

Resource Online provides fast access to the payment data you need, including your monthly statements.

All you need to view your reporting details is a Chase Paymentech account\*, an Internet connection and a web browser – it's that easy.



# Resource Online Quick Reference Guide

Use this guide to help you understand how to log in, view the dashboard, access your statements and run reports.

## Log In

Visit [chasepaymentech.com](http://chasepaymentech.com) and click **Merchant Login**.  
 Select **Resource Online** and click the **Go** button.  
 Enter your Chase Paymentech user name and password.  
 Click **Secure Login**.  
 Click the **Forgot Your Password** link if you need assistance.



Click the **log out** link to exit Resource Online.  
 Click the **admin** link to change account or report settings.  
 Click the **bank lookup** link to research bank contact information.  
 Click the **help** link to access support material.

## View the Dashboard

The Instant Dashboard provides small business users with a snapshot of the business's daily sales and settlement figures. Each panel offers a quick glance of recent data and the opportunity to explore.

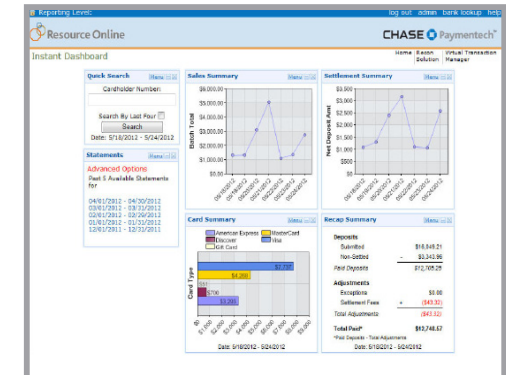
- **Sales Summary** – Displays your recent batch totals by day
- **Settlement Summary** - Displays net amount deposited into your bank account each day, after any fees have been deducted
- **Card Summary** - Displays daily sales totals by payment brand so you can view amounts that will be paid by a third party
- **Recap Summary** - Provides a calculated summary of your merchant activity deposits and adjustments so you can easily determine the bottom line.

Other panels quickly provide you with needed information:

- **Quick Search**
- **Statements**
- **Alert**
- **Quick Reference Guide**

### Panel Menu Options

- **Settings**
- **Download (PDF)**
- **Download (CSV)**
- **Download (Excel)**



## Navigate the Classic Home Page

This home page is available to a small portion of users, who must track a large volume of transactions and locations. Each user account is subscribed to a specific set of modules and reports, which are displayed in the body of the classic home page as links, and across the top of the page as menus.

- **Need Help** – Click this image to open a technical support contact form.
- **Quick Links** – On the right side of the home page are quick links to Adobe Reader (.pdf) versions of user guides for the reporting systems.
- **Did You Know?** – This box contains tips about Resource Online and its applications.



\* Merchant account subject to credit approval

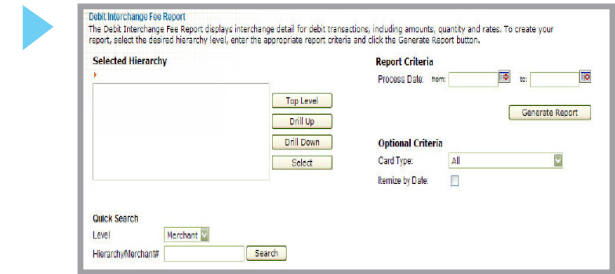
## For Additional Assistance

For training or assistance in understanding report data, you can [contact support](#) or call 1.888.886.8869.

For technical support, call 1.800.254.9556, or email [RTLWebReporting@ChasePaymentech.com](mailto:RTLWebReporting@ChasePaymentech.com).

## Run Reports

1. Click on a dashboard panel to see more details, or select from the navigation menu to open a report's input page.
2. Select the hierarchy or merchant level for the data you wish to view (you are automatically at the highest level by default when logging in).
3. Enter your report criteria and click **Generate Report**.
4. The results page displays the data records that match your specified criteria.



## Quick Tips

If You Need to...	You Should Use This Module / Report...
View transactions in open or closed batches	Virtual Transaction Manager (VTM): Batch Summary, Transaction Search
Find duplicate transactions	VTM: All Transactions, Transaction Search; Recon Solution: All Transactions
Identify keyed, swiped or contactless transactions	VTM: Transaction Search, All Transactions
View error, credit (return) or void transactions	VTM: Transaction Search
Find missing deposits	Recon Solution: Batch Summary, Settlement Summary Select
Manage rejected transactions, budgeting and annual reporting	Recon Solution: Settlement Summary Select
Research retrievals and chargebacks	Recon Solution: Outstanding Retrievals, Expired Retrievals, Dispositions
Search for a merchant location	Merchant Search
Identify batches not transmitted properly or rejected	VTM: Suspense Batch Summary

## Use Virtual Transaction Manager Reports

The reports on this menu give you 24/7 real-time access to your transaction and batch authorization data. Availability of some reports will vary depending on your account setup.

### Batch and Transaction Reports sub-menu:

- **Batch Summary** report - Provides a summary for each group of transactions in open or closed batches, with counts and amounts of the batch total, including sales, returns and errors with drill down from each batch to view underlying batch and transaction detail records.
- **Card Type Summary** report - Provides a summary of net deposit amounts and transaction counts for closed batches by merchant by card type.
- **All Transactions** report - Includes settled transactions in closed batches for the selected date range.
- **Transaction Search** report - Allows you to find transactions that meet the selected criteria.
- **Suspension Batch Summary** report - Contains information on batches that failed to meet the required edited criteria at the time of submission, and have been placed in suspense and not processed for settlement.

## Admin

User accounts with administrative rights have the option to select from the Admin menu and accomplish the following tasks:

- Set up users
- Delete users
- Edit user details
- Change report access

## Use Recon Solution Reports

The reports on this menu assist you in reviewing and reconciling your settled transactions. Availability of some reports will vary depending on your account setup.

### Daily Report Review sub-menu:

- **Recap Summary** report - Provides a summary of the total dollar amount paid, including submitted batches of amounts, exceptions and fees.
- **Batch Summary** report - Provides a summary for each batch of transactions submitted, with counts and amounts of the batch total, including settled, non-settled and adjustment amounts, with drill down from each batch to view underlying transaction detail records.
- **Batch Exception** report - Displays information on batches that were closed more than two days after they were opened.
- **All Transactions** report - Contains records of every transaction processed.
- **Card Type Summary** report - Provides a summary of submitted deposit totals paid by card type.
- **Card Type Summary by Merchant** report - Provides a summary of submitted deposit totals including item counts and dollar amounts, by merchant by card type.

### Settlement Review sub-menu:

- **Settlement Summary** report - Summary of daily funding and adjustment amounts by category by merchant to help you reconcile your daily bank deposits.
- **Settlement Summary Select** report - Similar to Settlement Summary but allows you to select the hierarchy level and date range to be viewed.
- **Settlement Fees Summary** report - Total fees assessed by Chase Paymentech by merchant location.
- **Settlement Fees Detail** report - Displays fee data by category: Discount/Service Charge, Fees (auth fees, equipment charges, report usage and misc) and Interchange/Assessment by merchant.
- **Summary of Fees** report - Displays fee data by individual fee type by merchant.
- **Deposit Rejection** report - Provides detail of deposit correction notices that occur when transactions reject and adjustments are made to the dollar amount of a batch.
- **Summary of Fees** report - Displays fee data by individual fee type by merchant.

### Report Icons

- Go To Beginning
- Previous
- Next
- Go To End
- Page Size
- Preferences
- Print
- Download
- Excel

### Transaction Research sub-menu:

- **Card Number Search** tool - Search by full or partial card number to get detail on processed transactions.
- **Card Number History** tool - Search by full or partial card number to get detail on authorizations, transaction detail, retrievals and chargebacks.
- **Authorization Search** tool - Search for detail on processed transactions.
- **Qualification Summary** report - Summarizes activity by qualification level by merchant. This report can help you identify locations that are experiencing excessive downgrades that may indicate equipment failures or training issues.
- **Non-Qualified Transactions** report - Displays transactional detail for those items that downgraded and did not meet the payment brands' requirements for the best interchange rate.
- **Qualified Transactions** report - Displays transactional detail for those items that met the payment brands' requirements for the best interchange rate.

## More Information

Visit the [How](#)

[To Videos &](#)

[Reference Guides](#)

[page](#) on [www.](#)

[chasepaymentech.com](#) to access:

- [Resource Online instructions and how-to videos](#)
- [Resource Online User Guides](#)
- [How to Read Your Statement Interactive Tool](#)
- [Statement Reader Guide](#)

## Resource Online Quick Reference Guide *cont.*

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### Chargeback Review sub-menu:

- **Exceptions Summary** report - Summarizes exception items for all locations. Use this report to track and monitor exception items processing and identify those exceptions that have a financial impact.
  - **Dispositions** report - Lists chargebacks that were disputed and settled in favor of the cardholder, with a financial impact to the merchant.
  - **Reversals** report - Lists chargebacks that were originally settled as dispositions, but were disputed and settled in favor of the merchant.
  - **Denied Reversals** report - Lists chargebacks that were originally settled as dispositions, for which rebuttals were submitted, but were proved to be insufficient to reverse the original chargebacks. This data is informational only and has no financial impact.
  - **Representments** report - Lists chargebacks that Chase Paymentech represented to the issuing bank on the merchant's behalf. This data is informational only and has no financial impact.
  - **Pending Chargebacks** report - Lists chargebacks with a pending status that may occur during arbitration conditions. These chargebacks have no financial impact until the cases are resolved.
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### Retrieval Review sub-menu:

- **Outstanding Retrievals** report - Displays retrievals that have yet to be fulfilled and for which the due date has not been reached.
  - **Expired Retrievals** report - Displays retrievals that were not fulfilled in the time allotted.
  - **Fulfilled Retrievals** report - Displays retrievals that you or your staff have responded to with a copy of the original sales transaction documentation.
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### Statements sub-menu:

- **View Statements** option - Get instant, online access to view, save or print 13 months of past statements.
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### Merchant Information sub-menu:

- **Hierarchy Structure** report - View your business's hierarchy levels and their corresponding hierarchy, or merchant names and numbers.
  - **Location Search** tool - Search for merchant detail by merchant name, merchant number, address, telephone number and fax number.
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### Trending and Analysis sub-menu:

- **Card Type Analysis** report - Provides a summary of submitted deposit totals by merchant by card type, including dollar amounts, item counts, corresponding percentages and average ticket amounts.
- **Debit Card Analysis** report - Provides item counts and dollar amounts of online (PIN-based) and offline (signature-based) debit activity with corresponding percentages by merchant number.
- **Debit Card Monthly Analysis** report - Similar to Debit Card Analysis, provides data on a monthly basis with graphs to help identify trends.
- **Deposit Rejection Analysis** report - Summarizes deposit correction notices, including submitted batch codes and amounts, and corresponding percentages by merchant.
- **Dispositions Analysis** report - Provides dispositioned chargeback amounts as a percentage of submitted batch amounts by merchant on a monthly basis, with a graph to help identify trends.
- **Reversals Analysis** report - Provides reversed chargeback amounts as a percentage of dispositioned chargeback amounts by merchant on a monthly basis, with a graph to help identify trends.

## Use Gift Card Reports

Available to subscribers of the Chase Paymentech Gift Card program, these reports help you monitor and analyze gift card activity.

### Activity Report sub-menu:

- **Transaction Summary** report - Search for issuance, redemptions and other card data by hierarchy level or by merchant location. This report uses a two-tabbed interface and is an ad hoc report.
- **Transaction Summary by Bin/Card Range** report - Identical to the Transaction Summary report, but includes the field/column **Bin/Card Range** in the results set.
- **Transaction Detail** report - Lists all authorized stored value transactions. This is an ad hoc, query-based report. It is sub-totaled by transaction type for the selected merchant hierarchy and is available either on-screen or as a data file.

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### Settlement Reports sub-menu (optional):

- **Inter-Store Settlement** reports - Provide summary and cross-transactional detail information on the transfer of funds/liability from store-to-store (cross store) or chain-to-chain (cross group) when cards are used across different store locations, chains or custom hierarchy levels.
- **Central Account Settlement** reports - Summarize all the transaction activity going to and from the central account.
- **IRS Transaction Summary** reports - Available only at the merchant level, this report displays summary information reported to the IRS for based on specific transaction criteria at the time of funds movement.

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### Research Tools sub-menu:

- **Cardholder Lookup** tool - Search for transaction detail by entering a partial or complete card number.
- **Redemptions/Non-Redemptions Search** report - Search for transaction detail for cards that have been redeemed or not redeemed within 0-99 days from the date the cards were issued.

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### Trending and Analysis sub-menu:

- **Outstanding Liabilities** report - Provides card balance information at the hierarchy and merchant levels, for a snapshot of the outstanding gift card liability on any given day of the report period. This report includes the beginning and ending balances by day.
- **Outstanding Liabilities by Bin/Card Range** report - Identical to the Outstanding Liabilities report, but includes the field/column **Bin/Card Range** in the results set.