

# **ClientLine Reporting® User Guide**

**Version 2.0**

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

Monday – Friday 8AM ET – 10PM ET

## Table of Contents

ClientLine Reporting® User Guide .....	1
Overview.....	4
<i>We understand that processing electronic transaction 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. It provides accurate and reliable information when you need it. ....</i>	
Benefits of Using This Guide .....	5
Navigating the Guide.....	5
Navigating the System .....	6
Chapter 1 - Overviews.....	7
Overview.....	7
Lesson 1: Weekly Overview .....	7
Lesson 2: Disputes Overview .....	10
Chapter 2 - Reports .....	13
Overview.....	13
Lesson 1: Report Wizard .....	13
Lesson 2: Sales/Funding Reports.....	17
Lesson 3: Dispute Reports.....	19
Lesson 4: Rate Analysis Reports .....	21
Lesson 5: Compliance Reports .....	23
Lesson 6: Telecheck Reports.....	25
Lesson 7: Authorization Reports.....	27
Lesson 8: Gift Card Reports.....	29
Lesson 9: Running a Report .....	38
Lesson 10: Running a Report .....	42
Lesson 11: Update Reports .....	44
Lesson 12: Monthly Statement .....	46
Chapter 3 - Search.....	48

<b>Overview .....</b>	<b>48</b>
<b>Lesson 1: Card Search .....</b>	<b>48</b>
1. Transactions Search .....	48
2. Authorizations Search .....	51
3. Chargebacks Search .....	53
4. Retrievals Search.....	55
5. Gift Cards Search .....	57
<b>Lesson 2: Card Issuer Identification.....</b>	<b>59</b>
<b>Chapter 4 - Account Information.....</b>	<b>60</b>
<b>Overview.....</b>	<b>60</b>
<b>Lesson 1: Location Profile Details.....</b>	<b>60</b>
<b>Lesson 2: Group Builder .....</b>	<b>64</b>
Add New Group .....	64
Update Group.....	67
Delete Group .....	67
<b>Lesson 3: Group Reports .....</b>	<b>69</b>
<b>Frequently Asked Questions (FAQs) .....</b>	<b>72</b>
<b>1 User Best Practices .....</b>	<b>75</b>

## Overview

We understand that processing electronic transaction 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. It provides 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 release 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, HTML and CSV files.
- 13 months of detailed transaction information.
- 25 months of summary information including trending reports to help you 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 what was paid on a daily basis or the frequency of your choice.
- Clearly understand processing expenses.
- Understand how your business is performing overall including sales trends over time.
- Identify opportunities at the point of sale to potentially reduce processing expenses.

## 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.

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

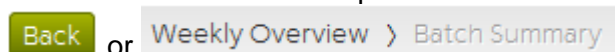
Additionally we have the following items in the back of the user guide:

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

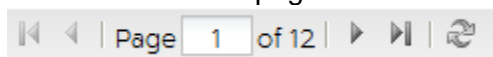
## Navigating the System

The following information may be useful when using ClientLine Reporting.

- Any text displayed with an orange underline is a hyperlink to another page or screen.
- Credit amounts will be colored in red on all your online screens.
- Use the horizontal and vertical scroll bars to view the entire screen or pages.
- Use the Back icon located at the bottom of your screen or the breadcrumb trail at the top below the menu header to access previous screens.



- Use the Page Navigation buttons (FORWARD / PAGE BACK buttons) and Go to Page selection on the bottom to page forward or backward on the online screens.




- The online screens have Export option or icons on them which allow you to extract the data into the format of your choice.



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

Hierarchy ID:	Hierarchy Level:
<input type="text"/>	<input type="text" value="Lead Corporate"/> <input type="button" value="OK"/> <input type="button" value="Q"/>

- This box will be prepopulated with the MID and hierarchy level you are enrolled under. 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.
- If you know the DBA Name, City, State, or Postal Code but not the MID you can click on the  box locate the Merchant ID you wish to view.

## Chapter 1 - Overviews

### Overview

The Overviews provide a “snapshot” of your processing information. They give the user access to a variety of information in a single screen.

The three Overviews available in ClientLine Reporting are:

1. Weekly Overview
2. Disputes Overview
3. Offers Overview\*

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

### Lesson 1: Weekly Overview

The Weekly Overview 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. You can view all of this in either list or graph views.

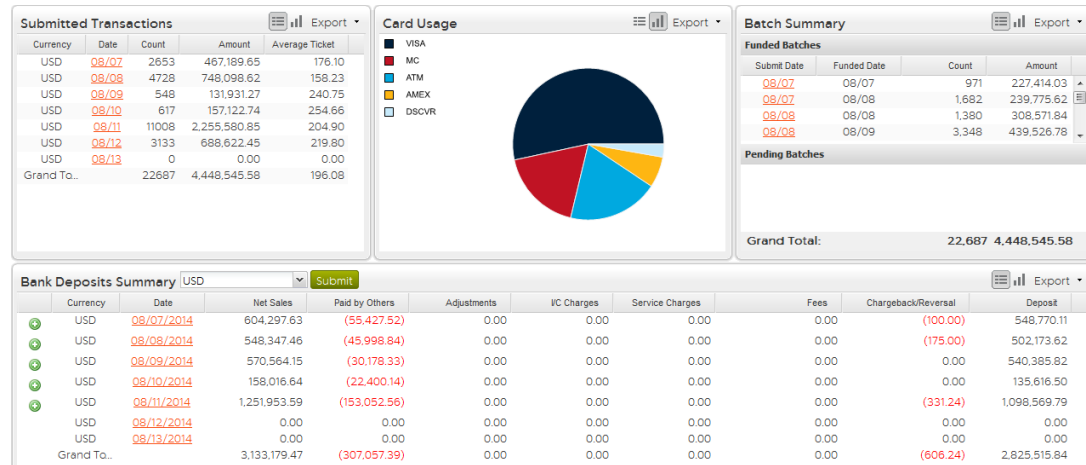
#### *How Do I View:*

Steps	Action
1	Click <b>Overview</b> from the toolbar.

2

Select **Weekly** from the dropdown.

**Result:** The Weekly Overview Appears



3

If you enter ClientLine at a hierarchy level higher than location, you will see the below ID field.

Hierarchy ID:  Hierarchy Level:

- This box will be prepopulated with the MID and hierarchy level you are enrolled under. 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.
- If you know the DBA Name, City, State, or Postal Code but not the MID you can click on the  box to locate the Merchant ID you wish to view.

**Result:** The Reporting Overview Appears



## **Quick Definitions:**

**A. Submitted Transactions** - 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. Card Usage** - This section shows the count and amount breakdown by card type for transactions processed during the prior 7 days.

**C. Batch Summary** - This section shows the count and amount breakdown by batch for transactions processed during the prior 7 days. A breakdown is provided to show batches that have been funded vs. those pending funding to your bank account.

**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. The + icon next to each funded date will allow you to view the batch submit dates if your funding event is made up of sales from more than one day.

**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.
- 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 Overview

The Disputes Overview provides an overview of Outstanding, Reversed, and Closed 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 Overview to quickly research items requiring a response.

Users can view the dashboard by Receive Date (Date chargebacks were received from the association) or Status Date (date of last action taken on case). Viewing by Receive Date will give a static snapshot of the disputes and viewing by Status Date will provide a current view of based on the recent status of the cases.

### How Do I View:

Steps	Action
1	Click <b>Overview</b> from the toolbar.
2	<p>Select <b>Disputes</b> from the dropdown.</p> <p>If you enter ClientLine at a hierarchy level higher than location, you will see the below ID field.</p> <div> <div>Hierarchy ID:</div> <div>Hierarchy Level:</div> <div> <input type="text"/> <input type="text" value="Lead Corporate"/> <input type="button" value="OK"/> <input type="button" value="Q"/> </div> </div> <ul style="list-style-type: none"> <li>This box will be prepopulated with the MID and hierarchy level you are enrolled under. 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.</li> <li>If you know the DBA Name, City, State, or Postal Code but not the MID you can click on the  box to do a Merchant ID Lookup</li> </ul> <p><b>Result:</b> The Disputes Dashboard screen appears.</p>
3	<p><b>Retrievals and Chargebacks (6 months)</b></p> <p>Click on 'Open' hyperlink to view list of Chargeback or Retrieval cases which require a response from you in order to further process.</p>

Retrievals / Chargebacks				
Retrievals	Open	Expired	Fulfilled	Total
Number of Items	0	4	3	7
Percentage of Total	0.00%	57.14%	42.86%	100.00%

Chargebacks	Open	Closed	Reversed	Total
Number of Items	22	60	15	97
Percentage of Total	22.68%	61.86%	15.46%	100.00%

## 4 Chargebacks Debited and Reversed (6 months)

Click on 'Month' hyperlink to view case list.



Chargebacks Debited			
Currency Code	Month	Count	Amount
USD	<a href="#">Mar 2014</a>	20	4,002.50
USD	<a href="#">Apr 2014</a>	12	1,899.00
USD	<a href="#">May 2014</a>	8	874.00
USD	<a href="#">Jun 2014</a>	13	2,938.70
USD	<a href="#">Jul 2014</a>	12	2,228.95
USD	<a href="#">Aug 2014</a>	12	2,687.24

Chargebacks Reversed			
Currency Code	Month	Count	Amount
USD	<a href="#">Mar 2014</a>	4	830.25
USD	<a href="#">Apr 2014</a>	7	1,181.30
USD	<a href="#">May 2014</a>	3	541.50
USD	<a href="#">Jun 2014</a>	0	0.00
USD	<a href="#">Jul 2014</a>	1	85.00
USD	<a href="#">Aug 2014</a>	0	0.00

## 5 Chargeback History (6 months)

Click on 'Reason Code' to view case list.

Chargebacks History												  <a href="#">Export</a>
Currency Code	Card Type	Reason Code	Descr...	Received From Issuer			Non-Financial			Reversed to Issuer by Merchant Services		
				Count	Amount	Percent	Count	Amount	Percent	Count	Amount	Percent
USD	MASTERCARD	31	Tran...	1	105.90	1.04%	0	0.00	0.00%	0	0.00	0.00%
USD	MASTERCARD	37	Frau...	14	2,680.00	14.58%	0	0.00	0.00%	0	0.00	0.00%
USD	MASTERCARD	53	Card...	1	312.50	1.04%	0	0.00	0.00%	0	0.00	0.00%
USD	MASTERCARD	55	Nonr...	1	176.00	1.04%	0	0.00	0.00%	0	0.00	0.00%
USD	MASTERCARD	60	Cred...	4	486.25	4.17%	0	0.00	0.00%	0	0.00	0.00%
	Subtotal: MASTERCARD			21	3,760.65	21.88%	0	0.00	0.00%	0	0.00	0.00%
USD	VISA	75	Card...	4	748.50	4.17%	0	0.00	0.00%	0	0.00	0.00%
USD	VISA	80	Incor...	1	138.50	1.04%	0	0.00	0.00%	0	0.00	0.00%
USD	VISA	81	Frau...	3	650.34	3.13%	0	0.00	0.00%	0	0.00	0.00%
USD	VISA	82	Dupl...	27	5,738.30	28.13%	3	540.40	60.00%	0	0.00	0.00%
USD	VISA	83	Frau...	21	3,991.55	21.88%	0	0.00	0.00%	0	0.00	0.00%
USD	Subtotal: VISA			33	10,267.19	33.33%	3	540.40	20.00%	0	0.00	0.00%

## 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 (6 months)** - This rollup gives you the total count and amount by month of Chargebacks that were debited. Click on the Month hyperlink to see a listing of the Chargebacks that were debited.

**D. Chargebacks Reversed (6 months)** - This rollup gives you the total count and amount by month of Chargebacks that were reversed. Click on the Month 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
- **Non-Financial** - Chargeback cases that Merchant Services was able to resolve without financial impact to the merchant.
- **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** - equals the total from *Received from Issuer less Reversed to Issuer by Merchant Services less Non-Financial less 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.

## Chapter 2 - Reports

### Overview

The Create a Report option from the Reports menu header allows a user to create, preview, run, or schedule a large variety of reports.

The Report dropdowns are

1. Create a Report
2. Report Mailbox
3. Monthly Statements

### Lesson 1: Report Wizard

The Report Wizard prompts for the specific criteria/data you are looking for within your report and then will suggest the appropriate reports based on your input. You can see available reports, customize report output, view samples, run reports, and schedule all from a single screen.

#### *How Do I View:*

Steps	Action
1	Click <b>Reports</b> from the toolbar.
2	Select <b>Create a Report</b> from the dropdown.

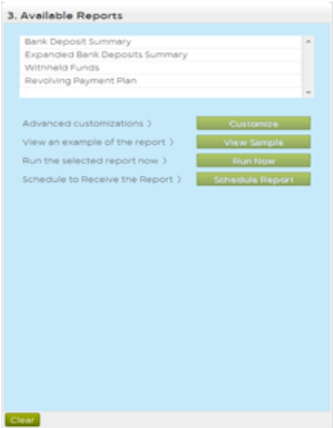
- 3 The screen is divided into 3 main sections (Report Category, Filter Criteria, and Available Reports)

The screenshot displays the ClientLine Reporting interface, which is divided into three main sections:

- 1. Report Category:** This section contains a list of report categories with radio buttons: Sales / Funding (selected), Disputes, Rate Analysis, and Authorizations.
- 2. Filter Criteria:** This section contains various filter options:
  - Activity Type:** Radio buttons for Transactions, Bank Deposits (selected), Adjustments, Refunds, and Debit Suspense.
  - Hierarchy ID:** A text input field containing "Lead Corporate" and a dropdown menu.
  - Date Type:** A dropdown menu with "Funded Date" selected.
  - Report Type:** A dropdown menu with "Summary" selected.
  - Date Range:** Two date pickers showing "09/01/2014" and "09/18/2014".
- 3. Available Reports:** This section contains a list of available reports: Bank Deposit Summary and Expanded Bank Deposits Summary. Below the list are four buttons: Customize, View Sample, Run Now, and Schedule Report.

At the bottom of the interface, there are three buttons: Clear, Next ->, and Clear.

1. Report Category – The type of report/data you wish to view
  - a. Sales/Funding
  - b. Disputes
  - c. Gift Cards\*
  - d. Offers\*
  - e. Rate Analysis
  - f. Compliance\*
  - g. Telecheck\*
  - h. Authorizations
2. Filter Criteria – Options to filter data contained on the report to only view what you need. The filter criteria will vary based on the Report Category/Activity Type you have selected.
  - a. Activity Type – Subcategory of reporting/data you wish to view
  - b. Hierarchy - This box will be prepopulated with the MID and hierarchy level you are enrolled under. 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.
  - c. Date Type
    - i. Transaction Date - date the transaction was processed
    - ii. Submit Date - date the batch was submitted
    - iii. Funded Date - date the transaction was funded
    - iv. Received Date (only applies to Disputes) – date the dispute was received from the Card Brand
    - v. Status Date – date the last action/update was made to the case
    - vi. Adjustment Date (only applies to Disputes) – date the chargeback financially impacted the client
    - vii. Due Date (only applies to Disputes) – date a response must be

	<p>received by Merchant Services for the dispute</p> <ul style="list-style-type: none"> <li>viii. Process Date (only applies to Telecheck Bank Deposits) – Date the funding was processed to your bank account.</li> <li>ix. Authorization Date (only applies to Authorizations) – date the authorization was processed</li> <li>d. Report Type – Summary or Detail</li> <li>e. Date Range – Range of days you wish to view in the report</li> <li>f. Card Type – Based on the card types your business accepts (Visa, MasterCard, Discover, Debit, etc.)</li> <li>g. Transaction Type – Sale, Reject, Refund, etc.</li> <li>h. Adjustment Type – individual categories of adjustments (Interchange Charges, Service Charges, Chargebacks, Chargeback Reversals, etc.)</li> <li>i. Bank Identification Number (BIN) – The 1<sup>st</sup> six digits of the cardholder number specifies the bank that issued the card.</li> <li>j. Chargeback Status – Disposition of the case (Open, Closed, Reversed)</li> <li>k. Chargeback Category – Current cycle of the chargeback flow the case is sitting in (Debited, Pre-Compliance, Reversed, Auto-Representment, Pre-Arbitration, Pre-Note, Sent to Collections.)</li> <li>l. Financial Category – Financial Impact to the client</li> <li>m. Reason Code – Reason/Description of the chargeback</li> <li>n. Retrieval Status – Disposition of the case (Open, Fulfilled, Expired)</li> <li>o. Retrieval Type – specifies if the request just for documentation for review by the cardholder or is documentation needed for a chargeback request</li> <li>p. Merchant Category Code (MCC) – Code assigned describing your type of business</li> <li>q. POS Entry Mode – Method in which transaction was accepted at your Point of Sale device (POS). For example Swiped, Hand Keyed, CHIP, etc.)</li> </ul> <p>3. Available Reports – Listing of the reports available based on the information provided in Sections 1 &amp; 2.</p>
4	<p>Result: The list of available reports will populate in the Available Reports box on the right.</p> 

5	Click on the Available Report you wish to view from the list
---	--



## Lesson 2: Sales/Funding Reports

This option displays all transaction and/or funding activity for a location or a rollup of multiple locations. The Sales Reports will allow you to balance at a transaction or summary level to your POS. The Funding reports will allow you to complete your reconciliation to your bank account.

### *How Do I View:*

Steps	Action
1	Click <b>Reports</b> from the toolbar.
2	Select <b>Create a Report</b> from the dropdown.
3	Select Sales/Funding as the Report Category

4

1. Report Category

- ☒ Sales / Funding
- ☐ Disputes
- ☐ Gift Cards
- ☐ Offers
- ☐ Rate Analysis
- ☐ Compliance
- ☐ TeleCheck
- ☐ Authorizations

2. Filter Criteria

Activity Type: ☐ Transactions ☒ Bank Deposits ☐ Adjustments ☐ Refunds ☐ Today's Data

Hierarchy ID: 000000000000 Company

Date Type:

Report Type:

Date Range: 09/01/2014 - 09/18/2014

3. Available Reports

Bank Deposit Summary

Expanded Bank Deposits Summary

Advanced customizations >

View an example of the report >

Run the selected report now >

Schedule to Receive the Report >

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There are 6 types of Reports available within the Sales/Funding Report Category

1. **Transactions** - Transactional reports for reconciling to a POS or looking at overall transaction volume/dollars
2. **Bank Deposits** - Funding reports for reconciling to your bank account
3. **Adjustments** - Deductions made from your Total Sales (chargebacks, fees, interchange charges, etc.
4. **Refunds** - Refund data for monitoring of potential fraud
5. **Debit Suspense\*** - for merchants accepting PIN debit will show PIN debit transactions which were authorized however, payment could not be received from the Issuer
6. **Today's Data\*** - for merchants setup for same day funding to view the total funding amount to be paid today

5

Select the Activity Type that applies to the information you would like to view. Depending on the activity type selected various filter criteria will apply. Enter the filter criteria that apply to your specific selections.

1. Report Category

- ☒ Sales / Funding
- ☐ Disputes
- ☐ Rate Analysis
- ☐ Authorizations

2. Filter Criteria

Activity Type: ☐ Transactions ☒ Bank Deposits ☐ Adjustments ☐ Refunds ☐ Debit Suspense

Hierarchy ID: Lead Corporate

Date Type:

Report Type:

Date Range: 09/01/2014 - 09/18/2014

3. Available Reports

Bank Deposit Summary

Expanded Bank Deposits Summary

Advanced customizations >

View an example of the report >

Run the selected report now >

Schedule to Receive the Report >

## Lesson 3: Dispute Reports

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.

### *How Do I View:*

Steps	Action
1	Click <b>Reports</b> from the toolbar.
2	Select <b>Create a Report</b> from the dropdown.
3	Select Disputes as the Report Category

4

**1. Report Category**

- ☐ Sales / Funding
- ☒ Disputes
- ☐ Gift Cards
- ☐ Offers
- ☐ Rate Analysis
- ☐ Compliance
- ☐ TeleCheck
- ☐ Authorizations

**2. Filter Criteria**

Activity Type: ☒ Chargebacks ☐ Retrievals ☐ Excessive Risk

Hierarchy ID:  Lead Corporate

Date Type:

Report Type:

Date Range:

Card Type:

- ☒ CHECK
- ☒ TELECHECK
- ☒ CREDIT
- ☒ AMERICAN EXPRESS
- ☒ DISCOVER
- ☒ MASTERCARD
- ☒ TIER 2 CREDIT
- ☒ DINERS CLUB
- ☒ JAPANESE CR BUR
- ☒ PURCHASING CARD
- ☒ VISA

**3. Available Reports**

- Chargebacks Listing
- Issuer Chargeback Detail

Advanced customizations >

View an example of the report >

Run the selected report now >

Schedule to Receive the Report >

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There are 3 types of Reports available within the Disputes Report Category

- 1. Chargebacks** – Enables you to view and manage your individual chargeback cases or provide a complete analysis overall chargeback volume for your business.
- 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.
- 3. Excessive Risk** – Allows a client to view chargeback to sales ratios based on a variety of criteria. This allows users to manage their chargebacks and ensure they are not placed on an excessive risk program by Visa/MasterCard.

5

Select the Activity Type that applies to the information you would like to view. Depending on the activity type selected various filter criteria will apply. Enter the filter criteria that apply to your specific selections.

**1. Report Category**

- ☐ Sales / Funding
- ☒ Disputes
- ☐ Gift Cards
- ☐ Offers
- ☐ Rate Analysis
- ☐ Compliance
- ☐ TeleCheck
- ☐ Authorizations

**2. Filter Criteria**

Activity Type: ☒ Chargebacks ☐ Retrievals ☐ Excessive Risk

Hierarchy ID:  Lead Corporate

Date Type:

Report Type:

Date Range:

Card Type:

- ☒ CHECK
- ☒ TELECHECK
- ☒ CREDIT
- ☒ AMERICAN EXPRESS
- ☒ DISCOVER
- ☒ MASTERCARD
- ☒ TIER 2 CREDIT
- ☒ DINERS CLUB
- ☒ JAPANESE CR BUR
- ☒ PURCHASING CARD
- ☒ VISA

**3. Available Reports**

- Chargebacks Listing
- Issuer Chargeback Detail

Advanced customizations >

View an example of the report >

Run the selected report now >

Schedule to Receive the Report >

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## Lesson 4: Rate Analysis Reports

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

### *How Do I View:*

Steps	Action
1	Click <b>Reports</b> from the toolbar.
2	Select <b>Create a Report</b> from the dropdown.
3	Select Rate Analysis as the Report Category

4

**1. Report Category**

- ☐ Sales / Funding
- ☐ Disputes
- ☐ Gift Cards
- ☐ Offers
- ☒ Rate Analysis
- ☐ Compliance
- ☐ TeleCheck
- ☐ Authorizations

**2. Filter Criteria**

Activity Type: ☒ Qualification ☐ Non-Qualification ☐ Downgrades

Hierarchy ID:  Lead Corporate

Date Type:  Submit Date

Report Type:  Summary

Date Range:  08/12/2014  08/12/2014

Card Type:

- ☒ CHECK
- ☒ TELECHECK
- ☒ CREDIT
- ☒ AMERICAN EXPRESS
- ☒ DISCOVER
- ☒ MASTERCARD
- ☒ TIER 2 CREDIT
- ☒ DINERS CLUB
- ☒ JAPANESE CR BUR
- ☒ PURCHASING CARD
- ☒ VISA

**3. Available Reports**

Qualification Summary

Advanced customizations >

View an example of the report >

Run the selected report now >

Schedule to Receive the Report >

There are 3 types of Reports available within the Rate Analysis Report Category

- 1. Qualification** – Depending on your pricing plan all transactions may not be processed at the same rate. ClientLine Reporting provides you with 25 months of summary and 13 months of detail history for each clear plan. Typically, clients use the information to quantify and evaluate the amount and the percentage of sales that were processed at higher rates.
- 2. Non-Qualification** - This selection provides 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.
- 3. Downgrades** – Allows a user to see the reasons why transactions didn’t qualify at the best rate as expected. This can help identify potential opportunities at the point of sale to reduce processing expenses.

5

Select the Activity Type that applies to the information you would like to view. Depending on the activity type selected various filter criteria will apply. Enter the filter criteria that apply to your specific selections.

**1. Report Category**

- ☐ Sales / Funding
- ☐ Disputes
- ☐ Gift Cards
- ☐ Offers
- ☒ Rate Analysis
- ☐ Compliance
- ☐ TeleCheck
- ☐ Authorizations

**2. Filter Criteria**

Activity Type: ☒ Qualification ☐ Non-Qualification ☐ Downgrades

Hierarchy ID:  Lead Corporate

Date Type:  Submit Date

Report Type:  Summary

Date Range:  08/12/2014  08/12/2014

Card Type:

- ☒ CHECK
- ☒ TELECHECK
- ☒ CREDIT
- ☒ AMERICAN EXPRESS
- ☒ DISCOVER
- ☒ MASTERCARD
- ☒ TIER 2 CREDIT
- ☒ DINERS CLUB
- ☒ JAPANESE CR BUR
- ☒ PURCHASING CARD
- ☒ VISA

**3. Available Reports**

Qualification Summary

Advanced customizations >

View an example of the report >

Run the selected report now >

Schedule to Receive the Report >

## Lesson 5: Compliance Reports

The Compliance option from Reports allows you to monitor your compliance with card brand (Visa/MasterCard) rules as well as view details about certain fees charged by the card brands.

### *How Do I View:*

Steps	Action
1	Click <b>Reports</b> from the toolbar.
2	Select <b>Create a Report</b> from the dropdown.
3	Select Compliance as the Report Category

4

The screenshot shows the ClientLine Reporting interface with three main sections:

- 1. Report Category:** A list of report categories including Sales / Funding, Disputes, Gift Cards, Offers, Rate Analysis, Compliance (selected), TeleCheck, and Authorizations.
- 2. Filter Criteria:** A section for filtering reports. It includes:
  - Activity Type: Radio buttons for Invalid Data (selected), Authorization Settlement, and FANF.
  - Hierarchy ID: A text input field with a dropdown menu set to 'Lead Corporate' and 'OK' and 'Cancel' buttons.
  - Date Type: A dropdown menu set to 'Submit Date'.
  - Report Type: A dropdown menu set to 'Summary'.
  - Date Range: Two date pickers set to '08/12/2014'.
- 3. Available Reports:** A section showing the 'Invalid Data Summary' report. It includes links for 'Advanced customizations', 'View an example of the report', 'Run the selected report now', and 'Schedule to Receive the Report'. There are also buttons for 'Customize', 'View Sample', 'Run Now', and 'Schedule Report'.

There are 3 types of Reports available within the Rate Analysis Report Category

- 1. Invalid Data** – Visa and MasterCard have various data requirements for transaction processing. Visa requires a valid Visa Transaction ID and MasterCard a valid BankNet Reference Number on each transaction. This report will provide a information on transaction received without valid data.
- 2. Authorization Settlement** – Depending on the type of business you operate Visa and MasterCard have certain rules requiring timely settlement of authorized transactions. This reporting will provide information on transactions received that did not meet the requirements and could result in an assessment of fees.
- 3. FANF** – Visa's Fixed Acquirer Network fee is passed on to you as a part of doing business. You can view the details of how this fee was calculated in these reports.

5

Select the Activity Type that applies to the information you would like to view. Depending on the activity type selected various filter criteria will apply. Enter the filter criteria that apply to your specific selections.

This screenshot is identical to the one above, showing the ClientLine Reporting interface with the same three main sections: '1. Report Category', '2. Filter Criteria', and '3. Available Reports'.



## Lesson 6: Telecheck Reports

Depending on your account setup this option might not appear as a Report Category. For clients processing Telecheck there are various options in this reporting section to allow you to view, reconcile, and manage your paper check processing activity.

### *How Do I View:*

Steps	Action
1	Click <b>Reports</b> from the toolbar.
2	Select <b>Create a Report</b> from the dropdown.
3	Select Telecheck as the Report Category

4

The screenshot shows the ClientLine Reporting interface with three panels:

- 1. Report Category:** A list of categories including Sales / Funding, Disputes, Gift Cards, Offers, Rate Analysis, Compliance, TeleCheck (selected), and Authorizations.
- 2. Filter Criteria:**
  - Activity Type: Bank Deposits (selected), Transactions, Authorizations
  - Hierarchy ID: [Empty field] Lead Corporate [OK] [Search]
  - Date Type: [Process Date dropdown]
  - Report Type: Summary
  - Date Range: 08/12/2014 - 08/12/2014
- 3. Available Reports:**
  - TeleCheck Bank Deposit Summary (selected)
  - Advanced customizations > [Customize button]
  - View an example of the report > [View Sample button]
  - Run the selected report now > [Run Now button]
  - Schedule to Receive the Report > [Schedule Report button]

There are 3 types of Reports available within the Rate Analysis Report Category

- 1. Bank Deposits** – Funding reporting for reconciling to your bank account
- 2. Transactions** – Transactional reports for reconciling to your point of sale or viewing overall transaction volume/dollars.
- 3. Authorizations**– Approvals you have received for paper/electronic check transactions.

5

Select the Activity Type that applies to the information you would like to view. Depending on the activity type selected various filter criteria will apply. Enter the filter criteria that apply to your specific selections.

The screenshot shows the ClientLine Reporting interface with three panels:

- 1. Report Category:** A list of categories including Sales / Funding, Disputes, Gift Cards, Offers, Rate Analysis, Compliance, TeleCheck (selected), and Authorizations.
- 2. Filter Criteria:**
  - Activity Type: Bank Deposits, Transactions (selected), Authorizations
  - Hierarchy ID: [Empty field] Lead Corporate [OK] [Search]
  - Date Type: Transaction Date
  - Report Type: Summary
  - Date Range: 08/12/2014 - 08/12/2014
- 3. Available Reports:**
  - Check Drafts Summary (selected)
  - Advanced customizations > [Customize button]
  - View an example of the report > [View Sample button]
  - Run the selected report now > [Run Now button]
  - Schedule to Receive the Report > [Schedule Report button]

## Lesson 7: Authorization Reports

From here you can look at information about authorization results for transactions being processed at your point of sale. You can view if transactions were approved or declined, look at trending for specific issues, or view authorization totals.

### *How Do I View:*

Steps	Action
1	Click <b>Reports</b> from the toolbar.
2	Select <b>Create a Report</b> from the dropdown.
3	Select Authorizations as the Report Category

4

The screenshot shows the ClientLine Reporting interface with three main sections:

- 1. Report Category:** A list of report categories including Sales / Funding, Disputes, Gift Cards, Offers, Rate Analysis, Compliance, TeleCheck, and Authorizations (selected).
- 2. Filter Criteria:** A section for filtering data. It includes:
  - Activity Type:** Radio buttons for 'Today's Data' (selected) and 'Authorizations'.
  - Hierarchy ID:** A dropdown menu showing 'Lead Corporate' with 'OK' and 'Q' buttons.
  - Date Type:** A dropdown menu showing 'Authorization Date'.
  - Report Type:** A dropdown menu showing 'Summary'.
  - Card Type:** A list of card types with checkboxes: CHECK, TELECHECK, CREDIT, AMERICAN EXPRESS, DISCOVER, MASTERCARD, TIER 2 CREDIT, DINERS CLUB, JAPANESE CR BUR, PURCHASING CARD, and VISA. The 'DEBIT' section is also visible at the bottom.
- 3. Available Reports:** A section showing the 'Authorization Summary' report. It includes links for 'Advanced customizations', 'View an example of the report', 'Run the selected report now', and 'Schedule to Receive the Report'. There are also buttons for 'Customize', 'View Sample', 'Run Now', and 'Schedule Report'.

There are 2 types of Reports available within the Rate Analysis Report Category

- 1. Today's Data\*** – View authorizations within 2 hours that have been processed.
- 2. Authorizations** – View all authorizations which have been received.

**\*Depending on your account setup someone of these options might not be available in your activity types.**

5

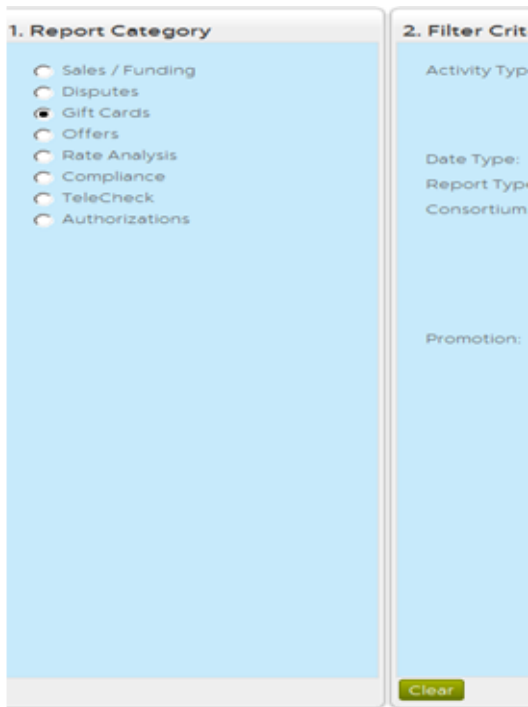
Select the Activity Type that applies to the information you would like to view. Depending on the activity type selected various filter criteria will apply. Enter the filter criteria that apply to your specific selections.

This screenshot is identical to the one above, showing the ClientLine Reporting interface with the same three main sections: '1. Report Category', '2. Filter Criteria', and '3. Available Reports'. The 'Authorizations' report category is selected, and the 'Today's Data' activity type is chosen in the filter criteria.

## Lesson 8: Gift Card Reports

The Gift Card Reports are available for both Standard and Premium Gift Card clients and provide both summary and detail gift card data to help you reconcile your gift card business. The reports range from transactions based, to aging, card balance reporting and various other gift card reporting options.

### How Do I View:

Steps	Action
1	Click <b>Reports</b> from the toolbar.
2	Select <b>Create a Report</b> from the dropdown.
3	<p>Select <b>Gift Card</b> as the Report Category</p>  <p>*Note: Standard Gift Card users will show the Gift Card as a report category if their 12 digit North MID is entitled for Gift Card processing.</p> <p>Premium Gift Card users will only show the Gift Card as a report category if their user ID is updated to display Premium GC reporting.</p>

4

## Standard Gift Card Users

**Overview** **Reports** **Account Information** **Search**

**1. Report Category**

- ☐ Sales / Funding
- ☐ Disputes
- ☒ Gift Cards
- ☐ Rate Analysis
- ☐ Compliance
- ☐ Authorizations

**2. Filter Criteria**

Activity Type: ☒ Reconciliation ☐ Analysis

Hierarchy ID:  Location

Date Type:

Report Type:

This form has errors

There are 2 types of Reports available within the Gift Card Report Category

- 1. Reconciliation** – Summary or Detailed transaction data for a single day or date range that can be used to reconcile at the Consortium, Promo, MID, or Location MID level.
- 2. Analysis** – view the performance of various gift card metric's that may provide valuable insight to your gift card business.

5

## Premium Gift Card Users

**1. Report Category**

- ☐ Sales / Funding
- ☐ Disputes
- ☒ Gift Cards
- ☐ Offers
- ☐ Rate Analysis
- ☐ Compliance
- ☐ TeleCheck
- ☐ Authorizations

**2. Filter Criteria**

Activity Type: ☐ Reconciliation ☐ Aging ☒ Analysis ☐ Balance Reporting

Date Type: Transaction Date

Report Type: Summary

Consortium: Clear Select All

- 1230- Bob's Market
- 2238- Bob's Incomm
- 4567- Blackhawk

Promotion: Clear Select All

- 123411- Birthday
- 223311- Holiday
- 789045- \$25 Promo

Clear Next ->

There are 4 types of Reports available within the Gift Card Report Category

1. **Reconciliation** – Summary or Detailed transaction data for a single day or date range that can be used to reconcile at the Consortium, Promo, MID, and Location MID level.
2. **Aging** – Track and monitor gift card activity by the Consortium, Promo, MID, and Location MID level.
3. **Analysis** – View the performance of various gift card metric's that may provide valuable insight to your gift card business.
4. **Balance Reporting** – Can provide Summary and Detail Outstanding Liability, Unclaimed Property, and Card Inventory data from the Consortium level down to the card.

6

## Filter Criteria for Standard Gift Card

Overview ▾

•Reports ▾

Account Information ▾

Search

1. Report Category

☐ Sales / Funding  
☐ Disputes  
☒ Gift Cards  
☐ Rate Analysis  
☐ Compliance  
☐ Authorizations

2. Filter Criteria

Activity Type:

☒ Reconciliation  
☐ Analysis

Hierarchy ID:

12345678991

Location ▾

OK

🔍

!

Date Type:

Transaction Date ▾

Report Type:

Summary ▾

Summary

Detail

This form has errors

Clear

Next ->

**Hierarchy ID:** This box will be prepopulated with the MID and hierarchy level you are enrolled under. 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.



7

## Filter Criteria for Premium Gift Card

**1. Report Category**

- ☒ Gift Cards

**2. Filter Criteria**

Activity Type:

- ☒ Reconciliation
- ☐ Aging
- ☐ Analysis
- ☐ Balance Reporting

Date Type: Transaction Date

Report Type: Summary

Consortium:

Clear Select All

- 1230- Bob's Market
- 2238 - Bob's In comm
- 4567- Blackhawk

Selected Promotions:

All Promotions

(To select individual promotions use the magnifying glass to the right.)

[This form has errors. Click to view.](#)

Clear Next -> Clear

**3. Available**

- Transaction Cross-C...
- Advanced
- View an e...
- Run the s...
- Schedule

**Consortium:** Users have the option to Select All Consortiums in their program or one or more Consortiums by using or Magnifying Glass search icon.

**Promotion:** Users have the option to Select All Promotions in their program or one or more Promotions by using or Magnifying Glass search icon.

8

Select the Activity Type that applies to the information you would like to view. Depending on the activity type selected various filter criteria will apply. Enter the filter criteria that apply to your specific selections.

The screenshot shows the 'Filter Criteria' section of the ClientLine Reporting interface. The 'Report Category' is 'Gift Cards'. The 'Activity Type' is 'Reconciliation'. The 'Date Type' is 'Transaction Date'. The 'Report Type' is 'Summary'. The 'Consortium' dropdown is open, showing 'Summary', 'Detail', and a list of locations: '1230- Bob's Market', '2238 - Bob's In comm', and '4567- Blackhawk'. The 'Selected Promotions' section shows 'All Promotions' with a magnifying glass icon. A message at the bottom says '(To select individual promotions use the magnifying glass to the right.)' and a red error message says 'This form has errors. Click to view.'

## Report Type :

Summary -These reports will display 25 months of summary level data.

Detail – These reports will display 13 months of detail card and transaction level data.

*\*There are several Gift Card Reports that will display Life-to-Date data and a LTD box will appear as a selection once the Available Reports display.\**

9

## Available Standard Reports

Based on your initial selections, the Report Wizard will display the available Gift Card reports that fit your criteria.

Below is a list of Summary and Detail Reports by Gift Card Activity Type:

### Reconciliation –

- Transaction Summary \*LTD option
- Transaction Listing
- Transaction Detail- on screen view of details for each transaction

### Analysis –

- Activity Trend Summary

10

## Available Premium Reports

Based on your initial selections, the Report Wizard will display the available Gift Card reports that fit your criteria.

The screenshot shows the 'Report Wizard' interface. The top bar indicates 'English/US' and an 'OK' button. The main area is split into two panels. The left panel, titled '2. Filter Criteria', contains several filter options: 'Activity Type' with radio buttons for Reconciliation, Aging (selected), Analysis, and Balance Reporting; 'Date Type' set to 'Transaction Date'; 'Report Type' set to 'Summary'; and 'Consortium' with a list box showing '1230- Bob's Market', '2238 - Bob's In comm', and '4567- Blackhawk'. Below this is a 'Selected Promotions' section with a list box showing 'All Promotions' and a magnifying glass icon. A note at the bottom of this section says '(To select individual promotions use the magnifying glass to the right.)'. The right panel, titled '3. Available Reports', displays a list of reports: 'Transaction Aging Summary', 'Issuance Aging Summary', and 'Redemption Speed'. Below the list are several configuration options: 'Life to Date' (checkbox), 'Calendar Type' (Gregorian Calendar), 'Period' (Month), 'Display Multi-Currency' (Base Currency selected, Local Currency, Both), and 'Do you want to change subtotals?' (checkbox). At the bottom of the right panel are four buttons: 'Customize', 'View Sample', 'Run Now', and 'Schedule Report'. At the bottom of the left panel are three buttons: 'Clear', 'Next ->', and 'Clear'.

Below is a list of Summary and Detail Reports by Gift Card Activity Type:

### Reconciliation –

- Transaction Summary \*LTD option
- Cross-Consortium Summary
- Transaction Listing
- Transaction Detail- on screen view of details for each transaction

### Aging –

- Transaction Aging Summary \*LTD option
- Issuance Aging Summary
- Redemption Speed

### Analysis –

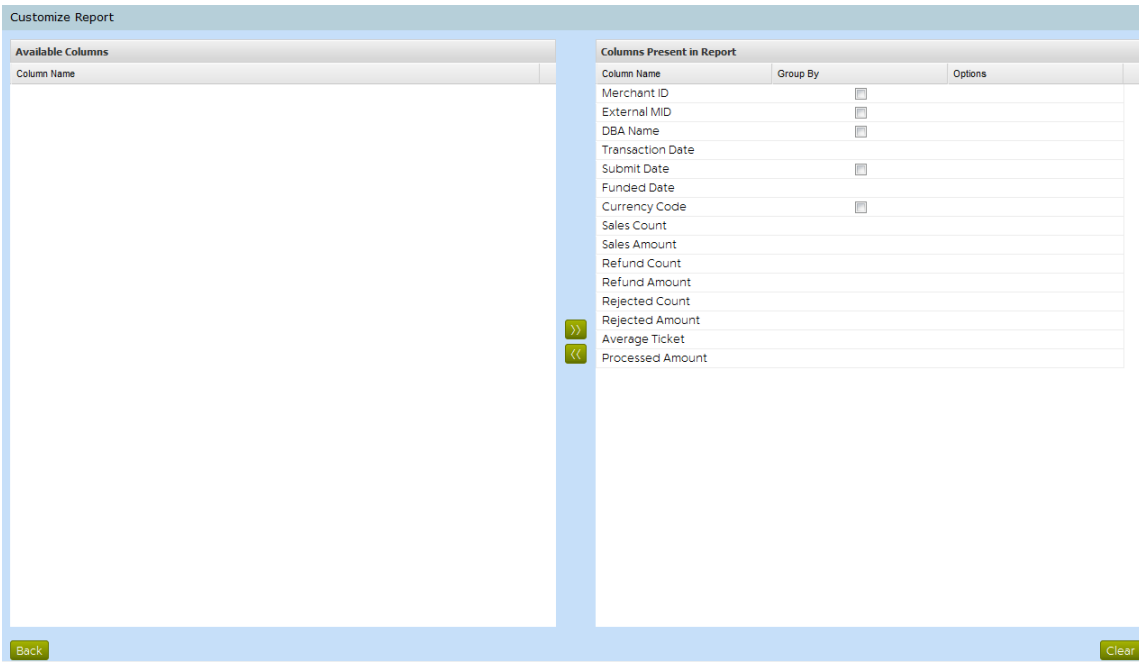
- IVR Frequent Caller Summary
- IVR Frequent Caller Detail

	<ul style="list-style-type: none"> <li>• Sales Uplift Summary</li> <li>• Redemption Summary</li> <li>• Redemption Detail</li> <li>• Activity Trend Summary</li> <li>• Excessive Activity</li> <li>• Fraud Watch</li> <li>• Near Real-Time Messaging Subscriber Summary</li> <li>• Near Real-Time Messaging Subscriber Detail</li> </ul> <p><b>Balance Reporting –</b></p> <ul style="list-style-type: none"> <li>• Outstanding Liability Summary *LTD option</li> <li>• Outstanding Liability Detail</li> <li>• Unclaimed Property Summary * 6 years historical data</li> <li>• Unclaimed Property Detail</li> <li>• Card Inventory Summary</li> </ul>
11	<p><b>Additional Filter Criteria</b></p> <p>Once you select a report from the Available Report list, additional filter criteria will display based on the report you selected.</p> <p>Additional Filter Criteria that <b>may</b> display:</p> <ul style="list-style-type: none"> <li>• <b>Calendar Types:</b> Gregorian &amp; Fiscal Calendars are available for Premium GC users</li> <li>• <b>Date Range</b></li> <li>• <b>Merchant ID</b></li> <li>• <b>Multi-Currency</b></li> <li>• <b>Subscriber ID</b></li> <li>• <b>Activation Range</b></li> <li>• <b>Activation Frequency</b></li> </ul>

## Lesson 9: Running a Report

Once you have selected the type of report you are looking for and the data you would like to appear in your report there are a variety of options for viewing the data or running reports available to you.

### How Do I View:

Steps	Action
1	<p>Click on <b>Advanced Customization Button</b></p> <p><b>Result:</b> The customize report screen will appear. The fields available in the report selected will appear. The fields can be reordered by dragging the fields above or below in the <b>Columns Present in Report</b> box. Fields can also be removed if they are not needed by clicking on the field name and using the &lt;&lt; button.</p> 
2	Select the Back button to Run or Schedule the modified report.
3	<p>Click on <b>View Sample</b></p> <p><b>Result:</b> A sample of the report layout will appear. The user can either go back to select a different report or select Run Now to generate the report with their data.</p>

Level Name: Location  
Hierarchy ID: 123456789123  
Date Type: Submit Date  
Group By: Merchant ID, Submit Date

Transaction Summary  
Date Range From: 01/01/2012 To: 03/31/2014

Run Date: 08/13/2014

Location ID	Submit Date	External MID	DBA Name	Transaction Date	Funded Date	Currency Code	Sales Count	Sales Amount	Refund Count	Refund Amount	Rejected Count	Rejected Amount	Average Ticket	Processed Amount
123456789123	01/01/2014	0000123456789123	ABC Supply Store	01/01/2014	01/01/2014	AAA	959	32,444.05	15	(227.06)	0	0.00	33.08	32,216.91
Subtotal: 01/01/2014							959	32,444.05	15	(227.06)	0	0.00		32,216.91
Subtotal: 123456789123							959	32,444.05	15	(227.06)	0	0.00		32,216.91
Grand Total							959	32,444.05	15	(227.06)	0	0.00		32,216.91

Back

Run Now

4 Click on **Run Now** to generate the report. The user does not have to remain on this screen if they are running a large report which might take longer to generate. The report will be available in the **Report Mailbox** for viewing or exporting.

**Result:** The selected report will generate and be displayed on the screen. A user can download the report by selecting one of the export icons on the top right.

Reports > Transaction Summary

Level Name: Location  
Hierarchy ID:  
Date Type: Submit Date  
Group By: Merchant ID, Submit Date

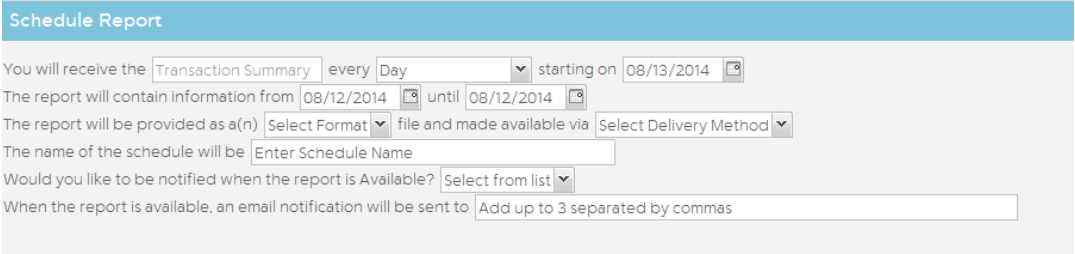
Transaction Summary  
Date Range From: 08/24/2014 To: 08/28/2014

Run Date: 08/28/2014

Location ID	Submit Date	External MID	DBA Name	Transaction Date	Funded Date	Currency Code	Sales Count	Sales Amount	Refund Count	Refund Amount	Rejected Count	Rejected Amount	Average Ticket	Processed Amount
	08/24/2014			08/23/2014	08/25/2014	USD	1	483.00	0	0.00	0	0.00	483.00	483.00
Subtotal: 08/24/2014							1	483.00	0	0.00	0	0.00		483.00
	08/25/2014			08/24/2014	08/26/2014	USD	3	1,031.60	0	0.00	0	0.00	343.87	1,031.60
Subtotal: 08/25/2014							3	1,031.60	0	0.00	0	0.00		1,031.60
	08/26/2014			08/25/2014	08/27/2014	USD	7	1,562.20	0	0.00	0	0.00	223.17	1,562.20
Subtotal: 08/26/2014							7	1,562.20	0	0.00	0	0.00		1,562.20
	08/27/2014			08/26/2014	08/28/2014	USD	1	32.95	0	0.00	0	0.00	32.95	32.95
Subtotal: 08/27/2014							1	32.95	0	0.00	0	0.00		32.95
	08/28/2014			08/27/2014		USD	3	429.15	0	0.00	0	0.00	143.05	429.15
Subtotal: 08/28/2014							3	429.15	0	0.00	0	0.00		429.15
Subtotal:							15	3,538.90	0	0.00	0	0.00		3,538.90
Grand Total							15	3,538.90	0	0.00	0	0.00		3,538.90

Page 1 of 1

5 Click on the Schedule Report button to setup a reoccurring schedule.

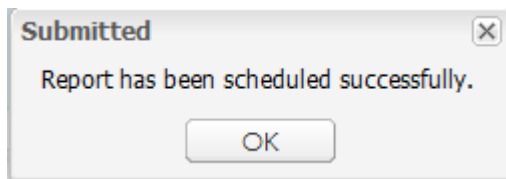
	<p><b>Result:</b> The schedule report options screen will appear</p> 
6	<p>You will need to select the following criteria:</p> <p><b>Frequency</b></p> <ul style="list-style-type: none"> <li>○ Daily</li> <li>○ Weekly</li> <li>○ Monthly</li> <li>○ Quarterly</li> <li>○ Yearly</li> </ul> <p><b>Start Date</b> – Day you would like to begin receiving your report.</p> <p><b>Data Dates</b> – Dates you would like to appear in the report. The field will prepopulate with the suggested values (i.e. prior day for a daily report, prior week for a weekly report, etc.)</p> <p><b>Format</b></p> <ul style="list-style-type: none"> <li>○ Adobe PDF</li> <li>○ MS Excel</li> <li>○ HTML</li> <li>○ CSV</li> </ul> <p><b>Delivery Method</b></p> <ul style="list-style-type: none"> <li>○ E-mail</li> <li>○ Report Mailbox (online in the application a user must login to view their reports)</li> </ul> <p><b>Schedule Name</b></p> <ul style="list-style-type: none"> <li>○ User defined name for their schedule which will also be the subject of the e-mail if e-mail is selected as the delivery method.</li> </ul> <p><b>Mailbox Size*</b></p> <ul style="list-style-type: none"> <li>○ If the user has a limitation on their mailbox size and would like their report to be available online if it is over a certain size select this option.</li> </ul> <p><b>File Compression*</b></p> <ul style="list-style-type: none"> <li>○ Users can select to have the attachment compressed (zipped)</li> </ul> <p><b>E-mail address</b></p> <ul style="list-style-type: none"> <li>○ E-mail addresses for report distribution. E-mail addresses do not have to be for registered users. Separate multiple addresses using commas.</li> </ul>



7

Click on the **Submit** button to submit the schedule.

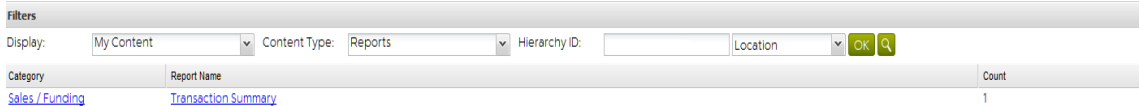
**Result** – Report schedule confirmation will appear



## Lesson 10: Running a Report

Once you have selected the type of report you are looking for and the data you would like to appear in your report there are a variety of options for viewing the data or running reports available to you.

### How Do I View:

Steps	Action
1	Click <b>Reports</b> from the toolbar.
2	Select <b>Reports Mailbox</b> from the dropdown.
3	<p>Select <b>Display:</b></p> <p><b>My Content</b> will allow you to see only the reports/schedules you ran/setup for the MID you are viewing.</p> <p><b>All Content for MID</b> will allow you to see all reports/schedules for the MID you are viewing.</p> <p>Reports are stored for 14 days after being generated.</p>
4	<p>Select <b>Content Type:</b></p> <p><b>Reports</b> will allow you to see and download previously run reports within the last 14 days.</p> <p><b>Schedules</b> will allow you to see, update, and delete the schedules that have been setup.</p>
5	 <p>The screenshot shows the 'Filters' section with the following settings: Display: My Content, Content Type: Reports, Hierarchy ID: (empty), Location: (empty). Below the filters is a table with columns: Category, Report Name, and Count. The table contains one row: Sales / Funding, Transaction Summary, 1. The 'Report Name' 'Transaction Summary' is a hyperlink.</p> <p>Click on <b>Report Name</b> hyperlink</p>

6

Filters

Display: My Content Content Type: Reports Hierarchy ID:  Location:  OK Q

All Reports for Sales / Funding Transaction Summary Back to Summary

Category	id	Report Name	Origin	Status	Executed At	Owner	Format	Size	View	Delete
Sales / Funding	44104	Transaction Summary	Run Now	Finished	09/19/14 10:34 AM	CBK176		33Kb		

**Viewing a Report:**

Click on **View** icon

**Deleting a Report**

Click on the **Delete** icon



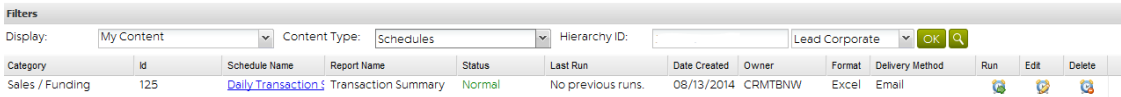
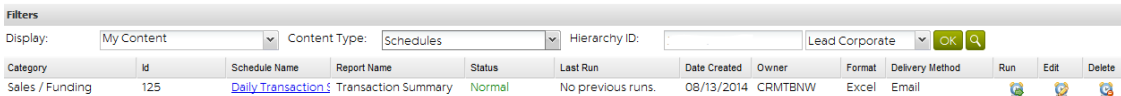
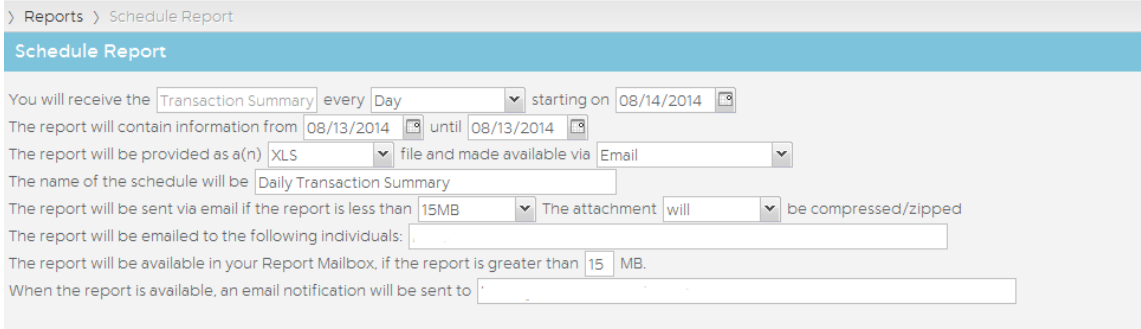
## Helpful Hints:

- 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 at you will need to enter the MID in the ID box and select the appropriate hierarchy to be able to view that specific report.

## Lesson 11: Update Reports

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

### How Do I View:

Steps	Action
1	Click <b>Reports</b> from the toolbar.
2	Select <b>Reports Mailbox</b> from the dropdown.
3	Click on <b>Schedules</b> from the <b>Content Type</b> dropdown. 
4	Click on the <b>Edit</b> button next to the schedule that you wish to edit. 
5	 <p>Enter changes as needed to the fields desired.</p> <p>Click <b>Update Report</b></p>
6	<b>Result:</b> Report Update Confirmation should appear.



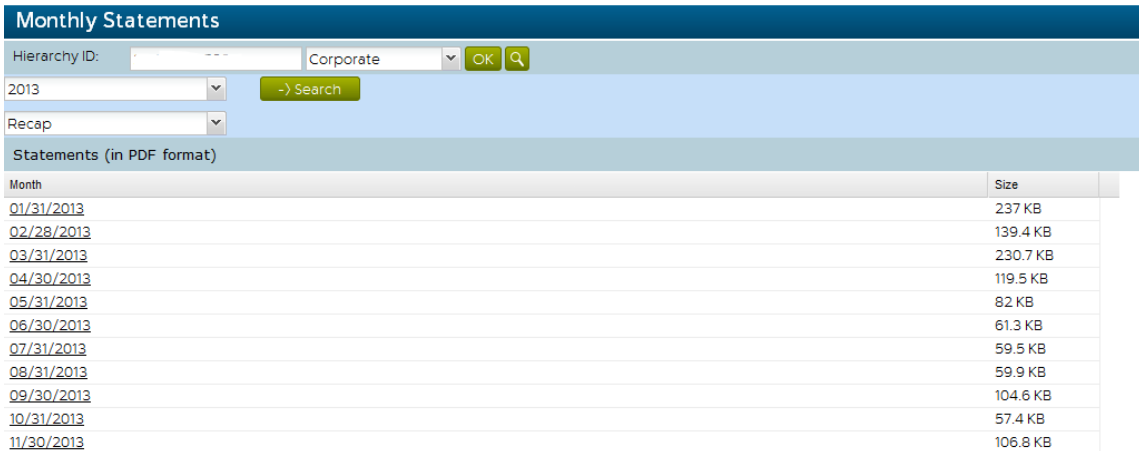
### ***Helpful Hints:***

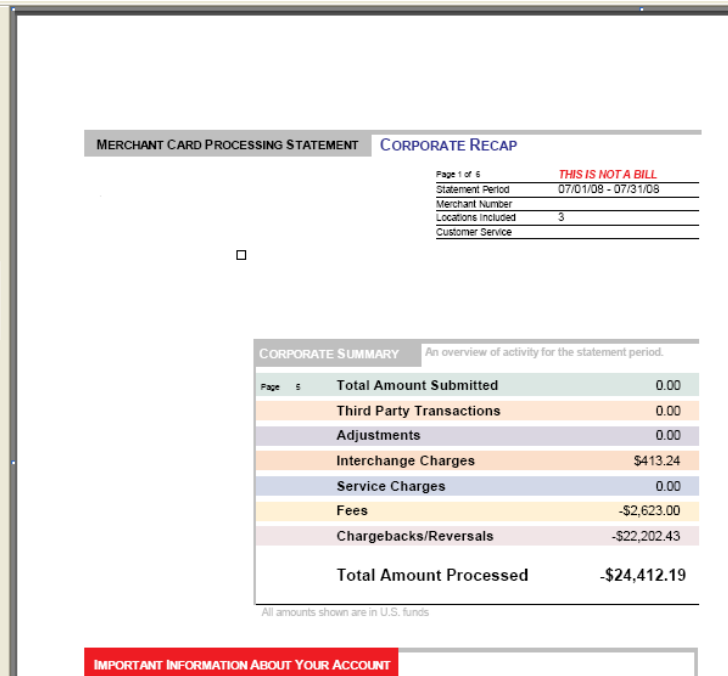
- If you are logged in under a higher level of hierarchy than what the report you are looking for was scheduled at you will need to enter the MID in the Hierarchy ID box and select the appropriate hierarchy to be able to update that specific report.

## Lesson 12: Monthly Statement

The Monthly Statement option allows you to view a copy of your monthly statement. This option allows you to view your statement days before you would normally receive your statement via mail. There is 7 years' worth of statements available for you to view anytime.

### How Do I View:

Steps	Action																								
1	Click <b>Reports</b> from the toolbar.																								
2	Select <b>Monthly Statement</b> from the dropdown.																								
3	 <p>The screenshot shows the 'Monthly Statements' interface. It includes a 'Hierarchy ID' field with a dropdown set to 'Corporate', an 'OK' button, and a search icon. Below this is a 'Year' dropdown set to '2013' and a 'Recap' dropdown. A green '-&gt; Search' button is also present. The main section is titled 'Statements (in PDF format)' and contains a table with two columns: 'Month' and 'Size'. The table lists statements for each month from 01/31/2013 to 11/30/2013 with their respective sizes in KB.</p> <table border="1"> <thead> <tr> <th>Month</th><th>Size</th></tr> </thead> <tbody> <tr><td>01/31/2013</td><td>237 KB</td></tr> <tr><td>02/28/2013</td><td>139.4 KB</td></tr> <tr><td>03/31/2013</td><td>230.7 KB</td></tr> <tr><td>04/30/2013</td><td>119.5 KB</td></tr> <tr><td>05/31/2013</td><td>82 KB</td></tr> <tr><td>06/30/2013</td><td>61.3 KB</td></tr> <tr><td>07/31/2013</td><td>59.5 KB</td></tr> <tr><td>08/31/2013</td><td>59.9 KB</td></tr> <tr><td>09/30/2013</td><td>104.6 KB</td></tr> <tr><td>10/31/2013</td><td>57.4 KB</td></tr> <tr><td>11/30/2013</td><td>106.8 KB</td></tr> </tbody> </table> <ul style="list-style-type: none"> <li>○ <b>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.</b></li> <li>○ <b>Year</b> – Enter the year you wish to view available statements for (up to 7 years)</li> <li>○ <b>Statement Type</b>(Recap or Location) <ul style="list-style-type: none"> <li>-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.</li> <li>-Select Location if you would like to view only your specific location processing information.</li> </ul> </li> </ul>	Month	Size	01/31/2013	237 KB	02/28/2013	139.4 KB	03/31/2013	230.7 KB	04/30/2013	119.5 KB	05/31/2013	82 KB	06/30/2013	61.3 KB	07/31/2013	59.5 KB	08/31/2013	59.9 KB	09/30/2013	104.6 KB	10/31/2013	57.4 KB	11/30/2013	106.8 KB
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08/31/2013	59.9 KB																								
09/30/2013	104.6 KB																								
10/31/2013	57.4 KB																								
11/30/2013	106.8 KB																								
4	Click <b>Search</b>																								

	Click on the Statement Month you wish to open
5	<p><b>Result:</b> The Monthly Statement appears.</p> 



## 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 4 MB, anything over that will not be available through ClientLine Reporting.

## Chapter 3 - Search

### Overview

The Search 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 two options from **Search** are:

1. Cardholder Activity
2. Card Issuer Information

### 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 five card search reports to assist with your research needs.

1. Transactions
2. Authorizations
3. Chargebacks
4. Retrievals
5. Gift Cards\*

\* 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 13 months.



## How Do I View:

Steps	Action
1	Click <b>Search</b> from the toolbar.
2	Select <b>Cardholder Activity</b> from the dropdown.
3	<div data-bbox="293 619 1338 1113"> </div> <p>Enter <b>ID</b> and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing.</p> <ul style="list-style-type: none"> <li>○ <b>Card Number/ Invoice Number/Token</b></li> <li>○ <b>Date Range</b></li> <li>○ <b>Date Type</b> (Submit Date, Transaction Date)</li> <li>○ <b>Amount Range</b></li> <li>○ <b>Card Type</b> (Both, Credit, Debit)</li> </ul>

## 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 either the the full card number or just the last four digits needs to be entered (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 frequent 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 or authorization code or amount range for up to 13 months.

### How Do I View:

Step s	Action
1	Click <b>Search</b> from the toolbar.
2	Select <b>Cardholder Activity</b> from the dropdown.
3	<div> <div> <div>Search</div> <div> <div>Search Path: Cardholder Activity</div> <div> <div>Hierarchy ID: </div> <div>Corporate</div> <div>OK</div> <div></div> </div> </div> </div> <div> <div> <input checked="" type="checkbox"/> Authorizations           <div> <div>Date Type: </div> <div> <div>Authorization Code: </div> <div>Amount Range: - </div> </div> </div> </div> <div> <input type="checkbox"/> Chargebacks         </div> <div> <input type="checkbox"/> Retrievals         </div> <div> <input type="checkbox"/> Gift Cards         </div> <div> <div>Date Range: - </div> <div> <div>Cardholder Number: - - </div> <div>Token: - - </div> </div> </div> <div>Token Number search access limited to Corporate and Location Level only</div> </div> </div> <p>Enter <b>ID</b> and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing.</p> <ul style="list-style-type: none"> <li>○ <b>Card Number/ Invoice Number</b></li> <li>○ <b>Activity Type</b> (Authorizations)</li> <li>○ <b>Date Range</b></li> <li>○ <b>Date Type</b> (Authorization Date)</li> <li>○ <b>Amount Range</b></li> <li>○ <b>Authorization Code</b></li> <li>○ <b>Card Type</b> (Both, Credit, Debit)</li> </ul>

## 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 processed 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 either the full card number or just the last four digits needs to be entered (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 <b>Search</b> from the toolbar.
2	Select <b>Cardholder Activity</b> from the dropdown.
3	<div> <div> <div>Search</div> <div> Search Path: Cardholder Activity </div> <div> Hierarchy ID: Corporate OK </div> </div> <div> <input checked="" type="checkbox"/> Chargebacks <div>Date Type: </div> </div> <div> <input type="checkbox"/> Retrievals </div> <div> <input type="checkbox"/> Gift Cards </div> <div> Date Range: </div> <div> At least one of the below filters must be specified. </div> <div> Cardholder Number: </div> <div> Token: </div> <div> Token Number search access limited to Corporate and Location Level only </div> <div> Invoice Number: </div> <div> Case Number: </div> <div> Amount Range: </div> </div> <p>Enter <b>ID</b> and select corresponding level if you would like to search for a specific</p>

	<p>location or hierarchy level other than what you have been viewing.</p> <ul style="list-style-type: none"> <li>○ <b>Card Number/ Invoice Number/Token</b></li> <li>○ <b>Activity Type</b> (Chargebacks)</li> <li>○ <b>Date Range</b></li> <li>○ <b>Date Type</b> (Status Date, Transaction Date)</li> <li>○ <b>Amount Range</b></li> <li>○ <b>Case Number</b></li> </ul>
--	--

## 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 processed 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** - Date Merchant Services needs to receive your response by to attempt to reverse the chargeback
- **Status Date** - Date of the last action taken by the dispute back office
- **Status** –
  - Open - Chargebacks that have not been responded to and the due date has not expired.
  - Closed - Chargebacks where the due date has expired
  - Reversed - Chargebacks that have been reversed back to the issuing bank



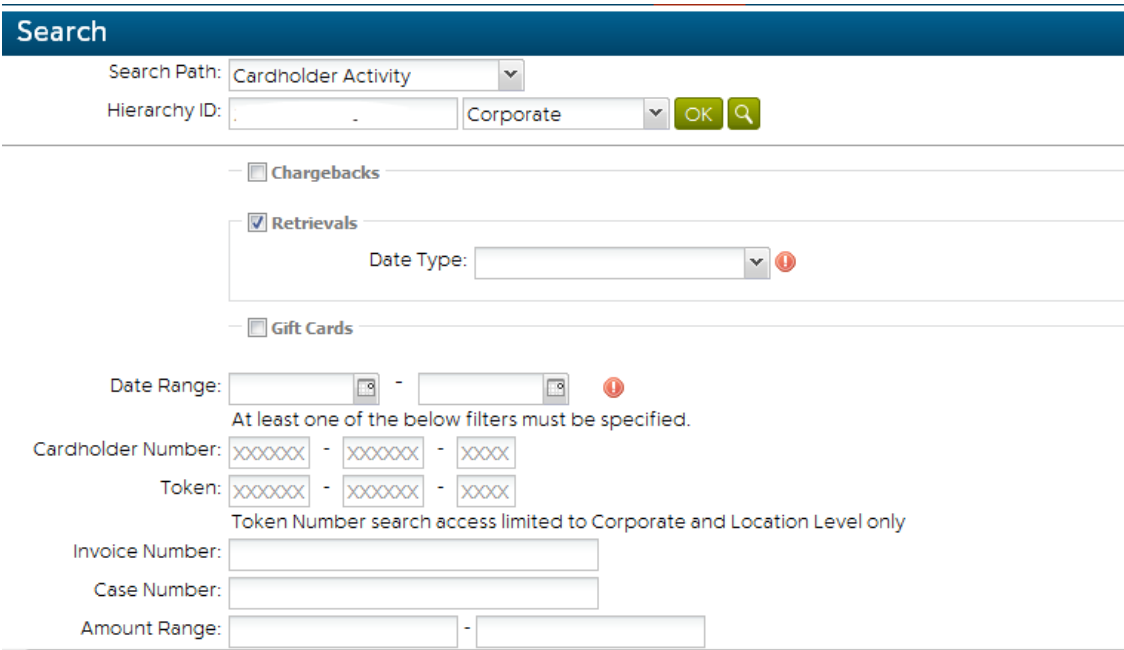
## Helpful Hints:

- When searching by the cardholder number either the the full card number or just the last four digits needs to be entered (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 retrievals 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 <b>Search</b> from the toolbar.
2	Select <b>Cardholder Activity</b> from the dropdown.
3	 <p>The screenshot shows the 'Search' interface with the following elements:</p> <ul style="list-style-type: none"> <li><b>Search Path:</b> Cardholder Activity (dropdown)</li> <li><b>Hierarchy ID:</b> . (input) Corporate (dropdown) OK (button) (button)</li> <li><b>Chargebacks:</b> <input type="checkbox"/> Chargebacks</li> <li><b>Retrievals:</b> <input checked="" type="checkbox"/> Retrievals <ul style="list-style-type: none"> <li><b>Date Type:</b> (dropdown) (info icon)</li> </ul> </li> <li><b>Gift Cards:</b> <input type="checkbox"/> Gift Cards</li> <li><b>Date Range:</b> (calendar icon) - (calendar icon) (info icon)</li> <li><b>At least one of the below filters must be specified.</b></li> <li><b>Cardholder Number:</b> (input) - (input) - (input)</li> <li><b>Token:</b> (input) - (input) - (input)</li> <li><b>Token Number search access limited to Corporate and Location Level only</b></li> <li><b>Invoice Number:</b> (input)</li> <li><b>Case Number:</b> (input)</li> <li><b>Amount Range:</b> (input) - (input)</li> </ul> <p>Enter <b>ID</b> and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing.</p>

	<ul style="list-style-type: none"> <li>○ <b>Card Number/ Invoice Number/Token</b></li> <li>○ <b>Activity Type</b> (Retrievals)</li> <li>○ <b>Date Range</b></li> <li>○ <b>Date Type</b> (Status Date, Transaction Date)</li> <li>○ <b>Amount Range</b></li> <li>○ <b>Case Number</b></li> </ul>
--	---

## 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 processed 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** - Date Merchant Services needs to receive your response by to attempt to reverse the chargeback
- **Status Date** - Date of the last action taken by the dispute back office area
- **Status** -
  - Open - retrieval requests that have not 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:

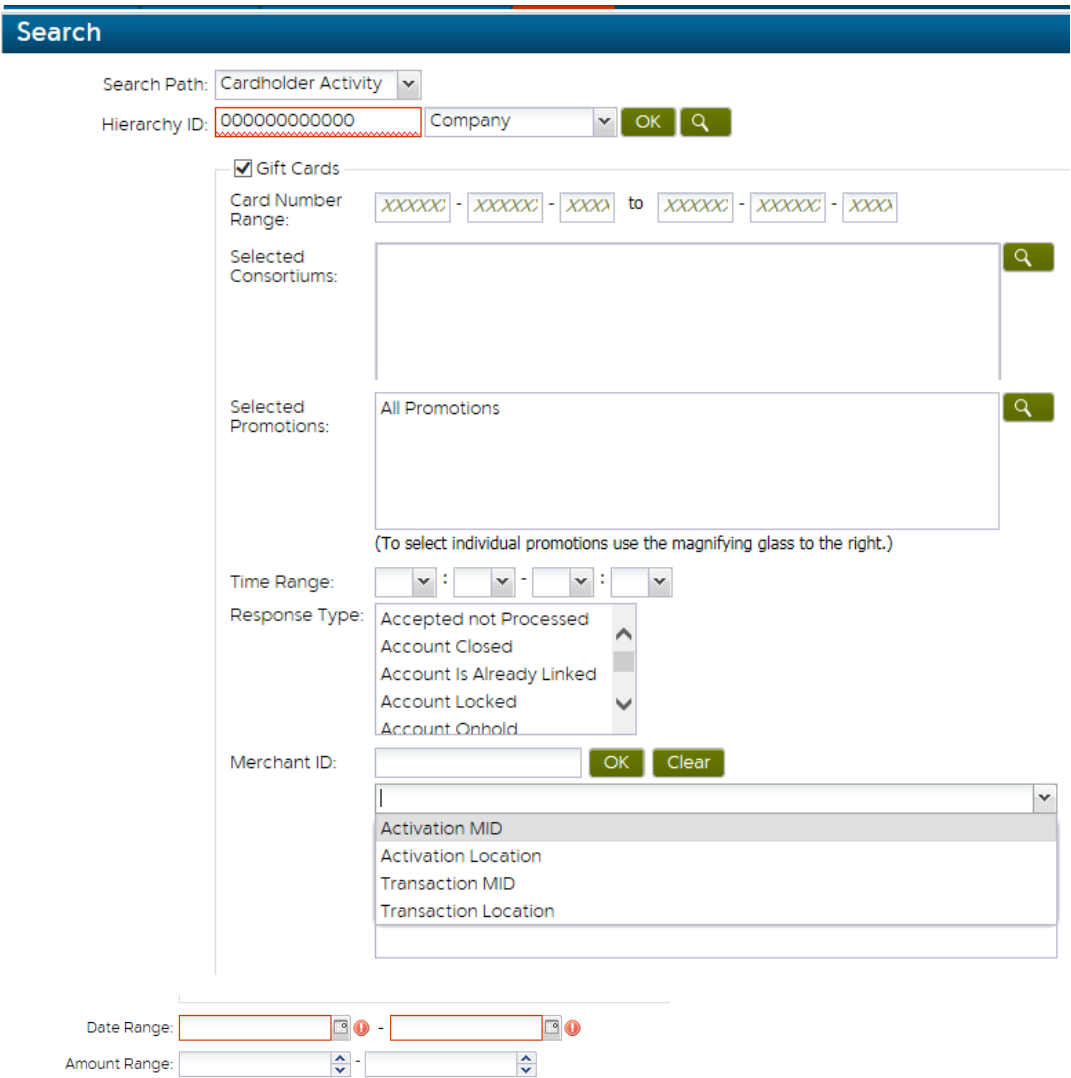
- When searching by the cardholder number either the the full card number or just the last four digits needs to be entered (ex. 1234567891234567 or \*1234).
- Use this report to verify the number of Retrievals on a specific cardholder number.
- Click on Cardholder Number hyperlink to view the Retrieval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



## 5. Gift Cards Search

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

### How Do I View:

Steps	Action
1	Click <b>Search</b> from the toolbar.
2	Select <b>Cardholder Activity</b> from the dropdown.
3	 <p>The screenshot displays the 'Gift Cards Search' interface. At the top, there's a blue 'Search' header. Below it, the 'Search Path' is set to 'Cardholder Activity'. The 'Hierarchy ID' field contains '000000000000'. The 'Card Number Range' is specified as 'XXXXXX - XXXXX - XXXX to XXXXX - XXXXX - XXXX'. There are sections for 'Selected Consortiums' and 'Selected Promotions' (currently set to 'All Promotions'). The 'Time Range' is defined by two dropdown menus. The 'Response Type' dropdown lists several options: 'Accepted not Processed', 'Account Closed', 'Account Is Already Linked', 'Account Locked', and 'Account Onhold'. The 'Merchant ID' field is empty. At the bottom, there are 'Date Range' and 'Amount Range' fields with dropdown arrows.</p>

	<p><b>Standard Gift Card:</b> Enter <b>MID</b> and select corresponding level if you would like to search for a specific location or hierarchy level other than what you have been viewing.</p> <p><b>Premium Gift Card:</b> Select Consortium/s or Promotion/s you would like to perform your search under.</p> <ul style="list-style-type: none"><li>○ <b>Card Number or Card Number Range</b></li><li>○ <b>Time Range</b></li><li>○ <b>Response Type</b></li><li>○ <b>Merchant ID</b></li><li>○ <b>Date Type</b></li><li>○ <b>Amount Range</b></li></ul>
--	---

### Quick Definitions:

- **Location ID** - (Only applies to Standard GC users) Location where the transaction was processed
- **Consortium** - (Only applies to Premium GC users) Highest level of gift card reporting hierarchy.
- **Promotion** - (Only applies to Premium GC users) Name assigned to the card promotion upon set up.
- **Response Type** - Response provided on each gift card transaction
- **Merchant ID** - Gift Card Activation MID or Location OR Transaction MID or Location
- **Cardholder Number** - The number identifying the unique gift card number
- **Trans Date** - Date the transaction occurred
- **Trans Amount** - The amount of the gift card transaction



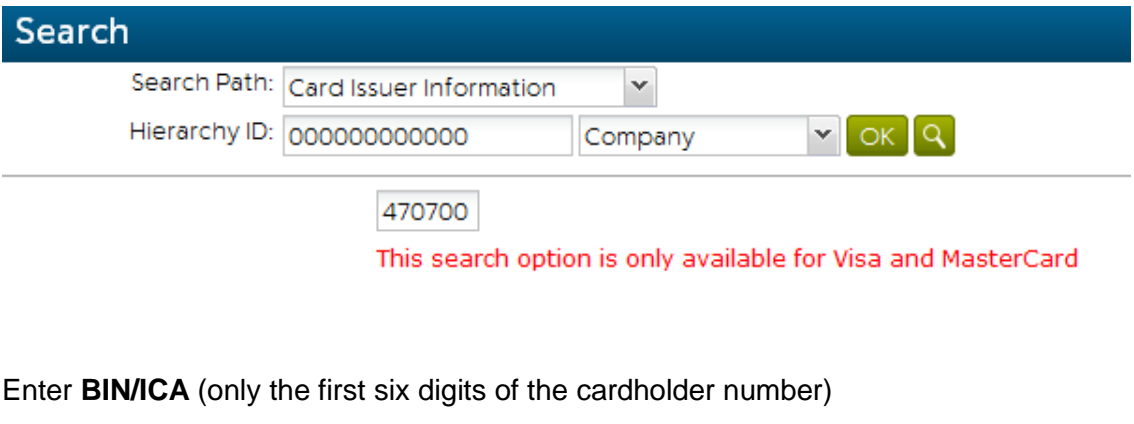
### Helpful Hints:

- When searching by the cardholder number either the the full card number or just the last four digits needs to be entered (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: 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 <b>Search</b> from the toolbar.
2	Select <b>Card Issuer Identification</b> from the dropdown.
3	 <p>Enter <b>BIN/ICA</b> (only the first six digits of the cardholder number)</p>
4	<b>Result:</b> 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.

## Chapter 4 - Account Information

### Overview

The Account Information area lets you view information about your account setup as well as build groups to allow you to run reporting the way you need to slice and dice the data across your business.

### Lesson 1: 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 <b>Account Information</b> from the toolbar.
2	Select <b>Location Profile</b> from the dropdown.
3	<p>If you only have access to a single location the Location Profile Details Status Report will immediately appear.</p> <p>If you have access to multiple locations the following screen will appear.</p>

Merchant Name	Equals	▼
DBA Name	Equals	▼
Merchant ID		
Address		
City		
State		
Postal Code	Clear	-> Search

- **Select Lookup Field** (Location Name, Merchant Name, Location Address, Location City, Location State, Location Postal Code, Merchant ID)
- **Select a Pattern** (Starts With, Equals, Includes)
- **Enter Value**

4 **Result:** The Location Profile Details Report appears.

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.

DBA Name: TEST NPS DS			
Location ID	26820000886	External MID	null
Contact Name	FIRST M LAST	Address	5898 CONDOR DRIVE MOORPARK, CA 93021
Phone Number	8053783981	Media Fax Number	9548517083
Funding Fax Number	null	Merchant Phone Number for Cardholder	8053783981
Location E-mail Address	null	Status	ACTIVE, SETTLES LAST CALENDAR DAY OF MONTH
Multi-Currency	null	Magnetic Stripe Indicator	NO
Trust Keeper	NOT ENROLLED	ARP Code	000000
Method of Funding	null	Convenience Fee	N
EMV Enablement Flag	N	PSP Model Type	N
Commercial Card Interchange Flag	N		
Class of Trade	null	Merchant Account Type	null
Last POS Activity Date	null	Last Paper Activity Date	null

## 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** - Merchants telephone number that can be given to cardholders with inquiries
- **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
- **Trustkeeper** - (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			
Type	F	Delivery Method	P
E-Mail Distributions	null		

## 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			
Tax Filing Name	TEST ACCCOUNT	Exclusion Indicator	N - Not excluded
Validation Response Code	66 - EXCLUDED from Validation by TIMS	Validation Response Date	12/04/2013
Payee Flag	S -	Tax ID Number Type	2
Tax ID Number	*****8989		

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-**
  - 00 - TIN AND NAME MATCH IRS
  - 01 - TIN MISSING/NOT 9 DIGITS
  - 02 - TIN NOT CURRENTLY ISSUED
  - 03 - TIN/NAME NOT = TO IRS
  - 04 - INVLD TIN MATCH REQUEST
  - 05 - DUP TIN MATCHING REQUEST
  - 06 - TIN/NAME MATCHES IRS/SSN
  - 07 - TIN/NAME MATCHES IRS/EIN
  - 08 - TIN/NM MATCH IRS/SSN/EIN
  - 99 - TIN FAILED PRE-SCREENING
- **Validation Response Date-** Date verification of this information was received

Account Fees					
Fees Rate and Description	206 - SETTLEMENT STATEMENT FEE	Amount	9.950000	Last Changed	12/05/2013
Fees Rate and Description	35A - FRAUD SERVICES MONTHLY FEE B	Amount	9.000000	Last Changed	12/05/2013
Fees Rate and Description	38A - PCI DSS COMPLIANCE ADMIN FEE	Amount	7.950000	Last Changed	12/05/2013
Fees Rate and Description	417 - GATEWAY FEE	Amount	10.000000	Last Changed	12/05/2013
Fees Rate and Description	422 - CUSTOMER SERVICE FEE	Amount	10.000000	Last Changed	12/05/2013
Fees Rate and Description	60L - NON-RECEIPT OF PCI VALIDATION	Amount	24.950000	Last Changed	03/05/2014
Fees Rate and Description	949 - MC/VI/DISC MINIMUM FEE	Amount	20.000000	Last Changed	12/05/2013

## Quick Definitions:

- **Fee Rate and Description** - The code and corresponding description of the account fees billed to the merchant account
- **Amount** - The amount of the account fee
- **Last Changed** - Date of the last account fee change



## 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 2: Group Builder

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.

### 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 <b>Account Information</b> from the toolbar.
2	Select <b>Group Builder</b> from the dropdown.



3

**Groups**

Hierarchy ID:  Lead Corporate

Create Group

Group Description

Narrow by:  State

State	No. Locations
AL	24 locations.
AR	6 locations.
AZ	85 locations.
CA	154 locations.
CO	42 locations.
CT	6 locations.

Page 1 of 2 |    Displaying results 1 - 20 of 38

Available

Merchant ID	DBA Name

>> <<

Selected

Merchant ID	DBA Name

Clear Create Group

Page 1 of 1 |    Displaying results 1 - 1 of 1

**Step 1 Group Description**

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

**Step 2 Narrow by:**

Select an option to view a list of locations (by MID, DBA Name, City, State, Postal Code, or Country)

Click **Submit**.

**Step 3 Select Locations**

Click on the locations that you want included on report from the Available box. Hold the Control (CTRL) key to select multiple locations at once. Once selected click on the >> button to add them to the selected box.


**Step 4 Selected Locations**


View the locations.

To deselect locations click on the location and then click the << button. Hold the Control (CTRL) key to deselect multiple locations at once.

Click **Create Group**

## View Groups

Export ▾				
Group ID	Group Description	Locations	Date Created	Delete
1006	TEST GROUP	1	02/21/2008	

Page 1 of 1 |  Displaying results 1 - 1 of 1

**Result:** The newly added group should appear in the View Groups section on the right side of the screen

## Update Group

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


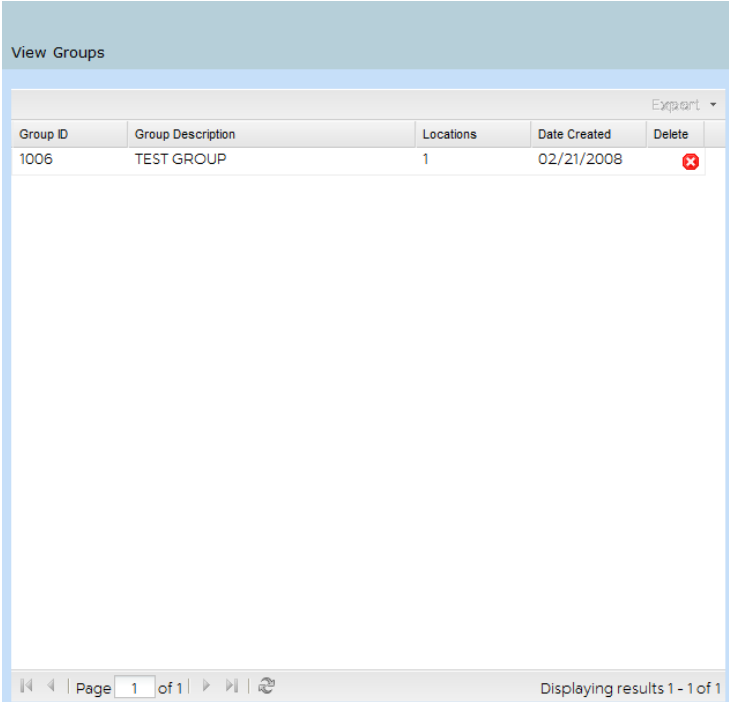
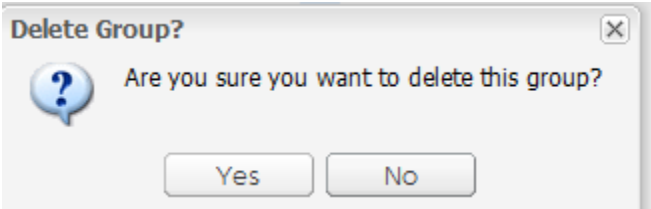
### How Do I View:

Steps	Action
1	Locate the group you would like to update in the View Group area on the right side of the screen. Select the group you would like to update. The information about this group should now appear on the left side of the screen.
2	<p>To delete locations from your report:</p> <p>Use your mouse to highlight the location that needs to be deleted.</p> <p>Click on the &lt;&lt; button. If more than one location needs deleted, use the Control (CTRL) key to highlight and click on the &lt;&lt; button as needed.</p> <p>If no other changes are needed click <b>Update Group</b>.</p>
3	<p>To add locations to your report:</p> <p>Click on the locations that you want included on report from the Available box. Hold the Control (CTRL) key to select multiple locations at once. Once selected click on the &gt;&gt; button to add them to the selected box.</p> <p>Click <b>Update Group</b>.</p>

## Delete Group

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

## How Do I View:

Steps	Action
1	<p>Locate the group you would like to delete in the View Group area on the right side of the screen. Select  next to the group you would like to delete.</p> 
5	<p><b>Result:</b> The Delete Confirmation should appear.</p> 

## Lesson 3: Group Reports

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

### How Do I View:

Steps	Action
1	Once a group is built using <b>Group Builder</b> any of the reports available in the <b>Create a Report</b> section can be run for that group.
2	Select <b>Reports</b> from the menu.
3	Select <b>Create a Report</b> from the dropdown.
4	<b>Select Report Category</b> (Sales/Funding, Disputes, Gift Cards, Offers, Rate Analysis, Compliance, TeleCheck, Authorizations).
5	Select the Activity Type for the type of reporting you wish to run.  In the Hierarchy ID box enter the Group ID that was created and select Group.

### 1. Report Category

- ☒ Sales / Funding
- ☐ Disputes
- ☐ Gift Cards
- ☐ Offers
- ☐ Rate Analysis
- ☐ Compliance
- ☐ TeleCheck
- ☐ Authorizations

### 2. Filter Criteria

Activity Type: ☒ Transactions  
☐ Bank Deposits  
☐ Adjustments  
☐ Refunds  
☐ Debit Suspense  
☐ Today's Data

Hierarchy ID:

Date Type:

Report Type:

Date Range:  -

Card Type:

☒ CHECK  
☒ TELECHECK

☒ CREDIT  
☒ AMERICAN EXPRESS  
☒ DISCOVER  
☒ MASTERCARD  
☒ TIER 2 CREDIT

☒ DINERS CLUB  
☒ JAPANESE CR BUR  
☒ PURCHASING CARD  
☒ VISA

☒ DEBIT  
☒ DEBIT CARD

Transaction Type:

☒ Sale  
☒ Reject  
☒ Void

☒ Refund  
☒ Reversal  
☒ Cash Advance

Merchant:

### 3. Available Reports


- Transaction Summary
- Card Type Summary
- Batch Summary
- Sales by BIN

Advanced customizations >

View an example of the report >

Run the selected report now >

Schedule to Receive the Report >

If you don't remember the Group ID, you can select the  icon to search for your group. Click on the Group ID Search tab and enter a description to search or click **SEARCH** to bring back a list of all groups.

### Merchant Lookup

Filter Criteria

Group ID  Group Description

Group ID	Group Description ▲
10062	434950162884-Test
10052	Cognos DEV Test
10136	Essex
10063	Restaurants
10064	Restaurants
10051	Sales/Funding- Fuel Variation/Fuel Detail
10067	TEST 3
10138	Test
10137	process1
10061	ssss

Page 291 of 291

Displaying results 5801 - 5812 of 5815

6	<b>Result:</b> You can then proceed to enter any filter criteria based on the Activity Type you have select and to run any report listed in the above Reports section for your group.
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## Frequently Asked Questions (FAQs)

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### **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 thirteen months and summary data is stored for twenty-five months. Disputes data (Chargebacks and Retrievals) is available for twenty-five 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, HTML, 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 'Search' from the main toolbar and select 'Cardholder Activity' 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 'Account Information' from the main toolbar and select 'Location Profile' 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.

## 1 User Best Practices

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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 Weekly Overview on a daily basis.**

The Weekly Overview 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 data 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 Cardholder Activity Search to assist with customer inquiries.**

This option under the Search option can be used to locate authorization and transactional information data. This is most helpful when trying to verify credit transactions.