

# Resource Online Reports Guide

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JANUARY 2014

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Paymentech

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## Change Log:

01/07/2014	D. Egan	Updated VTM Transaction Detail to account for Visa Debt Repayment indicator on the detail record.
10/2013	D. Egan	Updated Gift Card Outstanding Liability by BIN Card Range and Transaction Summary by BIN Card Range to include Card Denomination.
09/2013	D. Egan	Updated Batch Detail Report, Transaction Detail Report and Transaction Search Report for Virtual Transaction Manager
08/2013	J. Christy	Updated Transaction Detail Report and Merchant Detail Report for Virtual Transaction Manager; added Instant Alerts
05/2013	J. Christy	Updated Transaction Detail Report and Merchant Detail Report for Virtual Transaction Manager

# 1. Working with Reports

## 1.1. USING REPORT ICONS

Basic report tools are available as icons on each generated report page.

- 1) **Go to Beginning** – Click  to view the first page of a report.
- 2) **Previous** – Click  to view the previous page of a report.
- 3) **Next** – Click  to view the next page of a report.
- 4) **Go to End** – Click  to view the last page of a report.
- 5) **Go to Page** – Select the page number from the drop-down to jump forward or backward to a particular page of the report.
- 6) **Print** – Click  to print a report.
- 7) **Download** – Click  to export a report in comma delimited format.
- 8) **Excel** – Click  to export a report directly into Microsoft Excel.
- 9) **Preferences** – Click  to change the preferences for the report.

### Note: Excel

If a search returns more than 65,000 records, the Excel icon will not appear. You may still download the file in comma-delimited format.

## 1.2. USER OPTIONS

User options provide the choice and flexibility to customize reports by selecting which fields are displayed in the Resource Online reports. This functionality modifies only the appearance of how data is displayed. It does not delete or alter the data in the Resource Online databases.

Although user options allow for customization of the Resource Online reports, care should be taken in specifying the filter criteria and specifying what data columns to display. Since data that is filtered out will not appear in the reports, data may be missing that requires immediate attention.

User options are specific to the user name that makes the selections. This means that if a company has multiple user names, then the options will display only under the user name for which the options were specified. The report views displayed using the other user names will not be affected. For security purposes, each user of the application must have a unique user name.

### Changing User Options:

Filtering: display only those records that meet the criteria specified.



Preferences: specify what information to display in the reports and in what order.

## FILTERING

Filtering allows users to limit the information presented in a report to only the information that is relevant. All reports will have a certain set of required criteria, usually consisting of a selected hierarchy level and a date range. Some reports will also have optional criteria. Entering additional optional report criteria facilitates the ability to research specific items that are of particular interest. Optional criteria are usually reset each time a report is generated, but can be re-entered at any time. If printing, exporting or downloading the report after applying optional criteria, only the records meeting the specified optional criteria will be printed, exported or downloaded.

- 1) Numeric values such as transaction amounts:
  - a) To access filter criteria, select the appropriate report.
  - b) Enter the desired lowest and/or highest values in the **Amount Min** and **Amount Max** fields.
    - i) If a value is entered only in the **Amount Min** field, then records greater than or equal to that amount will display.
    - ii) If a value is entered only in the **Amount Max** field, then records less than or equal to that amount will display.
    - iii) If values are entered in both the **Amount Min** and **Amount Max** fields, then records greater than or equal to the lower amount, but less than or equal to the upper amount will display.
- 2) Alpha/numeric fields such as card numbers - enter partial or complete data for the search criteria.

**Report Criteria**

Process Date: from:   to:  

**Optional Criteria**


Cardholder #:

Amount: min:  max:

Reason:

## PREFERENCES

Preferences allow for customization of the appearance of the data displayed in the Resource Online reports. Display a sub-set of the available columns in a report, change the order in which the columns display, or change the order of how records are sorted. If printing, exporting or downloading the report after applying preferences, only the columns selected when the preference were set will be printed, exported or downloaded.

The reports that support this functionality display the **Preferences** icon  on the right side of the results page.

To set preferences for a particular report, click the **Preferences** icon on the results page.

- 1) On the **Preferences** page, select the appropriate report from the **Available Reports** dropdown. Reports that allow preferences to be applied will automatically populate in this field.
- 2) Fields that are available in that report and may have preferences applied will automatically populate in the **Available Fields** list box.
- 3) Select the fields to display by highlighting the field name in the **Available Fields** list box, and then click the **Add** button. To display all the fields, click the **Add All** button (>>). The selected fields will automatically populate in the **Selected Fields** list box.
- 4) To specify the sort order of how records will display in the report, highlight the primary sort field in the **Default Sort Order** section.
- 5) Click the **Save** button when finished. Doing so saves these preferences, and they will be applied to the appropriate report each time it is accessed.

**Note:**

Preferences are not an option for all Virtual Transaction Manager reports.

**Note:**

Fields are displayed from left to right in the order in which they were selected. If there is a required field that must display in the report, this field automatically displays prior to the other selected fields.

## 1.3. UNDERSTANDING THE HIERARCHY

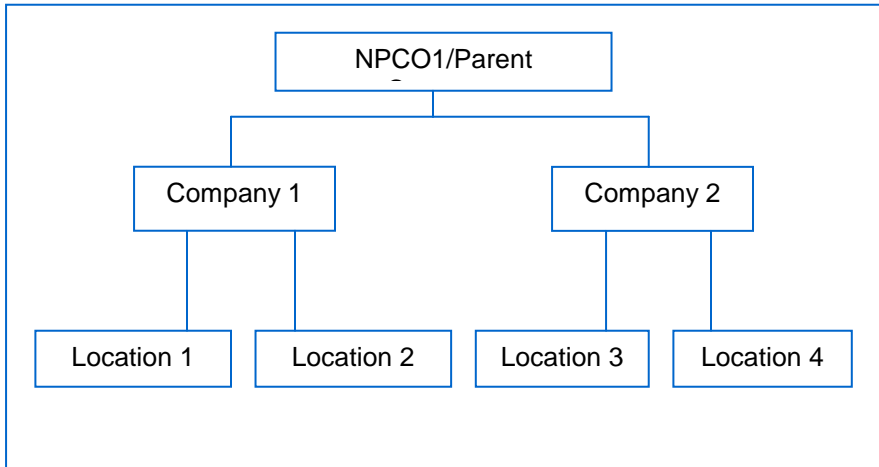
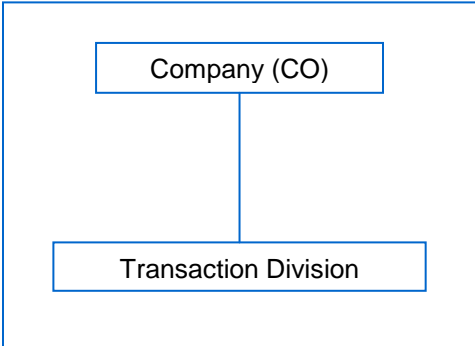
Chase Paymentech’s business and reporting hierarchies consist of multiple tiers representing your business model, which allows for maximum flexibility to meet your organization’s needs. The actual hierarchy construction will depend on the nature of your merchant relationship with Chase Paymentech.

### NORTH AMERICAN HIERARCHY

The North American reporting hierarchy is comprised of two main levels: the Company and the Merchant Location (also called the Transaction Division).

The Company (CO) represents the highest level of the standard reporting hierarchy. By definition, the Company represents the organization with which Chase Paymentech is contracted to do business. A Company can be the parent business entity for one or more locations (TDs).

The Transaction Division/location is the lowest level of the hierarchy, and it provides the greatest level of detail relating to a merchant’s card processing activity. All transactions and funding events are reported in Resource Online at the Transaction Division/location level. Unless otherwise specified, the Transaction Division number that appears in Resource Online is also the Merchant ID.



Sometimes the complexity of the merchant’s business hierarchy requires additional levels to be added to the reporting hierarchy for increased flexibility. There can be as many as four additional hierarchy levels created to serve this purpose. These are called Non-Processing Companies (NPCO), or parent companies.

## FDMS BACK-END HIERARCHY

Chase Paymentech’s standard hierarchy structure for merchants settling on the FDMS North S back-end platform consists of 5 levels:

- Business
- Bank
- Agent
- Corporate
- Chain
- Merchant/Location

The typical reporting hierarchy for merchants on this platform will contain only the bottom three hierarchy levels. These are roughly analogous to the Chase Paymentech North American Platform hierarchy levels NPCO1, Company and TD/location. The top three levels are reserved for retail associations, or for larger merchant relationships.

## CUSTOM HIERARCHIES

There are some circumstances where specialized reporting needs of some merchants cannot be accommodated by the standard reporting structure. If the reporting needs go beyond what is offered in the standard structure, a Custom Hierarchy can be created. Some examples of when a Custom Hierarchy might be created include:

- 1) A reporting hierarchy where only one location within a business is visible.
- 2) When reporting is desired for a subset of specific merchant locations that are not easily related using the standard hierarchy logic.
- 3) When reporting is desired for only a specific subset of merchants within a standard hierarchy.

**Note:**  
 Custom hierarchy functionality provides the option and flexibility to define reporting groups.

Custom hierarchies can be constructed with up to three different levels to achieve the desired reporting granularity. Regardless of the complexity, when a Custom Hierarchy is being considered to meet certain reporting needs, care must be taken to define the hierarchy in such a way so that future growth and changes to the business can be accommodated. In some instances, when changes occur to a Custom Hierarchy, it may no longer be possible to compare merchant activity from one month to the next. If you are interested exploring whether or not a Custom Hierarchy would be useful to you, contact your Chase Paymentech representative for more information.



## NAVIGATING WITHIN THE HIERARCHY

When logged in, the user will automatically be at the highest hierarchy level available.

The screenshot shows a web interface with two main sections. The top section, titled "Selected Hierarchy", contains a list box with the text "AUDITNORTHORG 4061009 - (level i)". To the right of this list box are four buttons: "Top Level", "Drill Up", "Drill Down", and "Select". The bottom section, titled "Quick Search", includes a "Level" dropdown menu currently set to "Level II", a text input field for "Hierarchy/Merchant#", and a "Search" button.

**Note:**

The information displayed under **Selected Hierarchy** will change to reflect the level of hierarchy that is selected.

- ▶ To view data at a different hierarchy level, click the **Drill Down** button to display lower levels of the hierarchy. To change to a higher level of hierarchy, click the **Drill Up** button.
- ▶ To review report data for a specific hierarchy level, click the appropriate level in the **Selected Hierarchy** list box, and then click the **Select** button.
- ▶ To use the Quick Search method, enter the appropriate hierarchy or merchant outlet number in the **Hierarchy/Merchant #** field, select the corresponding hierarchy level from the **Level** dropdown and click **Search**.
- ▶ To return to the highest level of hierarchy, click the **Top Level** button.

This screenshot shows a close-up of the "Quick Search" section. The "Level" dropdown menu is open, displaying a list of options: "Level III", "Level II", "Level III", "Corporate Chain", and "Merchant". A mouse cursor is pointing at the second "Level III" option. The "Hierarchy/Merchant#" text box and the "Search" button are also visible.

**Note:**

Some reports are pre-generated reports that are automatically created at the hierarchy level of the user account. For these reports, there will be no option to change the hierarchy level.

## 1.4. VIEWING REPORTS

- 1) From the home page or menu bar at the top of the page, select the report to be viewed.
- 2) The input page for that report displays.
- 3) Select the hierarchy or merchant level for the data to be viewed.
- 4) Enter the report criteria and any optional criteria and click **Generate Report**.
- 5) The results page displays the data records that match the specified criteria on the input page. To make changes to the report criteria or optional criteria, click the **Edit** button to return to the input page, where changes can be specified.

### Note:

Portfolio Reports is an optional module that provides access to reports on a subscription, need-to-have basis only and are available to U.S. customers only.

## 1.5. PRINTING REPORTS

Click the **Print** icon on each report's results page to print the displayed report.

The print function opens a new window and recommends the report be printed in landscape view. Select the appropriate options and click **Print**. Click **Return to report version** to return to the report.

## 1.6. EXPORTING REPORTS

Resource Online makes exporting reports quick and easy by allowing reports to be exported to Microsoft Excel or in comma-delimited format.

### EXPORTING REPORTS DIRECTLY TO MICROSOFT EXCEL

- ▶ When the desired report data to be exported is displayed, click the **Excel** icon.
- ▶ The data is automatically transferred to Excel, and a new window opens, showing the report in an Excel spreadsheet. Note that reports exceeding 65,000 rows of data cannot be imported into older versions of Excel.
- ▶ To save the report, on the **File** menu, click **Save As**.
- ▶ Enter the file destination and file name, including the ".xls" filename extension.

### Hint:

The maximum number of records that can be exported to Excel is 65,000. If more than 65,000 records are returned in the report results, the Excel icon will be unavailable. Try using a shorter date range selection.

### DOWNLOADING AND EXPORTING REPORT TO COMMA-DELIMITED FILE FORMAT

- ▶ When the desired report data to be downloaded is displayed, click the **Download** icon.
- ▶ In the **File Download** dialog box, open the file by clicking **Open**, or save it to a hardware device by clicking **Save**.
- ▶ To save the file, select the appropriate destination folder and enter the file name in the **File Name** field.
- ▶ The file will automatically be saved as a Comma Separated Values (.csv) file.
- ▶ Click **Close** in the **File Download** dialog box.
- ▶ View the downloaded file by double-clicking it.

## 2. Virtual Transaction Manager Reports

Virtual Transaction Manager (VTM) provides 24x7 real-time access to a merchant’s front-end point-of-sale batch and transaction data, allowing transactions to be viewed seconds after they have occurred. VTM offers summary and detail reports, as well as the ability to search for transactions that meet certain search criteria.

### 2.1. HOW TO USE BATCH AND TRANSACTION REPORTS

Virtual Transaction Manager provides summary and detail reporting, allowing quick and easy verification that all transactions have been authorized for settlement.

**Note:**  
Preferences can be applied to these reports by clicking the **Preferences** icon on the results page.

Access to the reports in the Batch and Transaction Reports category is provided to users based on account settings.

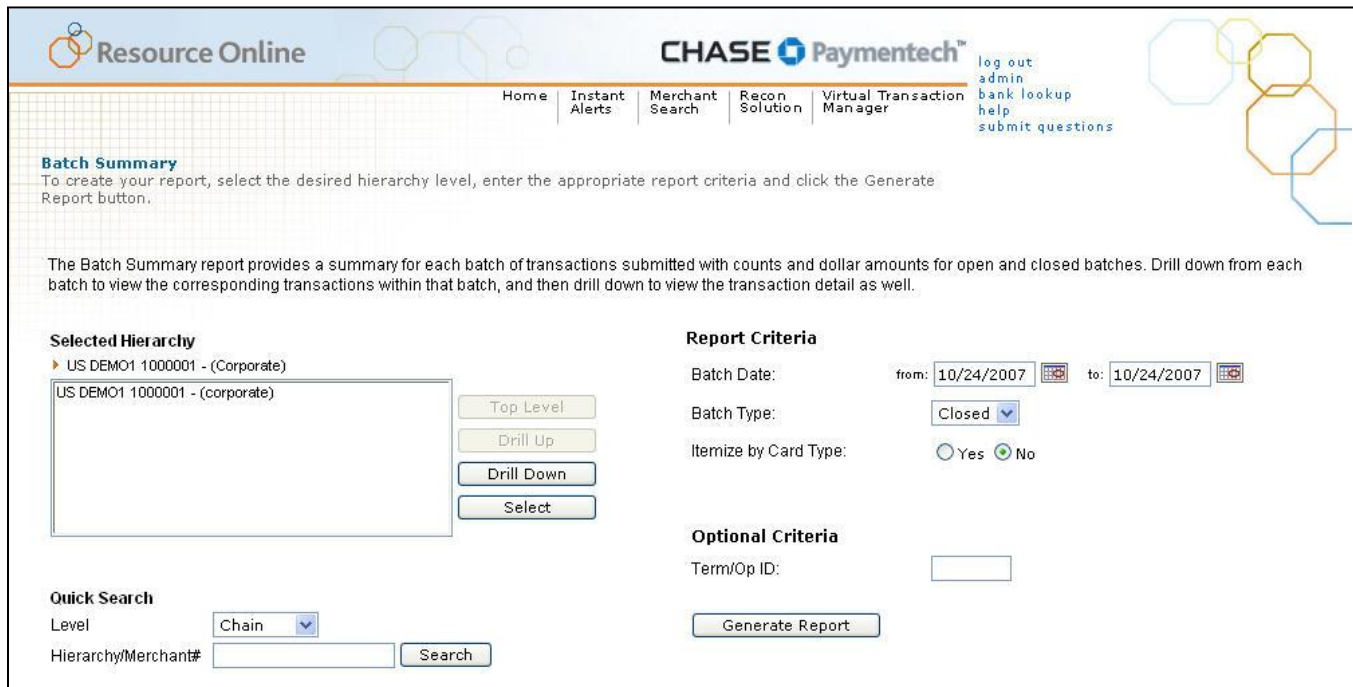
#### TO ACCESS A BATCH AND TRANSACTION REPORT:

- 1) On the **Virtual Transaction Manager** menu, select **Batch and Transaction Reports** and click the appropriate report name.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Once the report generates:**  
Click any column heading to sort by that column in ascending or descending order.  
  
All negative transactions (credits) appear in parentheses

#### SAMPLE IMAGES

##### Sample Input Page Image



### Sample Results Page Image

**Resource Online** CHASE Paymentech™

Home Instant Alerts Merchant Search Recon Solution Virtual Transaction Manager

log out admin bank lookup help submit questions

**Batch Summary**  
View the results of your search below. Click on Batch # to view the corresponding transactions in that batch.

**Report Criteria** [Edit]

US DEMO1 - 10000001 (Corporate) **Batch Date:** 10/25/2007 - 10/25/2007  
**Batch Type:** Closed  
**Itemize by Card Type:** No

Go to Page 1 of 1 Page Size: 25

BATCH #	MERCHANT NAME	REPORTING MERCH #	CLOSE DATE	TERM/OP ID	SALE CNT	SALE AMT	RETURN CNT	RETURN AMT	ERROR CNT	TRANS CNT	BATCH AMT
582-1	US DEMO1	100000001	5/9/2007	001	48	\$7,103.95	0	\$0.00	0	48	\$7,103.95
583-1	US DEMO1	100000001	5/9/2007	001	35	\$5,313.94	0	\$0.00	0	35	\$5,313.94
055-1	US DEMO2	100000002	5/9/2007	064	1	\$90.00	0	\$0.00	0	1	\$90.00
129-001	US DEMO2	100000002	5/9/2007	004	0	\$0.00	23	\$1,450.00	0	23	(\$1,450.00)
128-001	US DEMO3	100000003	5/9/2007	001	157	\$104,661.00	2	\$1,230.95	8	167	\$103,430.05
431-1	US DEMO4	100000004	5/9/2007	001	29	\$146.75	0	\$0.00	0	29	\$146.75
052-1	US DEMO5	100000005	5/9/2007	001	11	\$240.54	0	\$0.00	0	11	\$240.54
<b>REPORT TOTALS</b>					<b>281</b>	<b>\$117,556.18</b>	<b>25</b>	<b>\$2,680.95</b>	<b>8</b>	<b>314</b>	<b>\$114,875.23</b>

### Sample Batch Detail Image

**Resource Online** CHASE Paymentech™

Home Instant Alerts Merchant Search Recon Solution Virtual Transaction Manager

log out admin bank lookup help submit questions

**Batch Detail**  
Click on Seq # to view the corresponding transaction detail.


**Report Criteria** [Return to Batch Summary] [Edit]


US DEMO1 - 10000001 (Corporate) **Merchant Name:** DEMO  
**Reporting Merch #:** 000000000007  
**Batch #:** 103-010  
**Batch Date:** 10/25/2007 - 10/25/2007  
**Batch Type:** Closed  
**Itemize by Card Type:** No  
**System:** HCS

Go to Page 1 of 2 Page Size: 25

SEQ #	TR DATE/TIME	CARD TYPE	CARDHOLDER #	EXP DATE	AUTH CODE	ENTRY MODE	TR TYPE	RECORD TYPE	VOID	AMT
369	5/8/2007 8:53:08 AM	Visa	*****1234	01/08	008124	Complete Mag	Sale	EDC		\$3.14
370	5/8/2007 11:32:14 AM	Visa	*****1234	07/09	026136	Complete Mag	Sale	EDC		\$6.36
371	5/8/2007 11:45:43 AM	Visa	*****1234	04/10	013352	Complete Mag	Sale	EDC		\$4.77
372	5/8/2007 11:46:27 AM	Visa	*****1234	07/09	076403	Complete Mag	Sale	EDC		\$4.46
373	5/8/2007 11:48:21 AM	Visa	*****1234	12/08	543791	Complete Mag	Sale	EDC		\$4.14

## Sample Transaction Detail Image





[log out](#)  
[admin](#)  
[bank lookup](#)  
[help](#)  
[submit questions](#)

[Home](#)

[Instant Alerts](#)

[Merchant Search](#)

[Recon Solution](#)

[Virtual Transaction Manager](#)

### Transaction Detail

View the results of your search below.

**Report Criteria** [Return to Transaction Search](#) [Edit](#)

US DEMO1 - 1000001 (Corporate)

**General Information**


MERCHANT NAME :	US DEMO1	PNS MERCHANT # :	100000001
REPORTING MERCHANT # :	100000001	LEGACY TERM ID :	
CLIENT # / NAME :	DEMO CLIENT1	DIVISION :	DEMO
TERM/OP ID :	001	SEQUENCE # :	369
BATCH # :	431	JULIAN/BATCH # :	431-1
BATCH CLOSE DATE :	5/9/2007	BATCH CLOSE TIME :	08:38:26
TAS BATCH # :	431	TCS BATCH # :	431
TRANS DATE :	5/8/2007	TRANS TIME :	08:53:08
CARDHOLDER # :	*****1234	EXPIRATION DATE :	01/08
TRANS AMT :	\$3.14	CARD TYPE :	Visa
RECORD TYPE :	EDC	TRANS TYPE :	Sale
MANUAL ENTRY :	N	ENTRY MODE :	Complete Mag
REFERENCE # :		TERM TYPE :	-
AUTH # :	008124	ACK RECEIVED :	
TRAN RELEASED :		BATCH RELEASED BY :	
UPLOAD # :	1	UPLOAD STATUS :	Active
TRANS VOIDED :		VOIDED DATE/TIME :	
DATE UPLOADED :	5/9/2007	TIME UPLOADED :	08:38:26
ORIG AUTH CLIENT # :	1234	ORIG AUTH DIVISION :	DEMO
BATCH CONVERTED :		ERROR DESCRIPTION :	
MESSAGE IND :	Financial	POS ERROR DISPLAY :	
RETURN CODE :	0	REVERSAL RETURN CODE :	0
TCS DEBIT :		TERM CONNECT DATE/TIME :	
PL CARD TYPE :		SYSTEM INDICATOR :	TCS
CUSTOM DATA :			

**Authorization and Routing Information**

**Miscellaneous Information**

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## BATCH SUMMARY REPORT

### REPORT CATEGORY: Batch and Transaction Reports

The 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. Drill down from each batch to view the underlying batch detail and transaction detail records.

**Once the report generates:**

Each row represents one submitted batch. If the **Yes** radio button is selected in the **Itemize by Card Type** field, then a record displays for each unique combination of batch number and card type by merchant.

### To access Batch Summary:

- 1) On the **Virtual Transaction Manager** menu, select **Batch and Transaction Reports** and click **Batch Summary**.
- 2) Navigate to the appropriate hierarchy level, if necessary.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

*Table: Batch Summary - Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT CRITERIA</b>	
Batch Date	Define the date range for the desired report result.
Batch Time	Defines the time of day range for the desired report result
Batch Type	Defines whether the desired types of batches are closed or open. Default is <i>Closed</i> .
Itemize by Card Type	Select <i>Yes</i> or <i>No</i> to display batches by card type. Default is <i>No</i> .
Term/Op ID	Further refine the report results. The Term/OP ID filter will return records with a specific terminal ID (U.S.) or the terminal ID or operator ID (Canada).
<b>REPORT RESULTS</b>	
Batch Date	Displays the date range defined on the input page.
Batch Type	Displays the criteria defined on the input page.
Itemize by Card Type	Displays the criteria defined on the input page.
Term/Op ID	Displays the criteria defined on the input page.
Batch #	The batch identified on the Chase Paymentech front-end network.
Merchant Name	The name of the merchant.
Reporting Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Close Date/Time	If Batch Type is <i>closed</i> : TCS – Batch upload date HCS – Batch close date If Batch Type is <i>open</i> , then this indicates the date the batch was opened (HCS batches only).  To view authorizations in an open TCS batch, use the Transaction Search functionality in VTM.
Term/Op ID	For U.S. merchants, this field will display the terminal ID that processed the transaction. For Canada merchants, it can display either the terminal ID or the operator ID.
Sale Cnt	Number of sale transactions in the batch.

Sale Amt	Dollar total of sale transactions in the batch.
Return Cnt	Number of return transactions in the batch.
Return Amt	Dollar total of return transactions in the batch.
Error Cnt	Number of error transactions in the batch.
Trans Cnt	Number of total transactions in the batch, including errors and returns.
Batch Amt	The dollar amount processed for the batch.
Report Totals	Grand total of all the columns.

## BATCH DETAIL

To view batch detail information for a particular batch, click the **Batch #**.

*Table: Batch Detail - Field Descriptions*

FIELD	DESCRIPTION	
<b>BATCH RECORD INFORMATION</b>		
Merchant Name	The name of the merchant.	
Reporting Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.	
Batch #	The batch identifier on the Chase Paymentech front-end network.	
Close Date	Displays the date range from the criteria previously defined.	
Batch Type	Displays the batch type from the criteria previously defined.	
Itemize by Card Type	Displays the criteria previously defined.	
System	Identifies the system the transactions were processed on.	
Term/OP ID	Displays the criteria defined on the input page.	
<b>REPORT RESULTS</b>		
Seq #	Identifies the sequence of the transaction within the batch.	
TR Date/Time	The date and time of the transaction. If HCS, this time reflects EST. If TCS, this time reflects the local time of the point-of-sale device.	
Card Type	The card type associated with the transaction.	
Cardholder #	The last four digits of the cardholder's account number used in the transaction.	
Exp Date	The expiration date of the card account, in MM/YY format.	
Auth Code	The authorization code issued by the card-issuing institution for the transaction.	
Entry Mode	Indicates how the card number was entered on the point-of-sale device: Complete Mag – Card swiped at POS Magnetic Entry – Card swiped at POS, but not captured during swipe Manual Entry – Card number key-entered at POS	
TR Type	Identifies the type of transaction. Values are:	
	<table border="1"> <tr> <td>Balance Inquiry (Stored Value and EBT Only) Cash Advance Prior</td> <td>Return Sale Transmittal Auth Only</td> </tr> </table>	Balance Inquiry (Stored Value and EBT Only) Cash Advance Prior
Balance Inquiry (Stored Value and EBT Only) Cash Advance Prior	Return Sale Transmittal Auth Only	
Record Type	Identifies the type of record. Values are:	
	<table border="1"> <tr> <td>EDC (Electronic Draft Capture) Error Pass Thru</td> <td>Reversal Auth Merch Control</td> </tr> </table>	EDC (Electronic Draft Capture) Error Pass Thru
EDC (Electronic Draft Capture) Error Pass Thru	Reversal Auth Merch Control	

Void	If Y, this was a Void transaction. All other transaction types will be blank in this column.	
Amt	The dollar amount of the transaction.	
Trans Status	Indicates the status of the transaction. This field identifies any errors. Valid values include:  0 – Normal Request 4 – Preauthorized Request	
Report Totals	Totals of all currency columns.	
<b>THE FOLLOWING OPTIONAL COLUMNS DISPLAY IF ENABLED IN PREFERENCES.</b>		
Curr	Identifies the currency of the transaction. Values are:	
	USD – United States dollar	CAD – Canada dollar
Legacy Term ID	For Canada merchants only – this is the 8-digit number that uniquely identifies the point-of-sale device on the Canadian cross-reference table.	
Encryption Flag	Identifies whether the transaction was encrypted when submitted to Chase Paymentech.  Valid Values: Y – Encrypted N – No Encryption NULL – No Encryption	



## TRANSACTION DETAIL

To view transaction detail for a particular transaction, click the **Seq #**.

The **General Information** section displays regardless of card type and industry, and this section, by default, is expanded and displayed in its entirety. Sections only display if there are data elements to be displayed.

To print the Transaction Detail, click the **Print** icon on the Internet browser.

*Table: Transaction Detail - Field Descriptions*

**Note:**

For ease of use, the transaction detail data is categorized into sections, which may be viewed by clicking the plus (+) sign to the left of the section name. The sections displayed vary based on the card type and industry.

FIELD	DESCRIPTION
<b>GENERAL INFORMATION</b>	
Merchant Name	The name of the merchant.
PNS Merchant #	The merchant number used to identify a merchant outlet on the Paymentech Network Services system.
Reporting Merch #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Legacy Term ID	For Canada merchants only – this is the 8-digit number that uniquely identifies the point-of-sale device on the Canadian cross-reference table.
Client #/Name	The client # and corresponding name assigned by Chase Paymentech.
Division	The division assigned by Chase Paymentech.
Term/Op ID	For U.S. merchants, this field will display the terminal ID that processed the transaction. For Canada merchants, it can display either the terminal ID or the operator ID of the clerk who processed the transaction.
Sequence #	Identifies the sequence of the transaction within the batch.
Batch #	The batch identifier on the Chase Paymentech front-end network.
Julian/Batch #	Indicates the number of the batch. It is divided into two sections: First 3 digits – Julian date (001-365) Last 3 digits – Number of uploaded batches (001-999) This field will have a value only if HCS batch.
Batch Close Date	If Batch Type is closed: TCS – Batch upload date HCS – Batch close date If Batch Type is open, then this indicates the date the batch was opened (HCS batches only).  To view authorizations in an open TCS batch, use the Transaction Search functionality in VTM.
Batch Close Time	The date and time the batch was closed by the host (HCS) or from the point of sale (TCS). If HCS, this time reflects EST. If TCS, this time reflects the local time of the point-of-sale device.
TAS Batch #	The batch reference number on the Terminal Authorization System.

TCS Batch #	The batch reference number assigned by the device and uploaded to the Terminal Capture System during the upload.	
Trans Date	The date of the original transaction.	
Trans Time	The time of the original transaction.	
Cardholder #	The last four digits of the cardholder's account number used in the transaction.	
Expiration Date	The expiration date of the card account in MM/YY format.	
Trans Amt	The dollar amount of the transaction.	
Card Type	The card type associated with the transaction.	
Record Type	Identifies the type of record. Values are:	
	EDC (Electronic Draft Capture) Error Pass Thru	Reversal Auth Merch Control
Trans Type	Identifies the type of transaction. Values are:	
	Balance Inquiry (Stored Value and EBT Only) Cash Advance Prior	Return Sale Transmittal Auth Only
Manual Entry	Indicates whether the card number was entered manually at the point of sale.	
POS Entry Mode	Indicates how the card number was entered at the point-of-sale device: Complete Mag – Card swiped at POS Magnetic Entry – Card swiped at POS, but not captured during swipe Manual Entry – Card number key-entered at POS	
Reference #	A number assigned to the transaction when captured by the terminal.	
Data Entry Source	These values indicate the capabilities of the point-of-sale device. The Data Entry Source corresponds with the POS Entry Mode.	
Auth #	The authorization code issued by the card-issuing institution for the transaction.	
Term Type	A code that identifies the message format of the transaction that was processed. Values are:	
	270 – 1.96 300 Series 280 – 1.97 33 Series (default)	400 – PNS ISO/TG23 580 – Legacy Canada
ACK Received	Indicates whether a terminal reply was received.	
Tran Released	Indicates whether the transaction was released to be process for settlement by the front-end network.	
Batch Released by	For internal use only.	
Upload #	Indicates the number of attempts the Chase Paymentech front-end network received for the TCS batch.	
Upload Status	Indicates the current status of the TCS batch.	

Trans Voided	Indicates whether the transaction was voided.	
Voided Date/Time	If the transaction was voided, this field displays the date and time the void occurred. If HCS, this time reflects the Eastern Time Zone. If TCS, this time reflects the local time of the point-of-sale device.	
Date Uploaded	Date the batch was uploaded to the Chase Paymentech front-end network.	
Time Uploaded	Time the batch was uploaded to the Chase Paymentech front-end network. If HCS, this time reflects the Eastern Time Zone. If TCS, this time reflects the local time of the point-of-sale device.	
Orig Auth Client	The client number in place when the transaction was authorized. Due to client conversion activity, this value may change.	
Orig Auth Division	The division in place when the transaction was authorized. Due to client conversion activity, this value may change.	
Batch Converted	Indicates whether the batch was converted from Suspense to Active:	
	Blank – Never in Suspense	C – Converted from Suspense
Error Server	Indicates the server error code associated with an error/declined transaction.	
Error Description	The text description of the error code.	
Message Ind.	Not currently used.	
POS Error Display	For internal use only.	
Return Code	Error code returned to the server.	
Reversal Return Code	Not currently used.	
TCS Debit	If TCS merchant accepts Debit, EBT or Stored Value, the value will be Yes (Y).	
Term Connect Date/Time	The date and time that the terminal connected to the Chase Paymentech front-end network. If HCS, this time reflects EST. If TCS, this time reflects the local time of the point-of-sale device.	
PL Card Type	The private label card type associated with the transaction.	
System Indicator	Identifies the kind of terminal a transaction was processed on. Values are:	
	TCS – Terminal Capture System HCS – Host Capture System	CHK – Check TAS – Terminal Authorization System
SAF Orig Trans Date	Original date of the transaction when the transaction is stored on the terminal and transmitted later for settlement processing. This represents the date when the transaction occurred at the point of sale.	
SAF Init Trnsmt Date	The date a transaction stored on the POS terminal was transmitted for settlement processing.	
SAF Orig Retr Ref #	The original retrieval (reference) number for a transaction that had been stored on the POS device and transmitted later for settlement processing.	

Tax Augmentation Support	This is a petro-only field and will populate if the host calculated the tax amount on the transaction.	
SAF Orig Trans Time	Original time of the transaction when the transaction is stored on the terminal and transmitted later for settlement processing. This represents the time when the transaction occurred at the point of sale.	
Tax Amt	The tax amount supplied with the transaction.	
SAF Init Trnsmt Time	The time a transaction stored on the POS terminal was transmitted for settlement processing.	
Tax Rate Used	The tax rate the front-end network applies to the transaction. This is set up for the merchant on the front-end network.	
Ecomm Transaction Ind	Indicates whether a non-ecommerce industry-specific transaction took place over the Internet. Values are: Y – Transaction occurred over the Internet N – Transaction did not occur over the Internet	
Fraud Prevention Indicator	Values are: Y – Fraud Prevention Compliant Issuer N – Non-compliant Fraud Prevention Issuer U or [space] – Fraud Prevention status unknown.	
Fee Program Indicator	Indicates whether the card number included in the transaction is regulated in compliance with the Durbin Amendment to the Dodd-Frank Consumer Protection Act. Values are: Y – Exempt (Non-Regulated) BIN, per debit network N – Non-exempt (Regulated) BIN, per debit network P – Non-exempt (Regulated) BIN, per Chase Paymentech override U – Exempt/Non-exempt status unknown. Defaults to Exempt for processing purposes.	
Surcharge Amount	The surcharge amount charged by the merchant on the transaction.	
<b>CREDIT CARD INFORMATION</b>		
Industry Type	Indicates the type of industry data the point-of-sale device submitted.	
CPS Industry	A two-letter code identifying the industry class of the merchant. Values are:	
	RE – Retail/Restaurant AU – Auto Rental	FU – Automated Fuel Dispenser HO – Hotel DM – Direct Marketing
SIC Code	The Standard Industry Code or Merchant Category Code.	

SIC Description	The text description of the SIC code.		
AVS Request	Indicates whether the Address Verification Service (AVS) was requested.		
	Y – Verification requested N – Verification not requested	C – Card not present, AVS not requested Space – Unknown	
AVS Response Code	The code that was returned by the authorizing entity for the AVS request.		
Currency Code	Identifies the currency of the transaction. Values are:		
	USD – United States dollar	CAD – Canada dollar	
AVS Result	AVS response returned by the authorizer. This list varies by card type, but will include values such as: Match, Partial Match, No Match, Issuer Unavailable and AVS Not Supported.		
POS Condition Code	The basic point-of-sale environment of the initiating transaction.		
Acquirer Inst ID	The ID number the acquirer used to create the transaction.		
CW Compliant	Indicates whether the transaction was CVV compliant.		
Visa Trans ID	A transaction identifier assigned by Visa during the authorization.		
Visa Commercial Card	Indicates payment method was a Visa Commercial Card. Values include:		
	B – Business Card	S – Purchase Card	R – Corporate Card
Qualification Ind.	An issuer-assigned authorization indicator, describing how the transaction qualified.		
Interchange Ind.	Indicates whether the transaction has enough data to process (i.e., a sale with CPS data, or a prior without any data).		
Downgrade Reason	The code indicating the reason for downgrade.		
MC Fleet	Indicates whether the transaction was processed with fleet data.		
Banknet CVV Error Flag	Indicates an error in the CVC value by MasterCard.		
Banknet Date	Date of the transaction recorded at MasterCard.		
Banknet Mag Stripe Qual	The MagStripe Quality Indicator, a code indicating an error in the original authorization data by MasterCard.		
Banknet Ref #	Reference number assigned by MasterCard to each authorization message.		
County Code	For internal use only.		
Country Code	Describes the country the merchant is located in. This field populates based on the value in the State field. Values are:		

	840 = USA (default) 124 = Canada 060 = Bermuda	850 = Virgin Islands 316 = Guam 630 = Puerto Rico
Market Specific	Market Specific Indicator. Visa only. Values are:	
	H – Hotel	A – Auto Rental B – Bill Payment
Validation Code	An issuer-assigned code to indicate the transaction is PSIRF qualified.	
Card Verification Data	An indicator to show whether the card security value was sent to the payment brand for authorization. Values are: M or Y – Match N – No Match P – Not Processed S – Should have been present U – Issuer unable to process request	
Debit Repayment	Indicator at the transaction level for the payment of debt.  Example: Student Loans	
<b>DEBIT CARD INFORMATION</b>		
Debit/EBT Network	The two-character code designating the Debit/EBT network used to process the transaction.	
Debit/EBT Auth Seq #	The sequence number assigned to the authorization by the debit/EBT network.	
Debit/EBT Acquirer ID	The unique ID of the debit/EBT network.	
Debit Auth Settle Date	The date of settlement for the original debit authorization.	
Encryption Method	Indicates the type of encryption used for the transaction. Values are:	
	D – DUKPT	M – MasterSession
Cash Back Amt	The amount of cash back requested on the transaction.	
Surcharge Rebate Amt	Not currently used.	
PIN Pad Serial #	For Canada merchants only – the serial number of the PIN pad used for the transaction.	
PINLess Debit	Indicates a PINless card processed via VRU (voice response unit) or Web. Values are:	
	Yes – From VRU	Yes – From Web No
Interac POS Date/Time	For Canada merchants only – the date and time submitted by the terminal for the transaction.	
Interac Settle Slot #	For internal use only.	

Interac Proc Code	For Canada merchants only – the processing code used to send the transaction to Interac. Used for adjustment processing.	
Interac Retr Ref#	For Canada merchants only – the retrieval reference number used when sending the transaction to Interac.	
Interac Node	For internal use only.	
Terminal Retr Ret#	The transaction reference number assigned by the terminal.	
SAF Orig Trace #	Presented on a store and forward resubmission transaction that represents the original transaction trace number.	
SAF Orig Network ID	Presented on a store and forward resubmission transaction that represents the original transaction network ID.	
<b>FLEET INFORMATION</b>		
Fleet Ref #	The reference number used for fleet transaction. Not all fleet cards require this reference number to be transmitted.	
Fleet Tax Amt	The tax amount recorded during a fleet transaction.	
MC Fleet Prod Type	For internal use only.	
Vehicle Odometer	The odometer reading keyed in during a fleet transaction.	
Vehicle Driver #	The vehicle driver number keyed in during a fleet transaction.	
Vehicle #	The vehicle number keyed in during a fleet transaction.	
<b>CHECK INFORMATION</b>		
Check Batch #	ETC SCAN only – the batch identifier on the Chase Paymentech front-end network.	
Cash Back Amt	ETC SCAN only – the amount of cash back requested during a check transaction.	
Clerk ID	ETC SCAN only – For internal use.	
Mgr ID	ETC SCAN only – For internal use.	
Check Mgr Override	ETC SCAN only – For internal use.	
Customer ID	ETC SCAN only – For internal use.	
Customer ID Type	ETC SCAN only – For internal use.	
Service Type	ETC SCAN only – For internal use.	
Tender Type	ETC SCAN only – For internal use.	
<b>EBT INFORMATION</b>		
Account Type	Identifies the EBT card type. Values are:	
	F – Food Stamps	C – Cash Benefits

Card Acceptor ID	Used only for merchants processing EBT transactions in a transactive state. 15-character alphanumeric field.		
Cash Avail Bal	Available balance on the Cash Benefits account.		
Cash Beg Bal	Beginning balance on the Cash Benefits account before the current transaction posted.		
Cash Ledger Bal	The actual balance minus any outstanding authorizations, for a Cash Benefits account.		
FCS#	Allowable values are 1 through 999999999. The FCS number is only required if the merchant accepts supplementary assistance benefits (food stamps).		
Food Avail Bal	Available balance on the Food Stamps account.		
Food Beg Bal	Beginning balance on the Food Stamps account before the current transaction posted.		
Food Ledger Bal	The actual balance minus any outstanding authorizations, for a Food Stamps account.		
Voucher #	Voucher number used to force-post a voice authorization.		
<b>GASCARD INFORMATION</b>			
Gascard Max Misc Amt	Transactional data provided by the merchant during a GasCard/FleetCor card transaction.		
Gascard Max Oil Amt			
Gascard Parts Price			
Gascard Parts Svc Amt			
Gascard Auth Gallons			
<b>PURCHASE CARD INFORMATION</b>			
Purchase Card	Indicates that a purchase card was used for the transaction.		
Customer Ref #	The value for customer reference number entered on the point of sale during purchase card prompting.		
Purchase Order #	The value for purchase order number entered on the point of sale during purchase card prompting.		
Tax Flag	The tax status of the transaction. Values are:		
	0 – Tax not provided	1 – Tax included	2 – Tax exempt
Tax Amt	The amount of tax submitted during purchase card prompting.		
Destination Zip	ZIP code to which the purchase is being shipped, if applicable.		
Amex Supp Code	For internal use only.		



Freight Flag	Indicates whether the sale amount includes total freight or shipping and handling charges. Values are: Y – Yes, freight has been included N – No, freight has not been included Space – freight not supported
Freight Amt	Total freight or shipping and handling charges applied to the sale (if applicable). Must not be zeros if the Freight Flag value is Y.
Duty Amt Flag	Indicates whether the sale amount includes charges for import and/or export duties. Y – Yes, duty has been included N – No, duty has not been included Space – Duty not supported
Duty Amt	Total charges for import and/or export duties applied to the sale (if applicable). Must not be zeros if the Duty Amount Indicator value is Y
Ship From Zip	The postal/ZIP code from which the goods were shipped.
Destination Country Code	ISO-assigned code of the country to which the goods are shipped.
<b>STORED VALUE INFO (IF CHASE PAYMENTECH GIFT CARD)</b>	
Trans Code	A code used to identify the card type used during the transaction.
Trans ID	Host-generated value used for transaction matching.
Card Type	The card type associated with the transaction.
Trace #	Used for audit trail.
Curr Bal	Current dollar balance of the card account.
Curr Ret Bal	Current dollar return balance of the card account.
Prior Bal	Dollar balance of the card account prior to this transaction.
Prior Ret Bal	Dollar return balance of the card account prior to this transaction.
Cash Out Amt	Amount of cash to be provided to the cardholder due to the cardholder requesting the card be cashed out.
Cash Out Flag	Indicates whether the cardholder has requested the account be cashed out.
Emp #	Identity of the employee that entered the transaction.
Merch Trans ID	External transaction ID keyed in at the point of sale.
Block Act Card Count	Number of cards to be block activated.
Partial Redemption Req	Indicates that the point of sale can support a partial redemption if the amount requested is not available on the card.

Seq Card Count	Multi-issuance transactions: the total number in the series of cards to be issued.	
Total Card Count	Multi-issuance transactions: the total number of cards to be issued.	
<b>CHASENET</b>		
ChaseNet Card Type	The card type associated to the ChaseNet translation. Values are: CZ – Chase Credit Card CR – Chase Signature Debit/Prepaid	
ChaseNet Identification Number	The unique identification number associated to the ChaseNet transaction.	
<b>AUTO RENTAL INFORMATION</b>		
Rental #	The rental agreement number assigned by the merchant.	
Rental Name	The name of the person renting the vehicle.	
Rental Date	Date of rental.	
Rental Time	Time of rental. If HCS, this time reflects EST. If TCS, this time reflects the local time of the point-of-sale device.	
Return Date	Date of return.	
Return Time	Time of return. If HCS, this time reflects EST. If TCS, this time reflects the local time of the point-of-sale device.	
Rental City	City in which rental occurred.	
Rental State	State in which rental occurred.	
Return City	City in which was rental was returned.	
Return State	State in which rental was returned.	
Extra Charge Amt	Total dollar amount of extra charges billed to cardholder.	
Extra Charge Desc	Description of the extra charges billed to cardholder.	
Duration	The length of duration for a lodging transaction, or the length of rental for an auto rental transaction	
<b>DIRECT MARKETING INFORMATION</b>		
Order #	The mail order order number for this transaction.	
Type Indicator	Mail order indicator. Values are:	
	1 – Single Transaction 2 – Recurring Transaction	3 – Installment Transaction 4 – Other
<b>E-COMMERCE INFORMATION</b>		
Order #	The electronic commerce order number for this transaction.	

Indicator	Electronic commerce indicator. Denotes security. Values are:	
	5 – Successful Authentication 6 – Authentication Attempted	7 – Secured Transaction 8 – Unsecured Transaction
CAVV Result Code	Visa Only – contains the Cardholder Authentication Verification Value (CAVV) for secure ecommerce transactions.	
VbV/MSCS	Verified by Visa/MasterCard Secure Code, programs for ecommerce transactions that provide protection via personalized password. Indicates whether transaction includes AVV.	
Encryption Device	For internal use only.	
<b>LODGING INFORMATION</b>		
Folio #	Folio number assigned by the merchant.	
Prestigious Property	Hotel industry only. Indicates whether the merchant is a Prestigious Property Merchant.	
Arrival Date	Cardholder’s arrival date at the lodging establishment.	
Departure Date	Cardholder’s departure date from the lodging establishment.	
Charge Description	Describes the type of charge.	
Sale Code	Transaction sale code. Values are:	
	1 – Sale All Cards 2 – No Show Visa/Amex Only 3 – Deposit Amex Only	4 – Delayed Charge Amex Only 5 – Express Service Amex Only 6 – Assured Reservation Amex Only
Extra Charge Amt	Total amount of additional charges assessed after cardholder has checked out.	
Extra Charge Reason	Describes additional charges. Values are:	
	0 – None 2 – Restaurant 3 – Gift shop	4 – Mini bar 5 – Telephone 6 – Other 7 – Laundry services
Duration	The length of duration for a lodging transaction, or the length of rental for an auto rental transaction	
<b>PETROLEUM INFORMATION</b>		
Full/Self Ser	For transactions processed via pay-at-the-pump devices, this field indicates whether the transaction occurred at a full-service or self-service pump.	
Pdt Code 1-9	Product code submitted by the merchant. 1-9 product codes can be submitted.	
Amt 1-9	Amount for the product code.	
Cr/Dr 1-9	Credit/Debit indicator for the product.	

Unit Price 1-9	Unit price for the product.	
Quantity 1-9	Quantity sold of the product.	
Unit of Meas 1-9	Unit of measure for the product (for example: G – Gallons, U – Unit).	
Tax Flag 1-9	The tax flag for the transaction.	
Tax Amt 1-9	The tax amount supplied with the transaction.	
<b>RESTAURANT INFORMATION</b>		
Reference Code	Reference code of the transaction, assigned by the merchant.	
Charge Description	Describes the type of charge. Values are:	
	01 – Food	02 – Food/Beverage
Tip Amt	If a tip amount is entered in the point-of-sale device, then the amount is recorded in this field.	
Server #	The server number entered on the point-of-sale device during the transaction.	
<b>RETAIL INFORMATION</b>		
Invoice #	Invoice number assigned by the merchant.	
Misc Data	Miscellaneous data specific to the transaction, submitted by the merchant.	
<b>MOBILE PAYMENTS</b>		
Encrypted Acct Status	Values are: Y – Yes N – No U – Unencrypted	
E2EE Method	Indicates the card type encryption methodology used to encrypt/decrypt transaction. Values are: 01 – Semtek 02 – Magtek 03 – Safetech	
Hardware Vendor ID	Assigned by Chase Paymentech at time of certification, represented in ASCII HEX.	
Software Identifier	Assigned by Chase Paymentech at time of certification, represented in ASCII HEX.	
Hardware Serial #	Serial number of hardware device. This field can be left-justified, space-filled.	
Msg Format Support 1	Indicates which message format the application uses to communicate with the Chase Paymentech front-end network.	
Msg Format Support 2	Reserved for future use.	
Peripheral Support 1	Indicates the type of peripheral device attached to or being used by the payment application or point-of-sale device. Only the highest level of support should be indicated unless multiple devices are attached.	

Peripheral Support 2	Reserved for future use.
Device GUID	Indicates the unique ID provided by the payment application or point-of-sale device.
Comm. Info 1	Indicates the unique ID provided by the payment application or point-of-sale device.
	<p>Indicates the methods of communication supported by the payment application. It is possible for an application to support more than one type of communication at a time. Values are:</p> <p>Dial (primary) - Dialup is the primary method of communication for the application or device.</p> <p>Dial (secondary, back up) - Dialup is only supported if the main method of communication is temporarily out of commission. Another communication should also be indicated.</p> <p>Native IP / VPN - A TCP/IP connection is the main method of communication. This method can be in the form of VPN, MPLS or Frame.</p> <p>NetConnect - This method uses an Internet connection over HTTPS and user/password authentication.</p> <p>Long-Range Wireless - GPRS, CDMA</p> <p>Short-Range Wireless - Wi-Fi, Bluetooth</p>
Comm. Info 2	Reserved for future use.
Industry Information 1	Indicates the industries supported by the payment application. More than one industry can be indicated. See the Processing and Interchange Guidelines for detailed implementation guidelines.
Industry Information 2	Reserved for future use.

<p>Class &amp; Compl. Cert</p>	<p>Indicates the type of application or device sending the transaction.</p> <p>Class A - A device with a payment application that is deployed by Chase Paymentech</p> <p>Class B - A payment application that is deployed by a third party.</p> <p>Integrator - Class B payment application that is certified for use by any number of merchants. A generic certification.</p> <p>Merchant Application - Class B application either owned by or specifically coded for a single merchant or customer.</p> <p>Middleware - Class B application that allows other third parties to integrate with it and then it integrates directly with Chase Paymentech.</p> <p>Gateway - Class B application that allows merchants to process through their gateway to the Chase Paymentech Host. This is similar to a middleware, but without the emphasis on point-of-sale device integration.</p> <p>Non-compliant - An application that has not properly identified itself as one of the categories above.</p>
<p>Host Proc. Platform</p>	<p>Indicates which system is being used by the payment application and to what extent it is being used.</p> <p>TAS Only Credit - The application sends TAS authorizations to the Chase Paymentech front-end network, but does not send batch uploads. Settlement occurs through another processor.</p> <p>TAS / TCS Credit - The application sends both TAS authorizations and TCS batch uploads to the Chase Paymentech front-end network.</p> <p>TCS Only Credit - The application does not send TAS authorizations to the Chase Paymentech front-end network. Only batch uploads are sent to Chase Paymentech front-end network. Authorization occurs through another processor.</p> <p>HCS Auth Only Credit - The application sends HCS authorizations to the Chase Paymentech front-end network, but does not send captured EFTs. Settlement occurs through another processor.</p> <p>HCS Auth/Settle Credit - The application sends HCS EFTs to the Chase Paymentech front-end network.</p> <p>Host Extended Product Support - The application supports additional products such as U.S. or Canadian debit cards or EBT.</p>
<p>Device Sec. Feature</p>	<p>Indicates whether or not Safetech Encryption has been applied to the transaction.</p>
<p>Other Capabilities</p>	<p>Values are:              80 – Chase Paymentech Mobile Transaction              40 – Non-Chase Paymentech Mobile Transaction</p>
<p>Political Time Zone</p>	<p>Political Time Zone as sent from the terminal or mobile device.              Valid Format: EST</p>

Longitude/Latitude	Longitude/Latitude as sent from the terminal or mobile device.
<b>AUTHORIZATION AND ROUTING INFORMATION</b>	
Submitted Card Type	The network routing logic requested by the merchant on the submission authorization record.
Auth Server	The authorization server/network the transaction passed through.
Auth Return Code	The host return code associated with the authorizing endpoint's response code, or the internal response code indicating the reason for the failure.
Device Sec. Feature	The response code assigned to the transaction by the authorizing endpoint.
Other Capabilities	This is the actual response code sent by the authorizer. Value varies by authorizer.
Auth Ref #	The reference number for the transaction.
Comm. Info 2	The type of authorization.
Political Time Zone	The status of the authorization.
Industry Information 2	The line address that the authorization was transmitted on when attempted.
Longitude/Latitude	Visa only – indicates how the transaction was authorized. Can be 0-9 or T.
Total Auth Amount	The total amount of the authorization, cumulative for the transaction.
Device Sec. Feature	Whether a duplicate authorization exists for another transaction in the batch.
Other Capabilities	The primary authorization code.
Sec Auth Code	The secondary authorization code.
Auth Server Used	The authorization server/network the transaction passed through.
Political Time Zone	The date of the last transaction performed on the card account number.
Orig Auth Amt	The authorization amount of the original transaction.
Longitude/Latitude	For internal use only.
Send Failure Name	
Send Failure Status	
<b>MISCELLANEOUS INFORMATION</b>	
Batch Close Date/Time	The date and time the batch was closed by the host or from the point of sale. If HCS, this reflects EST. If TCS, this reflects the local time of the point of sale.
Duration	The duration for a lodging transaction, or length of rental for an auto rental.
Currency Code	Identifies the currency of the transaction. Values are:

	USD – US Dollar CAD – Canadian Dollar DKK – Danish Krona EUR – Euro HKD – Hong Kong Dollar ISK – Iceland Krona ILS – Israeli Shegel JPY – Japanese Yen NZD – New Zealand Dollar NOK – Norwegian Krone SGD – Singapore Dollar SEK – Swedish Krona CHF – Swiss Franc	MXN – Mexican Peso AED – UAE Dollar BMD – Bermudian Dollar BSD – Bahamian Dollar CYP – Cyprus Dollar CZK – Czech Koruna KWD – Kuwaiti Dinar MYR – Malaysian Ringit PLN – Polish New Zloty SAR – Saudi Riyal TTD – Trinidad Dollar TWD – Taiwan Dollar ZAR – South African Rand INR – Indian Rupee
Exchange Rate	The currency conversion rate used for the transaction.	
DCC Amt	The transaction amount in cardholder currency.	
DCC Trans	Indicates the transaction was processed using Dynamic Currency Conversion. If HCS: 0 – Transaction qualified for DCC processing and accompanying data is present 2 – DCC declined by cardholder 3 – Terminal disabled DCC 4 – Terminal is DCC capable, but did not request conversion If TCS: 0 – Transaction qualified for DCC processing without errors 2 – DCC declined by cardholder 3 – Terminal disabled DCC 4 – Terminal is DCC capable, but did not request conversion 5 – DCC conversion error 7 – BIN not found, was not converted If TAS: 1 – Rates requested during authorization process 2 – DCC declined by cardholder 3 – Terminal disabled DCC 4 – Terminal is DCC capable, but did not request conversion 6 – Checkout returned, rates requested	



Oracle Seq #	Chase Paymentech internal tracking number for database purposes.	
Controller	Indicates there are multiple terminals at the location and one main controller.	
Multi Tran	Indicates whether authorization was included in a multi-transaction connection.	
Discount Card	No longer used.	
Orig Bank ABA	Bank ABA during original authorization. May change due to system conversion.	
Orig Bank ICA	Bank ICA during original authorization. May change due to system conversion.	
Orig Bank #	Settlement bank number for original authorization. May change due to system conversion.	
Orig Bank State	Bank state for original authorization. May change due to system conversion.	
Orig Chain ID	Chain ID of original authorization. May change due to system conversion.	
Record Upload Time	The time the transaction record was uploaded to the Chase Paymentech front-end network. If HCS, this reflects EST. If TCS, this reflects local time of POS.	
Orig Auth Date	The date of the original authorization.	
Auth Time	The time of the authorization.	
Orig Auth #	The authorization code of the original transaction.	
Total Tran Time	The total time of the transaction request – from host receipt to response.	
Central Time	For internal use only.	
Time Zone	The time zone in which the location processing the transaction is located.	
	0 – Eastern -1 – Central -2 – Mountain -3 – Pacific	-4 – Alaska -5 – Hawaii +1 – Atlantic +3 – Newfoundland
Requested Merch #	For internal use only.	
Requested Term #	For internal use only.	
Toggle Date	The host capture date on the Chase Paymentech front-end network, based on a 5 a.m. – 5 a.m. cut-off time (EST).	
Associated MID	HCS only. Indicates the convenience fee MID in use. Values are: CFee Merch Type – P, Fee Merchant PNS MID CFee Merch Type – F, Principle Merchant PNS MID	
Principle Amount	The principle amount associated with this transaction	
Fee %	The fee rate (percentage) applied to a transaction. Populated only when Fee Calculation Type value is <i>PO</i> , <i>PM</i> . Default is zeros. Will be defaulted for all return transaction records.	

Fee Calculation Type	Defines the type of fee associated with this card type. Values are: FF – Flat Fee PO – Percent Only PM – Percent with Minimum
Minimum Amount	Minimum amount associated with the fee/card type. Populated only when Fee Calculation Type value is <i>PM</i> . Default is zeros. Will be defaulted for all return transaction records.
Flat Fee Amount	The flat fee or per-transaction fee applied to a transaction. Populated only when Fee Calculation Type value is <i>FF</i> . Default is zeros. Will be defaulted for all return transaction records.
Promotion Code	Required Promotional Code / Credit Plan number. Must be 5 digits
Invoice #	Invoice number assigned by the merchant for a TD Private Label transaction. Must be <= 10 or 15
In-Store Payment Flag	Indicates whether the TD Private Label transaction is an in-store payment. Values are: Y – Yes, In-store Payment N – Not In-store Payment
Encrypted Account Status	This is a one-byte flag to indicate whether the Cardholder Account and/or Discretionary data was encrypted. Values are: Y – Yes N – No U -- Unknown
Encrypted Account Number	This field contains the Cardholder Account Number as received from the POS Device irrespective of whether it was encrypted or not. In most cases, this value matches the field the cardholder account number is currently stored. The Encrypted Account Status value indicates whether the account number was encrypted.
E2EE Result Code	This is the actual result code returned from the encryption vendor application. This is a component of the Safetech Encryption solution.
Result Code Desc	This is the value returned from the encryption vendor application in the Decrypt Response message.
Issuer Status Indicator	This indicator denotes whether the merchant is an Exempt or Non-Exempt Debit Issuer. Values are: N – Non-Exempt BIN(s) P – Non-Exempt U or [Space] – Undetermined BIN(s) Y – Exempt BIN(s)

## CARD TYPE SUMMARY REPORT

### REPORT CATEGORY: Batch and Transaction Reports

The Card Type Summary provides a summary of net deposit amounts and transaction counts for closed batches by merchant by card type.

#### To access the Card Type Summary:

- 1) Click **Card Type Summary** within the **Batch and Transaction Reports** category.
- 2) To view data at the hierarchy displayed, no action is required.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria, and click **Generate Report**.

*Table: Card Type Summary - Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT CRITERIA</b>	
Batch Date	Define the date range for the desired report result.
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Reporting Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Card Type	The name of the card type.
Cnt	The total number of transactions by card type for the merchant.
Amt	The total dollar amount of transactions by card type for the merchant.
Merchant Total Cnt	The total number of transactions for the merchant.
Merchant Total Amt	The total dollar amount of transactions for the merchant.
Report Totals Cnt	The total number of transactions by card type for all merchants listed in the report.
Report Totals Amt	The total dollar amount of transactions by card type for all merchants listed in the report.

## ALL TRANSACTIONS REPORT

### REPORT CATEGORY: Batch and Transaction Reports

The All Transactions report displays settled transactions in closed batches for the selected date range. This report does not include auth only transactions, errors or voids.

#### To access the All Transactions report:

- 1) On the **Virtual Transaction Manager** menu, select **Batch and Transaction Reports** and click **All Transactions**.
- 2) To view data at the hierarchy displayed, no action is required.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in any fields in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report**.

*Table: All Transactions - Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT CRITERIA</b>	
Batch Close Date	Date range for the desired report result.
Trans Type	Allows reporting for a specific transaction type: All (Default), Cash Advance, Prior, Return, Sale.
Record Type	Allows reporting for a specific record type: All (Default), EDC (Electronic Draft Capture), Pass Thru, Reversal.
Entry Mode	Indicates how the card number was entered on the point-of-sale device.
Trans Amt	Range of dollar amount to refine report results.
<b>REPORT RESULTS</b>	
Trans Type	Displays the transaction type selected when defining the report criteria.
Record Type	Displays the record type selected when defining the report criteria.
Merchant Name	The name of the merchant.
Reporting Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Batch #	The batch identifier on the Chase Paymentech front-end network.
Batch Close	The date and time the batch was closed by the host (HCS) or from the point of sale (TCS). If HCS, this time reflects the Eastern Time Zone. If TCS, this time reflects the local time of the point-of-sale device.
Seq #	Identifies the sequence of the transaction within the batch.
TR Date/Time	The date and time of the transaction. If HCS, this reflects EST. If TCS, this reflects the local time of the point-of-sale device.
Card Type	The card type associated with the transaction.
Cardholder #	The last four digits of the cardholder's account number used in the transaction.
Exp Date	The expiration date of the card account in MM/YY format.
Auth Code	The authorization code issued by the card-issuing institution for the transaction.

Entry Mode	Indicates how the card number was entered on the point-of-sale device: Complete Mag – Card swiped at POS Magnetic Entry – Card swiped at POS, but not captured during swipe Manual Entry – Card number key-entered at POS		
Term/Op ID	For U.S. merchants, this displays the terminal ID that processed the transaction. For Canada merchants, it can display either the terminal ID or the operator ID of the clerk who processed the transaction.		
TR Type	Identifies the type of transaction. Values are:		
	Cash Advance Prior	Return Sale	
Record Type	Identifies the type of record. Values are:		
	EDC (Electronic Draft Capture)	Pass Thru	Reversal
Amt	The dollar amount of the transaction.		
<b>THE FOLLOWING OPTIONAL COLUMNS DISPLAY IF ENABLED IN PREFERENCES.</b>			
Curr	Identifies the currency of the transaction. Values are:		
	USD – United States dollar	CAD – Canada dollar	
Legacy Term ID	For Canada merchants only – this is the 8-digit number that uniquely identifies the point-of-sale device on the Canadian cross-reference table.		
PNS Merchant #	The merchant number used to identify a merchant outlet on the Paymentech Network Services system.		

## TRANSACTION SEARCH REPORT

### REPORT CATEGORY: Batch and Transaction Reports

Transaction Search allows the user to search for transactions that meet the selected criteria. Searches are available for transactions across the hierarchy, based on user access level. Transaction Detail is available via the **Seq #** link.

#### To access the Transaction Search report:

- 1) On the **Virtual Transaction Manager** menu, select **Batch and Transaction Reports** and click **Transaction Search**.
- 4) To view data at the hierarchy displayed, no action is required.
- 5) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 6) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 7) Click **Generate Report** when finished.

**Note:**

It is recommended that searches are performed at the merchant level due to the amount of data that must be returned. Transaction searches at other levels of hierarchy may result in query time-out errors.

**Note:**

Each row of the Transaction Search report represents a single transaction.

*Table: Transaction Search - Field Descriptions*

FIELD	DESCRIPTION	
<b>REPORT CRITERIA</b>		
Trans Date	Date range for the desired report result.	
Batch Type	Define whether the desired batches are closed or open. Default is <i>Closed</i> .	
Card Type	Search for the transaction by the card type. Default is <i>All</i> .	
Trans Type	Search by specific transaction type: All (Default), Balance Inquiry (Stored Value and EBT Only), Cash Advance, Prior, Return, Sale, Transmittal, Auth Only.	
Record Type	Search for the transaction by the record type. Values are:	
	All (Default) EDC (Electronic Draft Capture) Error Pass Thru	Reversal Auth Merch Control
Auth Gateway	Search by the system that authorized the transaction. Default is <i>All</i> .	
Debit Network	Search by the network used to process the debit card. Default is <i>All</i> .	
EBT Network	Search by the EBT network used for the transaction. Default is <i>All</i> .	
System	Search by the Chase Paymentech host system. Default is <i>All</i> .	
Void	Refine the search results by including, excluding or showing only voids.	
Reporting Merch #	Search for the transaction by the reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.	
PNS Merchant #	The merchant number used to identify a merchant outlet on the Paymentech Network Services system.	
Trans Amt	Enter a minimum and maximum transaction amount to refine the search results.	
Batch #	Search for the transaction by the batch number assigned.	
Legacy Merch #	For Canada merchants only. Search by the legacy merchant number.	
Auth Code	Search for the transaction by the authorization code received.	
Interac Ref #	For Canada merchants only. Search by the Interac reference number.	
Cardholder #	If known, search for the cardholder account number.	
Term/Op ID	If known, search by the Term/Op ID. The Term/Op ID will return records with a specific terminal ID (U.S.) or the terminal ID or operator ID (Canada).	

Legacy Term ID	For Canada merchants only. Search by the legacy terminal ID.	
<b>REPORT RESULTS</b>		
EBT Network	Indicates the EBT network selected on the input page.	
Seq #	Identifies the sequence of the transaction within the batch.	
Batch #	The batch identifier on the Chase Paymentech front-end network.	
Merchant Name	The name of the merchant.	
Reporting Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.	
TR Date/Time	The date and time of the transaction. If HCS, this time reflects the Eastern Time Zone. If TCS, this time reflects the local time of the point-of-sale device.	
Card Type	The card type associated with the transaction.	
Cardholder #	The last four digits of the cardholder's account number used in the transaction.	
Exp Date	The expiration date of the card account in MM/YY format.	
Auth Code	The authorization code issued by the card-issuing institution for the transaction.	
Entry Mode	Indicates how the card number was entered at the point-of-sale device: Complete Mag – Card swiped at POS Magnetic Entry – Card swiped at POS, but not captured during swipe Manual Entry – Card # key-entered at POS	
Term/Op ID	For U.S. merchants, this field displays the terminal ID that processed the transaction. For Canada merchants, it displays either the terminal ID or the operator ID of the clerk who processed the transaction.	
TR Type	Identifies the type of transaction. Values are:	
	Balance Inquiry (Stored Value and EBT Only) Cash Advance Prior Return	Sale Transmittal Auth Only
Record Type	Identifies the type of record. Values are: EDC (Electronic Draft Capture) Pass Thru Reversal	
Void	If Y, this was a Void transaction. All other transaction types are blank in this field.	
Amt	The dollar amount of the transaction.	
<b>THE FOLLOWING OPTIONAL COLUMNS DISPLAY IF ENABLED IN PREFERENCES.</b>		
Legacy Term ID	For Canada merchants only – this is the 8-digit number that uniquely identifies the point-of-sale device on the Canadian cross-reference table.	
Curr	Identifies the currency of the transaction. Values are:	
	USD – United States dollar	CAD – Canada dollar
PNS Merchant #	The merchant number used to identify a merchant outlet on the Paymentech Network Services system.	
Legacy Merch #	For Canada merchants, displays the legacy merchant number.	
Interac Ref #	For Canada merchants, displays the Interac debit reference number.	

Auth Gateway	Indicates system that authorized the transaction.	
Debit Network	Indicates the debit network used to process the debit card.	
EBT Network	Indicates the EBT network used to process the EBT transaction.	
System	Indicates the merchant setup. Values are:	
	TCS – Terminal Capture System	HCS – Host Capture System TAS – Terminal Authorization System
Ref #	The reference number for the transaction	
Encryption Flag	Identifies whether the transaction was encrypted when submitted to Chase Paymentech.  Valid Values: Y – Encrypted N – No Encryption NULL – No Encryption	

## TRANSACTION DETAIL

Please refer to the [Batch Summary - Transaction Detail](#) sub-section for instructions and information.



## SUSPENSE BATCH SUMMARY REPORT

### REPORT CATEGORY: Batch and Transaction Reports

The Suspense Batch Summary report contains information on batches that failed to meet the required edit criteria at the time of submission, and have been placed in suspense and not processed for settlement.

#### To access the Suspense Batch Summary report:

- 1) Click **Suspense Batch Summary** within the **Batch and Transaction Reports** category.
- 2) To view data at the hierarchy displayed, no action is required.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.

#### Once the report generates:

- ▶ Each row of the Suspense Batch Summary report represents a single batch. Drill down from each batch to view the underlying batch and transaction detail records.
- ▶ Regardless of the date range entered, any batches currently in suspense will display.

*Table: Suspense Batch Summary - Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT CRITERIA</b>	
Batch Date	Define the date range for the desired report.
<b>REPORT RESULTS</b>	
Batch #	The batch identifier on the Chase Paymentech front-end system.
Merchant Name	The name of the merchant.
Reporting Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
PNS Merch #	The merchant number used to identify a merchant outlet on the Paymentech Network Services system.
Upload Date/Time	The date and time the upload was received by the Chase Paymentech front-end host platform. If HCS, this time reflects the Eastern Time Zone. If TCS, this time reflects the local time of the point-of-sale device.
Term/Op ID	For U.S. merchants, this field will display the terminal ID that processed the transaction. For Canada merchants, it can display either the terminal ID or the operator ID of the clerk who processed the transaction.
Error Code	The text description associated with the batch upload error.
Trans Cnt	Number of total transactions in the batch.
Return Cnt	Number of return transactions in the batch.
Sale Cnt	Number of sale transactions in the batch.
Report Totals	Grand totals of all the columns.

## BATCH DETAIL

To view batch detail information for a particular batch, click **Batch #** and a new page opens, displaying all of the transactions in that batch.

*Table: Batch Detail - Field Descriptions*

FIELD	DESCRIPTION		
<b>SUSPENSE BATCH RECORD INFORMATION</b>			
Batch Date	TCS – Batch upload date HCS – Batch close date.		
Merchant Name	The name of the merchant.		
EPROM	The chip version in the point-of-sale device used to upload the batch.		
Reporting Merch #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.		
Server/Error Name	The host server name and name of the system in which an error was detected and sent back to the point-of-sale device.		
PNS Merch #	The merchant number used to identify a merchant outlet on the Paymentech Network Services system.		
Upload State	Indicates whether or not the upload completed and the host received a trailer record. Values are:		
	C – Complete (trailer record received)	I – Incomplete (no trailer record received)	
Client #	The client number assigned by Chase Paymentech.		
Error Code #2	The code associated with the batch upload error.		
Batch #	The batch identifier on the Chase Paymentech front-end system.		
Curr	Identifies the currency of the transaction. Values are:		
	USD – United States dollar	CAD – Canada dollar	
Upload Date/Time	The date and time the upload was received by the Chase Paymentech front-end host platform. If HCS, this time reflects the Eastern Time Zone. If TCS, this time reflects the local time of the point-of-sale device.		
Header Trans Cnt	Indicates the header transaction count as submitted by the point of sale.		
Term/Op ID	For U.S. merchants, this field will display the terminal I.D. that processed the transaction. For Canada merchants, it can display either the terminal I.D. or the operator I.D. of the clerk who processed the transaction.		
Header Return Amt	Indicates the header return transaction dollar amount of the upload that was submitted.		
Batch Code	Indicates the type of upload sent from the point-of-sale device. Values are:		
	1 – Query batch	2 – Regular upload	Other – Unacceptable value submitted
Header Net Amount	Indicates the header transaction dollar amount of all transactions in the upload that was submitted.		
Line Address	Indicates the line address that the upload was transmitted on when the upload was attempted.		
Actual Trans Cnt	The number of transactions in the batch.		
Error Code	The text description associated with the batch upload error.		
Actual Sale Amt	The dollar amount of sale transactions in the batch.		

POS Software	The application name associated with the front-end terminal record.	
Actual Net Amt	The total dollar amount of all transactions in the batch.	
Software Date	The date of the software release.	
<b>REPORT RESULTS</b>		
Seq #	Identifies the sequence of the transaction within the batch.	
TR Date/Time	The date and time of the transaction. If HCS, this time reflects the Eastern Time Zone. If TCS, this time reflects the local time of the point-of-sale device.	
Auth Code	The authorization code issued by the card-issuing institution for the transaction.	
Card Type	The card type associated with the transaction.	
Cardholder #	The cardholder's account number used in the transaction. If card masking is turned on, only the last four digits of the cardholder number are displayed.	
Exp Date	The expiration date of the card account in MM/YY format.	
Entry Mode	Indicates how the card number was entered at the point-of-sale device: Complete Mag – Card swiped at POS Magnetic Entry – Card swiped at POS, but not captured during swipe Manual Entry – Card # key-entered at POS	
TR Type	Identifies the type of transaction. Values are:	
	Balance Inquiry (Stored Value and EBT Only) Cash Advance Prior	Return Sale Transmittal Auth Only
Record Type	Identifies the type of record. Values are:	
	EDC (Electronic Draft Capture) Error Pass Thru	Reversal Auth Merch Control
Error	The code associated with the transaction detail error.	
Amt	The dollar amount of the transaction.	

### TRANSACTION DETAIL

Please refer to the [Batch Summary - Transaction Detail](#) sub-section for instructions and information

## 2.2. HOW TO USE THE MERCHANT & TERMINAL DETAIL REPORTS

Virtual Transaction Manager provides access to some reports that display detailed records of a portfolio’s merchant and terminal records on the Paymentech Network Services platform. These reports are available on a need-to-have, subscription basis only, and are available only to U.S. customers. Contact your Chase Paymentech representative for additional details.

Merchant and Terminal Detail results are available on-screen only. These reports may be printed, but are not available for exporting or downloading.

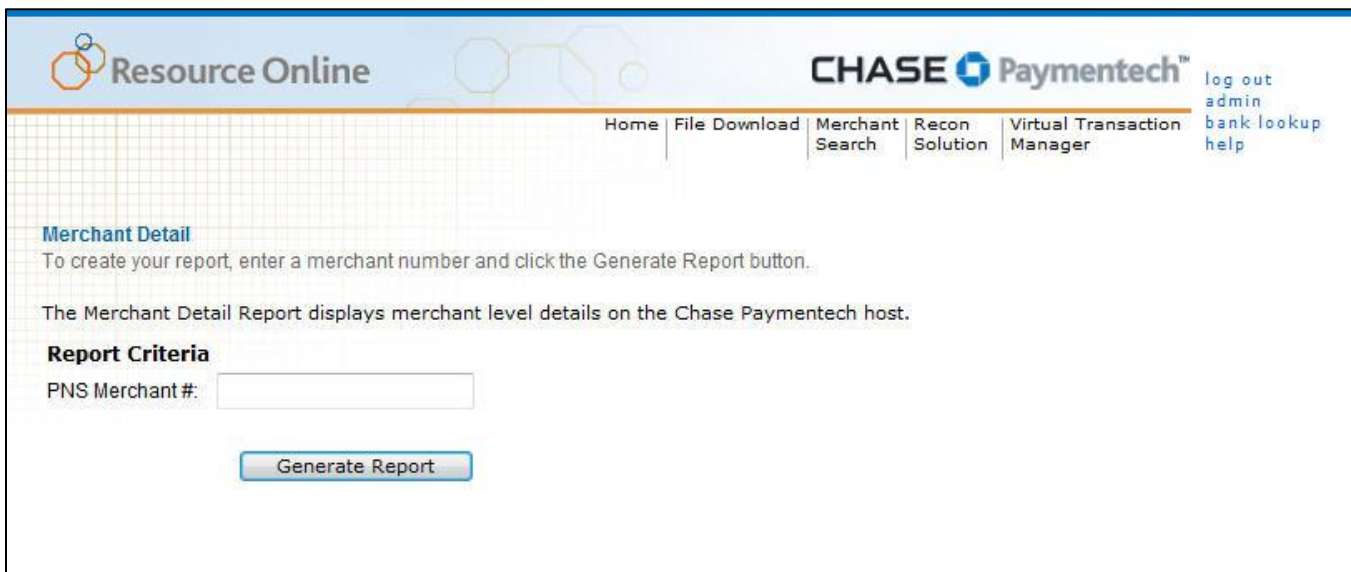
**Note:**  
If the PNS merchant number is unknown, enter the Merchant Search module to select the appropriate location, and then access the Merchant Detail page in VTM. The PNS merchant number of the location selected in Merchant Search will automatically populate in the **PNS Merchant #** field when the application is switched between any of the Resource Online modules.

### TO ACCESS A REPORT:

- ▶ On the **Virtual Transaction Manager** menu, select **Merch & Term Detail** and click the appropriate option.
- ▶ Key in the PNS merchant number of the merchant to be viewed and click the **Generate Report** button.

### SAMPLE IMAGES

#### Sample Input Page Image



## MERCHANT DETAIL

### REPORT CATEGORY: Merch & Term Detail

The Merchant Detail search displays all of the relevant data for the specific merchant that is setup on the Chase Paymentech front-end network.

*Table: Merchant Detail – Field Descriptions*

FIELD	DESCRIPTION	
<b>MERCHANT INFORMATION</b>		
PNS Merchant #	Merchant number used for authorization and capture transactions on the Chase Paymentech front-end network.	
Host/Terminal Capture	The system on which the merchant resides. Values include: HCS – Host Capture System TCS – Terminal Capture System Both – Both HCS and TCS	
<b>GENERAL INFORMATION</b>		
Name	The merchant's Doing Business As (DBA) name.	
Bank Merchant #	Merchant number used for settlement between the Chase Paymentech front-end network and the back-end merchant accounting system.	
Address	The street address of the merchant location. The second line of this field is used for additional address information for the merchant location.	
Client #	The highest level of Chase Paymentech front-end network hierarchy.	
Client Name	The client's name, which is associated with the client number.	
City	The city of the merchant location.	
Division	The second highest level of Chase Paymentech front-end network hierarchy.	
State	The state of the merchant location.	
Settlement Bank	This field groups all transactions into the appropriate settlement file for transmission. It is also used for billing and reporting purposes.	
Zip Code	The ZIP code of the merchant location.	
Country Code	Indicates from which country the transaction originated. Values are:	
	840 = USA (default)	850 = Virgin Islands
	124 = Canada	316 = Guam
	060 = Bermuda	630 = Puerto Rico
Contact	The contact name at the merchant site.	
Currency Code	Denotes currency type the merchant accepts. Values are:	
	USD – United States dollar	CAD – Canada dollar
Language Indicator	Language of the host transaction response message. Values are:	

	ENG – English	FRE – French	
Telephone	The telephone number of the merchant location.		
800#	The phone number the cardholder can call to contact the merchant. 8000000000 is a default value.		
Advanced Comm	Indicates whether the merchant is processing with an advanced communication method. Values are: Y – Merchant is processing via VSAT, Frame, NetConnect, etc. N – Merchant does not have an Advanced Communication method.		
Prestigious Property Ind	For hotel merchants only. Indicates whether merchant is a Prestigious Property Merchant.		
Source ID	Defines which settlement end point is being used by the merchant for special reporting. Values are:		
	FN – FDMS North	FS – FDMS South	Blank – All others
Source MID	Ties the front-end merchant record to the corresponding back-end record in the reporting database. If processing on an FDMS platform, this field will contain the merchant number.		
Sponsor ID	The name of the DCC sponsor.		
<b>TCS – TERMINAL CAPTURE INFORMATION</b>			
TCS NXT Service Flag	Indicates whether the merchant is using NXT PIP processing for AMEX.		
SIC #	The Standard Industry Code (SIC) that defines the industry of the merchant.		
TCS Suspense Allowed	Indicates whether the merchant is using TCS Suspense. If a batch goes into Suspense, the client is notified via email and the batch is flagged reporting. Values are: Y – Uploaded batches that fail will go to Suspense N – Uploaded batches that fail will reject.		
SIC Description	The description of the SIC number.		
TCS Date Added	The system-generated date indicating when the merchant was added to the system. Format: MM/DD/YYYY.		
TCS Priv Label Allowed	Indicates that the merchant accepts Private Label cards.		
TCS Last Modified	The system-generated date indicating the last date the merchant's information was modified. Format is MM/DD/YYYY.		
TCS Signature Dining Club	Indicates the merchant is participating in an offline frequency card program.		
TCS Notes	Additional notes about the merchant.		
TCS Econo Merch	Y – Hotel, Restaurant or Auto Rental merchants will fall into the Retail format code instead of Hotel/Auto Rental or Restaurant.		

TCS DCC Allowed	Indicates that the merchant is capable of processing Dynamic Currency Conversion. Values are:		
	Y – DCC allowed	N – DCC not allowed	S – DCC processing suspended
<b>HCS – HOST CAPTURE INFORMATION</b>			
HCS Date Added	The system-generated date indicating when the merchant was added to the system. Format is MM/DD/YYYY.		
HCS Priv Label Allowed	Indicates whether the merchant accepts Private Label cards.		
HCS Last Modified	The system-generated date indicating the last date the merchant's information was modified. Format is MM/DD/YYYY.		
HCS Signature Dining Club	Indicates whether the merchant is participating in an offline frequency card program.		
HCS Notes	Additional notes about the merchant.		
HCS Econo Merch	Y – Hotel, Restaurant or Auto Rental merchants will fall into the Retail format code instead of Hotel/Auto Rental or Restaurant.		
HCS DCC Allowed	Indicates that the merchant is capable of processing Dynamic Currency Conversion. Values are:		
	Y – DCC allowed	N – DCC not allowed	S – DCC processing suspended
<b>CARD TYPE INFORMATION</b>			
Amex SE #	The 10-digit merchant number assigned by American Express.		
Capture Amex	<p>This field indicates how the American Express transactions are processed. Values are:</p> <p>Blank – Not accepted.</p> <p>C – Capture. The transactions are settled to the back-end processor in the settlement file. Chase Paymentech does not include these transactions in the settlement file to American Express.</p> <p>D – Direct. Chase Paymentech includes these transactions in the settlement file to American Express.</p>		
TCS AMEX Format Code/PCID	The system generates these field values when an American Express SE number is present. The Amex Format Code and PCID fields are generated using the SIC code and Econo Merchant flag.		
Diners/CB Merchant #	The 10-digit merchant number assigned by Diners Club/Carte Blanche.		

Capture DC/CB	<p>This field indicates how the Diners Club/Carte Blanche transactions are processed. Values are:</p> <p>Blank – Not accepted.</p> <p>C – Capture. The transactions are settled to the back-end processor in the settlement file. Chase Paymentech does not include these transactions in the settlement file to Diners Club.</p> <p>D – Direct. Chase Paymentech includes these transactions in the settlement file to Diners Club.</p>
HCS AMEX Format Code/PCID	<p>The system generates these field values when an American Express SE number is present. The Amex Format Code and PCID fields are generated using the SIC code and Econo Merchant flag.</p>
Discover Subscriber #	<p>This is the 15-digit merchant number assigned by Discover.</p>
Capture Discover	<p>This field indicates how the Discover transactions are processed. Values are:</p> <p>Blank – Not accepted.</p> <p>C – Capture. The transactions are settled to the back-end processor in the settlement file. Chase Paymentech does not include these transactions in the settlement file to Discover.</p> <p>D – Direct. Chase Paymentech includes these transactions in the settlement file to Discover.</p>
JCD Merchant #	<p>This is the 15-digit merchant number assigned by JCB.</p>
Capture JCB	<p>This field indicates how the JCB transactions are processed. Values are:</p> <p>Blank – Not accepted.</p> <p>C – Capture. The transactions are settled to the back-end processor in the settlement file. Chase Paymentech does not include these transactions in the settlement file to JCB.</p> <p>D – Direct. Chase Paymentech includes these transactions in the settlement file to JCB.</p>
Stored Value Allowed	<p>Indicates whether the merchant accepts stored value cards. If Y, then program indicated should be PS.</p>
<b>DEBIT/EBT INFORMATION</b>	
Debit Allowed	<p>This field indicates whether or not the merchant accepts debit cards.</p>
EBT Allowed	<p>This field indicates whether or not the merchant accepts EBT cards.</p>
FCS #	<p>Food and Consumer Services number. This is the 8-digit number assigned to merchants accepting Food Stamp EBT transactions.</p>
Debit Routing Override	<p>Indicates whether the debit bank sponsorship is locked, or routing may be reordered. Values are:</p> <p>Y – Routing is locked; sponsor fields may not be changed.</p> <p>N – Routing is not locked; sponsor fields may be changed.</p>
EBT Routing Level	<p>No longer used.</p>



Card Acceptor ID Code	15-character alphanumeric field, only for EBT merchants in a Transactive state.	
Debit Routing Level	No longer used.	
Debit/EBT Surcharge Amount	The amount of surcharge added to every permissible Debit/EBT transaction. Note: The U.S. government forbids surcharges on Food Stamp Only (FSO) transactions; Chase Paymentech does not support surcharging on any EBT transactions.	
Surcharge Tran Type	Defines the type of transactions to which surcharge have been added.	
PSEUDO FRD-ABA	Not currently used.	
Debit Bank Sponsor	This field indicates the debit bank sponsor. Values are:	
	NY – NYCE PL – Pulse ST – Star SH – Shazam AF – AFFN MD – Maestro	AM – ACCEL C4 – CU24 IN – Interlink AK – Alaska Option JE – Jeanie
<b>ADDITIONAL INFORMATION</b>		
Chain ID	This field is used for reports.	
Reporting Group	This field indicates participation in an offline frequency card program.	
Site ID	This field is used for reports.	
Routing/Transit	This is the merchant’s 9-digit routing/transit number.	
DDA	This is the merchant’s 17-digit bank account number.	
FDR System/PRIN	These fields indicate required numbers for settlement to FDR (Omaha).	
Purch Cd Tax ID	Reserved for future use.	
Purch Cd Merch Type	Reserved for future use.	
MC TIPS Program	Indicates whether or not the merchant is a member of the MasterCard Travel Industries Premier Program (TIPS).	
<b>EFT VELOCITY INFORMATION</b>		
Velocity Group	For Petroleum Automated Fuel Dispensers only. Used to group together merchants for transaction frequency verification.	
Velocity Level	For Petroleum Automated Fuel Dispensers only. Groups may have different levels with different limits.	
Velocity Store Limit	For Petroleum Automated Fuel Dispensers only. Limits the amount of times a single card number can be approved within a 24-hour time period at a specific location.	

Velocity Group Level	For Petroleum Automated Fuel Dispensers only. Limits the amount of times a single card number can be approved within a 24-hour time period at a group of locations.		
<b>CHECK SERVICE INFORMATION</b>			
Check Service Type	Not currently used.		
CC Expiry Date Check	Not currently used.		
Allow Personal Checks	Not currently used.		
Suspend Account	Not currently used.		
Allow Payroll Checks	Not currently used.		
Allow Govt Checks	Not currently used.		
<b>CUSTOM CARD CONFIGURATION</b>			
Custom Card Type – Card Type Accepted	Identifies the two-letter card type for Private Label cards.		
Custom Card Type – Capture	Identifies how the Private Label cards are processed. Values are:		
	C – Capture	D – Direct	
Custom Card Type – Merchant ID	Private Label merchant number.		
<b>CHASENET</b>			
ChaseNet Sub-Card Types	Grid showing the various sub-card types the merchant is signed up for under ChaseNet program.		
ChaseNet Allowed	Indicates whether the merchant is allowed to process ChaseNet custom cards. Values are:		
	C – Captured	D – Declined	Blank – Declined
MOP Reassignment	Indicates whether the method of payment was reassigned from the submitted card type to a ChaseNet card type and sub-card type. NOTE: The merchant must be enabled for ChaseNet for this to occur. Values are:		
	Y – Yes	N – No	
ChaseNet ID	Unique identification number associated to the ChaseNet transaction.		
ChaseNet Only?	Indicates whether the merchant is activated for ChaseNet processing only. Values are:		
	Y – Yes	N – No	
<b>IIAS</b>			

<p>IIAS Entitlement</p>	<p>Indicates whether the merchant is entitled to submit IIAS data with his transactions.</p> <p>Values are:</p> <p>N – Not entitled                  Y – Entitled, certified with SIGIS                  P – Not entitled, certification is in process</p>
<p>Debit Network</p>	<p>Name of the debit network that the merchant has registered with for PIN Debit IIAS.</p>
<p>Program</p>	<p>Name of the IIAS program the merchant is participating in, in this case <i>IIAS</i></p>
<p>MID</p>	<p>Unique merchant identification number associated to the debit network the merchant has registered with for the IIAS program.</p>

## TERMINAL DETAIL

### REPORT CATEGORY: Merch & Term Detail

The Terminal Detail search displays all of the relevant data for terminals of a specific merchant that are set-up on the Chase Paymentech host.

If additional terminal records exist beyond the one displayed in the immediate search results, select the appropriate record from the Term #/Op ID dropdown.

**Note:**

If a merchant supports both Host Capture (HCS) and Terminal Capture (TCS), select the appropriate option from the **Host/Terminal Capture** dropdown.

### HCS Terminal Detail

*Table: HCS Terminal Detail – Field Descriptions*

FIELD	DESCRIPTION
<b>MERCHANT INFORMATION</b>	
Merchant #	Merchant number used for authorization and capture transactions on the Chase Paymentech front-end network.
Term # / Op ID	The 3-digit terminal number or the operator ID number.
Host/Terminal Capture	The system on which the merchant resides. Value is HCS.
<b>GENERAL INFORMATION</b>	
Merchant Name	The merchant’s Doing Business As (DBA) name.
Client #	The highest level of Chase Paymentech front-end network hierarchy.
Division	The second highest level of Chase Paymentech front-end network hierarchy.
CPS Industry	Indicates the industry type of the merchant. Values are:
	RE – Retail      FU – Automated Fuel Dispenser      DM – Direct Marketing
Merchant Bank ID	Merchant number used for settlement between the Chase Paymentech front-end network and the back-end merchant accounting system.
Application	The name of the application loaded into the point-of-sale device. This field is automatically populated during the first batch release.
TCS Debit Term	Indicates whether the TCS merchant accepts debit, EBT and/or stored value.
CVV Term Compliant	Indicates whether or not the terminal is CVV Compliant. Values are:
	Y – Terminal is passing the correct information G – Good      N – Not Compliant/Unknown B – Bad
Hardware	Indicates the type of hardware equipment used by the merchant. Values are:

	DATACD ECLIPSE HQ HYPER ICE INGENICO NURIT NURIT 2060 NURIT 2080 NURIT 2085 NURIT 2090 NURIT 3000	NURIT 3010 NURIT 3020 NURIT 8000 NURIT 8320 OMNI OMNI 3200 OMNI 3300 OMNI 3740 OMNI 3750 OMNI 395 ORBITAL ITERMINAL	PLUS RUBY TALENTO TTC TRANZ 330 TRANZ 380 TRANZ 420 TRANZ 460 UNKNOWN VAR VFI ZON XL
Maintenance	Not currently used.		
Reader Type	Indicates the track type of the terminal. This field automatically populates during the first batch release. Values are:		
	0 – Unknown 1 – Track 1 reader 2 – Track 2 reader	4 – Contactless reader 5 – Chip devices	
Release Date	Indicates the release date for the application in the terminal in MM/DD/YYYY format. This field automatically populates during the first batch release.		
Logical PC Flag	Indicates whether or not the merchant is utilizing a PC product to process transactions.		
Multi Tran Timeout	Indicates the number of seconds that the host will hold the line open to wait for additional transactions. Values are:		
	Blank or 00 – Multi Tran not allowed	09 – Multi Tran allowed	
EPROM	Indicates the chip version in the point-of-sale device used to upload the batch. This field automatically populates during the first batch release.		
Terminal Type	Indicates the message format of the hardware used by the merchant. Values are:		
	270 – 1.96 300 Series 280 – 1.97 33 Series (default)	400 – PNS ISO/TG23 580 – PTIC Canada	
Date Terminal Added	The system-generated date that the terminal was added to the system, in MM/DD/YYYY format.		
Download Serial #	Indicates the name of the download file built for the terminal. The default value is the merchant number + terminal ID.		
Terminal Status	Indicates whether or not the terminal is able to process.		

Date Last Modified	The system-generated date indicating the last date the merchant's information was modified, in MM/DD/YYYY format.	
SIC	The Standard Industry Code (SIC) that defines the industry of the merchant	
SIC Description	The description of the SIC number.	
Non-US Local Time Adj	<p>Indicates number of hours removed from the host time (EST), formatted as 'sHHMM,' where:</p> <p>S - + (plus) or - (minus)</p> <p>HH – number of hours</p> <p>MM – number of minutes (00 or 30 only)</p> <p>Example – to indicate an adjustment of 2.5 hours behind EST, the value would be: -0230</p>	
Receipt Format Type	The only valid value is 001.	
Industry Code	The only valid value is 001.	
Status	Indicates the processing status for the terminal. Values are:	
	A – Active, terminal can process	I – Inactive, terminal cannot process
Group Name	Indicates the reporting group name assigned by Chase Paymentech for special purposes.	
Baud Rate	System-generated.	
Max Term Baud	Not currently used.	
Last Tran Date	The system-generated last transaction date for this terminal, in MM/DD/YYYY format.	
<b>HOST CAPTURE INFORMATION</b>		
Autoclose	<p>Values are:</p> <p>Y – Any open batch for this terminal record will be released at switch toggle time (0500).</p> <p>T – Timed upload. Indicates that any open batch will be released at the time indicated in the Autoclose Time field. Supported only for certain clients.</p> <p>N – Indicates that the terminal must initiate a batch release, no autoclose will be performed. The terminal must manually release the batch to settle.</p>	
Auth only	Indicates whether or not the merchant is authorization-only.	
Controller	Indicates whether or not a merchant in a LAN environment uses a controller. All RUBY setups must have a value of Y.	
Autoclose Time	Indicates the time (host time) to automatically release open batches for this HCS terminal. This field must have a valid value from 0000 to 2359 when the Autoclose flag is T. It must be set to 0000 when the autoclose flag is Y or N.	
Cash Adv Allowed	Indicates whether or not Cash Advance is allowed.	

Daylight Savings Time	Indicates whether or not the merchant participates in daylight savings.	
Encryption Method	Indicates the terminal's encryption method. Values are: D – DUKPT M – MasterSession Note: DUKPT is the only valid value; MasterSession is no longer supported.	
Manual Entry Allowed	Indicates whether or not Manual Entry is allowed.	
Term Time Zone	For U.S. merchants only. Indicates the time zone where the terminal is located. The value is the number of time zones from EST. Values are:	
	00 – EST 01 – CST	02 – MST 03 – PST
Maximum Sale Amount	A 7-digit numeric field that indicates the maximum sale amount allowed. Example: 9999999 represents \$99,999.99.	
Maximum Return Amount	A 7-digit numeric field that indicates the maximum return amount allowed. Example: 9999999 represents \$99,999.99.	
<b>ADVANCED COMMUNICATION INFORMATION</b>		
Connectivity Vendor	Indicates the vendor that is providing the connectivity for processing transactions. If the Advanced Comm Flag value is <i>N</i> , then this field value will be PNS. Values are:	
	PNS – Paymentech Network Services (default) TRUC – ThruComm HGHS – Hughes GLAT – Gilat/SpaceNet USWD – US Wireless Data CING – Cingular	AT&T – AT&T APVa – Apriva MIST – Mist NEN – New Edge IPMS – IP Merchant Services TNS - TNS
Connectivity Type	Indicates the method of connectivity that the merchant is using for processing transactions. Values are:	
	DIAL – Dial (default) VSAT – VSAT FRME – Frame Relay DLIP – Dial IP	MTNT – Motient (no longer used) CDPD – CDPD (no longer used) MBTX – Mobitex Wireless DSL – DSL (Digital Subscriber Line) NETC – NetConnect
Connectivity Vendor ID	The ID number assigned to the merchant by the connectivity vendor.	

## TCS TERMINAL DETAIL

Table: TCS Terminal Detail – Field Descriptions

FIELD	DESCRIPTION		
<b>MERCHANT INFORMATION</b>			
Merchant #	Merchant number used for authorization and capture transactions on the Chase Paymentech front-end network.		
Term # / Op ID	The 3-digit terminal number or the operator ID number.		
Host/Terminal Capture	The system on which the merchant resides. Value is TCS.		
<b>GENERAL INFORMATION</b>			
Merchant Name	The merchant’s Doing Business As (DBA) name.		
Client #	The highest level of Chase Paymentech front-end network hierarchy.		
Division	The second highest level of Chase Paymentech front-end network hierarchy.		
Merchant Bank ID	Merchant number used for settlement between the Chase Paymentech front-end network and the back-end merchant accounting system.		
Hardware	Indicates the type of hardware equipment used by the merchant. Values are:		
	DATACD	NURIT 3010	PLUS
	ECLIPSE	NURIT 3020	RUBY
	HQ	NURIT 8000	TALENTO
	HYPER	NURIT 8320	TTC
	ICE	OMNI	TRANZ 330
	INGENICO	OMNI 3200	TRANZ 380
	NURIT	OMNI 3300	TRANZ 420
	NURIT 2060	OMNI 3740	TRANZ 460
	NURIT 2080	OMNI 3750	UNKNOWN
	NURIT 2085	OMNI 395	VAR
	NURIT 2090	ORBITAL	VFI
	NURIT 3000	ITERMINAL	ZON XL
Application	The name of the application loaded into the point-of-sale device. This field is automatically populated during the first batch release.		
Suspense Allowed	<p>This field indicates whether the merchant is using TCS Suspense. If a batch goes into Suspense, the client is notified via email and the batch is flagged reporting.</p> <p>Y – Uploaded batches that fail will go to Suspense</p> <p>N – Uploaded batches that fail will reject.</p>		



Terminal ID	<p>This field is automatically populated by the front-end network.</p> <p>The terminal ID number:                  F.A0200                  12-digit Chase Paymentech merchant number                  3-digit terminal number                  Example: F.A200099999999001</p>	
Status	Indicates the processing status for the terminal. Values are:	
	A – Active, terminal can process	I – Inactive, terminal cannot process
Logical PC Flag	Indicates whether or not the merchant is utilizing a PC product to process transactions.	
Download Serial #	Indicates the name of the download file built for the terminal. The default value is the merchant number + terminal ID.	
CPS Industry	Indicates the industry type of the merchant. Values are:	
	RE – Retail/Restaurant AU – Auto Rental	HO – Hotel DM – Direct Marketing
CPS Industry Description	The description of the CPS Industry value.	
TCS Debit Term	Indicates whether the TCS merchant accepts debit, EBT and/or stored value.	
CVV Term Compliant	Indicates whether or not the terminal is CVV Compliant. Values are:	
	Y – Terminal is passing the correct information G – Good	N – Not Compliant/Unknown B – Bad
Reader Type	Indicates the track type of the terminal. This field automatically populates during the first batch release. Values are:	
	0 – Unknown 1 – Track 1 reader	2 – Track 2 reader 4 – Contactless reader 5 – Chip devices
Multi Tran Timeout	Indicates the number of seconds that the front-end network will hold the line open to wait for additional transactions. Values are:	
	Blank or 00 – Multi Tran not allowed	09 – Multi Tran allowed
AMEX TID	8-digit terminal ID used for identifying AMEX PIP merchants.	
Multi Batch Timeout	<p>Indicates the number of seconds that the host will hold the line open to wait for additional batches. Values are:</p> <p>Blank or 00 – Multi Batch not allowed                  09 – Multi Batch allowed</p>	

Terminal Type	Indicates the message format of the hardware used by the merchant. Values are:	
	270 – 1.96 300 Series 280 – 1.97 33 Series (default)	400 – PNS ISO/TG23 580 – PTIC Canada
EPROM	Indicates the chip version in the point-of-sale device used to upload the batch. This field automatically populates during the first batch release.	
Release Date	Indicates the release date for the application in the terminal in MM/DD/YYYY format. This field automatically populates during the first batch upload.	
Last Tran Date	The system-generated last transaction date for this terminal, in MM/DD/YYYY format.	
Date Added	The system-generated date indicating when the merchant was added to the system, in MM/DD/YYYY format.	
Last Modified	The system-generated date indicating the last date the terminal record was modified, in MM/DD/YYYY format.	
Maintenance	Not currently used.	
Last Upload Type	A system-generated field. Values are: RU – Regular Upload (active deposit) SU – Suspense Upload (suspense file) QB – Query Batch (suspense file)	
Upload Date	A system-generated field that indicates the date the last upload was received, in HH:MM:SS (military time) format.	
Upload Time	A system-generated field that indicates the time the last upload was received, in MM/DD/YY format.	
Batch #	A system-generated field based on the last upload received, that indicates the batch number of the last transmission.	
Upload #	A system-generated field, that is a 2-digit number indicating the number of times the transmission was uploaded and recognized.	
Count	A system-generated field based on the last upload received, that indicates the item count of the last transmission.	
Total	A system-generated field based on the last upload received, that indicates the dollar amount of the last transmission.	
<b>ADVANCED COMMUNICATION INFORMATION</b>		
Connectivity Vendor	Indicates the vendor that is providing the connectivity for processing transactions. If the Advanced Comm Flag is <i>N</i> , then this value will be <i>PNS</i> . Values are:	

	PNS – Paymentech Network Services (default) TRUC – ThruComm HGHS – Hughes GLAT – Gilat/SpaceNet USWD – US Wireless Data CING – Cingular	AT&T – AT&T APVa – Apriva MIST – Mist NEN – New Edge IPMS – IP Merchant Services TNS - TNS
Connectivity Type	Indicates the method of connectivity that the merchant is using for processing transactions. Values are:	
	DIAL – Dial (default) VSAT – VSAT FRME – Frame Relay DLIP – Dial IP	MTNT – Motient (no longer used) CDPD – CDPD (no longer used) MBTX – Mobitex Wireless DSL – DSL (Digital Subscriber Line) NETC – NetConnect
Connectivity Vendor ID	The ID number assigned to the merchant by the connectivity vendor.	

## CLIENT CHANGE REPORT

### REPORT CATEGORY: Portfolio Reports

The Client Change report provides valuable information about maintenance activity (additions, updates, deletions) on the Chase Paymentech front-end host. The report lists each field that was modified, the before and after values, the user ID that made the change and the date of the change.

**Note:**

This report is automatically created and pre-generated only at the hierarchy level of the Resource Online VTM logon, so the user is unable to change the hierarchy level for the report generation.

### To access the Client Change report:

- 1) Click **Client Change** in the **Portfolio Reports** category.
- 2) To view data at the hierarchy displayed, no action is required.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Click **Generate Report** when finished.

*Table: Client Change Report – Field Descriptions*

FIELD	DESCRIPTION		
Client Number	The client number on the Chase Paymentech front-end platform.		
Division	The division number on the Chase Paymentech front-end platform.		
From Date	The starting point of the date range entered in the report criteria.		
To Date	The ending point of the date ranged entered in the report criteria.		
Merchant	The name of the merchant.		
Sys Ind	H – Host Capture System (HCS)	T – Terminal Capture System (TCS)	
File Ind	Identifies the file on which action was taken. Values are:		
	MERC – Merchant File	TERM – Terminal File	MERBANK – Merchant Bank File
A/C/D	Indicates the type of action taken. Values are:		
	A – Add	C – Change	D – Delete
Trm Num	The 3-digit terminal ID on the Chase Paymentech front-end platform upon which the action was taken. Only displayed if terminal record was modified.		
Add/Chg/Del Date-Time	Date and time the action occurred. If HCS, this field reflects EST. If TCS, this field reflects the local time of the point-of-sale device.		
Field Changed	Name of the field that was changed.		
From Value	Previous value of the field.		
To Value	Current value of the field.		
User Group	Identifies the group responsible for making the change.		
User Name	Identifies the user who made the change.		
I/O Flag	Denotes which modifications may be used for billing purposes. A user may change multiple fields on a page, and can submit them all at the same time. Values are:		
	Blank – not counted	Y - counted	

## 2.3. HOW TO USE THE OPTIONAL PORTFOLIO REPORTS

Virtual Transaction Manager provides access to some reports that display an overview of activity processed on the Chase Paymentech front-end platform. These reports are available on a need-to-have, subscription basis only, and are available only to U.S. customers. Contact your Chase Paymentech representative for additional details.

### TO ACCESS A REPORT:

- ▶ On the **Virtual Transaction Manager** menu, select **Portfolio Reports** and click the appropriate report name.
  - ▶ For reports with calendar input pages:
    - Select the appropriate date for the data to be viewed.
    - If a report is available for viewing, then the corresponding date will appear in color on the calendar. Click the date that is displayed in color and a new page opens to display the report.
  - ▶ For reports with criteria input pages:
    - In the **Report Criteria** area, complete the fields to specify filter criteria.
    - Enter data in the **Optional Criteria** area to specify additional filter criteria.
    - Click **Generate Report** when finished.

## CLIENT BILLING REPORT

### REPORT CATEGORY: Portfolio Reports

The Client Billing report displays detailed billing information for payment processing services on the Chase Paymentech front-end platform.

#### To access the Client Billing report:

- 1) Click **Client Billing** in the **Portfolio Reports** category.
- 2) Select the appropriate date for the data to be viewed.
- 3) If a report is available for viewing, then the corresponding date will appear in color on the calendar. Click the date that is displayed in color and a new page opens to display the report.

**Note:**

This report is automatically created and pre-generated only at the hierarchy level of the Resource Online VTM logon, so the user is unable to change the hierarchy level for the report generation.

*Table: Client Billing Report – Field Descriptions*

FIELD	DESCRIPTION
Client Name	The name of the client on the Chase Paymentech front-end platform.
From Date	The starting point of the date range entered in the report criteria.
To Date	The ending point of the date ranged entered in the report criteria.
Division	The division on the Chase Paymentech front-end platform.
Report Level	Indicates at what level the report is generated.
Type	Name of the card type.
Auths Count/Rate Amount/Charge	For authorization transactions, the count and cost per transaction are listed in the first column. The second column lists the total amount of transactions for this card type and the accumulated transaction fees.
Declines Count/Rate Amount/Charge	For decline transactions, the count and cost per transaction are listed in the first column. The second column lists the total amount of transactions for this card type and the accumulated transaction fees.
Captures Count/Rate Amount/Charge	For capture transactions, the count and cost per transaction are listed in the first column. The second column lists the total amount of transactions for this card type and the accumulated transaction fees.
Subtotal	Subtotals are provided both vertically and horizontally for easy review of card type totals and transaction type totals.
Other Processing Fees	List of other processing fees applied during the report period.
Count	The quantity of the other processing fees during the report period.
Rate	The cost of each of the fees listed in Other Processing Fees.
Charge	The charge during the report period for the other processing fees (count x rate).

## INACTIVE TERMINAL REPORT

### REPORT CATEGORY: Portfolio Reports

The Inactive Terminal report provides a listing of merchants that have not processed transactions on the Chase Paymentech front-end platform within the time period for which the report is generated.

**Note:**

This report is automatically created and pre-generated only at the hierarchy level of the Resource Online VTM logon, so the user is unable to change the hierarchy level for the report generation.

### To access the Inactive Terminal report:

- 1) Click **Inactive Terminal** in the **Portfolio Reports** category.
- 2) Select the appropriate date for the data to be viewed.
- 3) If a report is available for viewing, the corresponding date will appear in color on the calendar. Click the date that is displayed in color and a new page opens to display the report.

*Table: Inactive Terminal Report – Field Descriptions*

FIELD	DESCRIPTION
From Date	The starting point of the date range entered in the report criteria.
To Date	The ending point of the date ranged entered in the report criteria.
Group Id	Assigned by Chase Paymentech, associated with the ROL logon.
Group Name	Assigned by Chase Paymentech, associated with the ROL logon.
Merchant Number	The merchant number assigned by the Chase Paymentech front-end system.
Merchant Name	The name of the merchant.
Trm Num	The 3-digit terminal ID assigned by the Chase Paymentech front-end system.
Sys Ind	H – Host Capture System (HCS) T – Terminal Capture System (TCS)
Last Activity Date	The last date for which activity was processed on the terminal ID listed.
Client Num	The client number on the Chase Paymentech front-end platform.
Client Name	The description associated to the client number assigned by Chase Paymentech.
Division	The division on the Chase Paymentech front-end platform.

## MONTHLY BILLING INQUIRY REPORT

### REPORT CATEGORY: Portfolio Reports

The Monthly Billing Inquiry report displays detail billing information for payment processing services on the Chase Paymentech front-end platform. This tool allows the user to search for billing information by merchant number.

#### To access the Monthly Billing Inquiry report:

- 1) Click **Monthly Billing Inquiry** in the **Portfolio Reports** category.
- 2) In the **Report Criteria** area, complete the **Merchant #** and **Date** fields.
- 3) In the **Optional Criteria** area, enter data in the fields to specify additional filter criteria, if appropriate. The report will show only transactions that match the criteria entered.
- 4) Click **Generate Report** when finished.

*Table: Monthly Billing Inquiry – Field Descriptions*

FIELD	DESCRIPTION
Merchant Name	The name of the merchant.
Merchant Number	The merchant number used to identify a merchant outlet on the Chase Paymentech front-end network.
From Date	The starting point of the date range entered in the report criteria.
To Date	The ending point of the date ranged entered in the report criteria.
Type	Name of the card type.
Auths Count/Rate Amount/Charge	For authorization transactions, the count and cost per transaction are listed in the first column. The second column lists the total amount of transactions for this card type and the accumulated transaction fees.
Declines Count/Rate Amount/Charge	For decline transactions, the count and cost per transaction are listed in the first column. The second column lists the total amount of transactions for this card type and the accumulated transaction fees.
Captures Count/Rate Amount/Charge	For capture transactions, the count and cost per transaction are listed in the first column. The second column lists the total amount of transactions for this card type and the accumulated transaction fees.
Subtotal	Subtotals are provided both vertically and horizontally for easy review of card type totals and transaction type totals.
Other Processing Fees	List of other processing fees applied during the report period.
Count	The quantity of the other processing fees during the report period.
Rate	The cost of each of the fees listed in Other Processing Fees.
Charge	The charge during the report period for the other processing fees (count x rate).
Running Total Transaction Fees	A total of the transaction and other processing fees categories.
Additional Services Fees	Miscellaneous charges are listed here.
Totals	The total of transaction fees, other processing fees, and additional service fees.



## PETRO RECONCILIATION REPORT

### REPORT CATEGORY: Portfolio Reports

The Petro Reconciliation report is for petroleum merchants on the RUBY and TOPAZ systems only, and provides card type amounts by merchant to assist with the reconciliation of the merchant’s business day to the Chase Paymentech front-end network.

**Note:**

This report is automatically created and pre-generated only at the hierarchy level of the Resource Online VTM logon, so the user is unable to change the hierarchy level for the report generation.

### To access the Petro Reconciliation report:

- 1) Click **Petro Reconciliation** in the **Portfolio Reports** category.
- 2) In the **Report Criteria** area, enter a date range in the **Process Date** fields.
- 3) In the **Optional Criteria** area, enter data in the fields to specify additional filter criteria, if appropriate. The report will show only transactions that match the criteria entered.
- 4) Click **Generate Report** when finished.

*Table: Petro Reconciliation Report – Field Descriptions*

FIELD	DESCRIPTION		
Business Date	The process date of the transaction.		
Merchant Name	The name of the merchant.		
PNS Merchant #	The merchant number used to identify a merchant outlet on the Chase Paymentech front-end network.		
Bank Merchant #	The merchant number assigned by the settlement entity.		
Card Type	The card type associated to the transaction: <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">                     AE – American Express                      CB – Carte Blanche                      CK – Check                      DB – Debit                      DC – Diners Club                      DS – Discover                      EB – EBT                      JC – JCB                      MC – MasterCard                      SV – Stored Value                      VI – Visa                      WX – Wright Express                 </td> <td style="width: 50%;">                     EN – Enmark                      FO – Fleet One                      GC – Gascard/Fleetcor                      BE – Best Petroleum                      CC – Club Card                      VY – Voyager                      IR – Irving Oil                      MM – MotoMart                      GT – Gate Petroleum                      TH – TCH                      TS – TCRS                 </td> </tr> </table>	AE – American Express CB – Carte Blanche CK – Check DB – Debit DC – Diners Club DS – Discover EB – EBT JC – JCB MC – MasterCard SV – Stored Value VI – Visa WX – Wright Express	EN – Enmark FO – Fleet One GC – Gascard/Fleetcor BE – Best Petroleum CC – Club Card VY – Voyager IR – Irving Oil MM – MotoMart GT – Gate Petroleum TH – TCH TS – TCRS
AE – American Express CB – Carte Blanche CK – Check DB – Debit DC – Diners Club DS – Discover EB – EBT JC – JCB MC – MasterCard SV – Stored Value VI – Visa WX – Wright Express	EN – Enmark FO – Fleet One GC – Gascard/Fleetcor BE – Best Petroleum CC – Club Card VY – Voyager IR – Irving Oil MM – MotoMart GT – Gate Petroleum TH – TCH TS – TCRS		
Fund to EOD	Totals of all closed batches from the merchant’s PNS settlement window, up to and including the manual EOD batch.		
EOD to Fund	Totals of all closed batches that occur after the manual EOD batch up to the next funding cut.		
No EOD	Total of all batches between funding cuts, if there was no manual EOD detected.		
Non-RUBY	Total of all closed batches between the funding cuts that were performed on non-RUBY or TOPAZ systems.		

## CALL LOG REPORT

### REPORT CATEGORY: Portfolio Reports

The Call Log report displays a summary of calls by client and division, while the call log detail provides the details of each call made to the Help Desk.

#### To access the Call Log report:

- 1) Click **Call Log** in the **Portfolio Reports** category.
- 2) Select the appropriate date for the data to be viewed.
- 3) If a report is available for viewing, the corresponding date will appear in color on the calendar. Click the date that is displayed in color and a new page opens to display the report.

## HD BILLING REPORT

### REPORT CATEGORY: Portfolio Reports

The Help Desk Billing report displays all calls made to the Help Desk and Advanced Product Support (APS), separated by client and division.

#### To access the HD Billing report:

- 1) Click **HD Billing** in the **Portfolio Reports** category.
- 2) Select the appropriate date for the data to be viewed.
- 3) If a report is available for viewing, the corresponding date will appear in color on the calendar. Click the date that is displayed in color and a new page opens to display the report.

## 3. Recon Solution Reports

Recon Solution provides 24/7 access to the reconciliation information necessary to keep tabs on your business activity. With Recon Solution, you can research individual transactions, view batch settlement, monitor funding, and access merchant statements, all through your web browser.

### 3.1. HOW TO USE THE DAILY REPORT REVIEW CATEGORY

Recon Solution provides summary and detail reports that should be reviewed daily to verify that transactions have been processed and settled.

#### TO ACCESS A DAILY REPORT:

- 1) On the **Recon Solution** menu, select **Daily Report Review** and click the appropriate report name.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method. For more detail, review the [Navigating Within the Hierarchy](#) section.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

## RECAP SUMMARY

### REPORT CATEGORY: Daily Report Review

The Recap Summary report displays a summary of the total dollar amount paid, including submitted batches (settled and non-settled amounts), exceptions, rejected items, financial adjustments, chargebacks and fees to the merchant during the specified date range. The report should be used to balance the batches submitted for the day or date range less exceptions and fees to the total paid to the merchant.

### To access Recap Summary:

- 1) Click **Recap Summary** within the **Daily Report Review** category.
- 2) To view data at the hierarchy displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Click **Generate Report** when finished.

**Note:**  
The date range used for the search is the process date, rather than the batch or transaction date.

*Table: Recap Summary – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Submitted Deposits	Total dollar amount of all deposits submitted by the selected merchant(s) for settlement by Chase Paymentech or another payment brand.
Non-Settled Deposits	Total dollar amount of all transactions submitted by the merchant that will be settled by the appropriate payment brand. This amount will not be settled by Chase Paymentech.
Paid Deposits	Total dollar amount of all submitted transactions paid to the selected merchant(s) by Chase Paymentech.
Exceptions	Current totals of all deposit correction notices, financial adjustments and chargebacks with a financial impact (dispositions and reversals) for the selected merchant(s). This amount matches the Total Exceptions shown at the bottom of the Exceptions Summary report.
Settlement Fees	Chase Paymentech’s assessment to the merchant, which includes the discount rate and may include miscellaneous fees for equipment leases, authorization processing and/or reporting product usage. This amount matches the total settlement fees shown at the bottom of the Settlement Fees Summary report.
Total Adjustments	The sum of the Exceptions and Settlement Fees shown in this report.
Total Paid	The total Paid Deposits minus the Adjustments shown in this report. This amount reflects the net dollar amount paid by Chase Paymentech

## BATCH SUMMARY

### REPORT CATEGORY: Daily Report Review

The Batch Summary report provides summary data for each batch of transactions submitted, with counts and amounts of the batch total, including settled (paid by Chase Paymentech), non-settled (paid by a third party) and adjustment amounts. These totals can be compared to the merchant totals to identify exceptions. When exceptions are identified, the drill down feature can be used to view all transactions in the batch.

**Note:**

The date range used for the search is the process date, rather than the batch or transaction date.

### To access Batch Summary:

- 1) On the **Recon Solution** menu, select **Daily Report Review** and click **Batch Summary**.
- 2) To view data at the hierarchy displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filtering criteria. The report will show only results that match the criteria entered.
- 5) Click **Generate Report**.

**Hint:**

Click the **Preferences** icon to apply preferences to this report. All negative transactions (credits) appear in parentheses. Click any column heading to sort by that column in ascending or descending order. Each row represents one submitted batch.

*Table: Batch Summary – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Batch ID	A unique number assigned by Chase Paymentech to identify and track that particular batch.
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Batch #	Batch reference number assigned by the terminal at the merchant outlet location.
Process Date	The system date the deposit was processed by Chase Paymentech.
Batch Date	The calendar date the batch was settled by the merchant.
Trans Cnt	The number of transactions in the batch.
Batch Total	The net dollar amount of all transactions in the batch. Negative amounts appear in parentheses.
Settled Amt	The sum of all transactions in this batch that were settled by Chase Paymentech, Chase Paymentech may be responsible for settling Visa, MasterCard, Diners and JCB transactions. Negative amounts appear in parentheses.
Non-Settled Amt	The sum of all transactions in this batch that were forwarded to the appropriate card processing company (such as American Express or Discover) for funding. These card companies bear responsibility for settling their transactions with the merchant directly. Negative amounts appear in parentheses.
Adj Amt	The amount of the batch adjustment. Negative amounts appear in parentheses.

## BATCH DETAIL

The Batch Detail report defaults to show all qualifications, all card types and all transaction types.

- To view a list of all transactions for a particular batch, click the **Batch ID** link on the Batch Summary report.
- To view transaction detail for specific qualification levels, select an option from the **Qualification** dropdown menu at the top of the report, and then click **Generate Report**.
- To view transaction detail for specific card types, select an option from the **Card Type** dropdown menu at the top of the report, and then click **Generate Report**.
- To view transaction detail for specific transaction types (sale or return), select an option from the **TR Type** dropdown menu at the top of the report, and then click **Generate Report**.

**Note:**

To return to the Batch Summary report, click **Return to Batch Summary Report** at the top of the page.

*Table: Batch Detail – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
TR Date	The date the transaction occurred.
Cardholder #	The cardholder’s account number used in the transaction. By default, Resource Online displays masked account numbers.
Ref	Sequential reference number assigned by Chase Paymentech to each item in the batch.
Qualification	The level of interchange at which the transaction was processed. For a non-qualified transaction, this is the level of interchange to which the transaction was downgraded because it did not meet the requirements for the normal level of interchange available based on the merchant classification.
Paid By	Value is <i>Paymentech</i> , if Chase Paymentech pays the merchant for the transaction; <i>Others</i> if paid by a third party.
TR Type	The kind of transactions. Values are: <i>DR</i> for Debit (Sale) or <i>CR</i> for Credit (Return)
Trans Ref	The transaction reference number.
Entry	Indicates how the card was processed. Values are: KEYED – card number was keyed      SWIPED – card number was swiped
Auth Code	The authorization code issued by the card issuing institution for the transaction.
Reject Ind	Y (value) indicates transaction was rejected and not processed for settlement.
Amt	The dollar amount of the transaction.

## BATCH EXCEPTION

### REPORT CATEGORY: Daily Report Review

The Batch Exception report displays information on batches that were closed more than two days after they were opened. Use this report to identify locations that may have procedural or hardware/software issues that prevent them from closing batches in a timely manner.

**Note:**  
The date range used for the search is the process date, rather than the batch or transaction date.

### To access Batch Exception:

- 1) Click **Batch Exception** within the **Daily Report Review** category.
- 2) To view data at the hierarchy displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report**.

**Hint:**  
Click the **Preferences** icon to apply preferences to this report. All negative transactions (credits) appear in parentheses.

*Table: Batch Exception – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Batch #	Batch reference number assigned by the terminal at the merchant outlet location.
Batch Open Date	The date the batch was opened at the terminal.
Batch Close Date	The date the batch was closed at the terminal.
Batch Item Count	The number of transactions in the batch.
Batch Amount	The net dollar amount of all transactions in the batch. Negative amounts appear in parentheses.
Report Totals	The sum of all the batches that was open for more than two days in the specified date range. Negative amounts appear in parentheses.

## ALL TRANSACTIONS

### REPORT CATEGORY: Daily Report Review

The All Transactions report contains information on every transaction the merchant processed, including both settled (paid by Chase Paymentech) and non-settled (paid by third party), during the specified date range. This report can be used to search for specific transactions or the filtering option used to research transactions that fall within a defined parameter.

**Note:**

Each row of the All Transactions report represents a single transaction.

### To access All Transactions:

- 1) On the **Recon Solution** menu, select **Daily Report Review** and **click All Transactions**.
- 2) To view data at the hierarchy displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Hint:**

Click the **Preferences** icon to apply preferences to this report. All negative transactions (credits) appear in parentheses.

*Table: All Transactions - Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech front-end network.
TR Date	The date the transaction occurred.
Batch Date	Date the batch was settled by the merchant.
Cardholder #	The cardholder's account number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Ref	Sequential reference number assigned by Chase Paymentech to each batch item.
Paid By	Value is <i>Paymentech</i> , if Chase Paymentech pays the merchant for the transaction; <i>Others</i> if paid by a third party.
D/C Ind	Indicates whether the card used in the transaction was a debit ( <i>D</i> ) card or credit ( <i>C</i> ) card.
Qualification	The level of interchange at which the transaction was processed. For a non-qualified transaction, this is the level of interchange to which the transaction was downgraded because it did not meet the requirements for the normal level of interchange available for the merchant classification.
TR Type	The kind of transaction. Values are:
	<i>DR</i> for Debit (Sale) <i>CR</i> for Credit (Return)
Trans Ref	The transaction reference number.
Entry	Indicates how the card was processed. Values are:
	KEYED – card number was keyed      SWIPED – card number was swiped
Auth Code	The authorization code issued by the card-issuing institution for the transaction.
Reject Ind	Y (value) indicates transaction was rejected and not processed for settlement.



Amount	The dollar amount of the transaction. The report totals displays a summary total that is the same as the Submitted Deposits highlighted in the Recap Summary report.
Custom Data	A unique identifier entered by the merchant that is captured with the transaction at the point of sale. This field accommodates up to 30 bytes of alpha/numeric data, and will only display if the user customizes the preferences to display Custom Data and if the merchant meets the necessary requirements.
Orig Trans Ref	System-generated transaction reference number.
Encrypted	Flag indicating whether or not special encryption was used to process the transaction.

## CARD TYPE SUMMARY

### REPORT CATEGORY: Daily Report Review

The Card Type Summary report provides a complete summary of submitted deposit totals by card type for the selected merchant location or hierarchy during the specified date range. Totals include both settled (paid by Chase Paymentech) and non-settled (paid by a third party) card types, including dollar amounts and transaction counts.

**Note:**

The date range used for the search is the process date, rather than the batch or transaction date.

### To access Card Type Summary:

- 1) Click **Card Type Summary** within the **Daily Report Review** category.
- 2) To view data at the hierarchy displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report**.

**Hint:**

All negative transactions (credits) appear in parentheses.

*Table: Card Type Summary – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Description	The card type submitted to Chase Paymentech. Card types for which no deposits were submitted within the date range are omitted from the report.
Amt	The sum of all transactions submitted for a particular card type. Negative amounts appear in parentheses. The report totals displays a grand total that equals the Submitted Deposits dollar amount in the Recap Summary report.
Sales Item Count	Number of sale transactions for a particular card type.
Return Item Count	Number of return transactions for a particular card type.
Average Ticket	Average per-item amount, calculated by dividing the total transaction amount for a card type by the sum of the sales and return item counts.

## CARD TYPE SUMMARY BY MERCHANT

### REPORT CATEGORY: Daily Report Review

The Card Type Summary by Merchant report provides a summary of submitted deposit totals by merchant and by card type for the specified date range. Totals include both settled (paid by Chase Paymentech) and non-settled (paid by a third party) card types, including dollar amounts and transaction counts. This report is best suited for businesses managing a large number of locations.

**Note:**

The date range used for the search is the process date, rather than the batch or transaction date.

### To access Card Type Summary by Merchant:

- 1) Click **Card Type Summary by Merchant** within the **Daily Report Review** category.
- 2) To view data at the hierarchy displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report**.

**Hint:**

Click the **Preferences** icon to apply preferences to this report. All negative transactions (credits) appear in parentheses.

*Table: Card Type Summary by Merchant – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	Reporting merchant number to identify a merchant on the Chase Paymentech system.
MC Cnt	Submitted MasterCard transaction count.
MC Amt	Submitted MasterCard dollar amount.
VI Cnt	Submitted VISA transaction count.
VI Amt	Submitted VISA dollar amount.
VI DBT Cnt	Submitted VISA Debit transaction count.
VI DBT Amt	Submitted VISA Debit dollar amount.
AMEX Cnt	Submitted American Express transaction count.
AMEX Amt	Submitted American Express dollar amount.
DS Cnt	Submitted Discover transaction count.
DS Amt	Submitted Discover dollar amount.
DC Cnt	Submitted Diner’s Club transaction count.
DC Amt	Submitted Diner’s Club dollar amount.
JCB Cnt	Submitted JCB transaction count.
JCB Amt	Submitted JCB dollar amount.
WEX Cnt	Submitted Wright Express transaction count.
WEX Amt	Submitted Wright Express dollar amount.
VOY Cnt	Submitted Voyager transaction count.
VOY Amt	Submitted Voyager dollar amount.
PL Cnt	Submitted Private Label transaction count.
PL Amt	Submitted Private Label dollar amount.
DB Cnt	Submitted debit transaction count.

DB Amt	Submitted debit dollar amount.
EBT Cnt	Submitted EBT (Electronic Benefits Transfer) transaction count.
EBT Amt	Submitted EBT dollar amount.
SV Cnt	Submitted Stored Value transaction count.
SV Amt	Submitted Stored Value dollar amount.
GC Cnt	Submitted Generic Gift Card transaction count.
GC Amt	Submitted Generic Gift Card dollar amount.
RC Cnt	Submitted Revolution Card transaction count.
RC Amt	Submitted Revolution Card dollar amount.
EC Cnt	Submitted Electronic Check transaction count.
EC Amt	Submitted Electronic Check dollar amount.
ADJ Cnt	Adjusted transaction count.
ADJ Amt	Adjusted dollar amount.
TTL Cnt	Submitted total transaction count.
TTL Amt	Submitted total dollar amount

## PRIVATE LABEL

### REPORT CATEGORY: Daily Report Review

The Private Label report provides a summary of private label activity arranged by merchant and private label card type. This report applies only to petroleum merchants.

The Card Type Summary and the Card Type Summary by Merchant reports combine all private label transactions into a generic private label category. The Private Label report is arranged by the private label card types and displays corresponding dollar amounts and counts.

**Note:**

The date range used for the search is the process date, rather than the batch or transaction date.

**Hint:**

All negative amounts appear in parentheses.

### To access Private Label:

- 1) Click **Private Label** within the **Daily Report Review** category.
- 2) To view data at the hierarchy displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report**.

*Table: Private Label – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Merchant Name	The name of the merchant.
Card Type Cnt	The item count of the particular private label card type.
Card Type Amt	The dollar amount of the particular private label card type.
Total Cnt	The total item count of the reported private label card types.
Total Amt	The total dollar amounts of the reported private label card types.

## 3.2. HOW TO USE THE SETTLEMENT REVIEW CATEGORY

Recon Solution provides summary and detail reporting allowing easy review and verification of the monies paid to the user by Chase Paymentech, including any deductions for fees and adjustments. These reports should be reviewed regularly as part of the reconciliation process.

### TO ACCESS A SETTLEMENT REPORT:

- 1) On the **Recon Solution** menu, select **Settlement Review** and click the appropriate report name.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

### SETTLEMENT SUMMARY SELECT

#### REPORT CATEGORY: Settlement Review

The Settlement Summary Select report provides summary funding information and adjustment amounts by category by merchant. This report is similar to the Settlement Summary report, but allows the user to select the hierarchy level and date range to be viewed.

**Note:**  
The date range used for the search is the process date, rather than the batch or transaction date.

#### To access Settlement Summary Select:

- 1) On the **Recon Solution** menu, select **Daily Report Review** and click **Settlement Summary Select**.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Hint:**  
Click the **Preferences** icon to apply preferences to this report. All negative transactions (credits) appear in parentheses.

*Table: Settlement Summary Select – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Proc Date	The funding date of the financial activity.
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Deposits	Sum of settled transaction to be funded to the merchant.
Chargebacks	Sum of chargebacks and chargeback reversal activity assessed on the processing date.
Rejects (Deposit Correction Notices)	Adjustments made to correct merchant deposits. Example: A rejected transaction

Settlement Fees	Discount, interchange and miscellaneous fees assessed to the merchant on the processing date.
Financial Adj	Adjustments that have a financial impact to a merchant's funded amount. Example: Miscellaneous equipment purchase, sales tax payable
Net Deposit Amt	Amount deposited into merchant's bank account by Chase Paymentech.
DDA	The account number for the merchant's demand deposit account. By default, Resource Online displays masked DDA numbers.
ABA	Bank routing number for funds transfer.
Funds Transfer Id	ID number for the financial transfer instruction (FTI).
Funds Transfer Date	Date the funds transfer instruction was created by Chase Paymentech.

## SETTLEMENT FEES SUMMARY

### REPORT CATEGORY: Settlement Review

Recon Solution allows quick and easy access to the merchant’s settlement fees, which are the fees that Chase Paymentech charges a merchant for transaction processing services. These fees include the discount rate and may include miscellaneous fees for equipment leases, authorization fees or product usage.

The user can display settlement fees actually charged to a specific merchant or group of merchants on a specific date or over a specific date range. Fees are usually assessed at the time a merchant cycles and are reported when assessed. This report is used to show the total fees charged to a merchant account.

**Note:**

The date range used for the search is the process date, rather than the batch or transaction date.

**Hint:**

Click the **Preferences** icon to apply preferences to this report.

### To access Settlement Fees Summary:

- 1) Click **Settlement Fees Summary** in the **Settlement Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

*Table: Settlement Fees Summary – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Proc Date	The date that the fees were assessed.
Transit	The bank routing transit number, which uniquely identifies the merchant’s banking institution.
DDA	The account number for the merchant’s demand deposit account. By default, Resource Online displays masked DDA numbers.
Method	The method of payment of the settlement fee.
Amt	The dollar amount of the settlement fees assessed to the merchant by Chase Paymentech. The report totals displays a grand total that matches the Settlement Fees dollar amount in the Recap Summary report.



## SETTLEMENT FEES DETAIL

### REPORT CATEGORY: Settlement Review

Recon Solution allows quick and easy access to the merchant’s settlement fees, which are the fees that Chase Paymentech charges a merchant for transaction processing services. This detail report displays fee data in the three main categories of Discount/Service Charge, Fees (which includes authorization fees, equipment, product usage, etc.) and Interchange/Assessment.

**Note:**  
The date range used for the search is the process date, rather than the batch or transaction date.

The user can display settlement fees actually charged to a specific merchant or group of merchants on a specific date or over a specific date range. Fees are usually assessed at the time a merchant cycles and are reported when assessed.

### To access Settlement Fees Detail:

- 1) Click **Settlement Fees Detail** in the **Settlement Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Click **Generate Report** when finished.

*Table: Settlement Fees Detail – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Proc Date	The date that the fees were assessed.
Fee Category	The general category type of the fee that was assessed.
Transit	The bank routing transit number, which uniquely identifies the merchant’s banking institution.
DDA	The account number for the merchant’s demand deposit account. By default, Resource Online displays masked DDA numbers.
Method	The method of payment of the settlement fee.
Amt	The dollar amount of the settlement fees assessed to the merchant by Chase Paymentech. The report totals displays a grand total that matches the Settlement Fees dollar amount in the Recap Summary report.

## SUMMARY OF FEES

### REPORT CATEGORY: Settlement Review

The Summary of Fees report displays fee data by individual fee type by merchant. This report provides detailed information on Fees, Discount and Assessments. Fees are reported when assessed.

**Note:**

The date range used for the search is the process date, rather than the batch or transaction date.

### To access Summary of Fees:

- 1) Click **Fee and Rate Search** in the **Portfolio Management** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Click **Generate Report** when finished.

**Note:**

Click the **Merchant Name** or **Merch #** to sort by that column in ascending or descending order. The **Fee Sequence Code** fields are NOT sortable.

*Table: Summary of Fees - Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS – FEES BY MERCHANT</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Fee Code	Combination of characters representing a fee category.
Fee Description	Name of the fee category.
Amount	The total fee amount for the particular fee category.
<b>REPORT RESULTS – MERCHANTS BY FEE</b>	
Fee Code	Combination of characters representing a fee category.
Fee Description	Name of the fee category.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Merchant Name	The name of the merchant.
Amount	The total fee amount for the particular fee category.

## DEPOSIT REJECTION

### REPORT CATEGORY: Settlement Review

When Chase Paymentech makes an adjustment to the dollar total of the batch, Chase Paymentech creates a deposit rejection, which may be a debit or credit to the merchant's account.

For each adjustment, Chase Paymentech creates a deposit correction that indicates the reason, the dollar amount of the adjustment and the transaction with which it is associated. This report is used to identify deposit corrections that have been made.

Some examples of deposit rejections include invalid cardholder numbers, a location not entitled to accept a particular card type or a duplicate transaction.

**Note:**

The date range used for the search is the process date, rather than the batch or transaction date.

**Hint:**

Click the **Preferences** icon to apply preferences to this report.

### To access Deposit Rejection:

- 1) Click **Deposit Rejection** in the **Settlement Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Click **Generate Report** when finished.

*Table: Deposit Rejection - Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Proc Date	The date the correction was processed by Chase Paymentech.
Cardholder #	The card number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Reason	The reject reason code and short description of why the correction was generated.
Amt	The dollar amount of the correction. Negative amounts appear in parentheses. The report totals displays a grand total that equals the Deposit Correction Notices dollar amount in the Exceptions Summary Report.

## FINANCIAL ADJUSTMENTS

### REPORT CATEGORY: Settlement Review

The Financial Adjustments report lists each adjustment that has a financial impact to a merchant’s funded amount. It is used to identify the detail after reviewing the summary funding data.

**Note:**  
The date range used for the search is the process date, rather than the batch or transaction date.

### To access Financial Adjustments:

- 1) Click **Financial Adjustments** in the **Settlement Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Hint:**  
Click the **Preferences** icon to apply preferences to this report.

*Table: Financial Adjustments - Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The merchant’s identifying number on the Chase Paymentech system.
Proc Date	The date the adjustment is assessed.
Description	Detail as to what the financial adjustment is.
Transit	The bank routing transit number, which uniquely identifies the merchant’s banking institution.
DDA	The account number for the merchant’s demand deposit account. By default, Resource Online displays masked DDA numbers.
Amt	The dollar amount of the financial adjustment assessed to the merchant. Negative amounts appear in parentheses.
Report Totals	The last row of the report displays a grand total that matches the Financial Adjustments dollar amount in the Exceptions Summary Report.

## SUMMARY OF INTERCHANGE BY CARD TYPE

### REPORT CATEGORY: Settlement Review

The Summary of Interchange by Card Type displays transaction counts and amounts as well as corresponding estimate of interchange cost and percentages for Visa, MasterCard and Discover by merchant. This report may not take into consideration any transaction downgrades and reclassifications that occur during settlement.

**Note:**  
The date range used for the search is the process date, rather than the batch or transaction date.

### To access Summary of Interchange by Card Type:

- 1) Click **Summary of Interchange by Card Type** in the **Settlement Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Click **Generate Report** when finished.

**Hint:**  
Click the **Preferences** icon to apply preferences to this report.

*Table: Summary of Interchange by Card Type - Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The merchant's identifying number on the Chase Paymentech system.
Visa Net Cnt	Count of Visa transactions.
Visa Net Sales	Sum of all Visa sales.
Visa Interchg	Estimated interchange cost related to Visa transactions.
Visa %	Visa interchange rate representing Visa interchange cost over net Visa sales.
MasterCard Net Cnt	Count of MasterCard transactions.
MasterCard Net Sales	Sum of all MasterCard sales.
MasterCard Interchg	Estimated interchange cost related to MasterCard transactions.
MasterCard %	MasterCard interchange rate representing MasterCard interchange cost over net MasterCard sales.
Discover Net Cnt	Count of Discover transactions (settled by Chase Paymentech).
Discover Net Sales	Sum of all Discover sales (settled by Chase Paymentech).
Discover Interchg	Estimated interchange costs related to Discover transactions (settled by Chase Paymentech).
Discover %	Discover interchange rate representing Discover interchange cost over net Discover sales (settled by Chase Paymentech).
Total Net Cnt	Sum of all Visa, MasterCard and Discover transactions.
Total Net Sales	Sum of all Visa, MasterCard and Discover sales.
Total Interchg	Total estimated interchange costs associated with Visa, MasterCard and Discover transactions.
Total %	Overall interchange rate based on estimated interchange costs over net Visa, MasterCard and Discover sales.

## INTERCHANGE COST BY CARD TYPE

### REPORT CATEGORY: Settlement Review

The Interchange Cost by Card Type report displays interchange detail including gross and net sales, estimated interchange costs by level and average rate percentages for Visa, MasterCard and Discover by merchant. This report may not take into consideration downgrades and reclassification or transactions that occur during the settlement process.

**Note:**  
The date range used for the search is the process date, rather than the batch or transaction date.

### To access Interchange Cost by Card Type:

- 1) Click **Interchange Cost by Card Type** in the **Settlement Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Click **Generate Report** when finished.

**Hint:**  
Click the **Preferences** icon to apply preferences to this report.

*Table: Interchange Cost by Card Type - Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The merchant's identifying number on the Chase Paymentech system.
Gross Sales	Sum of sales qualifying at a particular interchange level.
Credits	Sum of credits qualifying at a particular interchange level.
Net Sales	Net sales amount, consisting of gross sales minus credits, qualifying at a particular interchange level.
Description	Interchange qualification level.
Interchg Amount	Estimated interchange cost based on net sales qualifying at a particular interchange level.
Avg. Rate %	Calculated average interchange rate based on estimated interchange amount over net sales qualifying at a particular interchange qualification level.

## DEBIT INTERCHANGE FEE

### REPORT CATEGORY: Settlement Review

The Debit Interchange Fee report displays interchange detail for debit transactions, including amounts, quantity and rates.

**Note:**

The date range used for the search is the process date, rather than the batch or transaction date.

### To access Debit Interchange Fee:

- 1) Click **Debit Interchange Fee** in the **Settlement Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Hint:**

Click the **Preferences** icon to apply preferences to this report.

*Table: Debit Interchange Fee - Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The merchant's identifying number on the Chase Paymentech system.
Card Type	Debit card type associated with a set of transactions.
Debit Network/Plan Code	Debit network plan code at which transactions qualified.
Fee Description	Description of the particular interchange fee assessed to a merchant.
% Rate	The debit interchange fee rate (if any) associated to a set of transactions.
Per Item	The fixed fee amount applied to each individual transaction.
Quantity	The number of transactions to which a particular debit interchange fee (rate and per-item charge) applies.
Total Fees	The total debit interchange fee cost for a particular set of transactions.

### 3.3. HOW TO USE THE TRANSACTION RESEARCH CATEGORY

Recon Solution provides transaction research reports to allow the user to easily obtain information on any transaction. Using these reporting tools, the user can answer questions regarding authorizations, card numbers, qualified transactions and non-qualified transactions quickly and easily.

#### TO ACCESS A TRANSACTION RESEARCH REPORT:

- 1) On the **Recon Solution** menu, select **Transaction Research** and click the appropriate option.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Note:**  
The date range used for the search is the process date, rather than the batch or transaction date.

**Note:**  
Click any column heading to sort by that column in ascending or descending order.



## CARD NUMBER SEARCH

### REPORT CATEGORY: Transaction Research

The Card Number Search report allows the user to search by card number to obtain detail on settled transactions associated with that card.

**Note:**

This report provides the option to search on a partial card number.

### To access Card Number Search:

- 1) Click **Card Number Search** in the **Transaction Research** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report** when finished.

**Hint:**

Specify a date range of a few days before and after the transaction might have taken place.

*Table: Card Number Search – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
TR Date	The date the transaction occurred.
Cardholder #	The card number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Batch ID	A unique number assigned by Chase Paymentech to identify and track that particular batch.
Ref	Sequential number assigned by Chase Paymentech to each item in the batch.
D/C Ind	Indicates whether the card used in the transaction was a debit (D) card or credit (C) card.
Qualification	The level of interchange at which the transaction qualified.
Paid By	Values are: <i>Chase Paymentech</i> - if Chase Paymentech pays the merchant for the transaction. <i>Others</i> , if paid by a third party.
TR Type	The type of transaction. Values are: <i>DR</i> - Debit (Sale) <i>CR</i> - Credit (Return)
Reject	Indicates whether the transaction was rejected and not processed for settlement.
Amt	The dollar amount of the transaction.
Custom Data	A unique identifier input by the merchant that is captured with the transaction at the point of sale. This field accommodates up to 30 bytes of alpha/numeric data. The custom data field displays on the report regardless of whether or not there is data to display. It displays data only if the merchant meets the necessary requirements.
Encrypted	Flag indicating whether or not special encryption was used to process the transaction.

## CARD NUMBER HISTORY

### REPORT CATEGORY: Transaction Research

The Card Number History report allows the user to search by cardholder number to obtain detail on authorizations, transaction detail, retrievals and chargebacks associated with a particular card number.

#### To access Card Number History:

- 1) Click **Card Number History** in the **Transaction Research** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report** when finished.

**Hint:**  
Specify a date range of a few days before and after the transaction might have taken place.

*Table: Card Number History – Field Descriptions*

FIELD	DESCRIPTION		
<b>REPORT RESULTS</b>			
Type	The record type. Values are: <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-right: 1px solid black; padding-right: 5px;">01-AUTH = Authorization 02-TRANS = Transaction 03-ORTR = Outstanding Retrieval 04-FRTR = Fulfilled Retrieval 05-ERTR = Expired Retrieval</td> <td style="width: 50%; padding-left: 5px;">06-DISP = Dispositioned Chargeback 07-REVR = Reversed Chargeback 08-REPR = Represented Chargeback 09-PCBR = Pending Chargeback 10-DRVR = Denied Reversed Chargeback</td> </tr> </table>	01-AUTH = Authorization 02-TRANS = Transaction 03-ORTR = Outstanding Retrieval 04-FRTR = Fulfilled Retrieval 05-ERTR = Expired Retrieval	06-DISP = Dispositioned Chargeback 07-REVR = Reversed Chargeback 08-REPR = Represented Chargeback 09-PCBR = Pending Chargeback 10-DRVR = Denied Reversed Chargeback
01-AUTH = Authorization 02-TRANS = Transaction 03-ORTR = Outstanding Retrieval 04-FRTR = Fulfilled Retrieval 05-ERTR = Expired Retrieval	06-DISP = Dispositioned Chargeback 07-REVR = Reversed Chargeback 08-REPR = Represented Chargeback 09-PCBR = Pending Chargeback 10-DRVR = Denied Reversed Chargeback		
Merchant Name	The name of the merchant.		
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.		
Date	The date the authorization, transaction, retrieval or chargeback occurred.		
Amt	The dollar amount of the transaction.		
Auth Code	The authorization code issued by the card-issuing institution for the transaction.		
SRC	Code indicating the source of the authorization. See the Authorization Source Codes for more information.		
Entry	<i>KEYED</i> – indicates the transaction was hand-keyed into the POS device. <i>SWIPED</i> – indicates the card was swiped through the POS device.		
TR Type	The kind of transaction. Values are: <i>DR</i> for Debit (Sale), <i>CR</i> for Credit (Return)		
Batch #	Batch reference number assigned by the terminal at the merchant location.		
Case	The control number assigned to the retrieval or chargeback for tracking.		
Reject	Y – indicates the transaction was rejected and not processed for settlement.		
Reason	The reason code and description for the retrieval or chargeback. See Chargeback Reason Codes or Retrieval Reason Codes for more information.		
Custom Data	A unique identifier input by the merchant that is captured with the transaction at the point of sale. This field accommodates up to 30 bytes of alpha/numeric data. The custom data field displays on the report regardless of whether or not there is data to display. It displays data only if the merchant meets the necessary requirements.		

## AUTHORIZATION SEARCH

### REPORT CATEGORY: Transaction Research

When a cardholder purchases a good or service, the merchant requests an authorization for the total sale amount from the card-issuing institution via a transaction processing institution such as Chase Paymentech. When the transaction is authorized, Chase Paymentech returns an authorization code that becomes associated with that transaction.

**Note:**  
The authorization report provides detail on settled transactions only.

For each authorization, the following information is displayed:

- Merchant and cardholder numbers
- Authorization date and code
- Authorization source and dollar amount
- Whether the card was manually keyed or swiped through the point-of-sale (POS) device

**Hint:**  
Specify a date range of a few days before and after the transaction might have taken place.

The authorization report provides detail on settled transactions only.

### To access Authorization Search:

- 1) Click **Authorization Search** in the **Transaction Research** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report** when finished.

**Note:**  
Preferences can be applied to this report by clicking the **Preferences** icon.

*Table: Authorization Search – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Cardholder #	The card number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Auth Date	The date on which the merchant received the authorization.
Auth Code	The authorization code issued by the card issuing institution for the transaction.
Entry	<i>KEYED</i> - indicates that the transaction was hand-keyed into the POS device. <i>SWIPED</i> - indicates that the magnetic stripe was read when the card was swiped through the POS device.
Source	Code indicating the source of the authorization. See <i>Appendix A</i> for a listing of code definitions.
Auth Amt	The dollar amount for which the authorization was obtained. Negative amounts appear in parentheses.
Auth Rev Ind	Flag indicating whether or not the record represents an authorization reversal.

## QUALIFICATION SUMMARY

### REPORT CATEGORY: Transaction Research

The Qualification Summary report provides a summary of qualification information that helps the user quickly pinpoint problems, such as employee training or equipment failure, which may be causing excessive downgrades. A qualified transaction meets certain criteria set forth by the card associations that represent a lower risk of fraud.

Criteria used to determine transaction qualification include, but are not limited to:

- The card being swiped
- The customer being present at the time of the transaction
- The card being signed
- The transaction being authorized
- The transaction batch being settled within one day

The Qualification reports do not take into account the merchant's pricing program with Chase Paymentech. Each transaction is reviewed to determine whether it qualified at the best possible rate based on the industry of the merchant. If a transaction does not qualify for the best possible rate, then it is classified as "non-qualified."

### To access Qualification Summary:

- 1) Click **Qualification Summary** in the **Transaction Research** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

*Table: Qualification Summary – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Description	The card type and the card association interchange program associated with the transaction.
Qualification Status	Status of transactions. A qualified transaction meets certain criteria that establishes a lower risk of fraud and qualifies for a lower interchange rate assessment. Values are:
	N = Non-qualified   Y = qualified
Trans Cnt	Number of a merchant's transactions made with this card type that received this qualification status during the selected date range.
Sales Total	Total dollar amount of a merchant's transactions of this card type that received this qualification status for the selected date range.

**Hint:**

Since American Express, Diners Club and Discover are usually paid by a third party, these transactions are categorized as "qualified."

**Note:**

The summary lists the selected merchant's sales dollar amount and number of transactions by card type and interchange level over the selected date range, including whether the transactions are qualified or not.

**Hint:**

Preferences can be applied to this report by clicking the **Preferences** icon. Negative transactions (credits) are displayed in parentheses.

## NON-QUALIFIED TRANSACTIONS

### REPORT CATEGORY: Transaction Research (U.S. Only)

Non-qualified transactions have not met the card association’s requirements for the best interchange rate.

A non-qualified transaction may have one or more of the following characteristics:

- The card was not swiped
- The customer was not present at the time of the transaction
- The card was not signed
- The transaction was not authorized
- The transaction’s batch was not settled within one day

The Qualification reports do not take into account the merchant’s pricing program with Chase Paymentech. Each transaction is reviewed to determine whether it qualified at the best possible rate based on the industry of the merchant. If a transaction does not qualify for the best possible rate, then it is classified as “non-qualified.”

**Hint:**  
A transaction may downgrade for up to 15 different reasons. To view the corresponding description of a reason code, simply position the cursor over the reason code on the page.

**Note:**  
Due to the “mouse over” functionality of the **Reason** field, this field cannot be sorted.

### To access Non-Qualified Transactions:

- 1) Click **Non-Qualified Transactions** in the **Transaction Research** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Hint:**  
Preferences can be applied to this report by clicking the **Preferences** icon.

*Table: Non-Qualified Transactions – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
TR Date	The date the transaction occurred.
Batch Date	The date the batch was settled by the merchant.
Cardholder #	The cardholder’s account number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Ref	Sequential reference number assigned by Chase Paymentech to each item in the batch
Paid By	<i>Chase Paymentech</i> if Chase Paymentech pays the merchant for the transaction; <i>Others</i> if paid by a third party.
D/C Ind	Indicates whether the card used in the transaction was a debit ( <i>D</i> ) card or credit ( <i>C</i> ) card.
Qualification	The level of interchange to which the transaction was downgraded.

Reason	Reason code(s) of why the transaction was downgraded to a higher interchange rate. Move the cursor over the reason code to view the corresponding description. See Qualification Downgrade Reason Codes for more information.
TR Type	The kind of transaction. Values are: DR for Debit (Sale), or CR for Credit (Return).
Trans Ref	The transaction reference number.
Entry	<i>KEYED</i> – indicates that the transaction was hand-keyed into the POS device. <i>SWIPED</i> – indicates that the magnetic stripe was read when the card was swiped through the POS device.
Auth Code	The authorization code issued by the card-issuing institution for the transaction.
Reject	The letter Y in this field indicates the transaction was rejected and not processed for settlement.
Amt	The dollar amount of the transaction. The report totals displays a summary total for the selected date range.
Custom Data	A unique identifier inputted by the merchant that is captured with the transaction at the point of sale. This field accommodates up to 30 bytes of alpha/numeric data, and will only display if the user turns on the display of custom data in Preferences and the merchant meets the necessary requirements.
Orig Trans Ref	System-generated transaction reference number.

## QUALIFIED TRANSACTIONS

### REPORT CATEGORY: Transaction Research (U.S. Only)

Qualified transactions meet the card association’s requirements for the best interchange rate.

Criteria used to determine transaction qualification include, but are not limited to:

- The card being swiped
- The customer being present at the time of the transaction
- The card being signed
- The transaction being authorized
- The transaction batch being settled within one day

The Qualification reports do not take into account the merchant’s pricing program with Chase Paymentech. Each transaction is reviewed to determine whether it qualified at the best possible rate based on the industry of the merchant. If a transaction does not qualify for the best possible rate, then it is classified as “non-qualified.”

### To access Qualified Transactions:

- 1) Click **Qualified Transactions** in the **Transaction Research** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

#### Hint:

Since American Express, Diners Club and Discover are usually paid by a third party, these transactions are categorized as “qualified.”

#### Note:

The report totals display a summary total for the selected date range and merchant location.

#### Hint:

Preferences can be applied to this report by clicking the **Preferences** icon. Negative transactions (credits) are displayed in parentheses.

*Table: Qualified Transactions – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
TR Date	The date the transaction occurred.
Batch Date	The date the batch was settled by the merchant.
Cardholder #	The cardholder’s account number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Ref	Sequential reference number assigned by Chase Paymentech to each item in the batch.
Paid By	<i>Paymentech</i> if Chase Paymentech pays the merchant for the transaction; <i>Others</i> if paid by a third party.
D/C Ind	Indicates whether the card used in the transaction was a debit ( <i>D</i> ) card or credit ( <i>C</i> ) card.
Qualification	The level of interchange to which the transaction was downgraded.
TR Type	The kind of transaction. Values are: DR for Debit (Sale), or CR for Credit (Return).
Trans Ref	The transaction reference number.
Entry	<i>KEYED</i> – indicates that the transaction was hand-keyed into the POS device. <i>SWIPED</i> – indicates that the magnetic stripe was read when the card was swiped through the POS device.
Auth Code	The authorization code issued by the card-issuing institution for the transaction.
Reject	The letter Y in this field indicates the transaction was rejected and not processed for settlement.
Amt	The dollar amount of the transaction. The report totals displays a summary total for the selected date range.
Custom Data	A unique identifier inputted by the merchant that is captured with the transaction at the point of sale. This field accommodates up to 30 bytes of alpha/numeric data, and will only display if the user turns on the display of custom data in <b>Preferences</b> and the merchant meets the necessary requirements.
Orig Trans Ref	System-generated transaction reference number.

### 3.4. HOW TO USE THE CHARGEBACK REVIEW CATEGORY

Chargebacks, deposit correction notifications (DCNs) and financial adjustments are all exceptions to the normal procedures of transaction settlement processing. Recon Solution provides summary and detail reporting, making it easy to quickly and efficiently identify, research, and resolve chargebacks and exceptions.

#### TO ACCESS A CHARGEBACK REVIEW REPORT:

- 1) On the **Recon Solution** menu, select **Chargeback Review** and click the appropriate option.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

#### Note:

Click any column heading to sort by that column in ascending or descending order.

#### EXCEPTIONS SUMMARY

##### REPORT CATEGORY: Chargeback Review

Recon Solution makes a distinction between exceptions that involve the transfer of money (financial) and exceptions that do not (non-financial).

The Exception Summary report displays a snapshot summary of financial and non-financial exceptions processed during the specified date range.

- Financial Exceptions
  - Deposit Correction Notices (DCNs)
  - Financial adjustments
  - Dispositioned chargebacks
  - Chargeback reversals
- Non-financial Exceptions
  - Representments
  - Pending chargebacks
  - Denied reversals

#### Note:

The date range used for the search is the process date, rather than the batch or transaction date.

#### To access Exceptions Summary:

- 1) Click **Exceptions Summary** in the **Chargeback Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report** when finished.



**Table: Exceptions Summary – Field Descriptions**

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
<b>NON-FINANCIAL EXCEPTIONS</b>	The dollar amounts displayed in these fields are for information purposes only. Since they do not represent any exchange of money, they are not included in the report grand totals.
Representments	The total amount of chargebacks that Chase Paymentech represented to the issuing bank on the merchant’s behalf.
Pending Chargebacks	The total amount of pending chargebacks. Most pending chargebacks represent cases where arbitration is taking place and the funds are “suspended” awaiting chargeback resolution.
Denied Reversals	The total amount of previously dispositioned chargebacks for which rebuttals were submitted but proved to be insufficient to reverse the original chargebacks
Deposit Rejects	The dollar amount of transactions in a submitted batch that were rejected during settlement.
<b>FINANCIAL EXCEPTIONS</b>	
The amount of adjustments that have a financial impact to the funded amount.	
Representments	The dollar amount of chargebacks that have been represented to the issuing bank.
Deposit Correction Notice	The net amount of all dollar adjustments made by Chase Paymentech to a batch deposit total before sending the batch to interchange. Each DCN is associated with a specific transaction within a batch that could not be processed through settlement. Negative amounts appear in parentheses.
Financial Adjustments	Total dollar amount of miscellaneous item such as equipment purchases, or debits/credits associated with adjustments related to fee charges.
Dispositions	The total amount of chargebacks that are dispositioned to the merchant. A disposition results in funds being debited from the merchant.
Reversals	The total amount of dispositions that have been approved for reversal. A reversal results in funds being transferred to a merchant.
Miscellaneous Chargebacks	The total amount of chargebacks to the merchant representing pre-arbitration or compliance items. A miscellaneous chargeback results in funds being debited from the merchant.
Debit Adjustment	The total amount of adjustments made to a submitted batch total deposit. Adjustments are made when there are differences between the submitted batch amount and what was settled, often occurring when PIN debit transactions are not completed before a batch is submitted.
ECP Returns	Total amount of returns associated with Electronic Check Processing.
Total Chargebacks	The sum of all dispositions, reversals, miscellaneous chargebacks, debit adjustments and ECP returns.
Total Exceptions	The net total of representments, deposit correction notices, financial adjustments and total chargebacks. This amount matches the Exceptions amount in the Recap Summary Report.

## DISPOSITIONS

### REPORT CATEGORY: Chargeback Review

The Dispositions report lists each disposition for the selected merchant(s) within the selected date range. A disposition is a chargeback (a transaction that is disputed by the cardholder) that is settled in favor of the cardholder.

Data on dispositioned chargebacks typically appears 1-3 days prior to the funding impact, which can be viewed in the Settlement Summary report. For example, a dispositioned chargeback record appearing on Tuesday will have a funding impact on Wednesday. This schedule holds true until a dispositioned chargeback record appears on a Saturday. The funding impact will be on the following Tuesday.

### To access Dispositions:

- 1) Click **Dispositions** in the **Chargeback Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report** when finished.

**Note:**

A disposition is deducted from the merchant's deposit.

**Note:**

The date range used for the search is the chargeback disposition date.

**Hint:**

Preferences can be applied to this report by clicking the **Preferences** icon.

*Table: Dispositions – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Case #	The control number assigned to the chargeback for tracking purposes. Use this number when communicating with Chase Paymentech about this chargeback.
Disp Date	The date Chase Paymentech resolved this chargeback case.
CB Date	The date the chargeback was initiated by the card issuing institution.
Trans Date	The date the original transaction occurred.
Cardholder #	The card number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Orig Ref #	A number assigned to the transaction when captured by the terminal.
Reason	The reason code and explanation for the chargeback. See Chargeback Reason Codes for more information.
MCC	The merchant category code for the merchant associated with the disposition (if available).
Amt	The dollar amount of the chargeback. Positive amounts reflect funds being transferred to the merchant, negative amounts appear in parentheses and represent the funds being transferred from the merchant. The report totals displays a grand total that equals the Dispositions dollar amount in the Exceptions Summary Report.
Custom Data	A unique identifier inputted by the merchant that is captured with the transaction at the point of sale. This field accommodates up to 30 bytes of alpha/numeric data. This field will only display if the user turns on the display of Custom Data in Preferences and the merchant meets the necessary requirements.

## REVERSALS

### REPORT CATEGORY: Chargeback Review

The Reversals report lists chargebacks that were originally settled as dispositions, but were disputed and subsequently settled in favor of the merchant.

Detail on reversed chargebacks typically appears 1-3 days prior to the funding impact, which can be viewed in the Settlement Summary report. For example, a reversed chargeback record appearing on Tuesday will have a funding impact on Wednesday. This schedule holds true until a reversed chargeback record appears on a Saturday. The funding impact will be on the following Tuesday.

### To access Reversals:

- 1) Click **Reversals** in the **Chargeback Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Note:**

The dollar amount of a reversal is added to the merchant's deposit.

**Note:**

The date range used for the search is the reversal date.

**Hint:**

Preferences can be applied to this report by clicking the **Preferences** icon.

*Table: Reversals – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Case #	The control number assigned to the chargeback for tracking purposes. Use this number when communicating with Chase Paymentech about this chargeback.
Rev Date	The date the status of the chargeback changed to a reversed status.
CB Date	The date the chargeback was initiated by the card-issuing institution.
Trans Date	The date the original transaction occurred.
Cardholder #	The card number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Orig Ref #	A number assigned to the transaction when captured by the terminal.
Reason	The reason code and explanation for the chargeback. See Chargeback Reason Codes for more information.
MCC	The merchant category code for the merchant associated with the reversal (if available).
Amt	The dollar amount of the chargeback. Positive amounts reflect funds being transferred to the merchant; negative amounts appear in parentheses and represent funds being transferred from the merchant. The report totals displays a grand total for the selected date range and hierarchy, and equals the Reversals dollar amount in the Exceptions Summary report.
Custom Data	A unique identifier input by the merchant that is captured with the transaction at the point of sale. This field accommodates up to 30 bytes of alpha/numeric data. This field will only display if the user turns on the display of Custom Data in Preferences and the merchant meets the necessary requirements.

## DENIED REVERSALS

### REPORT CATEGORY: Chargeback Review

The Denied Reversals report lists previously dispositioned chargebacks for which rebuttals were submitted, but proved to be insufficient to reverse the original chargebacks.

#### To access Denied Reversals:

- 1) Click **Denied Reversals** in the **Chargeback Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

*Table: Denied Reversals – Field Descriptions*

**Note:**

There is no further financial impact to the merchant because the original disposition stands.

**Note:**

The date range used for the search is the denied reversal date.

**Hint:**

Preferences can be applied to this report by clicking the **Preferences** icon.

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Case #	The control number assigned to the chargeback for tracking purposes. Use this number when communicating with Chase Paymentech about this chargeback.
Denied Date	The date the status of the chargeback changed to a denied status.
CB Date	The date the chargeback was initiated by the card-issuing institution.
Trans Date	The date the original transaction occurred.
Cardholder #	The card number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Orig Ref #	A number assigned to the transaction when captured by the terminal.
Reason	The reason code and explanation for the chargeback. See Chargeback Reason Codes for more information.
MCC	The merchant category code for the merchant associated with the denied reversal (if available).
Amt	The dollar amount of the chargeback. Positive amounts reflect funds being transferred to the merchant, negative amounts appear in parentheses and represent funds being transferred from the merchant. The report totals displays a grand total for the selected date range and hierarchy, and equals the Reversals dollar amount in the Exceptions Summary report.
Custom Data	A unique identifier input by the merchant that is captured with the transaction at the point of sale. This field accommodates up to 30 bytes of alpha/numeric data. This field will only display if the user turns on the display of Custom Data in Preferences and the merchant meets the necessary requirements.

## REPRESENTMENTS

### REPORT CATEGORY: Chargeback Review

The Representments report lists each chargeback that Chase Paymentech has represented to the issuing bank on the merchant's behalf.

**Note:**

This data is informational only and has no financial impact to the merchant.

### To access Representments:

- 1) Click **Representments** in the **Chargeback Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Note:**

The date range used for the search is the representation date.

**Hint:**

Preferences can be applied to this report by clicking the **Preferences** icon.

*Table: Representments – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Case #	The control number assigned to the chargeback for tracking purposes. Use this number when communicating with Chase Paymentech about this chargeback.
Rep Date	The date the chargeback was represented to the card-issuing bank.
CB Date	The date the chargeback was initiated by the card-issuing institution.
Trans Date	The date the original transaction occurred.
Cardholder #	The card number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Orig Ref #	A number assigned to the transaction when captured by the terminal.
Reason	The reason code and explanation for the chargeback. See Chargeback Reason Codes for more information.
MCC	The merchant category code for the merchant associated with the representment (if available).
Amt	The dollar amount of the chargeback. Positive amounts reflect funds being transferred to the merchant, negative amounts appear in parentheses and represent funds being transferred from the merchant. The report totals displays a grand total for the selected date range and merchant location, and equals the Representments dollar amount in the Exceptions Summary report.
Custom Data	A unique identifier input by the merchant that is captured with the transaction at the point of sale. This field accommodates up to 30 bytes of alpha/numeric data. This field will only display if the user turns on the display of Custom Data in Preferences and the merchant meets the necessary requirements.

## PENDING CHARGEBACKS

### REPORT CATEGORY: Chargeback Review

The Pending Chargebacks Report lists chargebacks with a pending status. Chargebacks can receive a “pending” status during certain arbitration conditions and the chargeback amounts are “suspended” until the case is resolved.

**Note:**

This data is informational only and has no financial impact to the merchant.

### To access Pending Chargebacks:

- 1) Click **Pending Chargebacks** in the **Chargeback Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Note:**

The date range used for the search is the pending chargeback date.

**Hint:**

Preferences can be applied to this report by clicking the **Preferences** icon.

*Table: Pending Chargebacks – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Case #	The control number assigned to the chargeback for tracking purposes. Use this number when communicating with Chase Paymentech about this chargeback.
Pend CB Date	The date the case was assigned a pending status.
CB Date	The date the chargeback was initiated by the card-issuing institution.
Trans Date	The date the original transaction occurred.
Cardholder #	The card number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Orig Ref #	A number assigned to the transaction when captured by the terminal.
Reason	The reason code and explanation for the chargeback. See Chargeback Reason Codes for more information.
MCC	The merchant category code for the merchant associated with the pending chargeback (if available).
Amt	The dollar amount of the chargeback. Positive amounts reflect funds being transferred to the merchant, negative amounts appear in parentheses and represent funds being transferred from the merchant. The report totals displays a grand total that equals the <b>Pending Chargebacks</b> dollar amount in the Exceptions Summary report.
Custom Data	A unique identifier input by the merchant that is captured with the transaction at the point of sale. This field accommodates up to 30 bytes of alpha/numeric data. This field will only display if the user turns on the display of <b>Custom Data</b> in <b>Preferences</b> and the merchant meets the necessary requirements.

## DEBIT ADJUSTMENTS

### REPORT CATEGORY: Chargeback Review

The Debit Adjustments Report lists adjustments that were made to online (PIN-based) debit transactions based on disputes received from cardholders and issuing banks.

#### To access Debit Adjustment:

- 1) Click **Debit Adjustments** in the **Chargeback Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

*Table: Pending Chargebacks – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Case #	The control number assigned to the chargeback for tracking purposes. Use this number when communicating with Chase Paymentech about this chargeback.
Adj. Date	The date the debit adjustment was applied to the merchant
CB Date	The date the chargeback was initiated by the card-issuing institution.
Trans Date	The date the original transaction occurred.
Cardholder #	The card number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Orig Ref #	A number assigned to the transaction when captured by the terminal.
Reason	The reason code and explanation for the chargeback. See Chargeback Reason Codes for more information.
MCC	The merchant category code for the merchant associated with the denied reversal (if available).
Amt	The dollar amount of the chargeback. Positive amounts reflect funds being transferred to the merchant, negative amounts appear in parentheses and represent funds being transferred from the merchant. The report totals displays a grand total for the selected date range and hierarchy, and equals the Reversals dollar amount in the Exceptions Summary report.
Custom Data	A unique identifier input by the merchant that is captured with the transaction at the point-of-sale. This field accommodates up to 30 bytes of alpha/numeric data. This field will only display if the user turns on the display of Custom Data in Preferences and the merchant meets the necessary requirements.

## HOW TO USE THE RETRIEVAL REVIEW CATEGORY

Recon Solution Retrieval reports provide the user with detailed information to assist in reviewing, researching and fulfilling retrieval requests. Fulfilling retrievals prior to their due date can help the merchant avoid costly chargebacks.

### To access a Retrieval Review report:

- 1) On the **Recon Solution** menu, select **Retrieval Review** and click the appropriate option.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Note:**

Click any column heading to sort by that column in ascending or descending order.

## OUTSTANDING RETRIEVALS

### REPORT CATEGORY: Retrieval Review

Retrievals usually originate with the card-issuing institution when a cardholder questions a transaction on his credit card statement. The Outstanding Retrievals report lists each retrieval request received by Chase Paymentech that has not yet been fulfilled, and has an original retrieval request date of *less than* 13 days from the current date. The retrieval request asks the merchant to supply a copy of the sales receipt for the transaction.

**Note:**

The date range used for the search is the retrieval date.

### To access Outstanding Retrievals:

- 1) Click **Outstanding Retrievals** in the **Retrieval Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Hint:**

Preferences can be applied to this report by clicking the **Preferences** icon.

*Table: Outstanding Retrievals – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Case #	The control number assigned to the retrieval for tracking purposes. Use this number when communicating with Chase Paymentech about this retrieval.
Rep Date	The date the retrieval was represented to the card-issuing bank.
Exp Date	The date by which Chase Paymentech needs to receive a copy of the requested sales draft.
Trans Date	The date the original transaction occurred.



Cardholder #	The card number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Orig Ref #	A number assigned to the transaction when captured by the terminal.
Reason	The reason code and explanation for the retrieval. See Retrievals Reason Codes for more information.
MCC	The merchant category code for the merchant associated with the outstanding retrieval (if available).
Amt	The dollar amount of the retrieval. Positive amounts reflect funds being transferred to the merchant, negative amounts appear in parentheses and represent funds being transferred from the merchant. The report totals display a grand total for the selected date range and merchant location.
Custom Data	A unique identifier input by the merchant that is captured with the transaction at the point of sale. This field accommodates up to 30 bytes of alpha/numeric data. This field will only display if the user turns on the display of <b>Custom Data</b> in <b>Preferences</b> and the merchant meets the necessary requirements.

## EXPIRED RETRIEVALS

### REPORT CATEGORY: Retrieval Review

Retrievals usually originate with the card-issuing institution when a cardholder questions a transaction on his credit card statement. The Expired Retrievals report lists each retrieval request that is still outstanding after 13 days from the original retrieval request date, and for which the requested sales draft information has not been received by Chase Paymentech.

#### To access Expired Retrievals:

- 1) Click **Expired Retrievals** in the **Retrieval Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Note:**

The date range used for the search is the retrieval expiration date.

**Hint:**

Preferences can be applied to this report by clicking the **Preferences** icon.

*Table: Expired Retrievals – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Case #	The control number assigned to the retrieval for tracking purposes. Use this number when communicating with Chase Paymentech about this retrieval.
Exp Date	The date the time period for responding to the retrieval ended.
Retr Date	The date the retrieval was initiated by the card-issuing institution.
Trans Date	The date the original transaction occurred.
Cardholder #	The card number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Orig Ref #	A number assigned to the transaction when captured by the terminal.
Reason	The reason code and explanation for the retrieval. See Retrievals Reason Codes for more information.
MCC	The merchant category code for the merchant associated with the expired retrieval (if available).
Amt	The dollar amount of the retrieval. Positive amounts reflect funds being transferred to the merchant, negative amounts appear in parentheses and represent funds being transferred from the merchant. The report totals display a grand total of the expired retrievals for the selected date range and hierarchy.
Custom Data	A unique identifier input by the merchant that is captured with the transaction at the point of sale. This field accommodates up to 30 bytes of alpha/numeric data. This field will only display if the user turns on the display of Custom Data in Preferences and the merchant meets the necessary requirements.

## FULFILLED RETRIEVALS

### REPORT CATEGORY: Retrieval Review

Retrievals usually originate with the card-issuing institution when a cardholder questions a transaction on his credit card statement. The Fulfilled Retrievals report lists each retrieval request to which the merchant, or the merchant’s agent, has responded with a copy of the original sales transaction documentation.

Chase Paymentech returns the fulfilled retrieval with accompanying documentation to the card-issuing institution. If this is not sufficient, and the cardholder still questions the transaction, then the card-issuing institution may present a chargeback, a formal dispute of a transaction amount, to the processing institution.

**Note:**

The date range used for the search is the retrieval fulfilled date.

### To access Fulfilled Retrievals:

- 1) Click **Fulfilled Retrievals** in the **Retrieval Review** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Hint:**

Preferences can be applied to this report by clicking the **Preferences** icon.

*Table: Fulfilled Retrievals – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Case #	The control number assigned to the retrieval for tracking purposes. Use this number when communicating with Chase Paymentech about this retrieval.
Fulfilled Date	The date Chase Paymentech fulfilled the retrieval request.
Retr Date	The date the retrieval was initiated by the card-issuing institution.
Trans Date	The date the original transaction occurred.
Cardholder #	The card number used in the transaction. By default, Resource Online displays masked cardholder account numbers.
Orig Ref #	A number assigned to the transaction when captured by the terminal.
Reason	The reason code and explanation for the retrieval. See Retrievals Reason Codes for more information.
MCC	The merchant category code for the merchant associated with the expired retrieval.
Amt	The dollar amount of the retrieval. Positive amounts reflect funds being transferred to the merchant, negative amounts appear in parentheses and represent funds being transferred from the merchant. The report totals display a grand total of the fulfilled retrievals for the selected date range and hierarchy.
Custom Data	A unique identifier input by the merchant that is captured with the transaction at the point of sale. This field accommodates up to 30 bytes of alpha/numeric data. This field will only display if the user turns on the display of <b>Custom Data</b> in <b>Preferences</b> and the merchant meets the necessary requirements.

## 3.5. HOW TO VIEW STATEMENTS

Resource Online provides the user with the convenience of viewing Chase Paymentech merchant statements online, so that waiting for the hard copy to arrive in the mail is no longer necessary. Statements are accessible only at the company recap or the merchant outlet level, and are available for viewing 5 days after the merchant's cycle period. For example, if a merchant cycles monthly on the last calendar day of the month, the statement is typically available for viewing by the fifth day of the following month.

Statement type (company recap or merchant outlet) and frequency (monthly, weekly, daily or a custom-defined schedule) are determined when the merchant is initially set up for processing on the Chase Paymentech system. Statements provide the user with all the information needed to reconcile to a merchant DDA account.

Easy-to-read sections include the following:

- Deposit Summary
- Funding Summary
- Credit Card Summary
- Tax Information
- Chargebacks & Reversals
- Financial Adjustments
- Charges & Fees

An interactive tool and reference guide are available in the [Merchant Support Center](#) on chasepaymentech.com.

### Note:

Adobe Reader version 6.0 or higher is required to view the statements.

### TO ACCESS A STATEMENT:

- 1) On the **Recon Solution** menu, select **Statements** and click **View Statements**.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Using the Calendar input tool, select the statement to be viewed. If a statement is available for viewing for a particular company or outlet, then the appropriate day will appear in color on the calendar. That appropriate day is the last day of the statement period. For example, if you receive your statement monthly, the last day of the month would be highlighted and displayed in color. Simply click the day that appears in color and the online statement will display in Adobe PDF format.

### Note:

Statements are created only at company and outlet levels, and are viewable only at these levels.

### SECTIONS

The following sections are relevant for the merchant-level statement.

The first section includes the statement header and messages.

The second section, Deposit Summary, shows deposit information by date.

The third section, Funding Summary, provides a comprehensive view of daily deposit details including chargebacks and reversals, financial adjustments and charges and fees.

The fourth section, Credit Card Summary, shows deposit summary by card type. Below the Credit Card Summary, Tax Information is included. It explains whether the Tax Identification Number (TIN) that Chase Paymentech has on file matches IRS records, and if any action is necessary.

### Note:

The online statement is a print image, meaning that the statement cannot be exported or manipulated in any way. The statement can be printed by clicking the **Print** icon, or saved to a PC by clicking **Save**.

The fifth section of the statement, Chargebacks & Reversals, lists any chargebacks and reversals that had financial impact during the statement period.

The sixth section, Financial Adjustments, itemizes any adjustments processed during the statement period based on date and description.

The last and seventh section, Charges & Fees, contains details of the fees that were calculated and assessed during the statement period.

### 3.6. HOW TO USE THE MERCHANT INFORMATION CATEGORY

Merchant Information reports provide the user with access to information about merchant setup specifics on Chase Paymentech’s back-office system. View the hierarchy structure for the user’s merchants or search for a particular merchant location.

**Hint:**  
Preferences can be applied to these reports by clicking the **Preferences** icon.

#### TO ACCESS A MERCHANT INFORMATION REPORT:

- 1) On the **Recon Solution** menu, select **Merchant Information** and click the appropriate option.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Click **Generate Report** when finished.

**Note:**  
Click any column heading to sort by that column in ascending or descending order.

#### HIERARCHY STRUCTURE

##### REPORT CATEGORY: Merchant Information

The Hierarchy Structure report provides information on the merchant’s hierarchy levels, along with corresponding hierarchy and merchant numbers and names.

##### To access Hierarchy Structure:

- 1) Click **Hierarchy Structure** in the **Merchant Information** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report** when finished.

*Table: Hierarchy Structure – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Level	Identifies the level of the hierarchy for the record. For example: Agent, Corporate, Chain and Outlet.
Hierarchy/Merchant Name	The name of that particular hierarchy level or merchant outlet
Hierarchy/Merch #	This is the identifying number for use within Resource Online for a particular hierarchy level or merchant outlet.
Business ID	The 6 or 7-digit ID used to uniquely identify each level of the merchant’s hierarchy in the Chase Paymentech database. This number is not meaningful to the end user, but can be useful if troubleshooting an issue is required.

## LOCATION SEARCH

### REPORT CATEGORY: Merchant Information

The Location Search report allows the user to search for merchant detail by entering one of several data elements such as name, number, city, state or ZIP code.

#### To access Location Search:

- 1) Click **Location Search** in the **Merchant Information** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report** when finished.

#### Hint:

A partial search can be performed in the merchant number, name and city fields. For example, to search for all location names starting with the letter "S," enter **S** in the **Merchant Name** field.

To include all merchant locations in the search, be sure that the highest hierarchy level is selected. The location search is not bound by the date range selected.

*Table: Location Search – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT CRITERIA</b>	
Merchant #	The reporting merchant number used to identify a merchant outlet within Chase Paymentech.
Merchant Name	The name of the merchant.
City	The city in which the merchant is located.
St/Prov	The state or province in which the merchant is located.
Postal Code	The ZIP or postal code for the merchant location.
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Address 1	The merchant's street address.
Address 2	Additional street address information, if necessary.
City	The city of the merchant location.
St/Prov	The state or province of the merchant location.
Postal Code	The ZIP or postal code of the merchant location.
Phone #	The phone number of the merchant location.
Fax #	The fax number of the merchant location.

## 3.7. HOW TO USE THE TRENDING AND ANALYSIS CATEGORY

The Trending and Analysis reports offer the ability to view trends and identify variations in the user's payment processing data. Review these reports to identify areas for making process improvements and enhancing the merchant's bottom line.

### TO ACCESS A TRENDING AND ANALYSIS REPORT:

- 1) On the **Recon Solution** menu, select **Trending and Analysis** and click the appropriate option.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.



## CARD TYPE ANALYSIS

### REPORT CATEGORY: Trending and Analysis

The Card Type Analysis allows the user to view dollar amounts and item counts by card type by merchant for each location, with corresponding percentages and average ticket amounts. Each line of the Card Type Analysis report represents the subtotal of transactions of a specific card type processed within the selected date range for the merchant selected.

**Note:**

The date range used for the search is the process date, rather than the batch or transaction date.

### To access Card Type Analysis:

- 1) Click **Card Type Analysis** in the **Trending and Analysis** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report** when finished.

*Table: Card Type Analysis – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Count	The total number of transactions submitted for a particular card type for the specified date range.
Count %	The percentage of all transactions that were submitted for a particular card type over the specified date range.
Amount	The total dollar amount of all transactions submitted for a particular card type for the specified date range. Negative amounts appear in parentheses.
Amount %	The percentage of the total dollar amount of all transactions submitted for a particular card type for the specified date range.
Ave Ticket Amt	The average ticket amount for the card type for the date range specified. Negative amounts appear in parentheses.

## DEBIT CARD ANALYSIS

### REPORT CATEGORY: Trending and Analysis

The Debit Card Analysis allows the user to view the dollar amounts and item counts of offline (signature-based) versus online (PIN-based) debit activity by merchant location. This report also enables the merchant to manage how the business handles debit activity.

**Note:**

The date range used for the search is the process date, rather than the batch or transaction date.

### To access Debit Card Analysis:

- 1) Click **Debit Card Analysis** in the **Trending and Analysis** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report** when finished.

**Hint:**

Click any column heading to sort by that column in ascending or descending order.

Each line of the Card Type Analysis report represents the subtotal of transactions of a specific card type processed within the selected date range for the merchant selected.

*Table: Debit Card Analysis – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Online Cnt	The online (PIN-based) debit transaction item count.
Online Cnt %	The percent of all debit transactions that were online debit transactions.
Online Amt	The total dollar amount of online debit transactions.
Online Amt %	The percentage of the total dollar amount of debit transactions that were online debit transactions.
Offline Cnt	The offline (signature-based) debit transaction item count.
Offline Cnt %	The percent of all debit transactions that were offline debit transactions.
Offline Amt	The total dollar amount of offline debit transactions.
Offline Amt %	The percentage of the total dollar amount of debit transactions that were offline debit transactions.
Cnt Totals	The total item count for online and offline debit transactions.
Amt Totals	The total dollar amount for the online and offline debit transactions.
Report Totals	Displays totals for all outlets under the selected hierarchy level. The display of the totals record allows the user to make an easy comparison of the performance of a particular outlet versus all outlets combined.

## DISPOSITIONS ANALYSIS AD HOC

### REPORT CATEGORY: Trending and Analysis

The Dispositions Analysis report provides dispositioned chargeback amounts (disputed transactions settled in favor of the cardholder, which are then deducted from the deposit) as a percentage of submitted batch amounts by merchant.

#### To access Dispositions Analysis:

- 1) Click **Dispositions Analysis Ad Hoc** in the **Trending and Analysis** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report** when finished.

**Hint:**  
Click any column heading to sort by that column in ascending or descending order.

*Table: Dispositions Analysis – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Submitted Amt	Total dollar amount of transactions submitted for a merchant.
Disp CB Amt	Total dollar amount of chargebacks for a merchant.
% of Submitted Amt	Percentage of the chargebacks amount relative to the total submitted transaction amount for a merchant.
Submitted Cnt	Total number of submitted transactions.
Disp CB Cnt	Total number of chargebacks over the report date range.
% of Submitted Cnt	Percentage of chargebacks relative to the total number of submitted transactions over the report date range.

## REVERSALS ANALYSIS AD HOC

### REPORT CATEGORY: Trending and Analysis

The Reversals Analysis report provides reversed chargeback amounts (disputed transactions settled in favor of the merchant, which are then included in the deposit) as a percentage of dispositioned chargeback amounts by merchant.

#### To access Reversals Analysis:

- 1) Click Reversals **Analysis Ad Hoc** in the **Trending and Analysis** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Click **Generate Report** when finished.

**Hint:**  
Click any column heading to sort by that column in ascending or descending order.

*Table: Reversals Analysis – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Disp CB Amt	Total dollar amount of all chargebacks received.
Reversals Amt	Total dollar amount of all chargeback reversals received.
% of Disp CB	Percentage of total chargeback reversals relative to the total of all chargebacks.
Disp CB Cnt	Total number of chargebacks over the report date range.
Reversals Cnt	Total number of chargeback reversals over the report date range.
% of Disp CB Cnt	Percentage of the number of chargeback reversals relative to the total number of chargebacks over the report date range.

## DEPOSIT REJECTION ANALYSIS

### REPORT CATEGORY: Trending and Analysis

The Deposit Rejection Analysis report provides a summary of Deposit Correction Notices that occur when transactions reject and adjustments are made to the dollar amount of a submitted batch. The report includes the counts and amounts of the DCNs; the corresponding batch counts and amounts; and corresponding percentages.

**Note:**

The date range used for the search is the process date, rather than the batch or transaction date.

### To access Deposit Rejection Analysis:

- 1) Click **Deposit Rejection Analysis** in the **Trending and Analysis** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) Complete the fields in the **Report Criteria** area to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.
- 6) The **Report Totals** line displays totals for the **DCN Count** and **DCN Amount** fields only.

**Hint:**

Click the **Preferences** icon to apply preferences to this report.

*Table: Deposit Rejection Analysis – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Proc Date	The date the DCN was processed by Chase Paymentech.
Dep Rej Count	The DCN item count for the date range specified.
Dep Rej Amt	The total DCN dollar amount for the date range specified.
Submitted Cnt	The item count of submitted batches for the date range specified.
Submitted Amt	The amount of submitted batches for the date range specified.
Dep Rej Cnt %	The percentage of the DCN item count to the submitted item count for the date range specified. The report totals displays grand totals for the merchant locations for the date range specified.
Dep Rej Amt %	The percentage of the DCN dollar amount to the submitted amount for the date range specified.

## 3.8. DECISIONABLE DATA

Recon Solution's Decisionable Data module consists of three monthly reports that provide the user with information to help identify locations within the merchant's organization that may not be running as efficiently as possible, and ultimately costing the organization more money.

Chase Paymentech has identified three areas that should be monitored on a regular basis to ensure the organization is operating as efficiently as possible when it comes to payment processing.

These areas are:

- Credits Without Offsetting Debits
- Transaction Qualification
- Chargebacks and Retrievals

The Decisionable Data module empowers the user with the information needed to quickly identify locations that are:

- Issuing credits without offsetting debits, indicating the possibility of fraud
- Processing transactions that are not qualifying at the best interchange rate possible
- Experiencing a high quantity and/or dollar amount of retrievals and chargebacks

A scoring model is applied in each of the three monthly reports to create a relative scale, and a score is provided for each location within the organization. We identify the 10 locations that need the most immediate attention. The user can then drill down to the underlying detail for more information and pinpoint what the exact issues are at the individual locations.

To return to the Summary section, click the browser's **Back** button.

### Note:

To access the report, the user needs to be at the highest hierarchy level of the Resource Online Recon Solution logon.

### Note:

In a report's Detail section, to return to the report's Summary section, click the browser's **Back** button.

### TO ACCESS A DECISIONABLE DATA REPORT:

- 1) On the **Recon Solution** menu, select **Decisionable Data** and click the appropriate option.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

## CREDITS WITHOUT OFFSETTING DEBITS AD HOC

The Credits without Offsetting Debits report identifies locations with the highest exposure for monetary losses resulting from processing credit transactions without corresponding debits, which may indicate the presence of fraud. Summary and detail sections provide card number detail with dates of the processed credits and debits by merchant on a monthly basis. Credit transactions are included in the defined reporting period as long as they were processed in the reporting period. Debit transactions are searched for up to 60 days prior to the date of the credit transaction.

Credits and debits are matched on the following criteria:

- Merchant number – must match exactly
- Cardholder number – must match exactly
- Transaction date – debit within 60 days of the credit date

### To access Credits without Offsetting Debits:

- 1) Click **Credits Without Offsetting Debits** in the **Decisionable Data** category.
- 2) From the **Month** and **Year** dropdowns, select the appropriate month and year for the data to be viewed.
- 3) If a report is available for viewing, then the appropriate day will appear in color on the calendar. Simply click the day that is displayed in color and a new window opens to display the report.

The Credits without Offsetting Debits report consists of two sections:

#### Summary Section

- Displays the 10 locations within the organization with the highest number of credits without offsetting debits. Chase Paymentech determines these 10 locations by applying a scoring model to the number and dollar amount of credit transactions, as well as to the number and dollar amount of matching debit transactions. The lower the score, the greater number of credit transactions that do not have a corresponding debit match.
- Displays rankings of all locations within the organization by score. A score of 100 indicates all credit transactions have offsetting debit transactions.
- Displays a pie chart representing the percentage of matching debit transactions versus those that do not match for all of the merchants in your organization.

#### Detail Section

Simply click the underlined merchant number in the summary section to view detailed information on the credit transactions and corresponding debit transactions, if applicable.

Note that credit transactions without the appropriate corresponding debit transactions are flagged for easy identification. These records are flagged with an arrow, with the credit amount displayed in red.

#### Note:

Data records in the Detail section are presented by card number.

**Table: Credits without Offsetting Debits – Summary Section – Field Descriptions**

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant Number	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Merchant Name	The name of the merchant.
Credit Cnt	The number of card numbers with a credit transaction processed in the defined time period.
Credit Amt	The sum of the credit transaction amounts processed in the defined time period.
Debit Cnt Match	The number of card numbers with a credit transaction and corresponding debit transaction(s) within the prior 60 days in which the credit amount is less than or equal to the debit amount in the defined time period.
Debit Cnt NoMatch	The number of card numbers with a credit transaction and no corresponding debit transaction(s) or corresponding debit transaction(s) within the prior 60 days in which the credit amount is greater than the debit amount in the defined time period.

### BANKCARD INTERCHANGE

The Bankcard Interchange report identifies locations within the merchant’s organization with the lowest percentage of bankcard transactions that are qualifying for the best interchange rate. When transactions don’t qualify for the best available rate, the organization pays more to process that transaction. Problems in this area may indicate equipment failure or that additional training of employees is needed.

**Note:**  
“Bankcard” is defined as Visa and MasterCard.

#### To access Bankcard Interchange:

- 1) Click **Bankcard Interchange** in the **Decisionable Data** category.
- 2) From the **Month** and **Year** drop-downs, select the appropriate month and year for the data to be viewed.
- 3) If a report is available for viewing, then the appropriate day will appear in color on the calendar. Simply click the day that is displayed in color and a new window opens to display the report.

**Note:**  
The Qualification reports do not take into account the merchant’s pricing program with Chase Paymentech. Each transaction is reviewed to determine whether it qualified at the best possible rate based on the industry of the merchant.

The Bankcard Interchange report consists of two sections:

#### Summary Section

- Displays the 10 locations within the organization with the lowest percentage of bankcard transactions that are qualifying for the best interchange rate. The lower the score, the higher the number of non-qualified transactions that particular location is processing.
- Displays rankings of all locations within the organization.

#### Detail Section

Simply click the underlined merchant number in the summary section to view detailed information on how many transactions are not qualifying and why they are not qualifying.

**Note:**  
The first page of the **Detail** section displays a graphic showing qualified vs. non-qualified transactions.

From the detail report, the user can drill down to view the corresponding downgrade descriptions by clicking the underlined downgrade reason codes.



**Table: Bankcard Interchange – Summary Section – Field Descriptions**

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Merchant Name	The name of the merchant.
Trans Count	The number of bankcard transactions (Visa and MasterCard) for the defined time period.
Bankcard Sales	The dollar amount of the bankcard transactions (Visa and MasterCard) for the defined time period.
Ave Bankcard Ticket	The average dollar amount of the bankcard transactions for that merchant location for the defined time period.
Score	The percentage of qualified transactions for the merchant location. The calculation is: (total number of qualified bankcard transactions/ total number of bankcard transactions).

**Table: Bankcard Interchange – Detail Section – Field Descriptions**

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Merchant Name	The name of the merchant.
Non-Qualified Description	The card type and the card association interchange level used for the transaction(s).
Downgrade Reason	Reason code(s) of why the transaction was downgraded to a higher interchange rate. To view the corresponding descriptions, click on the underlined code(s).
Trans Count	The number of bankcard transactions (Visa and MasterCard) made with this card type that received this qualification status during the defined time period.
Bankcard Sales	The dollar amount of the bankcard transactions (Visa and MasterCard) of this card type that received this qualification status during the defined time period.
% Bankcard Sales	The percentage of the merchant’s bankcard sales (Visa and MasterCard) that received this qualification status during the defined time period.

## CHARGEBACKS AND RETRIEVALS AD HOC

The Chargebacks and Retrievals report identifies locations within the merchant's organization with the highest exposure for monetary losses resulting from chargebacks and retrievals. Summary and detail sections provide the quantity, dollar amounts and reasons for the inquiries by merchant on a monthly basis. Chargebacks data is based on those chargebacks that were dispositioned in the defined reporting period. Retrieval data is based on those retrievals that were initiated in the defined reporting period.

**Note:**

"Bankcard" is defined as Visa and MasterCard.

### To access Chargebacks and Retrievals:

- 1) Click **Chargebacks and Retrievals** in the **Decisionable Data** category.
- 2) To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Enter data in the **Optional Criteria** area to specify additional filter criteria.
- 5) Click **Generate Report** when finished.

**Note:**

The Qualification reports do not take into account the merchant's pricing program with Chase Paymentech. Each transaction is reviewed to determine if it qualified at the best possible rate based on the industry of the merchant.

The Chargebacks and Retrievals report consists of two sections:

#### Summary Section

- Displays the 10 locations within the organization with the greatest retrieval and chargeback risk. The risk is determined by applying a scoring model to the dollar amount, as well as the quantity, of the retrievals and chargebacks received for a particular location in the defined time period. For the user's convenience, the report provides the 10 locations with the highest amount score and the 10 locations with the highest item score. The higher the amount or item score, then the greater the retrieval and/or chargeback risk.
- Displays rankings of all locations within the organization by amount score and item score.

**Note:**

The first page of the **Detail** section displays a graphic showing the reasons and dollar amounts for the chargebacks and retrievals.

#### Detail Section

- Simply click the underlined merchant number in the Summary section to view detailed information on the retrievals and chargebacks for every location, including reasons why the retrievals and chargebacks occurred, their corresponding dollar amounts, important dates and card numbers.

**Table: Chargebacks and Retrievals – Summary Section – Field Descriptions**

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Hierarchy #	The merchant’s identifying hierarchy number with Chase Paymentech.
Hierarchy Name	The name of the merchant’s hierarchy level.
Merchant #	The reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Merchant Name	The name of the merchant.
CB Items	The number of dispositioned chargebacks for the merchant location for the defined time period.
CB Amount	The dollar amount of the dispositioned chargebacks for the merchant location for the defined time period.
Retr Items	The number of expired, fulfilled and outstanding retrievals for the merchant location for the defined time period.
Retr Amount	The dollar amount of the expired, fulfilled and outstanding retrievals for the merchant location for the defined time period.
Amount Score	The score applied to the dollar amounts of the retrievals and chargebacks for the merchant location for the defined time period. The score is calculated as: <i>(CB Amount x2) + (Retr Amount x1)</i> .
Item Score	The score applied to the number of retrievals and chargebacks for the merchant location for the defined time period. The score is calculated as: <i>(CB Items x 2) + (Retr Items x 1)</i> .

**Table: Chargebacks and Retrievals – Detail Section – Field Descriptions**

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
<b>CHARGEBACKS</b>	
Merchant #	The reporting merchant number used to identify a merchant outlet within Chase Paymentech.
Merchant Name	The name of the merchant.
Case #	The control number assigned to the chargeback for tracking purposes.
Dispo Date	The date the chargeback was resolved in the favor of the cardholder. A disposition results in a deduction from the merchant’s deposit.
Trans Date	The date the original transaction occurred.
Cardholder #	The card number used in the transaction
Ref Number	Sequential reference number assigned to the transaction when captured by the terminal.
Reason	The reason code and explanation for the chargeback.
Amount	The dollar amount of the chargeback.
<b>RETRIEVALS</b>	
Case #	The control number assigned to the retrieval for tracking purposes.
Retr Date	The date the retrieval request was initiated.
Trans Date	The date the original transaction occurred.
Fulfill Date	The date the retrieval was fulfilled, if applicable.
Exp Date	The date the retrieval expired due to non-fulfillment of the request, if applicable.

Cardholder #	The card number used in the transaction.
Ref Number	Sequential reference assigned to the transaction when captured by the terminal.
Reason	The reason code and explanation for the retrieval.
Amount	The dollar amount of the retrieval.

### 3.9. ONLINE CHARGEBACK MANAGEMENT

Online Chargeback Management is a subscription-based component of Resource Online that helps you manage your chargebacks and retrieval requests electronically.

To access it, on the **Recon Solution** menu, select **Chargeback Review** and click **CBIS**. Additional detail is available in the *Retrieval Request & Chargeback Processing Through Resource Online Merchant User Guide*.

# 4. Merchant Search

Merchant Search makes finding the desired merchant location as simple as a few mouse clicks.

Merchant Search is a feature of Resource Online, Chase Paymentech’s suite of innovative, secure Web-based products. It provides the ability to search for merchant locations within the hierarchy of the Resource Online logon. Once a merchant location is selected, the user can switch to any Resource Online module to view reports or data for that merchant location.

## 4.1. HOW TO SEARCH FOR A SPECIFIC MERCHANT

- 1) On the **Merchant Search** home page, complete one or more fields to define the search criteria. Several fields allow for partial search criteria.
- 2) Click the **Search** button.
- 3) The results page displays with the data records that match the criteria specified on the input page. To modify criteria, click the **Edit** button to return to the input page.
- 4) While viewing results, the user may sort data under each column in ascending or descending order by clicking the column heading to toggle the sort order.

**Note:**  
The search criteria displayed on the Merchant Search page is dependent upon the hierarchy view of the Resource Online logon.

## SAMPLE IMAGES


### Sample Input Page Image


The screenshot shows the 'Merchant Search' page in the Resource Online interface. At the top, there is a navigation menu with links for Home, Instant Alerts, Merchant Search, Recon Solution, and Virtual Transaction Manager. The main search area includes the following fields:

- FDMS Merchant #: [Text Input]
- Merchant Name: [Text Input]
- Merchant City: [Text Input]
- State/Prov: [Dropdown Menu (Any)]
- Postal Code: [Text Input]
- Reporting Merchant #: [Text Input]
- Hierarchy Level: [Dropdown Menu (Any)]
- Hierarchy/Merchant #: [Text Input]
- Merchant Status: [Dropdown Menu (Any)]
- DDA: [Text Input]
- First Deposit Date (mm/dd/yyyy): [Text Input]

At the bottom right of the form, there are two buttons: 'Edit' and 'Search'.

### Sample Results Page Image





[log out](#)  
[admin](#)  
[bank lookup](#)  
[help](#)  
[submit questions](#)

[Home](#) | [Instant Alerts](#) | [Merchant Search](#) | [Recon Solution](#) | [Virtual Transaction Manager](#)

#### Merchant Search

Enter 1 or more search criteria.

FDMS Merchant #:

Merchant Name:

Merchant City:

State/Prov:

Postal Code:

Reporting Merchant #:

Hierarchy Level:

Hierarchy/Merchant #:

Merchant Status:

DDA:


First Deposit Date (mm/dd/yyyy):

Select a merchant from the list below:

Page Size:

MERCHANT NAME	REPORTING NO	ADDRESS	CITY	STATE/PROV	POSTAL CODE	STATUS
US DEMO1	1000001	1234 Main St.	ORLANDO	FL	32824	OPEN
US DEMO2	1000002	1234 Main St.	JACKSONVILLE	FL	32246	OPEN
US DEMO3	1000003	1234 Main St.	JACKSONVILLE	FL	32226	CLOSED
US DEMO4	1000004	1234 Main St.	EAST PALATKA	FL	32131	OPEN
US DEMO5	1000005	1234 Main St.	CENTER HILL	FL	33514	OPEN

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**Table: FDMS North Hierarchy – Field Descriptions**

FIELD	DESCRIPTION
<b>REPORT CRITERIA</b>	
FDMS Merchant #	The merchant number generated from the FDMS system.
Merchant Name	The name of the merchant. Merchant Search will allow for a partial name search.
Merchant City	The city in which the merchant is located. Merchant Search will allow for a partial city search.
State/Prov.	The state (U.S.) or province (Canada) in which the merchant is located. All states and provinces are listed in the drop-down menu.
Postal Code	The ZIP (U.S.) or postal code (Canada) in which the merchant is located. Merchant Search will allow for a partial postal code search.
Reporting Merchant #	The Reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Hierarchy Level	The hierarchy level of the merchant being searched. The drop-down list contains the searchable values: Any                                      Bank                                      Corp Business                                      Agent                                      Chain
Hierarchy/Merchant #	Enter the hierarchy # that corresponds to the hierarchy level being searched.
Merchant Status	The status of the merchant (on the Chase Paymentech system) being searched. The drop-down list contains searchable values: Any: View merchant records regardless of status. Closed: Locations that were closed on the Chase Paymentech system by Chase Paymentech. Frozen: Locations that were suspended on the Chase Paymentech system by Chase Paymentech. Open: Locations that are open on the Chase Paymentech system and available for processing. Pending: In the process of being set-up on the Chase Paymentech system. Unknown: Status of merchant location is unknown.
DDA	The primary Demand Deposit Account (DDA) number on file. Typically where the merchant's deposits are funded. Merchant Search will allow for a partial DDA search.
First Deposit Date	The first time a deposit is made to the merchant's DDA account. Format is MM/DD/YYYY.
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Reporting No	The Reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Address	The street address of the merchant.
City	The city in which the merchant is located.
State/Prov	The state (U.S.) or province (Canada) in which the merchant is located.
Postal Code	The ZIP (U.S.) or postal code (Canada) in which the merchant is located.
Status	The status of the merchant account from the following values: Active                                      Deleted                                      Open Canceled                                      Frozen                                      Pending Closed                                      Hold                                      Unknown





**Table: Chase Paymentech Stored Value Hierarchy – Field Descriptions**

FIELD	DESCRIPTION
<b>REPORT CRITERIA</b>	
Reporting Merchant #	The Reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Merchant Number	The merchant number on the stored value host.
Merchant Name	The name of the merchant. Merchant Search will allow for a partial name search.
Merchant City	The city in which the merchant is located. Merchant Search will allow for a partial city search.
State/Prov.	The state (U.S.) or province (Canada) in which the merchant is located. All states and provinces are listed in the drop-down menu.
Postal Code	The ZIP (U.S.) or postal code (Canada) in which the merchant is located. Merchant Search will allow for a partial postal code search.
Corp Number	The corp number on the stored value host.
Merchant Status	The status of the merchant (on the Chase Paymentech system) being searched. The drop-down list contains searchable values: Any: View merchant records regardless of status. Active: Locations that are open on the Chase Paymentech system and available for processing. Deleted: Locations that were closed on the Chase Paymentech system by someone at Chase Paymentech.
Chain Number	The chain number on the stored value host.
<b>REPORT RESULTS</b>	
Merchant Name	The name of the merchant.
Reporting No	The Reporting merchant number used to identify a merchant outlet on the Chase Paymentech system.
Address	The street address of the merchant.
City	The city in which the merchant is located.
State/Prov	The state (U.S.) or province (Canada) in which the merchant is located.
Postal Code	The ZIP (U.S.) or postal code (Canada) in which the merchant is located.
Status	The status of the merchant account from the following values: Active Deleted

## 4.2. VIEWING REPORTS USING THE SELECTED MERCHANT

- 1) To view reporting for a specific merchant that is listed on the **Merchant Search** results page, click the appropriate value in the **Reporting No** column (displayed in color).
- 2) The reporting number that was selected is now displayed at the top of the page as the selected merchant.
- 3) To view reports at this selected hierarchy level, click the desired online reporting system or report in the appropriate report category on the menu bar at the top of the page. Only the Resource Online modules that the user has access to will appear on the menu bar.

# 5. Merchant Updates

Merchant Updates makes viewing and updating merchant and terminal records as simple as a few mouse clicks.

Merchant Updates is a secure, Web-based application available through Resource Online, Chase Paymentech's proprietary suite of innovative, data management solutions. It provides access to Tandem records on Chase Paymentech's Paymentech Network Services (PNS) front-end platform. This Resource Online module is available for U.S. merchant information only.

This application provides real-time access to a user's merchant portfolio on the Chase Paymentech front-end platform, and allows users to perform the following functions:

- Add new merchants/terminal records
- Delete merchants/terminal records
- Add new card acceptance options, such as American Express, debit, stored value and EBT
- Update existing merchant/terminal records

### Note: Access Rights

Depending on the access rights of the Tandem logon, the user may have *view* access only and be unable to add, delete or make updates to records in the merchant portfolio.

## 5.1. MERCHANT MAINTENANCE

To access the **Merchant Maintenance** page:

- 1) On the **Merchant Updates** menu, click **Merchant Maintenance**. Or, on the Merchant Updates main page, click **Merchant Maintenance**.
- 2) Enter the Chase Paymentech front-end network (PNS) merchant number in the **Merchant Number** field.
- 3) In the **Host/Terminal Capture** field, select the **HCS** radio button to specify that it is a host capture system or select the **TCS** radio button to specify that it is a terminal capture system.
- 4) If the record already exists, then click **Select**. If this is a new record to be added, then click **Add**.
- 5) If the record exists on the system, then the fields will display the previously keyed data. If the record is new, then the field will be blank except where defaulted.

The screenshot shows the 'Merchant Maintenance' page within the 'Resource Online' application. The page header includes the 'Resource Online' logo and 'CHASE Paymentech™' branding. A navigation menu contains links for 'Home', 'File Download', 'Merchant Search', 'Merchant Updates', and 'Virtual Transaction Manager'. On the right side, there are links for 'log out', 'admin', 'bank lookup', and 'help'. The main content area is titled 'Merchant Maintenance' and contains the instruction 'Fill out the form below to continue'. The form includes a 'Merchant Number' field with a masked input (#####), a 'Host/Terminal Capture' section with radio buttons for 'HCS' (selected) and 'TCS', and two buttons labeled 'Select' and 'Add'.

**Table: Merchant Maintenance –Field Descriptions**

FIELD	DESCRIPTION	
<b>MERCHANT INFORMATION</b>		
Merchant #	Merchant number used for authorization and capture transactions on the Chase Paymentech front-end network. Must be 12 digits in length.	
Bank Merchant #	Merchant number used for settlement between the Chase Paymentech front-end network and the back-end merchant accounting system.	
Name	The merchant's Doing Business As (DBA) name. Maximum length of 25 alpha/numeric characters.	
HCS (H) / TCS (T)	The system on which the merchant resides (HCS = Host Capture or TCS = Terminal Capture). If highlighted text appears below this window, then it indicates the merchant is set up on both systems. If nothing appears, then the merchant is only set up for the system that is indicated in the field. Stored value, EBT and debit require HCS setup. HCS – required for petroleum, debit, EBT and stored value TCS – when transactions need to be adjusted, such as tips.	
<b>GENERAL INFORMATION</b>		
Address	The street address of the merchant location. The second line of this field is used for additional address information for the merchant location.	
Client #	The highest level of Chase Paymentech front-end network hierarchy. Chase Paymentech assigns this 4-digit number.	
Client Name	The client's name, which is associated with the client number.	
City	The city of the merchant location.	
Division	The second highest level of Chase Paymentech front-end network hierarchy.	
State	The state of the merchant location.	
Settlement Bank	This field groups all transactions into the appropriate settlement file for transmission. It is also used for billing and reporting purposes.	
Zip Code	The ZIP code of the merchant location.	
Country Code	Indicates from which country the transaction originated. Values are:	
	840 – U.S.A. 124 – Canada 060 – Bermuda	850 – Virgin Islands 316 – Guam 630 – Puerto Rico
Contact	The contact name at the merchant site.	
Currency Code	Denotes currency type the merchant accepts. Values are:	
	840 – U.S. Dollar (default)	124 – Canadian Dollar
SIC Number	Required by Visa and MasterCard for HCS and TCS merchant records. The 4-digit number automatically generates the AMEX PCID and format code, is left-justified and the fifth digit is blank. Merchant Maintenance pages for HCS merchants do not retain this information. This value must match the SIC number on the back-end record.	
Telephone	The telephone number of the merchant.	
800 #	The phone number the cardholder can call if they need to contact the merchant; required for all records. Default is 8000000000. If no data: Error Invalid 800 Number.	
TCS NXT Service Flag	Indicates whether or not the merchant is using NXT PIP processing for AMEX.	
PPI	Hotel industry only. Indicates whether or not the merchant is a Prestigious Property merchant.	

TCS Suspend Flag	Indicates whether or not the merchant is using TCS suspend. If a batch goes into Suspend, then the client is notified via e-mail and the batch is flagged in Virtual Transaction Manager.		
Advanced Comm	Indicates whether or not the merchant has an Advanced Communication solution for processing transactions such as VSAT, Frame, etc.		
DCC Allowed	Indicates whether or not the merchant is capable of processing Dynamic Currency Conversion.		
	Y – DCC allowed	N – DCC not allowed	S – DCC processing suspended
Sponsor ID	DCC sponsor. If DCC Allowed value is Y, then this field should display FEXCO.		
Language Indicator	Language of the host transaction response message. Default is ENG (English). Other possible value is FRE (French).		
Date Added	The system-generated date indicating when the merchant was added to the system. Format: MM/DD/YYYY.		
Source ID	Defines which settlement end point is being used by this merchant for special reporting. Default value is blank or spaces.		
Last Modified	The system-generated date indicating the last time the merchant's information was modified. Format is MM/DD/YYYY.		
Source MID	Used to tie the front-end merchant record to records in the reporting database. If using the FDMS North "S" platform, then the source I.D. must be FN, and this field must equal the 12-digit FDMS merchant number. Contact your Chase Paymentech representative for more information.		
Notes	Additional information about this merchant record.		
<b>CARD TYPE INFORMATION</b>			
Amex SE #	The 10-digit merchant number assigned by American Express.		
Capture Amex	Indicates how the American Express transactions are processed. Values are: Space – Card Not Accepted. C – Capture. The transactions are settled to the back-end processor in the settlement file. Chase Paymentech does not include these transactions in the settlement file to American Express. D – Direct. Chase Paymentech includes these transactions in the settlement file to American Express.		
Amex Format Code/PCID	The system generates these field values when an American Express SE number is present. The Amex Format Code and PCID fields are generated using the SIC code and Econo Merchant flag.		
Diners Merchant #	The 10-digit merchant number assigned by Diners Club/Carte Blanche.		
Capture DC/CB	Indicates how the Diner Club/Carte Blanche transactions are processed. Values are: Space – Card Not Accepted. C – Capture. The transactions are settled to the back-end processor in the settlement file. Chase Paymentech does not include these transactions in the settlement file to Diners. D – Direct. Chase Paymentech includes these transactions in the settlement file to Diners.		
Discover Subscriber #	The 15-digit merchant number assigned by Discover.		

Capture Discover	Indicates how the Discover transactions are processed. Values are: Space – Card Not Accepted. C – Capture. The transactions are settled to the back-end processor in the settlement file. Chase Paymentech does not include these transactions in the settlement file to Discover. D – Direct. Chase Paymentech includes these transactions in the settlement file to Discover.
Econo Merchant	Y - Hotel, Restaurant or Auto Rental merchants will fall into the Retail format code instead of Hotel/Auto Rental or Restaurant. If value is Y, then a retail application must be used or transactions will reject. N - The merchant’s actual format code and PCID will be set up based on the SIC.
JCB Merchant #	The 15-digit merchant number assigned by JCB.
Capture JCB	Indicates how the JCB transactions are processed. Values are: Space – Card Not Accepted. C – Capture. The transactions are settled to the back-end processor in the settlement file. Chase Paymentech does not include these transactions in the settlement file to JCB. D – Direct. Chase Paymentech includes these transactions in the settlement file to JCB.
PL Allowed	Indicates whether or not the merchant accepts Private Label cards.
Stored Value Allowed	Indicates whether or not the merchant accepts stored value cards. If Y, then the program must be indicated. The only valid value at this time is PS. Available on HCS only.

**DEBIT/EBT INFORMATION**

Debit Allowed	Indicates whether or not merchant accepts debit cards.		
EBT Allowed	Indicates whether or not the merchant accepts EBT cards.		
FCS #	The 8-digit Food and Consumer Services number assigned to merchants accepting Food Stamp EBT transactions. Not required for Cash Benefit Only merchants.		
Debit Routing Override	Indicates whether debit bank sponsorship is locked, or whether routing may be reordered. Values are: Y – Routing is locked; sponsor fields may not be changed. N – Routing is not locked; sponsor fields may be changed.		
Card Acceptor ID Code	15-character alphanumeric field, used only for EBT merchants in a Transactive State.		
Debit/EBT Surcharge Amt	The amount of surcharge to be added to every permissible Debit/EBT transaction. Note: The U.S. Government forbids surcharges on Food Stamp Only (FSO) transactions; Chase Paymentech does not support surcharging on any EBT transactions.		
Surcharge Tran Type	Defines the type of transactions to which the surcharge is applied. Values are:		
	S – Sale Only	C – Sale with Cash Back	B – Both
Debit Bank Sponsor	Indicates the debit bank sponsor. The available values for this field are displayed in the Chase Paymentech Generic Preferred order; key only the values for networks that are accepted by the merchant. Values are:		
	NY – NYC EPL – Pulse	ST – Star SH – Shazam AF – AFFN	MD – Maestro AM – ACCEL C4 – CU24



LEGACY CANADA INFORMATION – FOR INTERNAL USE ONLY			
Operator ID Used	Determines whether batches will be processed using the operator I.D. as opposed to terminal I.D. Values are:		
	Y – Operator I.D. used	N – Terminal I.D. used	
Credit Type	Determines the card types allowed. Values are:		
	V – Visa only	B – Visa, MasterCard, and any credit	
	M – MasterCard only	N – Debit only	
Legacy Check Supported	Determines whether or not check processing is supported.		
Legacy Check Service	0 – None	1 – TeleCheck	2 – Certegy
Legacy Check MID	Check Service merchant number.		

Resource Online

[log out](#)  
[admin](#)  
[bank lookup](#)  
[help](#)

[Home](#) | [File Download](#) | [Merchant Search](#) | [Merchant Updates](#) | [Virtual Transaction Manager](#)

**Merchant Maintenance**  
Fill out the form below to continue.

**Merchant Information**

Merchant #	<input type="text" value="#####"/>	Bank Merchant #	<input type="text" value="#####"/>
Name	<input type="text" value="NAME"/>	HCS(H)/TCS(T)	<input type="text" value="H"/> <input type="button" value="Select"/>

**TCS Merchant on file**

---

**General Information**

Address	<input type="text" value="123 Address Street"/>	Client #	<input type="text" value="###"/>
	<input type="text"/>	Client Name	<input type="text" value="CLIENT NAME"/>
City	<input type="text" value="AnyTown"/>	Division	<input type="text" value="DIVISION"/>
State	<input type="text" value="State"/> ▾	Settlement Bank	<input type="text" value="###"/>
Zip Code	<input type="text" value="#####"/>	Contact	<input type="text"/>
Country Code	<input type="text" value="840"/>	SIC #	<input type="text"/>
Currency Code	<input type="text" value="840"/>	800 #	<input type="text" value="8000000000"/>
Telephone	<input type="text" value="#####"/>	PPI	<input type="text"/>
TCS NXT Service Flag	<input type="text" value="N"/>	Advanced Comm	<input type="text" value="Y"/>
TCS Suspense Allowed	<input type="text" value="N"/>	Sponsor ID	<input type="text"/>
DCC Allowed	<input type="text" value="N"/>		

## 5.2. TERMINAL MAINTENANCE

To access the **Terminal Maintenance** page:

- 1) On the **Merchant Updates** menu, click **Terminal Maintenance**. Or, on the Merchant Updates main page, click **Terminal Maintenance**.
- 2) To find an existing terminal record, in the **Search** area, enter the Chase Paymentech front-end network (PNS) merchant number in the **Merchant Number** field, and click the **Find** button.
- 3) To change or delete an existing record, select the terminal number or operator ID of the desired record from the drop-down. The dropdown will only display the terminal records associated to the merchant number displayed in the **Search** section.
- 4) To add a new terminal record, enter the merchant number, terminal number, or operator I.D., specify the capture type, and then click **Add**.

**Note:**  
HCS or TCS must be specified as the capture type when selecting an existing record.

### HCS TERMINAL MAINTENANCE

If the record previously existed on the system, then the fields will display the previously keyed data. If the record is new, then the fields will be blank (except where defaulted).

*Table: HCS Terminal Maintenance Field Descriptions*

FIELD	DESCRIPTION
<b>MERCHANT INFORMATION</b>	
Merchant #	Merchant number used for authorization and capture transactions on the Chase Paymentech front-end network. Must be 12 digits in length.
Term #/Op ID	The 3-digit terminal number or operator ID number.
Merchant Name	The merchant's Doing Business As (DBA) name. Maximum length of 25 alpha/numeric characters.
Client #	The highest level of Chase Paymentech front-end network hierarchy. Chase Paymentech assigns this 4-digit number.
Division	The second highest level of Chase Paymentech front-end network hierarchy.



Merchant Bank ID	Merchant number used for settlement between the Chase Paymentech front-end network and the back-end merchant accounting system.		
<b>GENERAL INFORMATION</b>			
Terminal Status	Indicates whether or not the terminal is able to process.		
CPS Industry	Indicates the industry type of the merchant. Values are:		
	RE - Retail	FU – Fuel Merchant	DM - Direct Marketing
Terminal Type	Indicates the message format of the hardware used by the merchant. Values are:		
	270 - 1.96 300 series 280 - 1.97 300 series (default)	400 – PNS ISO or TG23 580 – PTIC Legacy	
Receipt Format Type	The only valid value is 001.		
Industry Code	The only valid value is 001.		
SIC Number	Required by Visa and MasterCard. The Standard Industry Code (SIC) is required for all HCS terminal records. The 4-digit number is a left-justified number with the fifth (last) position left blank.		
Term Time Zone	For U.S. merchants only. This is the time zone where the terminal is located. This required numeric field is 2 digits in length. The value is the number of time zones away from Eastern Standard Time. The available values are:		
	00 – EST 01 – CST	02 – MST 03 – PST	
Daylight Savings Time	Indicates whether or not the merchant participates in daylight savings.		
Controller	Identifies whether or not a merchant in a LAN environment uses a controller. All RUBY setups must be set to Y.		
Auth Only	Y – Authorization Only merchant N – Not Authorization Only merchant (i.e., EDC)		
Maximum Sale Amount	A 7-digit numeric field. The value ranges from 0000000 to 9999999. Maximum value of 9999999 represents \$99999.99.		
Download Serial #	Name of the download file to be built for this terminal. The default value of this field (when no serial number is available) is: <i>merchant number + terminal I.D.</i>		
Maximum Return Amount	A 7-digit numeric field. The value ranges from 0000000 to 9999999. Maximum value of 9999999 represents \$99999.99.		
CVV Term Compliant (Y,G,N,B)	Indicates whether or not the terminal is CVV compliant. Should always have a value of Y. This field is updated by the host after the first transaction is processed. If this field changes to N or B, contact your Chase Paymentech representative for assistance. Values are:		
	Y – Terminal is passing the correct information G – Good	N – Not compliant/unknown B - Bad	
Group Name	Reporting group name assigned by Chase Paymentech for special purposes.		
Reader Type (0,1,2,4)	Indicates the track type of the terminal. This field is automatically populated during the first batch release. Values include:		
	0 – Unknown 1 – Track 1 reader (default)	2 – Track 2 reader 4 – Contactless reader 5 – Chip devices	
TCS Debit Term	Indicates whether or not TCS merchant accepts debit, EBT and/or stored value. If value is Y, then must have TCS merchant and terminal records.		
Maintenance	Not currently used.		

Cash Adv Allowed	Indicates whether or not Cash Advance is allowed.			
Manual Entry Allowed	Indicates whether or not Manual Entry is allowed.			
Appl	The name of the application loaded into the point of sale device. This field is automatically populated during the first batch release.			
Multi Tran Timeout	Indicates the number of seconds that the host will hold the line open to wait for additional transactions. Values are:			
	Blank or 00 – multi-tran not allowed		09 – multi-tran allowed	
EPROM	This field is automatically populated during the first batch release. It is the EPROM in the terminal.			
Hardware	Type of hardware equipment used by the merchant. A valid value must be entered, or an error of 'invalid hardware' displays. Values for this field are updated regularly. Contact your Chase Paymentech representative for more information. Values include:			
	ECLPS HYPER I3070 ICE ITERM N2060 N2070 N2080 N2085	N3010 N8000 N8320 NURIT O3200 O3210 O3300 O3350 O3730	O3740 O3750 OMNI ORBIT RUBY T330 T380 T420 T460	TLNTO TTC UNKNW VAR VFI VX510 ZONXL
Release Date	This field is automatically populated during the first batch release with the release date for the application in the terminal. Format is MM/DD/YYYY.			
Autoclose (Y/N/T)	Available values for HCS: Y – Yes. Indicates that any open batch for this terminal will be released at switch toggle time (0500). T – Timed Upload. Indicates that any open batch will be released at the time indicated by the AC Time field. This value is supported only for certain clients. Contact your Chase Paymentech representative for more information. N – No Autoclose. Indicates that the terminal must initiate a batch release, and no auto close will be performed. The terminal must manually release the batch to settle.			
AC Time	The time (Host time) to automatically release open batches for this HCS terminal. This must have a valid value from 0000 through 2359 when the Auto Close flag (above) contains a "T". It must be set to 0000 when the auto close required flag contains "Y" or "N."			
Baud Rate	System-generated.			
Max Term Baud	Not currently used.			
Encryption Method	This field is filled in by the host system during processing. The available value is: D – DUKPT			
Last TRAN Date	A system-generated field that indicates the last transaction date for this terminal. Format: MM/DD/YYYY.			

Non-US Local Time Adj	Indicates number of hours removed from host time (EST).  Formatted as 'sHHMM', where: s is + (plus) or - (minus) HH is number of hours MM is number of minutes (00 or 30 only) Example - to indicate an adjustment of 2.5 hours behind EST, the value would be "-0230"
Date Terminal Added	A system-generated field that indicates the date that the terminal was added to the system. Format: MM/DD/YYYY.
Date Last Modified	A system-generated field that indicates the last date the terminal was modified. Format: MM/DD/YYYY.

**ADVANCED COMMUNICATION INFORMATION**

Connectivity Vendor	Indicates the vendor that is providing the connectivity for processing transactions. This required field is alpha/numeric and 4 characters in length. If Advanced Comm Flag is N, then this field value must be PNS. Values are:	
	PNS = Chase Paymentech Network Services TRUC = ThruComm HGHS = Hughes GLAT = Gilat USWD = US Wireless Data CING = Cingular AT&T = AT&T APAV = Apriva MIST = Mist	MLNK = SpaceNet/Merchant Link 2020 = 2020 Mobile SKY = Skypay Mobile TELE = Telus CDPD – East TELW = Telus CDPD – West ROGE = Mobitex Rogers/AT&T NEN = New Edge IPMS = IP Merchant Services TNS = TNS VCON = VeriFone Connect
Connectivity Type	Indicates the method of connectivity that the merchant is using for processing transactions. This required field is alpha/numeric and 4 characters in length. Values are:	
	DIAL = Dial (Default) VSAT = VSAT FRME = Frame DLIP = Dial IP CDPD = CDPD	MBTX = Mobitex NETC = NetConnect DSL = Digital Subscriber Line 3201 = Datapac 3201 IP = Other IP
Connectivity Vendor ID	The I.D. number assigned to the merchant by the connectivity vendor. It is an alpha/numeric variable length up to 12 characters and may be left blank if I.D. is unknown.	

**LEGACY CANADA INFORMATION – FOR INTERNAL USE ONLY**

Transactions Allowed	Indicates the types of transactions allowed on the terminal/by the operator. Values are:	
	P – Purchases R – Returns	B – Both purchases and returns N – Neither
Voids Allowed	Indicates whether or not voids are allowed on the terminal/by the operator.	
Detail/Totals	Indicates whether or not details/totals can be requested on the terminal/by the operator.	
Settlement	Indicates whether or not settlement can be performed on the terminal/by the operator.	
Checks	Indicates whether or not checks may be processed on the terminal/by the operator.	
Pre-Auths	Indicates whether or not pre-auths are allowed on the terminal/by the operator.	

## TCS TERMINAL MAINTENANCE

If the record previously existed on the system, then the fields will display the previously keyed data. If the record is new, then the fields will be blank (except where defaulted).

*Table: TCS Terminal Maintenance – Field Descriptions*

FIELD	DESCRIPTION																																			
<b>MERCHANT INFORMATION</b>																																				
Merchant #	Merchant number used for authorization and capture transactions on the Chase Paymentech network. Must be 12 digits in length.																																			
Term #/Op ID	The 3-digit terminal number or operator I.D. number.																																			
Merchant Name	The merchant's Doing Business As (DBA) name. Maximum length of 25 alpha/numeric characters.																																			
Client #	The highest level of Chase Paymentech front-end network hierarchy. Chase Paymentech assigns this 4-digit number.																																			
Division	The second highest level of Chase Paymentech front-end hierarchy.																																			
Merchant Bank ID	Merchant number used for settlement between the Chase Paymentech front-end network and the back-end merchant accounting system.																																			
<b>GENERAL INFORMATION</b>																																				
Hardware	Type of hardware equipment used by the merchant. Enter a valid value or receive an error of 'invalid hardware.' Values are updated regularly. Contact your Chase Paymentech representative for more information. Values include:																																			
	<table border="0"> <tr> <td>ECLPS</td> <td>N8320</td> <td>RUBY</td> </tr> <tr> <td>HYPER</td> <td>NURIT</td> <td>T330</td> </tr> <tr> <td>I3070</td> <td>O3200</td> <td>T380</td> </tr> <tr> <td>ICE</td> <td>O3210</td> <td>T420</td> </tr> <tr> <td>ITERM</td> <td>O3300</td> <td>T460</td> </tr> <tr> <td>N2060</td> <td>O3350</td> <td>TLNTO</td> </tr> <tr> <td>N2070</td> <td>O3730</td> <td>TTC</td> </tr> <tr> <td>N2080</td> <td>O3740</td> <td>UNKNW</td> </tr> <tr> <td>N2085</td> <td>O3750</td> <td>VAR</td> </tr> <tr> <td>N3010</td> <td>OMNI</td> <td>VFI</td> </tr> <tr> <td>N8000</td> <td>ORBIT</td> <td>VX510</td> </tr> <tr> <td></td> <td></td> <td>ZONXL</td> </tr> </table>	ECLPS	N8320	RUBY	HYPER	NURIT	T330	I3070	O3200	T380	ICE	O3210	T420	ITERM	O3300	T460	N2060	O3350	TLNTO	N2070	O3730	TTC	N2080	O3740	UNKNW	N2085	O3750	VAR	N3010	OMNI	VFI	N8000	ORBIT	VX510		
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N2085	O3750	VAR																																		
N3010	OMNI	VFI																																		
N8000	ORBIT	VX510																																		
		ZONXL																																		
Application	Required field when adding a terminal; name of the application loaded into the point of sale device. This field will be updated with first upload; the value will be updated with whatever the POS sends in the message. Examples of Application Name values are: VeriFone - TTZ304R FastTrack - FstTrack HQ Lodge - PLSLDGVARs – If VAR product, use the name of the VAR product (i.e., Squirrel) PNS Gateway - Trin-EC																																			
Suspense Allowed	Y – Uploaded batches go into Suspense if errors are detected. N – Batches with errors will reject.																																			
Terminal ID	Required field for TCS Maintenance. Terminal Identification number: F.A02000 12-digit Chase Paymentech merchant number 3-digit terminal number Example: F.A.0200099999999001																																			

Status	Indicates the processing status for the terminal. Values are: A – Active; terminal can process I – Inactive; terminal cannot process		
Logical PC Flag	Indicates the type of POS device the merchant is using, as well as how many batches will be used for duplicate edit checking. The number of saved batches is a configurable value, and can be changed in the future if necessary. Valid values are: Y - Merchant is using a PC product to process transactions. Duplicate edit checking will be performed on the last 10 active batches. N - Merchant is not using a PC product to process transactions. Duplicate edit checking will be performed on the last 3 active batches.		
Download Serial #	Name of the download file to be built for this terminal. The default value of this field (when no serial number is available) is: <i>merchant number + terminal I.D.</i>		
CPS Industry	Indicates the industry type of the Merchant. Values are: RE - Retail/Restaurant AU - Auto Rental HO – Hotel DM - Direct Marketing		
TCS Debit Term	Indicates whether or not TCS merchant accepts debit, EBT and/or stored value. If value is Y, then must have HCS merchant and terminal record.		
CVV Term Compliant	Indicates whether or not the terminal is CVV compliant. This field is updated by the host after the first transaction is processed. If this field changes to N or B, contact your Chase Paymentech representative for assistance. Y – Terminal is passing the correct information G – Good N – Not compliant/unknown B - Bad		
Reader Type (0,1,2,4,5)	Indicates the track type of the terminal. This field is automatically populated during the first upload. Values include:		
	(0) Unknown (1) Track 1 reader (default for HCS) (2) Track 2 reader (default for TCS)	(4) Contactless reader (5) Chip devices	
Multi Tran Timeout	Indicates the number of seconds that the host will hold the line open to wait for additional transactions. Values are:		
	Blank or 00 – multi-tran not allowed	09 – multi-tran allowed	
AX TID	8-digit terminal ID used for identifying American Express PIP merchants.		
Multi Batch Timeout	Indicates the number of seconds that the host will hold the line open to wait for additional batches. Values are:		
	Blank or 00 – multi-batch not allowed	09 – multi-batch allowed	
Terminal Type	Indicates the message format of the hardware used by the merchant. Values are:		
	270 - 1.96 300 series	280 - 1.97 300 series (default)	400 – PNS ISO
EPROM	This field is automatically populated during the first batch upload. It is the EPROM in the terminal.		
Release Date	This field is automatically populated during the first batch upload. This is the release date for the application in the terminal. Format is MM/DD/YYYY.		
Last Tran Date	A system-generated field that indicates the last authorization date for this terminal. Format is MM/DD/YYYY.		
Date Added	A system-generated field that indicates the date that the terminal was added to the system. Format is MM/DD/YYYY.		

Last Modified	A system-generated field that indicates the last date the terminal was modified. Format is MM/DD/YYYY.	
Maintenance	Not currently used.	
Last Upload Type	A system-generated field. Values are: RU – Regular Upload (active deposit) SU – Suspense Upload (suspense file) QB – Query Batch (suspense file)	
Upload Date	A system-generated field based on last upload received. Format is MM/DD/YY.	
Upload Time	A system-generated field based on last upload received. Format is HH:MM:SS, military time.	
Batch #	A system-generated field based on last upload received. Batch number of last transmission.	
Upload #	A system-generated field based on last upload received. 2-digit number corresponding to number of times the transmission was uploaded and recognized.	
Count	A system-generated field based on last upload received. Item count of last transmission.	
Total	A system-generated field based on last upload received. Dollar amount of last transmission.	
<b>ADVANCED COMMUNICATION INFORMATION</b>		
Connectivity Vendor	Indicates the vendor that is providing the connectivity for processing transactions. This required field is alpha/numeric and 4 characters in length. If Advanced Comm Flag value is N, then this field value must be PNS. Values are:	
	PNS = Chase Paymentech Network Services TRUC = ThruComm HGHS = Hughes GLAT = Gilat USWD = US Wireless Data CING = Cingular AT&T = AT&T APAV = Apriva MIST = Mist MLNK = SpaceNet/Merchant Link	2020 = 2020 Mobile SKY = Skypay Mobile TELE = Telus CDPD – East TELW = Telus CDPD – West ROGE = Mobitex Rogers/AT&T NEN = New Edge IPMS = IP Merchant Services TNS = TNS VCON = VeriFone Connect
Connectivity Type	Indicates the method of connectivity that the merchant is using for processing transactions. This required field is alpha/numeric and 4 characters in length. Values are:	
	DIAL = Dial (Default) VSAT = VSAT FRME = Frame DLIP = Dial IP CDPD = CDPD	MBTX = Mobitex NETC = NetConnect DSL = Digital Subscriber Line 3201 = Datapac 3201 IP = Other IP
Connectivity Vendor ID	The ID number assigned to the merchant by the connectivity vendor. This field is an alpha/numeric variable length up to 12 characters. This field may be left blank if ID is unknown.	

## 6. Gift Card Reports

Gift Card Reports is a secure, web-based application available through Resource Online, Chase Paymentech's proprietary suite of innovative, web-based reporting products that provide online reporting to subscribers of the Chase Paymentech stored value program.

The user can monitor stored value programs with ad hoc reports that display transaction detail and summary information that can be used for reconciliation and trend analysis. Inquiry and research tools provide the flexibility to search for specific merchant or transaction detail based on the selection criteria entered.

### 6.1. HOW TO USE ACTIVITY REPORTS

Activity reports provide summary and detail information on transaction activity and outstanding balance information.

#### ACCOMPLISH THESE TASKS WITH THE ACTIVITY REPORTS:

- View summary transaction data through a two-tabbed user interface, grouped by activity merchant<sup>1</sup> within the selected hierarchy:
  - Issuances/Redemptions.
  - Other activity: declines, balance inquiries, etc.
- Gauge the success of a stored value program (gift card, promotion or merchandise return card).
- Identify activity: review activity on stored value programs.
  - Identify potential fraud by examining balance inquiries count.
  - Identify staff training needs by examining declines count.

#### TO ACCESS AN ACTIVITY REPORT:

1. On the **Gift Card** menu, select **Activity Reports** and click the appropriate report name.
2. To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
3. In the **Report Criteria** area, complete the fields to specify filter criteria.
4. Enter data in the **Optional Criteria** area to specify additional filter criteria.
5. Click **Generate Report** when finished.

#### Note:

Click the **Download Results** button to download export data to a Microsoft Excel file. This feature is required to view the report results if the report generates more than 249,999 records.

<sup>1</sup> Activity Merchant – The merchant location at which the card is redeemed; redeeming merchant.

## SAMPLE IMAGES

### Sample Input Page Image

### Sample Results Page Image

PROGRAM	MERCHANT NAME	MERCHANT #	CNT	AMT	CNT	AMT	CNT	AMT	CNT	AMT	CNT	
			NEW ISSUANCES		ISSUANCE/ADD VALUE		REACTIVATIONS		TOTAL ISSUANCES		TOTAL REDEMPTIONS	
GIFT CARD			0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	2	\$75.00
GIFT CARD			8	\$1,314.55	0	\$0.00	0	\$0.00	8	\$1,314.55	1	\$14.55
GIFT CARD			18	\$1,800.00	0	\$0.00	0	\$0.00	18	\$1,800.00	1	\$150.00
GIFT CARD			2	\$200.00	0	\$0.00	0	\$0.00	2	\$200.00	0	\$0.00
GIFT CARD			15	\$3,850.00	0	\$0.00	0	\$0.00	15	\$3,850.00	3	\$280.26
<b>GrandTotal:</b>			<b>484</b>	<b>\$68,770.86</b>	<b>87</b>	<b>\$5,856.01</b>	<b>0</b>	<b>\$0.00</b>	<b>571</b>	<b>\$74,626.87</b>	<b>171</b>	<b>\$15,673.69</b>



## Sample Advanced Search Input Page Image

**Transaction Detail**  
To create your report, enter the appropriate criteria and click the Generate Report or Download Results button.

Transaction Detail provides detailed transaction activity by card program and location with sub-totals by transaction type.

**Selected Hierarchy:**  
▶ PAYMENTECH TESTING4 123456789 - (Corporate)  
PAYMENTECH TESTING4 123456789 - (corporate)

Top Level  
Drill Up  
Drill Down  
Select

**Quick Search**  
Level: Chain  
Hierarchy/Merchant#:  Search

**Advanced Report Criteria**  
Trans Date from: 05/10/07 to: 05/10/07  
Trans Time from: to:  
\*All times are Eastern Standard Time (EST) and are limited to a 24 hour time span.  
Program: ALL  Include Unsuccessful Transactions  
Use the transaction type to filter options.  
Trans Type: ALL  Sub-total by Trans Type  
Select a record type and action code combination and click add

Record Type	Action Code
All	All
Approved	Account Depletion
Error	Account Expiration
Reversal	Activation/Issuance (New)
	Add Value due to Card Consolidation

Add Remove

Record Type - Action Code Combination  
All - All

**Optional Criteria**  
Amount min: max:  
Terminal ID Employee #  
\*Cardholder # \*Perform Wild Card Searches by Using a Percent Sign (%)  
\*Bin/CardRange: 888888 from: 003401000101 to: 003401000109  
MCC

Generate Report - OR - Download Results  
Simple Search

## TRANSACTION SUMMARY

### REPORT CATEGORY: Activity Reports

The Transaction Summary report allows the user to search for issuances, redemptions and other card activity by hierarchy level or by merchant location.

#### To access Transaction Summary:

1. Click **Transaction Summary** within the **Activity Reports** category.
2. Navigate to the appropriate hierarchy level, if necessary.
3. In the **Report Criteria** area, complete the fields to specify filter criteria.
4. Click **Generate Report** when finished.

#### Results:

Data is presented in ascending order by program name, followed by chain name and merchant name.

*Table: Transaction Summary – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT CRITERIA</b>	
Selected Hierarchy	The hierarchy level to be searched
Trans Date from	Beginning date range of the search
Trans Date to	Ending date range of the search
Program	The name of the Gift Card program for the merchant
Level	The hierarchy level to be searched
Hierarchy/Merchant#	The hierarchy or merchant number for which the search will be performed
<b>REPORT RESULTS</b>	
New Issuances	The count and dollar amount of all newly issued stored value card accounts
Issuance/Add Value	The count and dollar amount of all transactions that added value to an existing stored value account
Reactivations	The count and dollar amount of all deactivated cards that were reactivated
Total Issuances	The count and dollar amount of all issuance transactions
Total Redemptions	The count and dollar amount of all redemption transactions
Declines	The count of errors and declined transactions
Inactivity Fees	The count and amount of inactivity fees applied to dormant accounts
Retired Cards	The count of accounts with a \$0 balance as a result of Inactivity Fees
Expirations	The count and amount of expired accounts
Deactivations	The count and dollar amount of all deactivated cards
Account Depletions	The count and dollar amount of accounts that were depleted during the reporting period (depletion occurs when a maximum number of redemptions has been defined for a card, and has subsequently been met)
Balance Inquiries	The number of balance inquiry transactions performed – this number helps the merchant understand how many swiped transactions were incurred

## TRANSACTION SUMMARY BY BIN/CARD RANGE

### REPORT CATEGORY: Activity Reports

The Transaction Summary By Bin/Card Range report allows the user to search for issuances, redemptions and other card activity by hierarchy level or by merchant location.

### To access Transaction Summary by Bin/Card Range:

- 1) Click **Transaction Summary by Bin/Card Range** within the **Activity Reports** category.
- 2) Navigate to the appropriate hierarchy level, if necessary.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Click **Generate Report** when finished.

#### Results:

Data is presented in ascending order by program name, followed by chain name and merchant name.

*Table: Transaction Summary by BIN/Card Range– Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT CRITERIA</b>	
Selected Hierarchy	The hierarchy level to be searched
Trans Date from	Beginning date range of the search
Trans Date to	Ending date range of the search
Program	The name of the Gift Card program for the merchant
Level	The hierarchy level to be searched
Hierarchy/Merchant#	The hierarchy or merchant number for which the search will be performed
<b>REPORT RESULTS</b>	
Bin/Card Range	Displays BIN/card range only for the Transaction Summary by Bin/Card Range report, not for Transaction Summary report
Card Denomination	The amount on the gift card if it was a pre-loaded card.
New Issuances	The count and dollar amount of all newly issued stored value card accounts
Issuance/Add Value	The count and dollar amount of all transactions that added value to an existing stored value account
Reactivations	The count and dollar amount of all deactivated cards that were reactivated
Total Issuances	The count and dollar amount of all issuance transactions
Total Redemptions	The count and dollar amount of all redemption transactions
Declines	The count of errors and declined transactions
Inactivity Fees	The count and amount of inactivity fees applied to dormant accounts
Expirations	The count and amount of expired accounts
Deactivations	The count and dollar amount of all deactivated cards
Account Depletions	The count and dollar amount of accounts that were depleted during the reporting period (depletion occurs when a maximum number of redemptions has been defined for a card, and has subsequently been met)
Balance Inquiries	The number of balance inquiry transactions performed – this number helps the merchant understand how many swiped transactions were incurred

## TRANSACTION DETAIL

### REPORT CATEGORY: Activity Reports

The Transaction Detail report feature allows the user to search for transaction detail by hierarchy level or by merchant location.

Merchants with high transaction volume may benefit from subscribing to the pipe-delimited data file version of this report, which may be imported into accounting software to reconcile transactions and determine stored value liability totals. With a subscription, the data file version is available in the File Download portion of Resource Online.

### To access Transaction Detail:

1. Click **Transaction Detail** within the **Activity Reports** category.
2. To view data at the hierarchy displayed, no action is required.
3. Complete the fields in the **Simple Report Criteria** area to specify filter criteria.
4. Click **Generate Report**.

Unsuccessful transactions are not included in the report total amounts. Transactions that may fall into this category are: authorization, non-inclusive responses (such as block activation request, could not process, prior redemption, prior activation/issuance or prior issuance/add value), duplicate reversals, errors or test card transactions.

### Advanced Search

Advanced search options are also available. Click the **Advanced Search** link on the input page. The following optional criteria are available on the Advanced Search page:

- Time range: Selectable by hour, within a 24-hour period.
- Transaction types: Represented by selectable combinations of record types and action codes. Select the desired values in the record type and action code list boxes, and click **Add** before generating the report.

If the **Include Unsuccessful Transactions** checkbox is selected, then transactions that are not included in the report total amounts will be provided, and may include any one of the following transactions: authorization, block activation requests, prior redemptions, prior activation/issuances or prior issuance/add values, duplicate reversals and errors.

To perform a wildcard search, enter at least one digit of the card number and % (to represent the unknown numbers) in the **Cardholder #** field. For example, to find a cardholder account ending in 4060, enter **%4060**. To find a cardholder number beginning in 6035, enter **6035%**.

For the BIN/CardRange: the **From** and **To** fields are by default inactive; they are only active when a BIN is chosen from the dropdown. For the **Bin/Card Range** field, the Card Range must be absolute (entire rest of card number) or wildcard (%) can be used if entering less than the 19-digit card number.

When the **Cardholder #** and **Bin/CardRange** fields are both populated, the result set will match what was entered from both fields. It is best to use the fields separately for specific types of searches.

#### Note:

If no additional criteria are defined, then the **Record Type** and **Action Code** list box selections will default to **All** for the purposes of the search.

#### Note:

To maximize the efficiency of a wildcard search, specify as much known information as possible.

**Table: Transaction Detail – Field Descriptions**

FIELD	DESCRIPTION	
<b>REPORT CRITERIA</b>		
Selected Hierarchy	The hierarchy level to be searched	
Trans Date from and to	Beginning and ending date range of the search	
Level	The hierarchy level to be searched	
Hierarchy/Merchant#	The hierarchy or merchant number for which the search will be performed	
Trans Time from and to	The beginning and ending time range for the search	
Program	The name of the gift card program associated with this card number	
Include Unsuccessful Transactions	Select to allow specification of additional record types and action codes as search criteria	
Trans Type	The type of transaction for the search – used to filter additional search criteria	
Sub-total by Trans Type	Select to allow subtotaling by transaction type	
Record Type	Select a Record Type – values based on selected Transaction Type	
Action Code	Select an Action Code – values based on selected Transaction Type	
Record Type – Action Code	Displays the record type and action codes added as search criteria	
Amount (min and max):	Define the amount range to be searched within	
Terminal ID	Terminal number that processed the stored value transaction	
Employee #	Employee number that processed the stored value transaction	
Cardholder #	Cardholder number for the search	
Bin/CardRange	BIN/card range of card(s) to search	
MCC	Merchant category code of the merchant processing the transaction	
<b>REPORT RESULTS</b>		
Program	The name of the Gift Card program associated with the card number	
Act Merchant Name	The name of the activity merchant who processed the transaction	
Act Merchant #	The merchant number that processed the transaction	
Act Orig ID	The Chase Paymentech processing system that the activity merchant uses	
Act State/Prov	The state or province code on file for the activity merchant who processed the transaction	
Iss Merchant Name	The name of the issuing merchant who originally activated the card account	
Iss Merchant #	The merchant number of the issuing merchant who originally activated the card account	
Iss Orig ID	The Chase Paymentech processing system that the issuing merchant uses	
Iss State/Prov	The state or province code on file for the issuing merchant who originally activated the card account	
Tr Date/Time	Stored Value system date and time that the transaction was run	
Rec Type	Values are: Approved; Error; Reversal	
	Account Depletion Account Expiration Activation/Issuance (New) Add Value Due to Card Consolidation Auth Only Auto Reload Balance Inquiry Block Activation Request Block Activation Transaction Could Not Process Transaction Disable Existing Card (Deactivation) Inactivity Charge	Issuance (New) Due to Re-Issue Issuance/Add Value Prior Activation/Issuance Prior Issuance/Add Value Prior Redemption Reactivation Reapplied Auth Only Redemption/Tip Voice Activation / Issuance (New) Voice Auth Voice Issuance/Add Value Voice Redemption
Cardholder #	The cardholder number	

FIELD	DESCRIPTION
Card Tran Count	A count of all transactions for a card account that are categorized as follows: Redemptions, Issuances, Authorizations, Fees and Reversals
Term ID	Terminal number that processed the stored value transaction
Auth #	The approval code for the transaction
Emp #	The employee number submitted with the stored value transaction, if applicable
Tr Ref #	A reference number prompted for and sent from some POS applications
MCC	Merchant category code of the merchant processing the transaction
Requested Amount	Total transaction amount requested
Amount	Amount of the stored value transaction

## 6.2. RESEARCH TOOLS

The Gift Card Reports research tools allow the user to search for particular transactions to be viewed near real time by entering various search criteria.

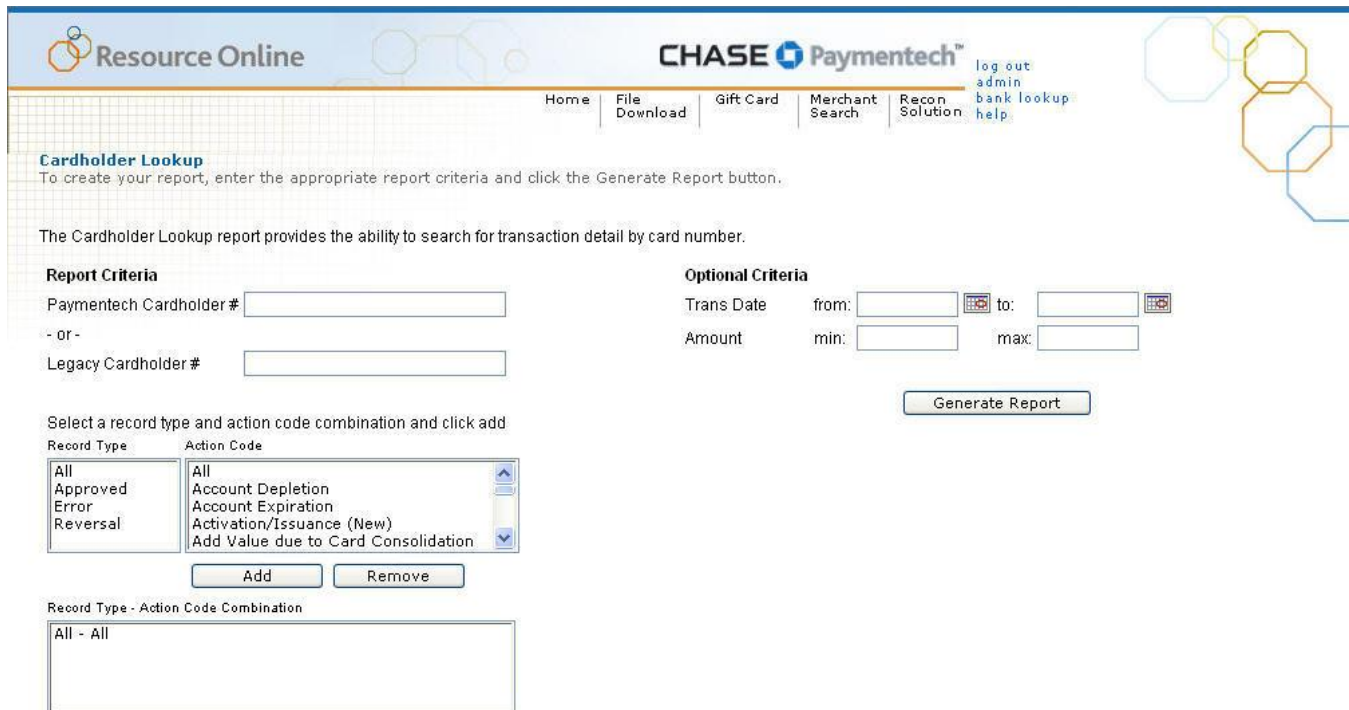
### TO ACCESS A RESEARCH TOOLS REPORT:

1. On the **Gift Card** menu, select **Research Tools** and click the appropriate report name.
2. In the **Report Criteria** area, complete the fields to specify filter criteria.
3. Enter data in the **Optional Criteria** area to specify additional filter criteria.
4. Click **Generate Report** when finished.

**Note:**  
 Preferences can be applied to these reports by clicking the **Preferences** icon on the results page.

### SAMPLE IMAGES

#### Sample Input Page Image



## Sample Results Page Image

**Resource Online** CHASE Paymentech™

Home | File Download | Gift Card | Merchant Search | Recon Solution | log out | admin | bank lookup | help

**Redemption/Non-Redemption Search**  
View the results of your search below.

**Report Criteria**

MERCHANT NAME - NUMBER (LEVEL) Search Type: Non-Redemptions  
 Issuance Date Range: MM/DD/YYYY - MM/DD/YYYY  
 Days Since Issuance: 0  
 Program: All

Page 1 of 1 Page Size: 25

MERCHANT NAME	MERCHANT #	CARDHOLDER #	NEW ISSUE DATE	NEW ISSUE AMT	1ST REDEEM DATE	1ST REDEEM AMT
			11/20/2007	\$14.55	11/20/2007	\$14.55
			11/20/2007	\$150.00		
			11/20/2007	\$150.00		
			11/20/2007	\$100.00		
			11/20/2007	\$100.00		

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## CARDHOLDER LOOKUP

### REPORT CATEGORY: Research Tools

The Cardholder Lookup feature allows the user to search for information at the corporate hierarchy level of the organization by entering a cardholder's account number.

### Accomplish these tasks with Cardholder Lookup:

- View balance inquiries, duplicate transactions and voice authorizations to identify fraudulent activity (irregularities in card data and account activity).
- Research card history to identify card usage after a card was reported lost.
- View merchant activity to resolve customer issues regarding previous card use.

### To access Cardholder Lookup:

- Click **Cardholder Lookup** in the **Research Tools** category.
- In the **Report Criteria** area, complete the fields to specify filter criteria.
- Enter data in the **Optional Criteria** area to specify additional filter criteria.
- Click **Generate Report** when finished.

**Table: Cardholder Lookup – Field Descriptions**

FIELD	DESCRIPTION
<b>REPORT CRITERIA</b>	
Cardholder #	The 19-digit Chase Paymentech Gift Card program account number
Legacy Cardholder #	This option is only for those accounts that have been converted to the Chase Paymentech gift card program. Search by either the new CPS account number, or the old program card number.
Trans Date from and to:	Beginning and ending date range of the search
Amount min:	The lowest dollar amount that will be searched and displayed
Amount max:	The highest dollar amount that will be searched and displayed
Transaction Type	Used to filter the action code options. Values are: Balance Inquiry Inactivity Issuance Reapplied Auth Only Redemption
Record Type	Specify the type of record being searched for.
Action Code	Specify the type of transaction being searched for.
<b>REPORT RESULTS</b>	
Cardholder #	The 19-digit Chase Paymentech Gift Card account number
Trans Date	The date range specified in the search criteria
Iss Merchant Name	The name of the first attempted original issuing store
Program	The name of the Gift Card program associated with this card number
Iss Merchant #	The first attempted original issuing merchant number
Last Activity Date	Last date the card was used
Amount	The amount range specified in the search criteria
Activation Date	Date the card was activated
Record Type - Action Code	Indicates the record type and action code defined in the search criteria
Current Card Balance	Current available balance on the card
Cardholder #	The 19-digit Chase Paymentech Gift Card account number
Act Merchant Name	The name of the store at which the card was used
Act Merchant #	The merchant number of the store at which the card was used
Act Orig ID	The Chase Paymentech processing system that the activity merchant uses. Values are: TPA = Tampa (PNS) SLM = Salem
Iss Orig ID	The Chase Paymentech processing system that the issuing merchant uses. Values are: TPA = Tampa (PNS) SLM = Salem
Trans Date/Time	Stored Value system date and time that the transaction was run
Rec Type	<b>Approved</b> - Only approved transactions will be displayed <b>Error</b> – Only transactions that received an error will be displayed <b>Reversal</b> - Only reversals / voids will be displayed
Action	Values are: Account Depletion Account Expiration Activation/Issuance (New) Add Value Due to Card Consolidation Auth Only Issuance (New) Due to Re-Issue Issuance/Add Value Prior Activation/Issuance Prior Issuance/Add Value Prior Redemption



FIELD	DESCRIPTION	
	Auto Reload Balance Inquiry Block Activation Request Block Activation Transaction Could Not Process Transaction Disable Existing Card (Deactivation) Inactivity Charge	Reactivation Reapplied Auth Only Redemption/Tip Voice Activation / Issuance (New) Voice Auth Voice Issuance/Add Value Voice Redemption
Auth #	Authorization number that was assigned to the transaction	
Amount	The amount of the transaction	

## REDEMPTION/NON-REDEMPTION SEARCH

### REPORT CATEGORY: Research Tools

The Redemption/Non-Redemption Search research tool allows the user to search for cards that have been redeemed/not been redeemed within a selected time period from the dates the cards were issued. This feature allows user to enter a date range for the issuance date, as well as the number of redemption/non-redemption days.

The following departments within the user’s company may use this inquiry tool:

- Accounting departments of small, medium and large merchants may use this inquiry tool to assess liability for cards that have not been redeemed within a particular amount of time.
- Marketing can assess the success of a program for a particular amount of time. Lack of program success is based on number of cards that have not been redeemed by a particular date. For example, if a merchant provides a promotion card to customers who purchase a gift card during the holiday season for \$25 that expires in 30 days, the promotion is not successful if none of those cards have been redeemed within that timeframe.

**Note:**  
This inquiry tool will only show the original issuance and the first redemption for the card account number. Subsequent Add Value and Redemption transactions may be researched using the Cardholder Lookup tool.

### To access Redemption/Non-Redemption Search:

- Click **Redemption/Non-Redemptions Search** in the **Research Tools** category.
- To view data at the hierarchy level displayed, no action is required.
- In the **Report Criteria** area, complete the fields to specify filter criteria.
- Click **Generate Report** when finished.

**Note:**  
There is a maximum of 5,000 records returned on the Redemption/Non-Redemptions Search report.

*Table: Redemption/Non-Redemption Search – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT CRITERIA</b>	
Selected Hierarchy	The hierarchy level to be searched
Trans Date from and to	Beginning and ending date range of the search
Program	Select the Chase Paymentech Gift Card program name.
Search Type	Select whether to search for redemptions or non-redemptions.
Days Since Issuance	Number of days, 0-99, in which the card was redeemed/not redeemed – 0 indicates card was issued, but redeemed/not redeemed on the same day
<b>REPORT RESULTS</b>	
Hierarchy	The hierarchy information defined in the search criteria
Search Type	Based on the selection made on the search criteria. Values are: Redemptions Non-Redemptions
Issuance Date Range	The date range defined in the search criteria
Days Since Issuance	Number of days between issuance and redemption/non-redemption
Merchant Name	The name of the merchant
Merchant #	The merchant number
Cardholder #	The 19-digit Chase Paymentech Gift Card program account number
New Issue Date	Date and time of the original card issuance
New Issue Amt	Dollar amount of the original card issuance
1 <sup>st</sup> Redeem Date	Date the card was first redeemed
1 <sup>st</sup> Redeem Amt	Dollar amount of the first redemption

## 6.3. HOW TO USE THE TRENDING AND ANALYSIS REPORTS

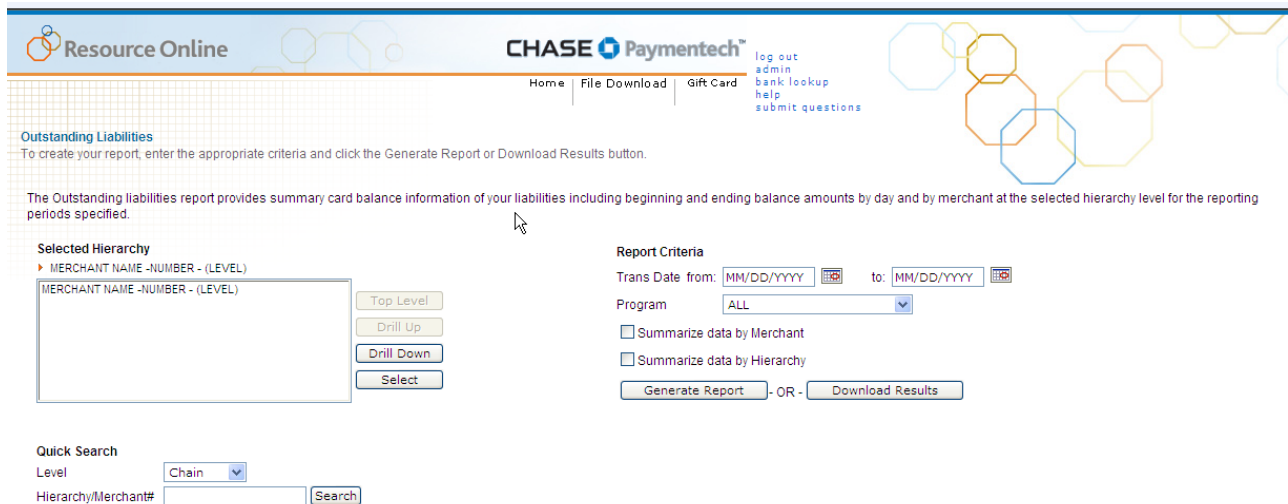
Gift Card trending and analysis reports help the user view trends and identify variations in his or her Chase Paymentech gift card program activity.

### TO ACCESS A TRENDING AND ANALYSIS REPORT:

1. On the **Gift Card** menu, select **Trending and Analysis** and click the appropriate report name.
2. To view data at the hierarchy level displayed, no action is required. To select a different level of the hierarchy or merchant location, click the appropriate level in the tree structure or use the Quick Search method.
3. In the **Report Criteria** area, complete the fields to specify filter criteria.
4. Click **Generate Report** or **Download Results** when finished.

### SAMPLE IMAGES

#### Sample Input Page Image



## Sample Results Page Image

**Resource Online** CHASE Paymentech™

Home | File Download | Gift Card | Merchant Search | Recon Solution | log out | admin | bank lookup | help

**Outstanding Liabilities by Hierarchy**  
View the results of your search below.

Selected Hierarchy: \_\_\_\_\_ Trans Date: MM/DD/YYYY - MM/DD/YYYY Program: ALL

MERCHANT NAME - NUMBER (LEVEL) Edit

Page 1 of 1 Page Size: 25 per Page

PROGRAM*	DATE	BEGINNING BALANCE	NEW ISS	ISS/ADD VALUE	REDEMP-TIONS	DEACT-IVATIONS	REACT-IVATIONS	INACTIVITY FEES	EXPS	ACCT DEPL	CROSS-ACTIVITY	ENDING BALANCE	PENDING AUTHS	AVAIL BALANCE
GIFT CARD		\$15,249,995.74	\$61,170.86	\$866.01 (\$3,372.18)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$4,716.88)	\$15,303,943.55	\$0.00	\$15,303,943.55
<b>GIFT CARD Sub-Total:</b>		<b>\$15,249,995.74</b>	<b>\$61,170.86</b>	<b>\$866.01 (\$3,372.18)</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>(\$4,716.88)</b>	<b>\$15,303,943.55</b>	<b>\$0.00</b>	<b>\$15,303,943.55</b>
PROMOTIONAL CARD 2		\$184,528.17	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$1,431.33)	\$183,396.84	\$0.00	\$183,396.84
<b>PROMOTIONAL CARD 2 Sub-Total:</b>		<b>\$184,528.17</b>	<b>\$300.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>(\$1,431.33)</b>	<b>\$183,396.84</b>	<b>\$0.00</b>	<b>\$183,396.84</b>
PROMOTIONAL CARD 3		\$152,318.44	\$7,300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$159,618.44	\$0.00	\$159,618.44
<b>PROMOTIONAL CARD 3 Sub-Total:</b>		<b>\$152,318.44</b>	<b>\$7,300.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$159,618.44</b>	<b>\$0.00</b>	<b>\$159,618.44</b>
PROMOTIONAL CARD 5		\$2,840,147.28	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$2,199.04)	\$2,837,948.24	\$0.00	\$2,837,948.24
<b>PROMOTIONAL CARD 5 Sub-Total:</b>		<b>\$2,840,147.28</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>(\$2,199.04)</b>	<b>\$2,837,948.24</b>	<b>\$0.00</b>	<b>\$2,837,948.24</b>
PROMOTIONAL CARD 6		\$80,975.29	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$521.98)	\$80,453.31	\$0.00	\$80,453.31
<b>PROMOTIONAL CARD 6 Sub-Total:</b>		<b>\$80,975.29</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>(\$521.98)</b>	<b>\$80,453.31</b>	<b>\$0.00</b>	<b>\$80,453.31</b>
PROMOTIONAL GIFT CARD		\$522,393.42	\$0.00	\$2,565.00 (\$467.36)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$539.92)	\$523,951.14	\$0.00	\$523,951.14
<b>PROMOTIONAL GIFT CARD Sub-Total:</b>		<b>\$522,393.42</b>	<b>\$0.00</b>	<b>\$2,565.00 (\$467.36)</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>(\$539.92)</b>	<b>\$523,951.14</b>	<b>\$0.00</b>	<b>\$523,951.14</b>
<b>GrandTotal:</b>		<b>\$19,030,358.34</b>	<b>\$68,770.86</b>	<b>\$3,431.01 (\$3,839.54)</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>(\$9,409.15)</b>	<b>\$19,089,311.52</b>	<b>\$0.00</b>	<b>\$19,089,311.52</b>

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### OUTSTANDING LIABILITIES

The Outstanding Liabilities report allows the user to search for card balance information (a snapshot of the liability for each day of the report period, including the beginning and ending balance) at the hierarchy level or at the merchant level.

Merchants may calculate net impact on liability, which reflects the dollar amount that affected the issuing merchant's liability for a given period of time. It is calculated as follows: *Beginning Balance – Ending Balance* (Cross Activity is included within Ending Balance).

**Note:**  
Merchants must seek legal counsel to determine their ability to claim breakage amounts as corporate revenue.

#### Accomplish these tasks with Outstanding Liabilities:

- View card balance information (a snapshot of the liability for each day of the report period) at the hierarchy level or at the first attempted original issuing merchant level.
- View cross activity (transaction amounts for account activity at a location other than the original issuing location) that may affect outstanding liability.
- Identify breakage (amount of money the merchant retains when the stored value card is not redeemed or expires).

**Note:**  
Data is presented in ascending order by program name and date.

**To access Outstanding Liabilities:**

1. Click **Outstanding Liabilities** in the **Trending and Analysis** category.
2. To view data at the hierarchy level displayed, no action is required.
3. In the **Report Criteria** area, complete the fields to specify filter criteria.
4. Click **Download Results** when finished.

**Note:**  
Click the **Download Results** button to download report data to a Microsoft Excel file. This feature is required to view the report results, if the report generates more than 249,999 records.

*Table: Outstanding Liabilities – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT CRITERIA</b>	
Trans Date from and to	Beginning and ending date range of the search
Program	Select the merchant’s Chase Paymentech Gift Card program.
Summary data by Merchant	Select this option to have totals shown by merchant.
<b>REPORT RESULTS</b>	
Program	The name of the merchant’s Chase Paymentech gift card program
Date	Each date there is activity during the search date range
Beginning Bal	The beginning balance for that date
New Iss	The dollar amount of the new issuances on that date
Iss/Add Value	The dollar amount of value added on that date
Redemptions	The dollar amount of redemptions on that date
Deactivations	The dollar amount of deactivations on that date
Reactivations	The dollar amount of cards that were reactivated on that date
Inactivity Fees	The dollar amount of inactivity fees assessed on that date
Exps	The dollar amount of expiration fees assessed on that date
Acc Depl	Account depletions are automatic stored value transactions that delete the remaining balance on an account that has reached its maximum number of redemptions
Cross Activity	The aggregated transaction amounts for activity that occurred at a location other than the issuing location – depending on its type, Cross Activity can represent an amount that can increase or decrease liability
Retired Cards	The count of accounts with a \$0 value after having an inactivity fee applied
Ending Balance	Ending amount after transactions and fees have been added and/or subtracted
Pending Authorizations	The total dollar amount of any transactions that do not have a matching redemption or have not yet passed the expiration on the authorization
Available Balance	The ending balance less the amount of pending authorizations

## OUTSTANDING LIABILITIES BY BIN/CARD RANGE

The Outstanding Liabilities by Bin/Card Range report allows the user to search for card balance information (a snapshot of the liability for each day of the report period, including the beginning and ending balance) at the hierarchy level or at the merchant level.

Merchants may calculate net impact on liability, which reflects the dollar amount that affected the issuing merchant’s liability for a given period of time. It is calculated as follows: *Beginning Balance – Ending Balance* (Cross Activity is included within Ending Balance).

**Note:**

Merchants must seek legal counsel to determine their ability to claim breakage amounts as corporate revenue.

### Accomplish these tasks with Outstanding Liabilities by Bin/Card Range:

- View card balance information (a snapshot of the liability for each day of the report period) at the hierarchy level or at the first attempted original issuing merchant level.
- View cross activity (transaction amounts for account activity at a location other than the original issuing location) that may affect outstanding liability.
- Identify breakage (amount of money the merchant retains when the stored value card is not redeemed or expires).

**Note:**

Data is presented in ascending order by program name and date. The report returns a maximum of 250,000 records.

### To access Outstanding Liabilities by Bin/Card Range:

- 1) Click **Outstanding Liabilities by Bin/Card Range** in the **Trending and Analysis** category.
- 2) To view data at the hierarchy level displayed, no action is required.
- 3) In the **Report Criteria** area, complete the fields to specify filter criteria.
- 4) Click **Download Results** when finished.

**Note:**

Click the **Download Results** button to download report data to a Microsoft Excel file. This feature is required to view the report results, if the records returned are greater than 250,000.

*Table: Outstanding Liabilities by Bin/Card Range – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT CRITERIA</b>	
Trans Date from and to	Beginning and ending date range of the search
Program	Select the merchant’s Chase Paymentech Gift Card program.
Summarize data by Merchant	Select this option to have totals shown by merchant.
Summarize data by Hierarchy	Select this option to have totals by chain name (standard) or merchant level(s) (custom hierarchy)
<b>REPORT RESULTS</b>	
Program	The name of the merchant’s Chase Paymentech gift card program
BIN/Card Range	Displays BIN/Card Range only for the Outstanding Liabilities by BIN/Card Range report, not for Outstanding Liabilities report; also, the placement of this field may change due to the search criteria “Summarize Data by Hierarchy,” but the field is still displayed on the report.
Date	Each date there is activity during the search date range
Card Denomination	The amount on the gift card if it was a pre-loaded card
Beginning Balance	The beginning balance for that date
New Iss	The dollar amount of the new issuances on that date
Iss/Add Value	The dollar amount of value added on that date
Redemptions	The dollar amount of redemptions on that date
Deactivations	The dollar amount of deactivations on that date

FIELD	DESCRIPTION
Reactivations	The dollar amount of cards that were reactivated on that date
Inactivity Fees	The dollar amount of inactivity fees assessed on that date
Exps	The dollar amount of expiration fees assessed on that date
Acc Depl	An automatic stored value transaction that deletes the remaining balance on an account that has reached its maximum number of redemptions
Cross Activity	The aggregated transaction amounts for activity that occurred at a location other than the issuing location – depending on its type, Cross Activity can represent an amount that can increase or decrease liability
Retired Cards	The count of accounts with a \$0 value after having an inactivity fee applied
Ending Balance	Ending amount after transactions and fees have been added and/or subtracted
Pending Authorizations	The total dollar amount of any transactions that do not have a matching redemption or have not yet passed the expiration on the authorization
Available Balance	The ending balance less the amount of pending authorizations

## 6.4. HOW TO USE THE OPTIONAL SETTLEMENT REPORTS

The Gift Card settlement reports are optional value-added reports that are available to both U.S. and Canadian merchants for a small monthly fee per location.

### INTER-STORE SETTLEMENT REPORTS

The optional suite of settlement reports is designed to help merchants quantify and track inter-store transaction traffic with their stored value accounts. These reports are available to only Custom program merchants that subscribe to the Inter-Store Settlement service. This model allows participating merchant locations to own the outstanding liability on card accounts they initially activated, until the value is redeemed.

The reports themselves are ad-hoc; however, Chase Paymentech provides the ability to move the money between accounts on a daily, weekly or monthly basis.

Inter-Store Settlement reports can also include the optional Discount Reporting feature. Discount Reporting provides program owners with the ability to recoup the fees that are associated with the marketing costs or card distribution costs of the merchant's stored value card program. These fees are recouped from the franchise/processing activity merchant location that redeems the gift card via a discount expense redemption withholding percentage.

Following are examples of Discount Reporting programs:

- The ability to offer promotional marketing cards to customers and recoup the promotional program cost via a discount expense percentage withheld on applicable redemption transactions from the redeeming activity merchant locations.
- The ability to distribute gift cards through consortiums (i.e., third-party channels) and recoup the consortium-charged 'activation commission fee' on applicable redemption transactions processed by the redeeming merchant locations.

Discount Reporting is only available with the Inter-Store Settlement funding model.

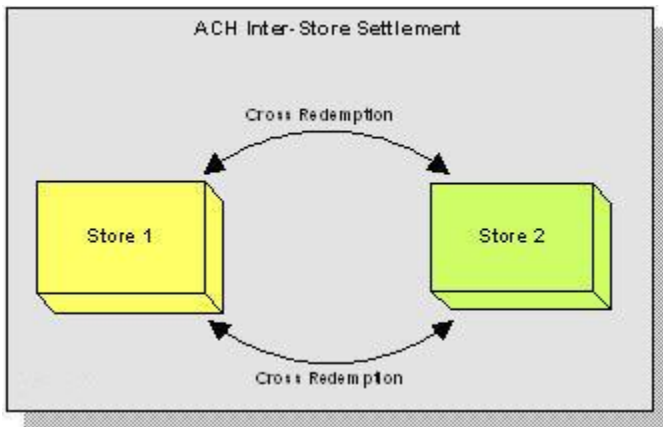
- The discount expense redemption withholding percentage is used to calculate the discount expense from subsequent redemption transfers.
- The discount expense is applied until the initial issuance amount on the card has been redeemed.
- The discount expense redemption withholding percentage can be configured for a BIN/card range.

The Inter-Store Settlement report provides summary and cross-transactional detail information on the transfer of funds/liability from store-to-store (cross store) or chain-to-chain/group-to-group (cross group) when cards are used across different store locations, or across a group of standard chains or custom hierarchy levels.

- **Cross Store Version** - tracks *all* inter-store activity; use this report to determine funds to transfer between store locations.
  - Inter-Store Settlement Summary
  - Drill-Down Detail by Activity Merchant
  - Drill-Down Detail by Issuing Merchant
- **Cross Group Version** - tracks inter-store activity *only when the issuing and activity stores belong to two different ownership groups* (i.e., a franchise). Cross Group reports contain only activity information. Actual fund movement occurs from store-to-store.
  - Inter-Store Settlement Summary
  - Drill-Down Detail by Activity Merchant
  - Drill-Down Detail by Issuing Merchant

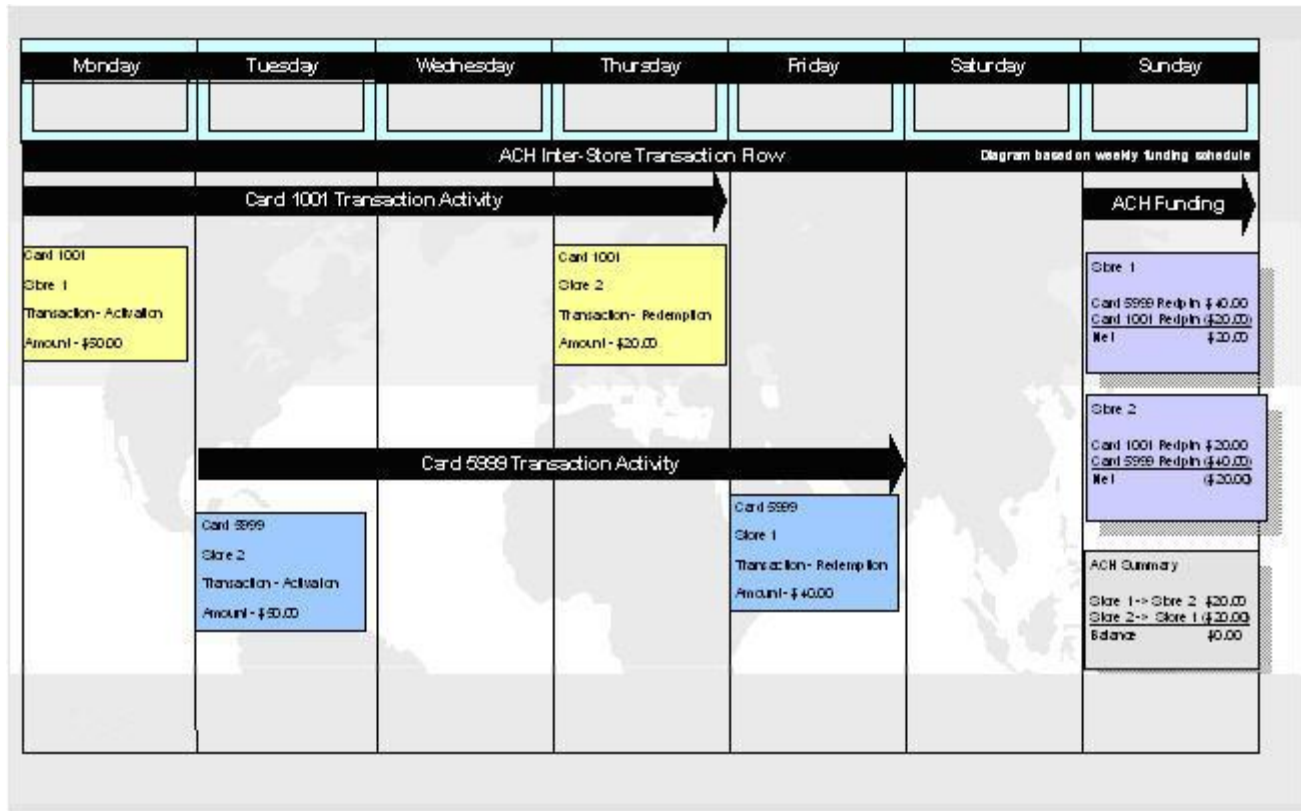
Accounting departments of medium and large merchants, especially those with franchise operations or multi-owners, use these reports to view the transfer of funds or outstanding liability from cross store or cross group situations. These reports allow the accounting department to determine funding amounts between the original issuing merchant location (who initially processed the activation) and the activity merchant locations. Management of the funding process occurs at the merchant location, allowing each location to benefit from the float and breakage while carrying the appropriate outstanding liability.

**An illustration of the Inter-Store Settlement model:**





**An illustration of the Inter-Store Settlement process:**



In this example, Store 1 redeems Card 5999 for \$40.00, which is a credit; there is a corresponding debit transaction for Store 2 (issuer of the card) for Card 5999 for \$40.00. Store 2 redeems Card 1001 for \$20.00, which is a credit; there is a corresponding debit transaction for Store 1 (issuer of the card) for Card 1001 for \$20.00. The net impact of these transactions is \$0.00.

## CENTRAL ACCOUNT SETTLEMENT REPORTS

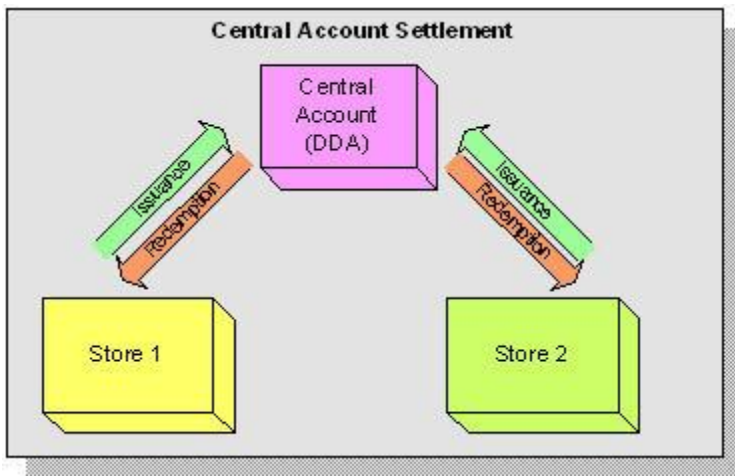
Central Account Settlement reports are targeted for headquarter accounts to assist in management of a central holding account. Instead of funding between store accounts at the time of redemption, the central account funding service allows a corporation to assign a central account to and from which issuances and redemptions are paid. This allows a corporation to concentrate their financial float and outstanding card liability in one account.

The reports are available to only enhanced program merchants that subscribe to the Central Account Settlement service. The reports are available daily, weekly or monthly. In addition, Chase Paymentech provides the ability to move the money between accounts.

A summary report is provided, as well as detailed reports that display the corresponding transaction detail by merchant, if any research is required.

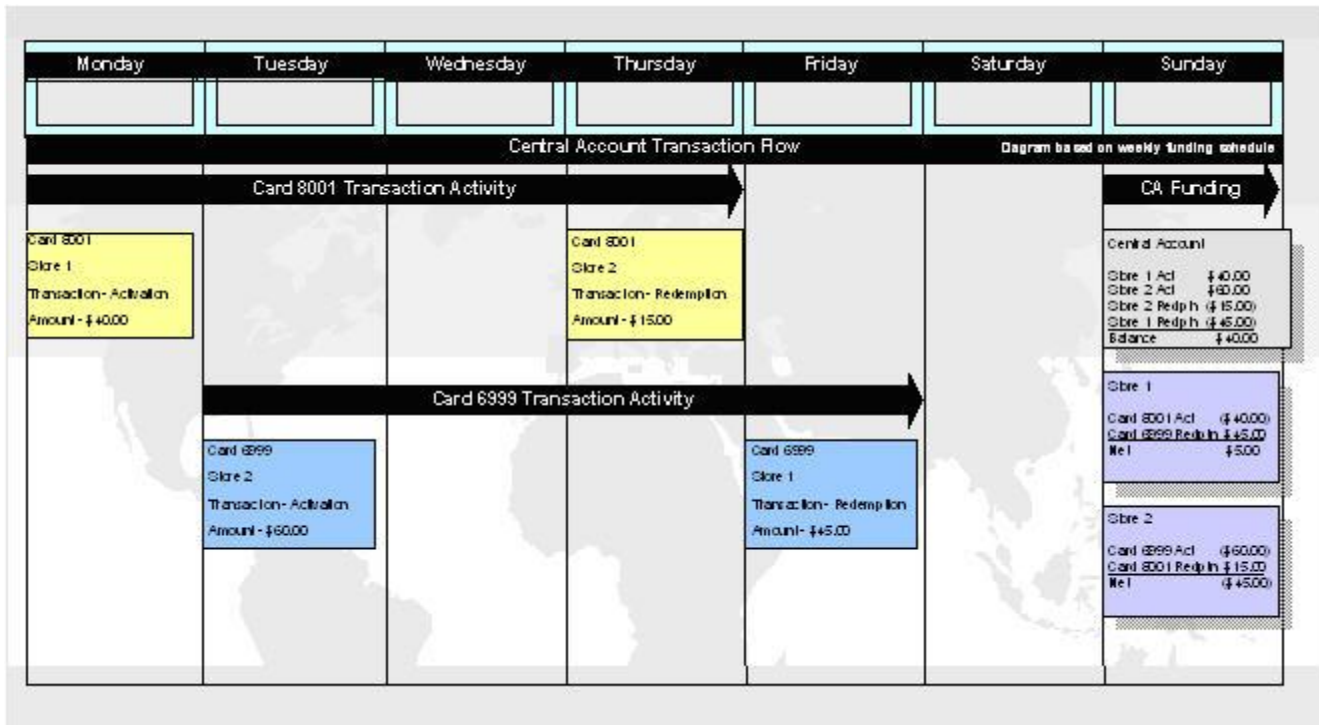
Accounting departments of medium and large merchants use these reports to determine the amount of the gift card funds between the corporate bank account for the total of cards activated and sold by the participating stores. Central Account Settlement allows merchants to manage all gift card funds on behalf of all participants. The corporate office reaps the benefits of the float and breakage, but also carries the liability for their funds across the program. If some participants are franchised, Corporate may offer benefits to participants, such as providing all stored value cards and marketing literature for a fee, or offering participants a commission to sell stored value cards by using the Activation & Redemption percentage (see example below).

### An illustration of the Central Account Settlement model:



*All issuances result in a credit to the Central Account and redemptions result in a debit from the Central Account.*

**An illustration of the Central Account settlement process:**



In this example, Store 1 activates Card 8001 for \$40.00, which is recorded as a credit to the Central Account. There is a corresponding debit transaction for Store 1 for \$40.00. Store 2 redeems the card for \$15.00, which is recorded as a debit from the Central Account. There is a corresponding credit transaction for Store 2 for \$15.00.

A withholding percentage may be set for Activations & Redemptions to allow merchants that activate the cards to earn a commission, and merchants that redeem the cards to pay a fee for the production and marketing of the card. An example of when this would apply would be when the Activation percentage is 95% and the Redemption percentage is 98.5%.

Store 1 would only fund the Central Account  $95\% \times \$40.00 = \$38.00$ , earning a \$2.00 commission to activate card 8001. Therefore, Store 1 would pay the Central Account  $98.5\% \times \$45.00 = \$1.13$ , to redeem card 6999. The net amount for each location is available and the Central Account deposits and withdrawals balance to \$0.00.

## INTER-STORE SETTLEMENT SUMMARY

The Inter-Store Settlement Summary report summarizes the inter-store activity for all cross gift card transactions processed both inside and outside a hierarchy level – depending on the summary report selected. This report provides a list of all chains under a corporation or a list of all merchants associated with a chain or custom hierarchy level and a summary of the associated settlement amount for that level.

This report is available in both cross store and cross group versions.

This report is generated at only the hierarchy level of the Gift Card Reports logon, so the user is unable to change the hierarchy level for the report creation; only the requested date range can be defined. This report includes activity for all merchant locations under the user’s hierarchy level.

**Note:**

While reviewing this report, drill down to obtain merchant-specific summary information by selecting the appropriate merchant number hyperlink.

### To access Inter-Store Settlement Summary:

1. Click **Inter-Store Settlement Summary** in the **Settlement Reports** category.
2. Enter the appropriate date range for generation, and select the checkbox to specify either cross store or cross group. The default option is Cross Store.

**Note:**

- Funds movement is based on the cross store totals only.
- Regardless of whether the Cross Store or Cross Group options are selected, the report output columns will look the same. The only difference will be the summarized transactions (counts and amounts) included.
- Although data is ad hoc and can be generated back 25 months, only 60 days of data can be retrieved and viewed at any given time.

**Note:**

If generating the report for reconciliation with actual funds movement, ensure the selected report period is consistent with the frequency for automated funds movement.

*Table: Inter-Store Settlement Chain-Level Summary (Standard Hierarchy) – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Chain Name	The name of the chain associated with the SV Corp ID
Cross Chain Settlement	The net of the cross transaction data for the merchant locations setup beneath the associated chain

*Table: Inter-Store Settlement Merchant-Level Summary (Standard Hierarchy) – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant #	The merchant number
Merchant Name	The merchant name
Orig ID	The Originator ID set by the Stored Value System – values are: TPA = Tampa (PNS) SLM = Salem
Amount Due Act Merchant	The net amount due or owed to the associated merchant as a result of cross transactions processed on stored value cards that they did not originally activate and do not own the outstanding liability for
Amount Due Iss Merchant	The net amount due or owed to the associated merchant as a result of cross transactions processed by other merchants on cards they originally issued and own the outstanding liability for
Deposits/Withdrawals	The net amount of the total amount due by activity merchant and the total amount due by issuing merchant for the associated merchant’s number. In a cross store generated report, this is the amount that will be either deposited or withdrawn from the merchant’s account if they participate in automated funds movement

**Table: Inter-Store Settlement Merchant-Level Summary (Custom-Level Hierarchy) – Field Descriptions**

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Level 2	The custom level 2 name
Level 3	The custom level 3 name
Merchant #	The merchant number
Merchant Name	The merchant name
Orig ID	The Originator ID set by the Stored Value System – values are: TPA = Tampa (PNS) SLM = Salem
Amount Due Act Merchant	The net amount due or owed to the associated merchant as a result of cross transactions processed on stored value cards that they did not originally activate and do not own the outstanding liability for
Amount Due Iss Merchant	The net amount due or owed to the associated merchant as a result of cross transactions processed by other merchants on cards they originally issued and own the outstanding liability for
Deposits/Withdrawals	The net amount of the total amount due by activity merchant and the total amount due by issuing merchant for the associated merchant’s number. In a cross store generated report, this is the amount that will be either deposited or withdrawn from the merchant’s account if they participate in automated funds movement

## INTER-STORE SETTLEMENT ACTIVITY/ISSUING MERCHANT DETAIL

The Inter-Store Settlement drill-down detail reports list the inter-store activity for all cross transactions processed for both inside and outside a chain – depending on the summary report selected. This report provides a list of merchants set up under a chain or custom level, and a detailed summary of the processed cross transactions. These detailed transactions can be viewed by Activity Merchant or Issuing Merchant

### To access Inter-Store Settlement Activity or Issuing Merchant Detail:

- To view the Inter-Store Settlement – Detail by Issuing Merchant or the Inter-Store Settlement – Detail by Activity Merchant detail reports, drill into the associated amount for the chosen merchant on the merchant summary report.

*Table: Detail by Activity Merchant (Standard and Custom Hierarchies) – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Program	The name of the merchant’s Chase Paymentech Gift Card program
Iss Merchant Name	The name of the merchant that originally attempted to issue funds to the card
Iss Merchant Number	The merchant number for the merchant that originally attempted to issue funds to the card
Orig ID	The Originator ID set by the Stored Value System – values are: TPA = Tampa (PNS) SLM = Salem
TR Date/Time	Date and time of the transaction in MM/DD/YYYY HH:MM:SS AM or PM format
Transaction Type	The type of transaction processed (such as Activation, Redemption, etc.)
Cardholder #	The cardholder number
Term ID	Terminal number that processed the stored value transaction
Auth #	The approval code for the transaction
Emp #	The Employee number submitted with the stored value transaction (if applicable)
TR Ref #	A reference number prompted for and sent from some point-of-sale applications
MCC	Merchant category code of the merchant processing the transaction
Amount	Amount of the stored value transaction
Discount Expense	The amount of applicable discount expense withheld (if applicable) on redemption transactions
Total Due/Owed	The total amount: Due to the issuing merchant (for processed activation or issuance-add value type transactions); or, Owed from the issuing merchant (on processed redemption type transactions)

*Table: Detail by Issuing Merchant (Standard and Custom Hierarchies) – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Program	The name of the merchant’s Chase Paymentech Gift Card program
Act Merchant Name	The name of the activity merchant that processed the transaction on the card
Act Merchant Number	The merchant number for the activity merchant that processed the transaction
Orig ID	The Originator ID set by the Stored Value System – values are: TPA = Tampa (PNS) SLM = Salem
TR Date/Time	Date and time of the transaction in MM/DD/YYYY HH:MM:SS AM or PM format
Transaction Type	The type of transaction processed (such as Activation, Redemption, etc.)
Cardholder #	The cardholder number
Term ID	Terminal number that processed the stored value transaction
Auth #	The approval code for the transaction
Emp #	The Employee number submitted with the stored value transaction (if applicable)
TR Ref #	A reference number prompted for and sent from some point-of-sale applications
MCC	Merchant category code of the merchant processing the transaction
Amount	Amount of the stored value transaction
Discount Expense	The amount of applicable discount expense withheld (if applicable) on redemption transactions
Total Due/Owed	The total amount: Due to the activity merchant (for processed redemption type transactions); or, Owed from the activity merchant (on processed activation/issuance-add value type transactions)

## CENTRAL ACCOUNT SETTLEMENT SUMMARY

The Central Account Settlement Summary report summarizes all the gift card transaction activity going to and from the central holding account. This report includes issuances, activations, add value transactions, deactivations and redemptions.

**Note:**

While viewing this report, drill into the detail by selecting the appropriate merchant number to access the Central Account Settlement Detail report.

### To access Central Account Settlement Summary:

1. Click **Central Account Settlement Summary** in the **Settlement Reports** category.
2. Enter the appropriate date range for generation.

**Note:**

If generating the report for reconciliation with actual funds movement, ensure the selected report period is consistent with the frequency for funds movement.

*Table: Central Account Settlement Chain-Level Summary (Standard Hierarchy) – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Chain Name	The name of the chain
Issuance/Activation/Add Value Transaction Count	The total number of Issuance-type transactions processed by all of the associated merchant accounts set up under the chain, including reversals, for the reporting period
Issuance/Activation/Add Value Transaction Amount	The total value of all of the Issuance-type transactions, processed by all of the associated merchant accounts set up under the chain for the reporting period
Issuance/Activation/Add Value Paid to Corp	The total value of Issuance-type transactions, identified in the Transaction Amount column, with the issuance percentage subtracted – this is the total amount to be paid to the corporate account by all of the associated merchant accounts set up under the chain for the reporting period
Issuance/Activation/Add Value Retained by Store	The issuance percentage withheld by the associated merchant accounts set up under the chain for all Issuance-type transactions processed for the reporting period
Redemption/Deactivation Transaction Count	The total number of Redemption-type transactions processed by all of the associated merchant accounts set up under the chain, including reversals, for the reporting period
Redemption/Deactivation Received from Corp	The total value of all of the Redemption-type transactions processed by all of the associated merchant accounts set up under the chain for the reporting period
Redemption/Deactivation Retained by Corp	The redemption percentage withheld by the corporate account on all Redemption-type transactions processed by the associated merchant accounts set up under the chain, including reversals, for the reporting period
Amount Received/(Paid)	The net total dollar amount of the issuances/activations/add values and the redemptions/deactivations – this amount can be negative if the amount of the issuances is greater than the amount of the redemptions



**Table: Central Account Settlement Merchant-Level Summary (Standard Hierarchy)– Field Descriptions**

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Merchant #	The merchant number
Orig ID	The Originator ID set by the Stored Value System – values are: TPA = Tampa (PNS) SLM = Salem
Issuance/Activation/Add Value Transaction Count	The total number of Issuance-type transactions processed by the associated merchant number, including reversals, for the reporting period
Issuance/Activation/Add Value Transaction Amount	The total value of all of the Issuance-type transactions, processed by the associated merchant number for the reporting period
Issuance/Activation/Add Value Paid to Corp	The total value of Issuance-type transactions, identified in the Transaction Amount column, with the issuance percentage subtracted – this is the total amount to be paid to the corporate account by the associated merchant number for the reporting period
Issuance/Activation/Add Value Retained by Store	The issuance percentage withheld by the associated merchant number for all Issuance-type transactions processed for the reporting period
Redemption/Deactivation Transaction Count	The total number of Redemption-type transactions processed by the associated merchant number, including reversals, for the reporting period
Redemption/Deactivation Transaction Amount	The total value of all of the Redemption-type transactions processed by the associated merchant number for the reporting period
Redemption/Deactivation Received from Corp	The total value of Redemption-type transactions, identified in the Transaction Amount column, with the redemption percentage subtracted – this is the total amount to be paid to the associated merchant number for the reporting period
Redemption/Deactivation Retained by Corp	The redemption percentage withheld by the corporate account on all Redemption-type transactions processed by the associated merchant number for the reporting period
Amount Received/(Paid)	The net total dollar amount of the issuances/activations/add values and the redemptions/deactivations – this amount can be negative if the amount of the issuances is greater than the amount of the redemptions

**Table: Central Account Settlement Merchant-Level Summary (Custom Hierarchy)– Field Descriptions**

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Level 2	The Custom hierarchy level 2 name
Level 3	The Custom hierarchy level 3 name associated to the defined Custom level 2
Merchant #	The merchant number set up under the defined Custom level 3
Orig ID	The Originator ID set by the Stored Value System – values are: TPA = Tampa (PNS) SLM = Salem
Issuance/Activation/Add Value Transaction Count	The total number of Issuance-type transactions processed by the associated merchant number, including reversals, for the reporting period
Issuance/Activation/Add Value Transaction Amount	The total value of Issuance-type transactions, processed by the associated merchant number, including reversals, for the reporting period
Issuance/Activation/Add Value Paid to Corp	The total value of all of the Issuance-type transactions processed by the associated merchant number for the reporting period
Issuance/Activation/Add Value Retained by Store	The issuance percentage withheld by the associated merchant number for all Issuance-type transactions processed for the reporting period
Redemption/Deactivation Transaction Count	The total number of Redemption-type transactions processed by the associated merchant number, including reversals, for the reporting period

FIELD	DESCRIPTION
Redemption/Deactivation Transaction Amount	The total value of all of the Redemption-type transactions processed by the associated merchant number for the reporting period
Redemption/Deactivation Received from Corp	The total value of all of the Redemption-type transactions processed by the associated merchant number for the reporting period
Redemption/Deactivation Retained by Corp	The total value of Redemption-type transactions, identified in the Transaction Amount column, with the redemption percentage subtracted – this is the total amount to be paid to the associated merchant number for the reporting period
Amount Received/(Paid)	The net total dollar amount of the issuances/activations/add values and the redemptions/deactivations. This amount can be negative if the amount of the issuances is greater than the amount of the redemptions

## CENTRAL ACCOUNT SETTLEMENT DETAIL REPORT

The Central Account Settlement Detail report lists all the transaction information from transactions going to and from the central account by merchant location. It includes transaction information for issuances, activations and redemptions. This report can only be accessed by selecting the applicable hyperlink from the Central Account Settlement Merchant Summary report.

### To access Central Account Settlement Detail:

- To view the Central Account Settlement Detail report, the user must drill into the merchant number from the Central Account Merchant Summary report.

*Table: Central Account Settlement Detail (Standard and Custom Hierarchies) – Field Descriptions*

FIELD	DESCRIPTION
<b>REPORT RESULTS</b>	
Program	The name of the merchant’s Chase Paymentech Gift Card program
BIN/Card Range	The BIN (603571) and associated 6-digit card range for which card rules and issuance and redemption withholding percentage can be defined
Transaction Type	The type of transaction processed (such as Activation, Redemption, etc.)
Iss/Act %	The issuance/activation withholding percentage set up for the BIN/card range/program
Redeem %	The redemption withholding percentage set up for the BIN/card range/program
Term ID	The terminal ID number that processed the stored value transaction
TR Date/Time	The date and time of the transaction in MM/DD/YYYY HH:MM:SS AM or PM format
Cardholder #	The cardholder account number
Auth #	The approval code for the transaction
Emp #	The employee ID number submitted with the stored value transaction (if applicable)
MCC	The merchant category code for the merchant processing the transaction
Trace #	A sequence number automatically assigned by the point-of-sale device
TR Ref #	A reference number prompted for and sent from some point-of-sale applications
Amount	The transaction dollar amount
Amount Received / Paid	The value of the transaction that the associated merchant number will either receive from the corporate account (for redemptions performed) or pay to the corporate account (for issuances performed) – the value noted in this column has the configured withholding percentage amount subtracted from the amount of the transaction

## 6.5. HOW TO USE THE IRS REPORTS CATEGORY

### IRS TRANSACTION SUMMARY

The IRS Transaction Summary report summarizes all 1099K reportable transactions as reported to the IRS for the date range selected. The transactions in this report are complete transactions in the sense that funds movement has already occurred. This report can only be run at the merchant level. It includes information about the total transaction amount, any applicable state and federal withholding amounts, and the amount due.

**Note:**  
While viewing this report, drill into the detail by selecting the appropriate merchant number to access the IRS Transaction Detail report.

**To access IRS Transaction Summary:**

- 1) Click **IRS Transaction Summary** in the **Settlement Reports** category.
- 2) Enter the appropriate date range for generation.

*Table: IRS Transaction Summary – Field Descriptions*

Field	Description
<b>REPORT RESULTS</b>	
Merchant #	The merchant number
Merchant Name	The merchant name
Orig ID	The Originator ID set by the Stored Value System – values are: TPA = Tampa (PNS) SLM = Salem
Tran Amount	The total amount of 1099K reportable transactions.
State Withholding Amount	The amount withheld for the applicable state taxes.
Federal Withholding Amount	The amount withheld for federal taxes.
Amount Due	The total amount of 1099K reportable transactions less any applicable state and/or federal taxes.

## IRS TRANSACTION DETAIL

The IRS Transaction Detail report provides detailed information on all reportable transactions. It includes information about federal withholding amount, federal withholding percentage, state withholding amount and state withholding percentage. This report can only be accessed by selecting the applicable merchant # hyperlink from IRS Transaction Summary report.

### To access IRS Transaction Detail:

- To view the IRS Transaction Detail report, the user must drill into the merchant number from the IRS Transaction Summary report.

*Table: IRS Transaction Detail – Field Descriptions*

Field	Description
<b>REPORT RESULTS</b>	
TR Date/Time	The date and time of the transaction in MM/DD/YYYY HH:MM:SS AM or PM format
Transaction Type	The type of transaction processed (such as Activation, Redemption, etc.)
Merchant TIN	The Tax Identification number of the merchant.
Tran Amount	The transaction amount of each 1099K reportable transaction.
Withholding Ind	A flag indicating whether funds were being withheld at the time this transaction was processed. Values are: Y or N.
Federal Withholding Amount	The total amount of funds withheld for federal taxes.
Federal Withholding %	The current percentage at the time of the transaction determining the amount of funds for federal withholding.
State Withholding Amount	The total amount of funds withheld for state taxes.
State Withholding %	The current percentage at the time of the transaction determining the amount of funds for state withholding.
Amount Due	The total amount of 1099K reportable transactions less any applicable state and/or federal taxes.

## 6.6. DATA FILES

The data files are created automatically according to the frequency selected during the setup process.

- Click **File Download** on the Resource Online menu or home page.
- Select the link for the appropriate report, **Transaction Detail Flat File** or **Account Balances for Active Cards**.
- In the **File Download** dialog box, click **Save**.
- In the **Save As** dialog box, select the file destination and name.
- Click **Save** when finished. The file will be automatically saved as a .ZIP file.
- Click **Open** in the **Download Complete** dialog box to view the file.
- The computer's ZIP extraction software is prompted by the opening of the .ZIP file. Select the **Extract To** option and save the file in an appropriate location.
- To open the file using Microsoft Excel, on the **File** menu, click **Open**.
- In the **Open** dialog box, from the **File of Type** dropdown, select **All Files**.
- Navigate to the saved file and click **Open**. The file will open as a pipe-delimited file. It may be necessary to reformat columns.

### Note:

Once a file is downloaded, it remains in the **File Download** area for 90 days prior to deletion.

## TRANSACTION DETAIL DATA FILE

The Transaction Detail file lists all authorized stored value transactions for all of the locations within the merchant’s corporation. The report is available on-screen via the Gift Card Reports Activity Reports section or as a zipped data file via the File Downloads feature.

The preferred method of delivery for transaction detail data for medium and large merchants is the file version. These merchants may import the data file into their accounting software to reconcile transactions with their point of sale if it is out of balance, and to determine their stored value liability totals.

**Note:**

If the user subscribes to the data file version, the Activity Reports category will not display the Transaction Detail report option.

*Table: Transaction Detail Data File– Field Descriptions*

FIELD #	FIELD NAME	FORMAT	DESCRIPTION
1	Record Type	A/N	Record type indicator – constant “1”
2	Card Program	A/N	Identifies which program the card number is assigned to
3	Bank Merchant Number	N	Merchant number used for stored value reporting
4	PNS Merchant Number	N	Internal merchant number used on the Chase Paymentech stored value host
5	Merchant Name	A/N	Merchant name as it appears on the host
6	Transaction Type	A/N	Description of the type of transaction – see table below
7	Terminal ID	N	Terminal number that processed the transaction
8	Transaction Date/Time	A/N	Date and time of the transaction
9	Card Number	N	Stored value cardholder number used for the transaction
10	Auth Number	A/N	Authorization number received for the transaction
11	Employee Number	N	Employee/clerk number who performed the transaction
12	Transaction Reference Number	N	A reference number prompted for and sent from some point-of-sale applications
13	Requested Amount	N	Total transaction amount requested
14	Transaction Amount	N	Amount of the stored value transaction
15	MCC	N	Merchant category code of the processing merchant
16	Card Tran Count	N	A count of all transactions for a card account that are categorized as follows: Redemptions, Issuances, Authorizations, Fees and Reversals

*Table: Transaction Descriptions*

TRANSACTION TYPE	TRANSACTION CATEGORY
Activation/Issuance (New)	I
Issuance/Add Value	I
Issuance (New) due to Reactivation	I
Add Value due to Card Consolidation	I
Block Activation	I
Reactivation	I
Voice Activation/Issuance (New)	I
Voice Activation/Add Value	I
Auto Reload	I
Redemption	R
Redemption/Tip	R
Disable Existing Card	R
Voice Redemption	R
Account Expiration	F

TRANSACTION TYPE	TRANSACTION CATEGORY
Inactivity Charge	F
Balance Inquiry	O

## ACCOUNT BALANCES FOR ACTIVE CARDS FILE (ABAC)

The Account Balances for Active Cards (ABAC) file details all the active cardholder accounts with an unused balance by home store merchant number (location that originally attempted to activate funds for the card account). The file is available as a zipped data file via the Resource Online File Downloads feature. The report is available daily, weekly or monthly.

The ABAC file provides transaction detail for each active stored value card account (store that opened the gift card account and the remaining balance on the card), including any fees deducted by the merchant, such as inactivity fees. It also serves as a resource to verify each dollar residing in the merchant’s account.

Accounting departments of medium and large merchants use this file to track outstanding liability by the Home Store merchant and its respective chain and breakage across the entire program. The outstanding liability amount (ending card balance) in the Transaction Summary report should match the outstanding liability amount calculated (ending card balance) from the ABAC file. This amount can be calculated in the following way: *New Issuance Amount + Issuance/Add Value Amount + Reactivations – Redemption Amount – Inactivity and Account Expiration Amount.*

The file provides account balance and transaction information for each account that is active at the time the file was created by the Home Store merchant and its respective chain. The file is in a pipe-delimited format and can be subscribed to daily, weekly or monthly. Weekly files are available on a standard Sunday – Saturday week, or a custom week starting on a preferred day. Monthly files are available on a standard calendar month, or a custom calendar, such as 5-4-4 or 4-4-5.

**Note:**

This file also keeps accounting apprised of breakage due to Inactivity and Account Expiration activity.

**Note:**

Merchants must seek legal counsel to determine their ability to claim breakage amounts as corporate revenue.

*Table: Active Card Balances for Active Cards File– Field Descriptions*

FIELD #	FIELD NAME	FORMAT	DESCRIPTION
1	Record Type	A/N	Record type indicator – constant “20”
2	Corporate or Level 1 Name	A/N	Corporate name or level 1 name, based on hierarchy
3	Card Program	A/N	Stored value card program name
4	Chain or Level 2 Name	A/N	Chain name or level 2 name, based on hierarchy
5	Merchant or Level 3 Name	A/N	Merchant name or level 3 name, based on hierarchy
6	Card Number	N	Card number used in the transaction
7	Card Balance	N	Balance on card at the end of the reporting period Formula: <i>New Issuance Amt + Issuance/Add Value Amt – Redeemed Amt – Inactivity Amt + Reactivations</i>
8	Activation Date/Time	A/N	Date and time of initial card activation or conversion
9	Last Transaction Date/Time	A/N	Date and time of last card transaction or conversion
10	Original Issuing Merchant Number	A/N	Reporting or external merchant number of location that first attempted to issue the card
11	State	A/N	State in which the home store merchant is located
12	New Issuance Amount	N	Amount of the original issuance transaction
13	Issuance/Add Value Amount	N	Sum of any subsequent issuances or add value amounts that reload the card
14	Redeemed Amount	N	Sum of any redemption transactions
15	Inactivity and Account Expirations	N	Sum of any inactivity fees and expiration date fees assessed to the card
16	Reactivations	N	Sum of any reactivation transactions
17	Legacy Card Activation	A/N	Date and time of the initial legacy card activation, if



FIELD #	FIELD NAME	FORMAT	DESCRIPTION
	Date/Time		provided to Chase Paymentech
18	Legacy Last Activity Date/Time	A/N	Date and time of the last transaction made on the converted legacy card account, if provided to Chase Paymentech
19	Legacy Card Number	N	Converted legacy card account number
20	Expiration Date	A/N	Date card expires

## 7. Instant Alerts

The Instant Alerts feature provides automated monitoring of your payment processing activity and notifies you of potential financial risks and exception conditions that Chase Paymentech detects. Users are notified via email when one of the locations meets or exceeds a specified threshold established for one of following categories: chargebacks, retrievals, interchange qualification and velocity. These categories involve front-end, point-of-sale data and back-end settlement data.

Instant Alerts helps the user change their behavior to increase efficiency, decrease costs and minimize losses by identifying issues the business may not be aware of.

### 7.1. THRESHOLDS

For maximum flexibility, thresholds can be easily updated or deleted at any time to reflect changes in their business environment. In addition, thresholds can be entered at any hierarchy level and different thresholds can be set at different hierarchy levels. Tracking and monitoring of the thresholds begins the day after the thresholds are input by the user.

#### EMAIL LIMITS

Email limits are in place at both the merchant outlet and Resource Online logon level to help users manage their email inbox. Currently, these limits are set at 10 emails for each threshold category for any given merchant location and 100 emails for any Resource Online logon for any given day. Once a limit has been reached in a given day, no additional alert emails will be created for the affected merchant location and sent to the intended recipients for that day.

#### SETTING THRESHOLDS

Once you log in to Resource Online, select the **Instant Alerts** menu. Instant alerts can be set up for various alert categories: Chargebacks, Interchange Qualification, Retrievals and Velocity. Click the appropriate link to access the setup page for each category of alerts. Only subscribed categories display for each account.

Each of the four possible alert categories contains several data elements. Each data element is a separate threshold value that creates an email alert when the threshold value is met. Thresholds may be set, updated or deleted at any time.

The user is also able to set different alert thresholds at different hierarchy levels. If thresholds are set at a higher hierarchy level than a merchant outlet, the thresholds are automatically populated and in effect for all the outlets under that hierarchy level.

#### To set a threshold:

- 1) Use either the hierarchy tree to navigate up and down the hierarchy structure, highlighting the desired level and clicking **Select**. The **Quick Search** dropdown may also be used to quickly select a particular hierarchy or outlet level.
- 2) Enter the desired threshold values in the appropriate fields in whole numbers only.
- 3) The user has the option to set thresholds for any or all of the data elements within the selected alert category.
- 4) Once the threshold amounts and counts are entered, the user must click the **Save** button to save the changes.

#### Note:

Thresholds set at a lower hierarchy level override thresholds set at a higher hierarchy level.

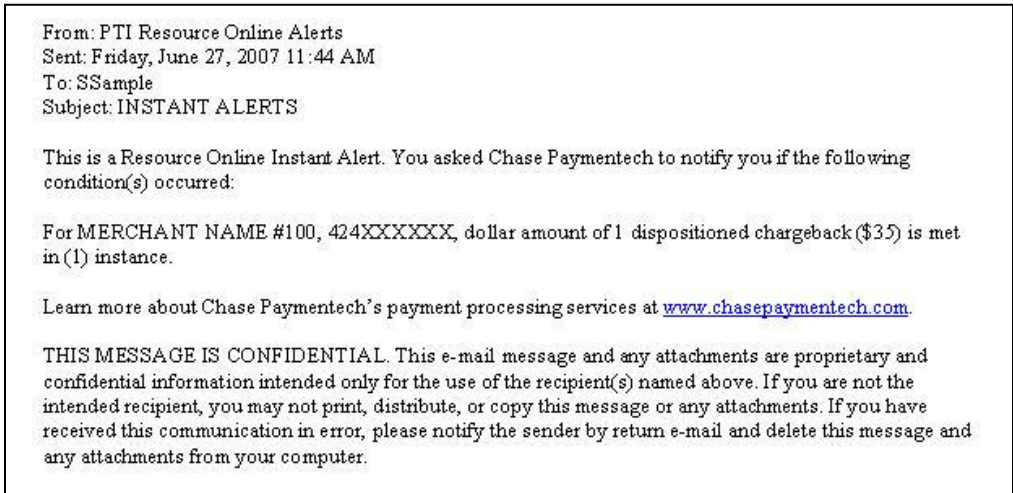
If you have a set of thresholds at a higher hierarchy level and a different set of thresholds at a lower level of hierarchy and you delete the lower level thresholds, the thresholds at the higher level of hierarchy will then be in effect for the lower level of hierarchy.

- To change a threshold value, enter the new value in the appropriate field and click the **Save** button to update the settings.
- To delete a threshold value, delete the value in the field and click the **Save** button to update the settings.

The user can specify up to five users to receive email Instant Alerts. Enter one email address per recipient box. If more than five recipients need to receive Instant Alerts, please make use of email groups to include more recipients.

**Note:**  
Threshold selections remain in effect until the user changes or deletes them.

### Sample Image



## CHARGEBACK ALERTS

Chargeback Alerts are email alerts in reference to dispositioned chargebacks. Dispositioned chargebacks are disputes initiated by card issuers, often on behalf of cardholders, which have been resolved to the merchant with an accompanying financial impact.

Chargeback Instant Alerts thresholds can be set for the following data elements:

- The number of chargebacks received by a merchant location at or beneath the selected hierarchy level.
- The dollar amount of a single chargeback at a merchant location at or beneath the selected hierarchy level.
- The total dollar amount of multiple chargebacks for at a merchant location at or beneath the selected hierarchy level.

### To set a Chargeback Instant Alerts threshold:

- 1) Click **Chargebacks Setup** on the Instant Alerts home page.
- 2) Complete all applicable fields and then click the **Save** button.

*Table: Chargeback Instant Alerts – Field Descriptions*

FIELD	DESCRIPTION
Selected Hierarchy	Indicates the hierarchy level of the current view, and represents the level at which the alert will be applied.
Quick Search	This allows the user to quickly select a particular hierarchy or outlet level. Simply select the desired hierarchy level, enter the merchant number and click <b>Search</b> .
CB Cnt	The number of chargebacks received by a merchant location, which will trigger an email alert if met.
Single CB Amt	The dollar amount of a single chargeback for a merchant location, which will trigger an email alert if met.
Total CB Amt	The dollar amount of multiple chargebacks for a merchant location, which will trigger an email alert if met.
Recipients	The addresses for the email recipients who will receive email alerts for this alert category.

### Helpful Hints:

- When entering thresholds, enter whole numbers only, without dollar signs or decimal points.
- Enter one email address per **Recipients** field.
- Be sure to click the **Save** button any time you enter, update or delete any threshold settings.
- To determine the appropriate quantity and dollar amount of chargebacks to enter as thresholds, view the Dispositions Report in Recon Solution.

## INTERCHANGE QUALIFICATION ALERTS

Interchange Qualification Alerts are sent when specific thresholds are met that may affect a merchant location’s interchange rate. Interchange Qualification Alerts are generated from point-of-sale activity as well as settlement activity.

Interchange Qualification Alert thresholds can be set for the following data elements:

- The percentage of non-qualified bankcard transactions for a merchant location at or beneath the selected hierarchy level.
- The number of downgraded bankcard transactions for a merchant location at or beneath the selected hierarchy level.
- The number of manually keyed transactions in an open batch for a merchant location at or beneath the selected hierarchy level.
- The number of forced (offline) sale transactions in an open batch for a merchant location at or beneath the selected hierarchy level.
- The number of days a batch has been open for a merchant location at or beneath the selected hierarchy level.

### To set an Interchange Qualification Instant Alerts threshold:

- 1) Click **Interchange Qualification Setup** on the **Instant Alerts** home page.
- 2) Complete all applicable fields, then click the **Save** button.

*Table: Interchange Qualification Instant Alerts – Field Descriptions*

FIELD	DESCRIPTION
Selected Hierarchy	Indicates the hierarchy level of the current view, and represents the level at which the alert will be applied.
Quick Search	This allows the user to quickly select a particular hierarchy or outlet level. Simply select the desired hierarchy level, enter the merchant number and click <b>Search</b> .
% Non Qual	The percentage of non-qualified bankcard transactions for a merchant location, which will trigger an email alert if met.
Down/Category Cnt	The number of downgraded bankcard transactions for a merchant location which will trigger an email alert if met.
Keyed Open Batch Cnt	The number of manually keyed transactions in an open batch for a merchant location which will trigger an email alert if met.
Forced Sales Cnt	The number of forced (offline) sale transactions in an open batch for a merchant location, which will trigger an email alert if met.
Days Batch Open	The number of days a batch has been open for a merchant location which will trigger an email alert if met.
Recipients	The addresses for the email recipients who will receive email alerts for this alert category.

**NOTE:**

The instant alert relating to the number of days a batch has been open is valid for Host Capture merchants only. For Terminal Capture merchants, view the [Recon Solution Batch Exception Report](#) for similar information.

## Helpful Hints:

- When entering thresholds, enter whole numbers only, without dollar signs or decimal points.
- Enter one email address per recipient box.
- Be sure to click the **Save** button any time you enter, update or delete any threshold settings.
- To determine the appropriate number of manually keyed transactions, access the [Batch Summary](#) report in Virtual Transaction Manager (authorizations and point of sale) or the [Batch Summary](#) report in Recon Solution (settlement and funding). Within the Virtual Transaction Manager Batch Summary report, select a batch and click through to All Transactions to view which transactions were manually keyed.
- To determine the appropriate percentage and number of downgraded transactions, access the [Qualified Transactions](#) or the [Non-Qualified Transactions](#) reports in Recon Solution.
- If a location is set up for Terminal Capture (TCS), the number of forced sale transactions can be determined only when that batch has been closed. This means the email alerts for these thresholds will be created after the batch has been closed, rather than when the transaction occurred.

## 7.2. RETRIEVAL ALERTS

Retrieval Alerts are sent in reference to outstanding retrievals to which the merchant has not yet responded. Retrieval Instant Alert thresholds can be set for the following data elements:

- The number of retrievals received by a merchant location at or beneath the selected hierarchy level.
- The dollar amount of a single retrieval for a merchant location at or beneath the selected hierarchy level.
- The dollar amount of multiple retrievals for a merchant location at or beneath the selected hierarchy level.
- Retrievals that will expire in two days unless action is taken by a merchant location at or beneath the selected hierarchy level.

### To set a Retrievals Instant Alerts threshold:

- 1) Click **Retrievals Setup** on the **Instant Alerts** home page.
- 2) Complete all applicable fields and then click the **Save** button.

*Table: Retrievals Instant Alerts – Field Descriptions*

FIELD	DESCRIPTION
Selected Hierarchy	Indicates the hierarchy level of the current view, and represents the level at which the alert will be applied.
Quick Search	This allows the user to quickly select a particular hierarchy or outlet level. Simply select the desired hierarchy level, enter the merchant number and click <b>Search</b> .
Retr Cnt	The threshold number of retrievals for a merchant location, which will trigger an email alert if met.
Single Retr Amt	The dollar amount of a single retrieval for a merchant location, which will trigger an email alert if met.
Total Retr Amt	The dollar amount of multiple retrievals for a merchant location, which will trigger an email alert if met.
Retr Exp 2 Days	If checked, an email alert will be sent if a merchant location has a retrieval that will expire in two days unless action is taken.
Recipients	The addresses for the email recipients who will receive email alerts for this alert category.

### Helpful Hints:

- When entering thresholds, enter whole numbers only, without dollar signs or decimal points.
- Enter one email address per **Recipients** field.
- Be sure to click the **Save** button any time you enter, update or delete any threshold settings.
- To determine the appropriate quantity and dollar amount of retrievals to enter as thresholds, access the Outstanding Retrievals Report in Recon Solution.

## 7.3. VELOCITY ALERTS

Velocity Alerts are sent when specific transaction criteria are met at either the merchant location or across the entire hierarchy. Velocity Alerts are generated from front-end, point-of-sale data.

Velocity Instant Alert thresholds can be set for the following data elements:

- The number of times the same card number is used at the same merchant location.
- The dollar amount of a sale transaction for a merchant location.
- The dollar amount of a return transaction for a merchant location.

### To set a Velocity Instant Alerts threshold:

- 1) Click **Velocity Setup** on the **Instant Alerts** home page.
- 2) Complete all applicable fields and then click the **Save** button.

*Table: Velocity Instant Alerts – Field Descriptions*

FIELD	DESCRIPTION
Selected Hierarchy	Indicates the hierarchy level of the current view, and represents the level at which the alert will be applied.
Quick Search	This allows the user to quickly select a particular hierarchy or outlet level. Simply select the desired hierarchy level, enter the merchant number and click <b>Search</b> .
Single Merch Cnt	The number of times a single card number is used at a merchant location, which will trigger an email alert if met.
Sale Amt	The dollar amount of a sale transaction for a merchant location, which will trigger an email alert if met.
Return Amt	The dollar amount of a return transaction for a merchant location, which will trigger an email alert if met.
Recipients	The addresses for the email recipients who will receive email alerts for this alert category.

### Helpful Hints:

- When entering thresholds, enter whole numbers only, without dollar signs or decimal points.
- Enter one email address per **Recipients** field.
- Be sure to click the **Save** button any time you enter, update or delete any threshold settings.
- To determine an appropriate average sale or return amount to enter as thresholds, access the [All Transactions](#) report in Virtual Transaction Manager (authorizations and point-of-sale) or the [All Transactions](#) report in Recon Solution (settlement and funding).
- If a location is set up for Terminal Capture, the return transaction amount can be determined only when that batch has been closed. This means the email alert will be created after the batch has been closed, rather than when the return transaction occurred.
- If a location is set up for Host Capture, the Single Merch Cnt counts both the authorization and the capture of the transaction.



## 7.4. INSTANT ALERTS REPORTS

Instant Alerts reports are provided to enable users to easily review and manage the threshold settings for each merchant location. The user can see when thresholds were set or changed, what the thresholds are set to and to what email addresses the alerts are being sent. The user can also review the Instant Alerts Log to determine what kind of alerts and how frequently the email alerts are being sent.

These reports are accessed via the Instant Alerts Reports category. Only those alert categories the user is subscribed to will be displayed.

**Note:**  
Only the most recent threshold settings are displayed in the report. If historical recordkeeping is needed, it is recommended you download this report or export to a third-party reporting tool.

### TO VIEW A REPORT:

On the Instant Alerts home page, select the desired report in the **Reports** category.

### CHARGEBACKS REPORT

The Chargebacks report displays the thresholds that are established for each merchant location. Dispositioned chargebacks are disputes initiated by card issuers (often on behalf of cardholders), which have been resolved to the merchant with an accompanying financial impact.

#### To access the Chargebacks Report:

- 1) Click **Chargebacks** in the **Reports** category on the Instant Alerts home page.
- 2) If necessary, change the selected hierarchy and then click **Generate Report**.

*Table: Chargebacks Report – Field Descriptions*

FIELD	DESCRIPTION
Merchant Name	The merchant name.
Merchant #	The merchant number.
Setup Date	The date the thresholds for the merchant location were setup or updated.
CB Cnt	The number of chargebacks received by the merchant location that will trigger an alert to be sent.
Single CB Amt	The single dollar amount of a chargeback for the merchant location that will trigger an alert to be sent.
Total CB Amt	The total amount of chargebacks for the merchant location that will trigger an alert to be sent.
Recipients	The addresses for the email recipients who received email alerts.

## INTERCHANGE QUALIFICATION REPORT

The Interchange Qualification Report displays the established thresholds for transactions that might affect a location's interchange rate.

### To access the Interchange Qualification Report:

- 1) Click **Interchange Qualification** in the **Reports** category.
- 2) If necessary, change the selected hierarchy and then click **Generate Report**.

*Table: Interchange Qualification Report – Field Descriptions*

FIELD	DESCRIPTION
Merchant Name	The merchant name.
Merchant #	The merchant number.
Setup Date	The date the thresholds for the merchant location were setup or updated.
% Non-Qual	The percentage of non-qualified bankcard transactions for the merchant location.
Down Category Cnt	The number of downgraded bankcard transactions for the merchant location.
Keyed Open Batch Cnt	The number of manually keyed transactions in an open batch for the merchant location.
Forced Sales Cnt	The number of forced (offline) sale transactions in an open batch for the merchant location.
Days Batch Open	The number of days a batch has been open for the merchant location.
Recipients	The addresses for the email recipients who received email alerts.

## RETRIEVALS REPORT

The Retrievals Report displays thresholds established for each merchant location for outstanding retrievals, which the merchant has not yet responded to.

### To access the Retrievals Report:

- 1) Click **Retrievals** in the **Reports** category on the Instant Alerts home page.
- 2) If necessary, change the selected hierarchy and then click **Generate Report**.

*Table: Retrievals Report – Field Descriptions*

FIELD	DESCRIPTION
Merchant Name	The merchant name.
Merchant #	The merchant number
Setup Date	The date the thresholds for the merchant location were setup or updated.
Retr Cnt	The number of retrievals set for the merchant location.
Single Retr Amt	The dollar amount of a single retrieval set for the merchant location.
Retr Amt	The dollar amount of multiple retrievals set for the merchant location.
Retr Exp 2 Days	If checked, an alert will be sent if the merchant location has a retrieval that will expire in two days unless action is taken.
Recipients	The addresses for the email recipients who received email alerts.

## VELOCITY REPORT

The Velocity Report displays the thresholds established for specific transaction criteria at the merchant location.

### To access the Velocity Report:

- 1) Click **Velocity** in the **Reports** category on the Instant Alerts home page.
- 2) If necessary, change the selected hierarchy and then click **Generate Report**.

*Table: Velocity Report – Field Descriptions*

FIELD	DESCRIPTION
Merchant Name	The merchant name.
Merchant #	The merchant number.
Setup Date	The date the thresholds for the merchant location were setup and updated.
Single Merch Cnt	The number of times a single card number is used at the merchant location.
Sale Amt	The dollar amount of a sale transaction for the merchant location.
Return Amt	The dollar amount of a return transaction for the merchant location.
Recipients	The addresses for the email recipients who received email alerts.

## ALERTS LOG

The Alerts Log displays the type and frequency of alerts being sent. This report can also be used to verify the recipients are receiving all of the alert emails that are generated. The Alerts Log can be generated for the current day, unlike other Resource Online reports.

### To access the Alerts Log:

- 1) Click **Alerts Log** in the **Reports** category on the Instant Alerts home page.
- 2) Select the date range and click **Generate Report**.

*Table: Alert Log – Field Descriptions*

FIELD	DESCRIPTION
Merchant Name	The merchant name.
Merch #	The merchant number.
Create Date/Time	The date and time the email alert was sent.
Alert Type	The type of email alert that was sent.
Recipients	The addresses for the email recipients who received email alerts.