you run scheduled reports in Excel® or PDF?
Yes. The scheduler allows the user to deliver reports in Excel®, Adobe® PDF, Microsoft® Word, and CSV file formats.

7. What transactions can I view in ClientLine?
The ClientLine reporting tool is a comprehensive site that allows a merchant to view their Credit, Debit/EBT, Fleet, Check and First Data Gift Card activity, all with one user id and password. This eliminates the need to access multiple sites and maintain multiple user IDs and passwords.

8. Can I run reports for select outlets versus my entire portfolio?
Yes. With Group Builder, you can select individual outlets of your choice, and run reports based on those unique groups. You also have the ability to name these groups, to easily identify in the future.

9. Can I balance my daily deposit by specific terminals?
Yes. The ClientLine service allows you to view transaction detail by terminal number, by day.

10. Can I see if a credit has been processed to a cardholder account number?
Yes. To see transactions processed to a specific card number-Click on 'Research' from the main toolbar and select 'Card Search' from the dropdown.

11. Can I get a listing of all my locations and corresponding address information?
Yes. To view a list of your locations that report under your corporate number- Click on 'Research' from the main toolbar and select 'Location Profile Details' from the dropdown.

12. Does the email address entered for Scheduled reports have to belong to someone enrolled in Clientline?
No, the scheduler allows a user to schedule reports to be sent to any email address. This allows employees to receive reporting specific to their job function without having access to view all of the information available within Clientline Reporting.

13. What if I forget my password?
Click Forgot Password in the Merchant Log In section of the ClientLine® homepage. You will be prompted to enter your User ID and the answer to your Secret Question.

14. What if I forget my User ID?
Click Forgot User ID in the Merchant Log In section of the ClientLine homepage. You will be prompted to enter your email address so that your User ID can be emailed to you.

15. Who can I contact for assistance with ClientLine?
The Technical Support Help Desk is available for assistance with user ids, passwords, and system navigation. They can be reached at 1-800-285-3978, Monday-Friday 7:00 AM-10:00 PM EST.

User Best Practices

This section offers you several recommendations to make your usage of ClientLine Reporting as beneficial as possible.

1. Review your Submitted Sales and Bank Deposit information on the Reporting Dashboard on a daily basis.
The Reporting Dashboard was designed to offer you a "snapshot" of your settlement information. It's a great way to quickly identify your sale volumes, average ticket amounts and bank deposits without spending time running reports.

2. Take full advantage of the Report Scheduler.
The ClientLine Report Scheduler allows you to schedule those reports that are most critical to your needs to be delivered on a recurring basis. This simplifies the report delivery system in that you only have to request the report once, and from that point forward, you will receive the report as you defined during the setup. This saves you the time of having to log on and request the report on a daily, weekly, or monthly basis. Sit back and let ClientLine do the work for you.

3. Complete all fields marked as "Required" on the reports criteria screens.
Failing to place the proper information in a required field will result in an error being displayed on the screen. Please be aware of any required fields and place the appropriate date in them to ensure the quickest response time.

4. Identify rejected transactions.
Rejected transactions could be the reason for your "out of balance". Use the Rejected Transactions report to identify transactions that rejected and may need to be reprocessed.

5. Use Card Search to assist with customer inquiries.
This option under the Research option can be used to locate authorization and transactional information data. This is most helpful when trying to verify credit transactions.