



Resource Online User Guide

This is Chase Paymentech's "back-office" settlement and reconciliation tool for all credit card transactions for your merchant account. It shows specific credit and debit card financial transaction settlement and batch data so you can reconcile daily deposits into your account and the corresponding transaction's authorization numbers. **ONLY one person from your organization can be designated as your administrator for your account, and they must then create additional user accounts for other personnel in the organization, if necessary. YOU CANNOT SHARE LOGINS according to PCI regulations and the system will LOCK OUT admin and user IDs that attempt to do this.**

This tool does not include donor names, custom fields and other donor type information. Nor does it include specific financial settlement information about ACH processing (deposits, returns, billing information, costs, etc). It captures all information for all types of credit card processing such as terminals, software, hardware, etc. It is primarily used for bank statement reconciliation purposes for credit card processing. There are custom file formats available for exporting and importing into accounting systems including Quickbooks. For personalized assistance or training you can call ROL's support team at [800-254-9556](tel:800-254-9556).

The only way to match "front-end" (transaction) data to "back-end" (settlement) data is to match the AUTHORIZATION numbers reported in each tool.

Separate reports: one from each "front-end" reporting tool that captures that data and then compares it to the settlement data pulled from Resource Online; and the "back-end" settlement tool for ALL credit card transactions that are processed.

The "back-end" reporting tool is called **Resource Online (ROL) and** has two modules - Recon Solutions and Virtual Transaction Manager.

- **Recon Solutions** is used to view past merchant statements and to pull daily batch reports (these daily totals correspond to daily deposits to the bank account).

To pull statements, go to the module, choose the desired month and click on the blue box that highlights the last day of the month.

To pull batch reports, choose that module under "Daily Report Review," enter the desired date range and click "generate" report. This shows you ALL of the activity for **ALL** of your TIDs (001, 002 and 003) if you are using multiple payment gateways such as [Authorize.net](https://authorize.net) or a mobile swiping device. This is a good report because it can give you an idea of the exact dollar amount that will be





deposited in your checking account. You can drill down deeper by clicking the actual highlighted batch # to see the transactions that comprise that batch.

Virtual Transaction Manager (VTM) is used to search all of the transactions and filter them based on multiple criteria. Choose "All Transactions" under the Batch and Transaction report module. Choose the "Transaction Day" date range and a report is generated showing all individual transactions that comprise the daily total with their corresponding authentication numbers that were generated. You can also pull Batch Reports in the VTM.

Pulling batch reports

Go to "Virtual Transaction Manager" module

Choose "Batch Summary"

Choose desired "Date Range"

Keep the default criteria ("Batch Time- blank", "Batch Type: Closed")

Click on "Generate Report" button

You can sort data on this page by clicking the "title" of the desired column

Pulling batch reports by individual terminal ID's (useful if you have multiple gateways such as Auth.net or mobile credit card swipers)

Choose desired "Date Range"

Keep the default criteria ("Batch Time- blank", "Batch Type: Closed")

Enter 001 in the Field Term/OP ID

Click on "Generate Report" button and this report is generated.

