



# Account Management

## Support Guide

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## Copyright notice

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## Contents

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<b>1. Introduction .....</b>	<b>1</b>
1.1 Using the Payments Portal to manage your account.....	1
1.2 User types in the Payments Portal .....	2
1.3 Logging on to the Payments Portal.....	3
1.3.1 <i>Procedure 1: Logging on to the Payments Portal</i> .....	3
<b>2. Statements and Reporting .....</b>	<b>5</b>
2.1 The Overview screen .....	5
2.1.1 <i>Layout of the Overview screen</i> .....	6
2.2 Exporting reports and summaries.....	7
2.3 Processing Data.....	8
2.3.1 <i>Changing date ranges for reports</i> .....	9
2.3.2 <i>Changing the number of results per page</i> .....	9
2.3.3 <i>Authorization Log</i> .....	10
2.3.4 <i>Batch History</i> .....	12
2.3.5 <i>Deposit History</i> .....	19
2.3.6 <i>Non- Qualifying Transactions</i> .....	22
2.3.7 <i>Retrievals/Chargebacks</i> .....	28
2.3.8 <i>Retrievals</i> .....	31
2.3.9 <i>Chargebacks</i> .....	32
2.3.10 <i>Returns</i> .....	33
2.3.11 <i>Transaction Search</i> .....	35
2.3.12 <i>Void/Rejects/Declines</i> .....	36
2.4 Statements .....	37
2.4.1 <i>Viewing statements</i> .....	37
2.4.2 <i>Exporting a Statement</i> .....	37
2.5 Messages.....	38
2.5.1 <i>Viewing messages</i> .....	38
<b>3. PCI Compliance Tool .....</b>	<b>39</b>
3.1 PCI Overview screen.....	39
3.2 Layout of the PCI Overview screen.....	40
3.3 Completing your PCI compliance questionnaire .....	41
3.3.1 <i>Verifying your merchant information</i> .....	41
<b>4. User Management .....</b>	<b>43</b>
4.1 Types of Payments Portal security roles.....	43
4.2 Adding a user to the Payments Portal.....	44
4.3 Deactivating a user account .....	45

4.4 Resetting a user's password .....	46
4.5 Unlocking a user account .....	47
4.6 Editing user accounts.....	48
4.7 Deleting user accounts .....	49
<b>5. Merchant Settings .....</b>	<b>51</b>

# 1. Introduction

Our account management tools are part of the Payments Portal. You can view statements, view reports, and manage your PCI compliance using a single logon.

## 1.1 Using the Payments Portal to manage your account

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Depending on your permissions, you can access the following on the Account menu.

- **User Management:** Allows you to create, edit, unlock, and delete user credentials.
- **Merchant Settings:** Allows you to add refund and returns policy to your receipts.
- **Statements and Reporting:** Opens the Statements and Reporting tool.
- **PCI Compliance Tool:** Opens the PCI compliance tool.

## 1.2 User types in the Payments Portal

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You add permissions to new user accounts, allowing you to define the user's security role and their Advanced Reporting settings. You can give users access to the Statements and Reporting tool, the PCI compliance tool, or both.

The image shows three stacked configuration panels for user types, each enclosed in a red border. The first panel, labeled '1' on the left, is titled 'Administrator' and contains a checkbox for 'Administrator Account' with the description: 'An administrative user can perform any function and has the ability to create and manage other users.' The second panel, labeled '2' on the right, is titled 'Gateway Security' and contains a checked checkbox for 'Grant Gateway Access' with the description: 'The user account has access to the use the Gateway.' Below this are three radio button options: 'Reporting User' (selected), 'Terminal User', and 'Power User', each with a brief description of their capabilities. The third panel, labeled '3' on the left, is titled 'Advanced Reporting' and contains two checkboxes: 'Statements and Reporting' and 'PCI Compliance Tool', each with a description of the access granted.

*Figure 1. User types in the Payments Portal*

1. Selecting this option provides a user with full access to the Payments Portal, Statements and Reporting tool, and the PCI compliance tool.
2. You can provide a user access to the Payments Portal by selecting Grant Gateway Access. You can then choose their security role.
3. You can provide a user access to the Statements and Reporting tool and PCI compliance tool by selecting the required option.

For more information on how to define a user account's permissions, refer to: "Adding a user to the Payments Portal" on page 44.

## 1.3 Logging on to the Payments Portal

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You can log on to the Payments Portal using any device that has an Internet connection and a web browser. For example, a PC, laptop, tablet, or a smart phone. Log on using the user name we or your administrator has provided.

### 1.3.1 Procedure 1: Logging on to the Payments Portal

1. Open your web browser.
2. In the address bar, type <https://tsys.accessaccountdetails.com/sign-in/>.
3. Press **Return** to open the Merchant Sign-In page.
4. Type your **User Name**.
5. Type your **Password**.
6. Click **Sign In**.





## 2. Statements and Reporting

The Statements and Reporting tool allows you to view:

- Reports of your processing data
- Your monthly statements
- Messages

### *2.0.0.1 Procedure 2: Opening the Statements and Reporting tool*

1. Click **Account**.
2. Click **Statements & Reporting**. The Statements and Reporting tool opens in a new window.

### **2.1 The Overview screen**

---

The Overview screen is the first screen you see when you log on to the Statements and Reporting tool. The Overview screen provides you with a summary of the card transactions processed through your account. You can view the following information on the Overview screen:

- Graphical representation of your gross number of card transactions
- Monthly summary of your transaction by volume
- Breakdown of your transaction volume by card brand
- Analysis of your transaction volume

## 2.1.1 Layout of the Overview screen

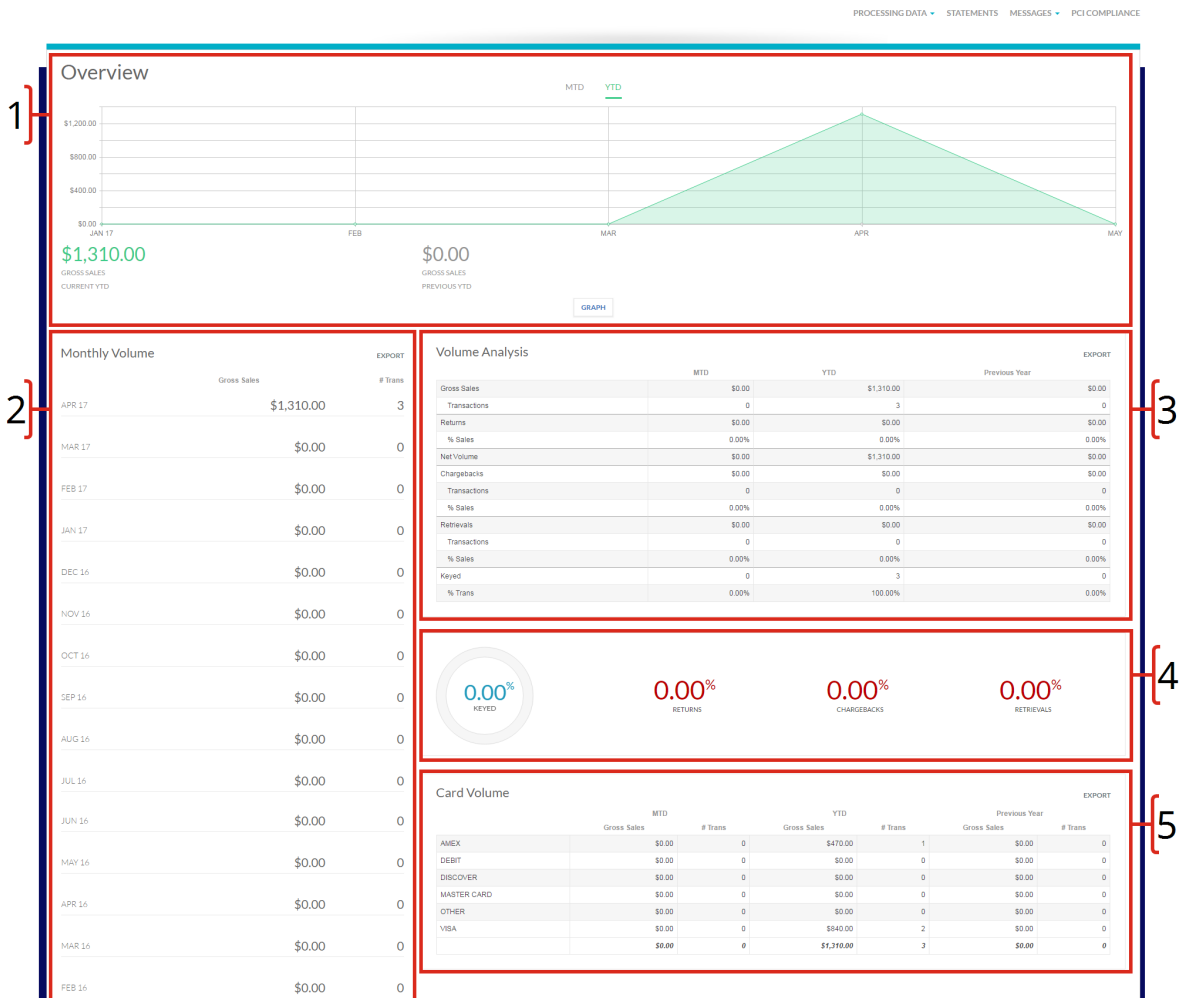


Figure 2. Overview screen

Label	Title	Description
1	Gross Sales	Total sales. You can switch between Month to Date (MTD) or Year to Date (YTD).
2	Monthly Volume	Breakdown of your monthly sales volumes and transaction count.
3	Volume Analysis	<p>Analysis of your monthly and yearly processing, including the following information:</p> <ul style="list-style-type: none"> <li>• Gross sales and the number of transactions</li> <li>• Number of returns and the percentage of your sales they represent</li> <li>• Net volume</li> <li>• Volume and number of chargebacks, and the percentage of your sales they represent</li> <li>• Volume and number of retrievals, and the percentage of your sales they represent</li> <li>• Number of keyed transactions, and the percentage of your transactions they represent</li> </ul>

Label	Title	Description
4	Summary	Month-to-Date percentage of your transactions that are keyed, returns, chargebacks, and retrievals.
5	Card Volume	Breakdown of monthly and yearly sales volume and transaction per card type.

Table 1. Description of the Overview screen

## 2.2 Exporting reports and summaries

You can export reports and summaries to Excel, CSV, or PDF.



**Note:** This function is available only for results the Statements and Reporting tool displays in tables.

### 2.2.0.1 Procedure 3: Exporting reports and summaries

1. Place the pointer on **EXPORT**.

#### Volume Analysis

	MTD	YTD	Previous Year
Gross Sales	\$653,429,765.00	\$2,748,358,313.48	
Transactions	9,408,560	35,753,348	

**EXPORT**

Excel

CSV

PDF

Figure 3. Export options

2. Click **Excel**, **CSV**, or **PDF**.

## 2.3 Processing Data

The PROCESSING DATA sub-menu provides detailed reports about your account's activity.

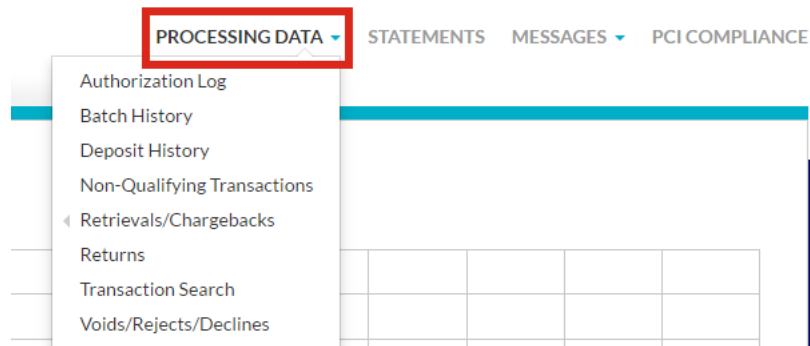


Figure 4. PROCESSING DATA sub-menu

Reporting function	Description
Authorization Log	Transaction lists of all your approved sales, including authorization codes.
Batch History	Batch information and detailed batch transaction history.
Deposit History	Deposit information and detailed deposit history.
Non-Qualifying Transactions	List of all your non-qualifying transactions, including reason codes.
Retrievals/Chargebacks	Retrieval and chargeback information.
Returns	List of all your returned transactions.
Transaction Search	Search for transactions by date range, card number (first six, last four, or both first six and last four digits), authorization number, or authorization amount.
Voids/Rejects/Declines	Transactions that have been voided, declined, or returned at the Point of Sale.

Table 2. Reporting functions

### 2.3.1 Changing date ranges for reports

You can use the **FILTER** to change the date range of each page's results.

#### 2.3.1.1 Procedure 4: Changing date ranges for reports

1. Click **FILTER**.
2. Select whether to display **Daily** results, **Monthly** results, or results for a **Date Range**.
3. Enter a start date for **Daily** or **Monthly** results, or enter a start and end date for results from a **Date Range**.



**Note:** You can also use the calendar tool to select start and end dates.

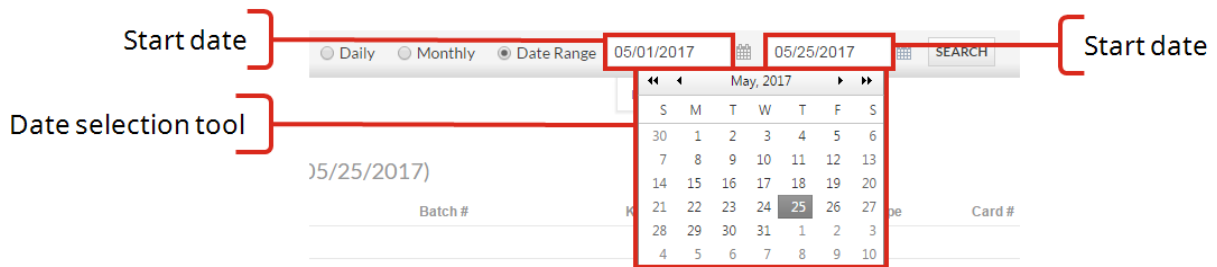


Figure 5. Date selection tool

4. Click **SEARCH**.

### 2.3.2 Changing the number of results per page

You can use the Results per page drop-down menu to change the number of results the Statements and Reporting tool displays in each results table.

#### 2.3.2.1 Procedure 5: Changing the number of results per page

1. On a results table, click the **Results per page** drop-down menu.

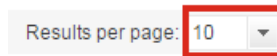


Figure 6. Results per page drop-down menu

2. Select the number of results you want to display.

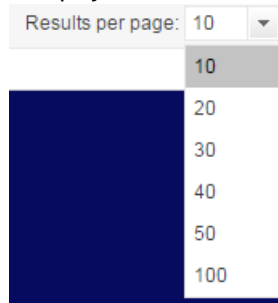


Figure 7. Expanded drop-down menu

### 2.3.3 Authorization Log

The Authorization Log shows you a list of authorizations processed on your account, within the date range you select. The list includes:

- Settled transactions
- Unsettled transactions
- Declines or refunds - no authorization code is listed
  - For example, if the customer removes their EMV chip card too early and a transaction was not made, the transaction is declined. This may look like an authorization with a matching refund.



**Note:** For information about exporting summaries, see “Exporting reports and summaries” on page 7. For information about changing the date range of summaries, see “Changing date ranges for reports” on page 9.

To open the Authorization Log:

- On the main menu, place the pointer on **PROCESSING DATA**, then click **Authorization Log**.

Authorization Log EXPORT

Report Date	Trans Date	Trans Time	Trans Code	Keyed	EMV	Type	Card #	Exp Date	Auth #	Auth Amount	Trans Amount	AID	RC	AVS	CVV	Auth Source	Cost ID	MOTO
05/25/2017	05/23/2017		Sale	Y		MC	548009xxxxxx4996		674543		\$45.75	A			01	5	4	T
05/25/2017	05/23/2017		Sale	Y		MC	528725xxxxxx3353		011237		\$303.52	A			01	5	4	T
05/25/2017	05/23/2017		Sale	Y		MC	514015xxxxxx4088		487792		\$90.00	A			01	5	4	T
05/25/2017	05/23/2017		Return	N		VI	471870xxxxxx384				(\$200.50)	A						
05/25/2017	05/23/2017		Sale	Y		VI	431307xxxxxx8786		053410		\$207.50	A		NO	01	5	4	1
05/25/2017	05/23/2017		Sale	Y		VI	415417xxxxxx0949		06596G		\$35.25	A		NO	01	5	4	1
05/24/2017	05/22/2017		Sale	Y		VI	414734xxxxxx375		007200		\$65.25	A		NO	01	5	4	1
05/24/2017	05/22/2017		Sale	Y		VI	423399xxxxxx3275		321521		\$300.25	A		NO	01	5	4	1
05/23/2017	05/21/2017		Sale	Y		VI	414061xxxxxx1122		418901		\$171.50	A		NO	01	5	4	1
05/23/2017	05/21/2017		Sale	Y		VI	474478xxxxxx3215		154796		\$223.40	A		NO	01	5	4	1
										\$405.75	\$33,718.80							

Page: 1 2 3 4 5 ... | Displaying page 1 of 9, Records 1 - 10 of 63. | Results per page: 10

Figure 8. Authorization Log screen

Field name	Description
Report date	Authorization date.
Trans date	Transaction date.
Trans time	Transaction time.
Trans Code	Identifies the type of transaction.
Keyed	Shows if you manually typed the transaction into the terminal: <b>Y</b> - Yes <b>N</b> - No
EMV	Shows if an EMV card was used for the transaction: <b>Y</b> - Yes <b>N</b> - No

Field name	Description
Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
Card #	A masked version of the card number used in the transaction.
Exp Date	Card expiration date.
Auth #	Authorization number for the transaction.
Auth Amount	Final amount authorized for the transaction.
A/D	Shows if the transaction was approved or declined: <b>A</b> - Approved <b>D</b> - Declined
RC	Response code.
AVS	Shows if the Address Verification System was used for the transaction.
CW	Cardholder Verification Value.
Auth Source	Authorization Source.
Cust ID	Customer ID.
MOTO	Shows if the transaction was a Mail or Telephone order.

*Table 3. Description of Authorization Log fields*

## 2.3.4 Batch History

The Batch History screen shows your:

- Daily Volume
- Batch Summary
- Voided/Rejected Transactions
- Non-Qualified Transactions

To open the Batch History screen:

- On the main menu, place the pointer on **PROCESSING DATA**, then click **Batch History**.

### 2.3.4.1 Daily volume

Shows the total daily volume on your account for the last 30 days. You can use the FILTER to change the period of the results displayed.

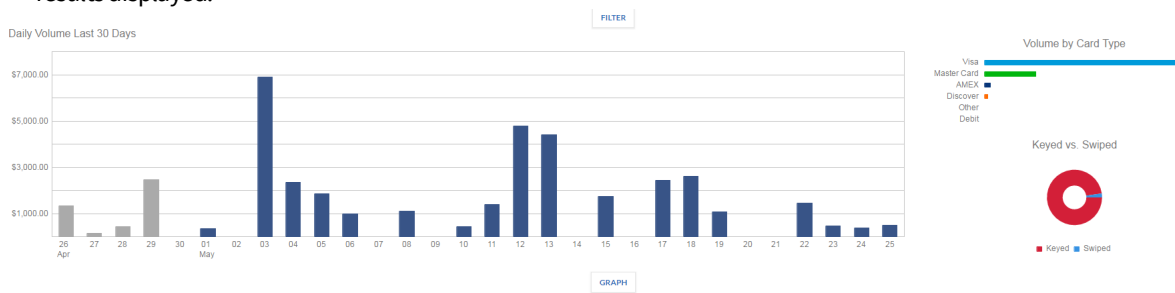


Figure 9. Daily Volume View



### 2.3.4.2 Batch Summary

Shows a summary of your batches, including:

- The percentage of keyed transactions
- The average transaction value
- The number of transactions
- A breakdown of sales, returns, net value for bank cards, non-bank cards, and total activity



**Note:** If you do not select a time period, the Statements and Reporting tool shows the 10 most recent entries. Change the number of results using the **Results per page** drop-down menu. For more information, refer to “Procedure 5: Changing the number of results per page” on page 9.

#### Batch Summary

EXPORT

Report Date	Terminal #	File Source	Batch #	% Keyed	Avg. Trans	# Trans	*** BANK CARD ***			*** NON BANK CARD ***			*** TOTAL ***		
							Sales	Returns	Net	Sales	Returns	Net	Sales	Returns	Net
05/25/2017		CD028	78613	83.33%	\$80.25	6	\$682.02	(\$200.50)	\$481.52	\$0.00	\$0.00	\$0.00	\$682.02	(\$200.50)	\$481.52
05/24/2017		CD028	78434	100.00%	\$182.75	2	\$365.50	\$0.00	\$365.50	\$0.00	\$0.00	\$0.00	\$365.50	\$0.00	\$365.50
05/23/2017		CD028	78841	100.00%	\$153.22	3	\$384.90	\$0.00	\$384.90	\$64.75	\$0.00	\$64.75	\$459.65	\$0.00	\$459.65
05/19/2017		CD028	78221	100.00%	\$534.00	2	\$1,068.00	\$0.00	\$1,068.00	\$0.00	\$0.00	\$0.00	\$1,068.00	\$0.00	\$1,068.00
05/18/2017		CD028	78718	100.00%	\$652.05	4	\$2,608.20	\$0.00	\$2,608.20	\$0.00	\$0.00	\$0.00	\$2,608.20	\$0.00	\$2,608.20
05/17/2017		CD028	78325	100.00%	\$347.96	7	\$2,148.75	\$0.00	\$2,148.75	\$287.00	\$0.00	\$287.00	\$2,435.75	\$0.00	\$2,435.75
05/15/2017		CD028	78545	100.00%	\$431.81	4	\$1,727.25	\$0.00	\$1,727.25	\$0.00	\$0.00	\$0.00	\$1,727.25	\$0.00	\$1,727.25
05/13/2017		CD028	78703	100.00%	\$552.41	8	\$4,121.53	\$0.00	\$4,121.53	\$297.75	\$0.00	\$297.75	\$4,419.28	\$0.00	\$4,419.28
05/12/2017		CD028	78428	100.00%	\$958.67	5	\$4,793.35	\$0.00	\$4,793.35	\$0.00	\$0.00	\$0.00	\$4,793.35	\$0.00	\$4,793.35
05/11/2017		CD028	78568	100.00%	\$347.58	4	\$885.25	\$0.00	\$885.25	\$505.00	\$0.00	\$505.00	\$1,390.25	\$0.00	\$1,390.25
				97.67%	\$409.04	86	\$34,366.80	(\$343.75)	\$34,023.05	\$1,154.50	\$0.00	\$1,154.50	\$35,521.30	(\$343.75)	\$35,177.55

Page: 1 2 >      Displaying page 1 of 2, Records 1 - 10 of 18      Results per page: 10

Figure 10. Batch Summary fields

Field Name	Description
Report Date	Settlement date of the batch.
Terminal #	Identifies the terminal that processed the batch.
File Source	Identifies the source of the batch file.
Batch #	Unique number for the batch.
% Keyed	Percentage of transactions in the batch that you typed manually into the terminal.
Avg. Trans	Average value of transactions in the batch.
# Trans	Total number of transactions in the batch.
<b>BANK CARD</b>	
Sales	Total dollar amount of bank card transactions in the batch.
Returns	Total dollar amount of bank card returns in the batch.
Net	Net total value for bank card transactions in the batch.
<b>NON BANK CARD</b>	
Sales	Total dollar amount of non-bank card transaction in the batch.

Field Name	Description
Returns	Total dollar amount of non-bank card returns in the batch.
Net	Net total value for non-bank card transactions in the batch.
TOTAL	
Sales	Total dollar amount of transactions in the batch.
Returns	Total dollar amount of all returns in the batch.
Net	Net total value for all transactions in the batch.

Table 4. Description of Batch Summary fields

### 2.3.4.3 Viewing a detailed breakdown of a Batch Summary

To view a detailed breakdown of a batch:

- Click the **Batch #** of the batch you want to view.

## Batch Summary

Report Date	Terminal #	File Source	Batch #
05/25/2017		CD028	78613
05/24/2017		CD028	78434
05/23/2017		CD028	78841
05/19/2017		CD028	78221
05/18/2017		CD028	78718
05/17/2017		CD028	78325
05/15/2017		CD028	78545
05/13/2017		CD028	78703
05/12/2017		CD028	78429
05/11/2017		CD028	78568

Page: ◀ 1 2 ▶

Figure 11. Batch # view

**BATCH DETAILS**

Merchant:  
Batch #: 78504 Report Date: 5/3/2017 EXPORT

Trans Date	Trans Time	Trans Code	Terminal #	File Source	Keyed	EMV	Card Type	Card #
05/01/2017		Sale		CD028	Y		VI	470788xxxxx2986
05/01/2017		Sale		CD028	Y		VI	425011xxxxx5031
05/01/2017		Sale		CD028	Y		MC	511020xxxxx8187
05/01/2017		Sale		CD028	Y		VI	488894xxxxx3924
05/01/2017		Sale		CD028	Y		VI	451607xxxxx3913
05/01/2017		Sale		CD028	Y		MC	534740xxxxx2204
05/01/2017		Sale		CD028	Y		VI	400022xxxxx4834
05/01/2017		Sale		CD028	Y		MC	521853xxxxx3197
05/01/2017		Sale		CD028	Y		VI	476753xxxxx1796
05/01/2017		Sale		CD028	Y		VI	474478xxxxx3215

Page: 1 2 ▶ Displaying page 1 of 2, Records 1 - 10 of 11. Results per page: 10

**Batch Details Card Summary** EXPORT

Batch #: 78504 Report Date: 5/3/2017

Card Type	Transaction Code	Tran Cnt.	Total
Master	Sale	3	\$1,464.50
Visa	Sale	8	\$5,443.56
		<b>11</b>	<b>\$6,908.06</b>

Page: 1 ▶ Displaying page 1 of 1, Records 1 - 2 of 2. Results per page: 10

**Voided/Rejected Transaction**

Report Date	Batch #	Trans Date	Trans Time	Trans Code	Keyed	EMV	Card Type	Card #	Auth #	RC	Trans Amount
No data found.											

Figure 12. Batch Details for the selected Batch number

Field name	Description
Trans Date	Transaction date.
Trans Time	Transaction time.
Trans Code	Identifies the type of transaction.
Terminal #	Identifies the terminal that processed the batch.
File Source	Identifies the source of the batch file.
Keyed	Shows if you manually typed the transaction into the terminal: <b>Y</b> - Yes <b>N</b> - No
EMV	Shows if the customer used an EMV card for the transaction: <b>Y</b> - Yes <b>N</b> - No

Field name	Description
Card Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
Card #	A masked version of the card number used in the transaction.
Exp Date	Card expiration date.
Auth #	Authorization code for the transaction.
Trans Amount	Transaction amount.
Voucher	Voucher for the transaction. <b>Note:</b> A voucher is not a receipt. A signed copy of the voucher <b>does not</b> protect you from any chargebacks issued.

Table 5. Description of the Batch Details fields

### 2.3.4.4 Card Summary

Shows a summary of the number and value of transactions you processed, sorted by card brand.

Card Summary

EXPORT

Card Type	Transaction Code	Trans Cnt.	Total
American Express	Sale	4	\$748.75
Discover	Sale	2	\$405.75
Master	Sale	21	\$6,784.35
Visa	Return	2	(\$343.75)
Visa	Sale	54	\$26,143.70
		83	\$33,718.80

Page: 1 of 1 | Displaying page 1 of 1. Records 1 - 5 of 5. Results per page: 10

Figure 13. Card Summary fields

Field name	Description
Card Type	Card brand
Transaction Code	Identifies the type of transaction.
Trans Cnt.	Total number of transactions you processed using this type of card.
Total	Total dollar amount you processed using this type of card.

Table 6. Description of Card Summary fields

### 2.3.4.5 Voided/Rejected Transactions

Shows a summary of voided or rejected transactions.

Voided/Rejected Transactions

Report Date	Batch #	Trans Date	Trans Time	Trans Code	Keyed	EMV	Card Type	Card #	Auth #	RC	Trans Amount
No data found.											

Figure 14. Voided/Rejected Transactions fields

Field name	Description
Report Date	Date the transaction was reported.
Batch #	Unique number for the batch.
Trans Date	Transaction date.
Trans Time	Transaction time.
Trans Code	Identifies the type of transaction.
Keyed	Shows if you manually typed the transaction into the terminal: <b>Y</b> - Yes <b>N</b> - No
EMV	Shows if the customer used an EMV card for the transaction: <b>Y</b> - Yes <b>N</b> - No
Card Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
Card #	A masked version of the card number used in the transaction.
Auth #	Authorization number for the transaction.
RC	Reason Code that identifies why the transaction was voided or rejected.
Trans Amount	Transaction amount.

Table 7. Description of Voided/Rejected Transaction fields

### 2.3.4.6 Non-Qualifying Transactions

Shows a summary of all non-qualifying transactions for the selected period.

EXPORT

Non-Qualifying Transactions FILTER

Report Date	Trans Date	Trans Code	Trans ID	Qual Code	Fee Rate	Card #	Auth Date	Auth #	RC	Auth Amount	Trans Amount
05/26/2017	5/24/2017 12:00:00 AM	Sale	307144529601978	F	BSTR3STD	404601000003570	05/24	31065G	27,31,37,43	\$117.75	\$117.75
05/25/2017	5/23/2017 12:00:00 AM	Sale	587143535390947	F	BSTR3STD	415417000000949	05/23	06596G	27,31,37,43	\$35.25	\$35.25
05/25/2017	5/23/2017 12:00:00 AM	Sale	487143665918205	D	USVSPSTD	431307000008788	05/23	05341D	27,31,37,43	\$207.50	\$207.50
05/25/2017	5/23/2017 12:00:00 AM	Return		F	US CV DB	471870000007384		9999			(\$200.50)
05/25/2017	5/23/2017 12:00:00 AM	Sale		F	REGCD1LF	548809000004996	05/23	07454J	44	\$45.75	\$45.75
05/24/2017	5/22/2017 12:00:00 AM	Sale	467142639613545	D	USVSPSTD	414734000007375	05/22	00720D	27,31,37,43	\$65.25	\$65.25
05/24/2017	5/22/2017 12:00:00 AM	Sale	307142661028100	F	BU88TDOB	423369000003275	05/22	321521	37,43	\$300.25	\$300.25
05/23/2017	5/21/2017 12:00:00 AM	Sale		D	RTLNS1	371552000001003	00/00	18843B	25,73		\$84.75
05/23/2017	5/21/2017 12:00:00 AM	Sale	387141519279751	D	EIRF CR	414061000001122	05/21	418901	27,31,37	\$171.50	\$171.50
05/23/2017	5/21/2017 12:00:00 AM	Sale	587141533710874	F	USRGERF	474478000003215	05/21	15479F	37,44	\$223.40	\$223.40
										<b>\$29,444.22</b>	<b>\$29,849.22</b>

Page: 4 1 2 3 4 5 ... | Displaying page 1 of 8. Records 1 - 10 of 74. Results per page: 10

Figure 15. Non-Qualifying Transactions fields

Field Name	Description
Report Date	Date the transaction was reported.
Trans Date	Transaction date.
Trans Code	Identifies the type of transaction.
Trans ID	Transaction ID, which is the unique number of the transaction.
Qual Code	Qualification Code, which shows the qualification code assigned to the transaction.
Fee Rate	Shows the fee rate applied to the transaction.
Card #	A masked version of the card number used in the transaction.
Auth Date	Authorization date of the transaction.
Auth #	Authorization number for the transaction.
RC	Reason Code, which identifies why the transaction was voided or rejected.
Auth Amount	Dollar amount authorized for the transaction.
Trans Amount	Transaction amount

Table 8. Description of Non-Qualifying Transactions fields

## 2.3.5 Deposit History

The Deposit History screen shows your:

- Daily Deposits Last 30 days
- Payment Summary

To open the **Deposit History**:

- On the main menu, place the pointer on **PROCESSING DATA**, then click **Deposit History**.

### 2.3.5.1 Daily Deposits Last 30 days

Show the total daily deposits to your account for the last 30 days. You can use the FILTER to change the period of displayed results.

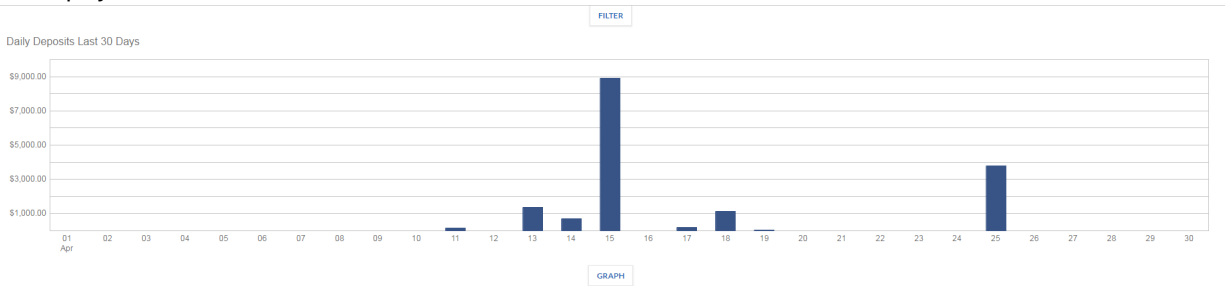


Figure 16. Daily Deposits Last 30 Days view

### 2.3.5.2 Payment Summary

Shows a summary of your deposits, including:

- Reporting and deposit payment date
- Routing number
- Number of deposits
- Dollar amount deposited to your account
- Number of debits
- Dollar amount debited from your account
- Net deposit

Payment Summary

EXPORT

Report Date	Deposit Date	Routing #	ODI #	# Deposits	Deposits	# Debits	Debits	Net Deposit
04/25/2017	04/24/2017	xxx9123	xxx5892	1	\$3,775.00	0	\$0.00	\$3,775.00
04/19/2017	04/18/2017	xxx9123	xxx5892	1	\$46.75	0	\$0.00	\$46.75
04/18/2017	04/17/2017	xxx9123	xxx5892	1	\$1,135.10	0	\$0.00	\$1,135.10
04/17/2017	04/16/2017	xxx9123	xxx5892	1	\$194.25	0	\$0.00	\$194.25
04/15/2017	04/14/2017	xxx9123	xxx5892	1	\$8,916.83	0	\$0.00	\$8,916.83
04/14/2017	04/13/2017	xxx9123	xxx5892	1	\$714.00	0	\$0.00	\$714.00
04/13/2017	04/12/2017	xxx9123	xxx5892	1	\$1,368.96	0	\$0.00	\$1,368.96
04/11/2017	04/10/2017	xxx9123	xxx5892	1	\$154.75	0	\$0.00	\$154.75
				8	\$16,305.64	0	\$0.00	\$16,305.64

Page: < 1 >

Displaying page 1 of 1, Records 1 - 8 of 8.

Results per page: 10

Figure 17. Payment Summary fields

Field name	Description
Report Date	Date the deposit was reported.
Deposit Date	Date the funds were deposited in your account.
Routing #	Routing number for the deposited funds.
DDA #	Direct Deposit Account Number, which is the account number the funds were deposited from.
# Deposits	Number of deposits.
Deposits	Dollar amount of the deposits.
# Debits	Number of debits taken from your deposit amount.
Debits	Total dollar amount of debits taken from your deposit amount.
Net deposit	Total dollar amount of funds deposited in your account.

Table 9. Description of the Payment Summary fields

### 2.3.5.3 Viewing a detailed breakdown of Payment Details

To view a detailed breakdown of a deposit:

- Click the **Report Date** of the deposit you want to view.

Payment Summary

Report Date	Deposit Date	Routing #
<a href="#">04/25/2017</a>	04/24/2017	xxxx9123
04/19/2017	04/18/2017	xxxx9123
04/18/2017	04/17/2017	xxxx9123
04/17/2017	04/16/2017	xxxx9123
04/15/2017	04/14/2017	xxxx9123
04/14/2017	04/13/2017	xxxx9123
04/13/2017	04/12/2017	xxxx9123
04/11/2017	04/10/2017	xxxx9123

Page: < 1 >

Figure 18. Payment Summary Report Date

PAYMENT DETAILS							
Merchant:							EXPORT
Report Date: 04/25/2017							
Report Date	Deposit Date	Trans Code	Trans Type	Routing #	DDA #	Trace #	Deposit Amount
04/25/2017	04/24/2017	Deposit to Checking	DEP	xxxx9123	xxxx5892	091000010000050	\$3,775.00
							\$3,775.00

Page: < 1 >      Displaying page 1 of 1, Records 1 - 1 of 1.      Results per page: 10

Figure 19. Payment Details for the selected Reporting Date



<b>Field name</b>	<b>Description</b>
Report Date	Date the deposit was reported.
Deposit Date	Date the funds were deposited in your account.
Trans Code	Identifies the type of transaction.
Trans Type	Identifies the type of transaction.
Routing #	Routing number for the deposited funds.
DDA #	Direct Deposit Account Number, which is the account number the funds were deposited from.
Trace #	Deposit Trace Number.
Deposit Amount	Total dollar amount of funds deposited into your account.

*Table 10. Description of the Payment Details fields*

## 2.3.6 Non- Qualifying Transactions

The Non-Qualifying Transactions screen shows a summary of all non-qualifying transactions for the selected period.

To open the Non-Qualifying Transactions screen:

- On the main menu, place the pointer on **PROCESSING DATA**, then click **Non-Qualifying Transactions**.

FILTER

Non-Qualifying Transactions EXPORT

Report Date	Trans Date	Trans Code	Trans ID	Qual Code	Fee Rate	Card #	Auth Date	Auth #	RC	Auth Amount	Trans Amount
05/25/2017	5/24/2017 12:00:00 AM	Sale	307144529901978	F	BSTR3STD	404601000003570	05/24	310695	27,31,37,43	\$117.75	\$117.75
05/25/2017	5/23/2017 12:00:00 AM	Sale	58714353390947	F	BSTR3STD	415417000000949	05/23	065995	27,31,37,43	\$35.25	\$35.25
05/25/2017	5/23/2017 12:00:00 AM	Sale	467143665918205	D	USVSPSTD	431307000008786	05/23	05341D	27,31,37,43	\$207.50	\$207.50
05/25/2017	5/23/2017 12:00:00 AM	Return		F	US CV DB	471870000007384	9999				(\$200.50)
05/25/2017	5/23/2017 12:00:00 AM	Sale		F	REGCD1LF	548809000004986	05/23	674543	44	\$45.75	\$45.75
05/24/2017	5/22/2017 12:00:00 AM	Sale	467142639613545	D	USVSPSTD	414734000007375	05/22	00720D	27,31,37,43	\$65.25	\$65.25
05/24/2017	5/22/2017 12:00:00 AM	Sale	3071422661028100	F	BUSSTDOB	423399000003275	05/22	321521	37,43	\$300.25	\$300.25
05/23/2017	5/21/2017 12:00:00 AM	Sale		D	RTLNS1	371552000001003	00/00	186438	25,73	\$64.75	\$64.75
05/23/2017	5/21/2017 12:00:00 AM	Sale	387141519279751	D	ERF CR	414061000001122	05/21	418901	27,31,37	\$171.50	\$171.50
05/23/2017	5/21/2017 12:00:00 AM	Sale	587141533710874	F	USRGERF	474478000003215	05/21	154796	37,44	\$223.40	\$223.40
										<b>\$29,444.22</b>	<b>\$29,849.22</b>

Page: 4 1 2 3 4 5 ... | Displaying page 1 of 8, Records 1 - 10 of 74 | Results per page: 10

Figure 20. Non-Qualifying Transaction fields

Field name	Description
Report Date	Date the transaction was reported.
Trans Date	Transaction date.
Trans Code	Identifies the type of transaction.
Trans ID	Transaction ID, which is the unique number of the transaction.
Qual Code	Qualification Code, which shows the qualification code assigned to the transaction.
Fee Rate	Shows the fee rate applied to the transaction.
Card #	A masked version of the card number used in the transaction.
Auth Date	Authorization date of the transaction.
Auth #	Authorization number for the transaction.
RC	Reason Code, which identifies why the transaction was voided or rejected.
Auth Amount	Dollar amount authorized for the transaction.
Trans Amount	Transaction amount.

Table 11. Description of Non-Qualifying Transactions fields

### 2.3.6.1 Viewing the card history for a customer's card

You can view the history of a customer's card, including:

- Card History
- Authorization History
- Chargeback History
- Retrieval History

To view a detailed breakdown of a customer's card:

- Click the **Card #** of the card you want to view.

#### Non-Qualifying Transactions

Report Date	Trans Date	Trans Code	Trans ID	Qual Code	Fee Rate	Card #
04/29/2017	4/27/2017 12:00:00 AM	Sale	467117644445363	F	BUSSTDD	403405xxxxxx9357
04/29/2017	4/27/2017 12:00:00 AM	Sale	387117446886020	D	BSTR1SDT	412299xxxxxx3236
04/29/2017	4/27/2017 12:00:00 AM	Sale	387117642482760	F	RGBSSTDB	442742xxxxxx0261
04/29/2017	4/27/2017 12:00:00 AM	Sale	467117660277338	F	BUSSTDD	477848xxxxxx4437
04/29/2017	4/27/2017 12:00:00 AM	Sale	387117640251412	F	BSTR4STD	479851xxxxxx2502
04/29/2017	4/27/2017 12:00:00 AM	Sale		U	E KEYENT	540681xxxxxx4520
04/29/2017	4/27/2017 12:00:00 AM	Sale		F	CPRATE1B	547217xxxxxx3377
04/28/2017	4/26/2017 12:00:00 AM	Sale	587116608960593	D	USVSPSTD	400344xxxxxx3148
04/28/2017	4/26/2017 12:00:00 AM	Sale	387116509186973	D	BSTR1SDT	407818xxxxxx0125
04/28/2017	4/26/2017 12:00:00 AM	Sale	467116645641580	D	USVSPSTD	427082xxxxxx0081

Figure 21. Non-Qualifying Transaction Card #

### 2.3.6.2 Card History

Card #: 403405xxxxxx9357

Card History

Report Date	Merchant #	Batch #	Trans Date	Trans Time	Trans Code	Keyed	EMV	Card Type	Auth #	Trans Amount	Forced Trans	Foreign Card
05/04/2017		78908	05/02/2017		Return	N		VI		(\$143.25)	N	N
04/29/2017		78484	04/27/2017		Sale	Y		VI	032985	\$143.25	N	N
										\$0.00		

Page: 1 of 1 | Displaying page 1 of 1, Records 1 - 2 of 2 | Results per page: 10

Figure 22. Card history view for a customer's card

Field name	Description
Report Date	Date the card was reported.
Merchant #	Merchant ID.
Batch #	Unique number for the batch.
Trans Date	Transaction date.
Trans Code	Identifies the type of transaction.
Keyed	Shows if you manually typed the transaction into the terminal: <b>Y</b> - Yes <b>N</b> - No
EMV	Shows if an EMV card was used for the transaction: <b>Y</b> - Yes <b>N</b> - No

Field name	Description
Card Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
Auth #	Authorization number for the transaction.
Trans Amount	Dollar amount of the transaction.
Forced Trans	Forced Transaction, which shows if the transaction was a forced sale: <b>Y</b> - Yes <b>N</b> - No
Foreign Card	Shows if a non-American card was used for the transaction: <b>Y</b> - Yes <b>N</b> - No

Table 12. Description of the Card History fields

### 2.3.6.3 Authorization History

Report Date	Merchant #	Merchant Name	Trans Date	Trans Time	Trans Code	Keyed	EMV	Card Type	Exp Date	Auth #	Auth Amount	Trans Amount	A/D	RC	AVS	CVV	Auth Source	
05/04/2017			05/02/2017		Return	N		VI				(\$143.25)	A					
04/29/2017			04/27/2017		Sale	Y		VI		032985		\$143.25	A		NO	01	5	
											\$0.00	\$0.00						

Page: 1 of 1 | Displaying page 1 of 1, Records 1 - 2 of 2. | Results per page: 10

Figure 23. Authorization history view for a customer's card

Field name	Description
Report Date	Date the authorization was reported.
Merchant #	Merchant ID.
Merchant Name	Merchant's business name.
Trans Date	Transaction date.
Trans Time	Transaction time.
Trans Code	Identifies the type of transaction.
Keyed	Shows if you manually typed the transaction into the terminal: <b>Y</b> - Yes <b>N</b> - No
EMV	Shows if an EMV card was used for the transaction: <b>Y</b> - Yes <b>N</b> - No

<b>Field name</b>	<b>Description</b>
Card Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
Exp Date	Card expiration date.
Auth #	Authorization number for the transaction.
Auth Amount	Final amount authorized for the transaction.
Trans Amount	Dollar amount of the transaction.
A/D	Shows if the transaction was approved or declined: <b>Y</b> - Yes <b>N</b> - No
RC	Response code.
AVS	Shows if the Address Verification System was used for the transaction.
CVV	Cardholder Verification Value
Auth Source	Authorization Source.
Cust ID	Customer ID.
MOTO	Shows if a Mail or Telephone order.

*Table 13. Description of the Authorization History fields*

### 2.3.6.4 Chargeback History

Chargeback History

Report Date	Merchant #	Merchant Name	Trans Date	Type	RC #	Reference #	Represented CB Amount	1st CB Amount
No data found.								

Figure 24. Chargeback history view for a customer's card

Field name	Description
Report Date	Date the chargeback was reported.
Merchant #	Merchant ID.
Merchant Name	Merchant's business name.
Trans Date	Transaction date.
Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
RC #	Reason Code, which identifies why the chargeback occurred.
Reference #	Reference number.
Represented CB amount	Represented chargeback amount.
1st CB Amount.	First chargeback amount.

Table 14. Description of the Chargeback History fields

### 2.3.6.5 Retrieval History

#### Retrieval History

Report Date	Merchant #	Merchant Name	Trans Date	Type	Trans Amount	RC #	Reference #
No data found.							

Figure 25. Retrieval history view for a customer's card

Field name	Description
Report Date	Date the retrieval was reported.
Merchant #	Merchant ID.
Merchant Name	Merchant's business name.
Trans Date	Transaction date.
Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
Trans Amount	Dollar amount of the transaction.
RC #	Reason Code, which identifies why the retrieval occurred.
Reference #	Reference number.

Table 15. Description of the Retrieval History fields

### 2.3.7 Retrievals/Chargebacks

The Retrievals/Chargebacks screen shows a summary of all retrievals and chargebacks for the selected period.

To open the Retrievals/Chargebacks screen:

- On the main menu, place the pointer on **PROCESSING DATA**, and then click **Retrievals/Chargebacks**.

#### 2.3.7.1 What is a retrieval?

A retrieval, or a retrieval request, is when a bank asks you to send information about a transaction that a customer disputes. You must provide information to confirm that the transaction took place, such as a receipt.

A retrieval request does not cost you anything, however, not responding to the request leads to a chargeback.



**Important:** You must keep receipts, not just for tax purposes, but also to use as evidence in dispute cases.

- You have up to 12 days to provide a valid and legible copy of the transaction receipt or related documents that prove the transaction happened.
- Valid documents that prove a transaction happened include:
  - Receipt
  - Sales invoice
  - Rental contract
- The document must contain the following information:
  - Cardholder's name
  - Card number
  - Transaction date
  - Transaction amount
  - Transaction or authorization number
  - Merchant's name and location
  - Cardholder's signature, if available

#### 2.3.7.2 What is a chargeback?

A chargeback is when a customer or issuing bank disputes one of your transactions. For example, if a customer has a transaction they do not recognize they can contact their bank to dispute the transaction. When the issuing bank issues a chargeback, the transaction amount is deducted from your account while it investigates the chargeback.

- If the issuing bank agrees that the complaint is valid, they refund the transaction amount to the cardholder.
- If the issuing bank rejects the complaint, the merchant does not have to issue a refund.



**Important:** If you want to dispute a chargeback, you must follow the instructions on the chargeback notification. We **cannot** formally dispute a chargeback on your behalf, even if the cause is a technical issue.

---



### 2.3.7.3 Retrieval Detail

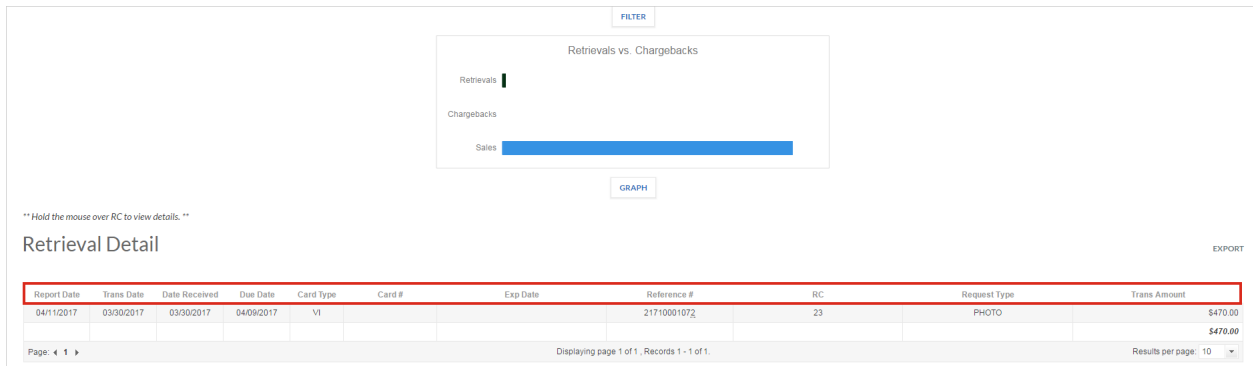


Figure 26. Retrieval Details screen

Field name	Description
Report Date	Date the retrieval was reported.
Trans Date	Transaction date.
Date Received	Date the retrieval is received.
Due Date	Date the retrieval is due.
Card Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
Card #	A masked version of the card number used in the transaction.
Exp Date	Card expiration date.
Reference #	Reference number.
RC	Reason Code, identifies why the retrieval occurred.
Request Type	Type of evidence requested.
Trans Amount	Transaction amount.

Table 16. Description of the Retrieval Details fields

### 2.3.7.4 Chargeback Detail

#### Chargeback Detail

Report Date	Trans Date	Card Type	Card #	Exp Date	CB Type	CB Type Description	RC	Reason Text	Disposition	Reference #	CB Sequence Number	CB Amount	1st CB Amount
No data found.													

Figure 27. Chargeback Details view

Field name	Description
Report Date	Date the chargeback was reported.
Trans Date	Transaction date
Card Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
Card #	A masked version of the card number used in the transaction.
Exp Date	Card expiration date.
CB Type	Reference number.
CB Type Description	Chargeback type.
RC	Reason Code, which identifies the why the chargeback occurred.
Reason Text	The reason for the chargeback.
Disposition	The current status of the chargeback.
Reference Number	Reference number.
CB Sequence Number	Chargeback sequence number.
CB Amount	Dollar amount of the chargeback.
1st CB Amount	Dollar amount of the first chargeback.

Table 17. Description of the Chargeback Details fields

## 2.3.8 Retrievals

The Retrievals screen shows a summary of the retrievals for the selected period.

To open the **Retrievals** screen:

- On the main menu, place the pointer on **PROCESSING DATA**, then **Retrievals/Chargebacks**, and then click **Retrievals**.

Retrieval Detail

Report Date	Trans Date	Date Received	Due Date	Card Type	Card #	Exp Date	Reference #	RC	Request Type	Trans Amount
04/11/2017	03/30/2017	03/30/2017	04/09/2017	VI	412451014578337		2171000107	23	PHOTO	\$470.00

Page: 1 of 1 | Displaying page 1 of 1, Records 1 - 1 of 1 | Results per page: 10

Figure 28. Retrievals screen

Field name	Description
Report Date	Date the retrieval was reported.
Trans Date	Transaction date.
Date Received	Date the retrieval is received.
Due Date	Date the retrieval is due.
Card Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
Card #	A masked version of the card number used in the transaction.
Exp Date	Card expiration date.
Reference #	Reference number.
RC	Reason Code, which identifies why the retrieval occurred.
Request Type	Type of evidence requested.
Trans Amount	Transaction amount.

Table 18. Description of the Retrieval Details fields

## 2.3.9 Chargebacks

The Chargebacks screen shows a summary of the chargebacks for the selected period.

To open the **Chargebacks** screen:

- On the main menu, place the pointer on **PROCESSING DATA**, then **Retrievals/Chargebacks**, and then click **Chargebacks**.

\*\* Hold the mouse over RC to view details. \*\*

Chargeback Detail

Report Date	Trans Date	Card Type	Card #	Exp Date	CB Type	CB Type Description	RC	Reason Text	Disposition	Reference Number	CB Sequence Number	CB Amount	1st CB Amount
No data found.													

Figure 29. Chargebacks screen

Field name	Description
Report Date	Date the chargeback was reported.
Trans Date	Transaction date.
Card Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
Card #	A masked version of the card number used in the transaction.
Exp Date	Card expiration date.
CB Type	Reference number.
CB Type Description	Chargeback type.
RC	Reason Code, identifies why the chargeback occurred.
Reason Text	The reason for the chargeback.
Disposition	Current status of the chargeback.
Reference Number	Reference number.
CB Sequence Number	Chargeback sequence number.
CB Amount	Dollar amount of the chargeback.
1st CB Amount	Dollar amount of the first chargeback.

Table 19. Description of the Chargeback Details fields

## 2.3.10 Returns

The Returns screen shows a summary of non-verified and verified returns for the selected period.

To open the Returns screen:

- On the main menu, place the pointer on **PROCESSING DATA**, and then click **Returns**.

### 2.3.10.1 What is a return?

A return is when a customer wants to return goods, or cancel a service or subscription that they bought from you. The Statements and Reporting tool shows non-verified and verified returns.

### 2.3.10.2 Non-verified returns

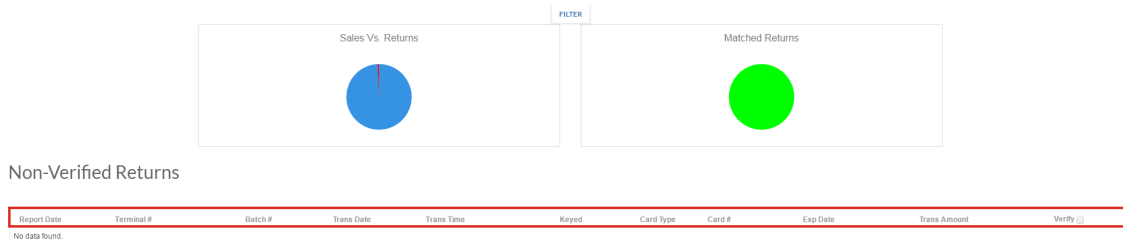


Figure 30. Non-Verified Returns screen

Field name	Description
Report Date	Date the return was reported.
Terminal #	Identifies the terminal that processed the return.
Batch #	Unique number for the batch.
Trans Date	Transaction date.
Trans Time	Transaction time.
Keyed	Shows if you manually typed the transaction into the terminal: <b>Y</b> - Yes <b>N</b> - No
Card Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
Card #	A masked version of the card number used in the transaction.
Exp Date	Card expiration date.
Trans Amount	Transaction amount.
Verify	Click to verify the return.

Table 20. Description of the Non-Verified Returns fields

### 2.3.10.3 Verified Returns

#### Verified Returns

EXPORT

Report Date	Terminal #	Batch #	Trans Date	Trans Time	Keyed	Card Type	Card #	Exp Date	Trans Amount	Matched
05/29/2017		78612	05/29/2017		N	VI	471870xxxxxx7384		(\$200.50)	FULL
05/04/2017		78908	05/02/2017		N	VI	403405xxxxxx9352		(\$143.25)	FULL
									(\$343.75)	

Page: 1 of 1 | Displaying page 1 of 1, Records 1 - 2 of 2. Results per page: 10

Figure 31. Verified Returns view

Field name	Description
Report Date	Date the return was reported.
Terminal #	Identifies the terminal that processed the return.
Batch #	Unique number for the batch.
Trans Date	Transaction date.
Trans Time	Transaction time.
Keyed	Shows if you manually typed the transaction into the terminal: <b>Y</b> - Yes <b>N</b> - No
Card Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
Card #	A masked version of the card number used in the transaction.
Exp Date	Card expiration date.
Trans Amount	Transaction amount.
Matched	Identifies if the return is matched.

Table 21. Description of the Verified Returns fields

### 2.3.11 Transaction Search

The Transaction Search screen allows you to search for a transaction by date range, card number (first six, last four, or both first six and last four digits), authorization number, or amount.

To open the **Transaction Search** screen:

- On the main menu, place the pointer on **PROCESSING DATA**, then click **Transaction Search**.

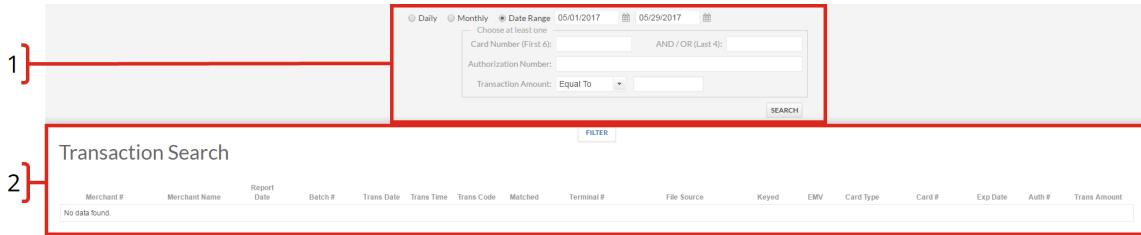


Figure 32. Transaction Search screen

Label	Title	Description
1	FILTER	Use to search for a transaction by date range, card number (first six, last four, or both first six and last four digits), authorization number, or amount.
2	Search Results	Shows search results for chosen period or transaction information.

Table 22. Description of the Transaction Search screen

#### 2.3.11.1 Procedure 6: Searching for a transaction

- Select whether to use Daily, Monthly, or Date Range results.

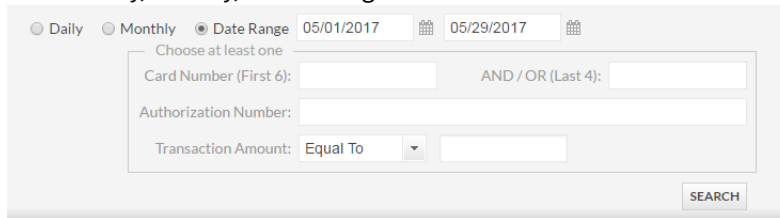


Figure 33. Transaction search options

- Type a date in **MM-DD-YYYY** format, or use the calendar tool to specify the start and end dates.
- Enter the search criteria:
  - (Optional) Type the first six digits of the card number.
  - (Mandatory) Type the last four digits of the card number.

OR

  - Enter the **Authorization Number**.

OR

  - Select the Transaction Amount:
    - Using the drop-down menu, select **Equal To**, **Between**, **Greater Than**, **Less Than**, or **+/- \$5.00**.
    - Type the dollar value in the field.
- Click **SEARCH**.

## 2.3.12 Voids/Rejects/Declines

The Voids/Rejects/Declines screen provides a summary of all voids, rejects, and declines for the selected period.

To open the **Voids/Rejects/Declines** screen:

- On the main menu, place the pointer on **PROCESSING DATA**, and then click **Voids/Rejects/Declines**.

Voids/Rejects/Declines EXPORT

Report Date	Trans Date	Trans Time	Trans Code	Batch #	Keyed	EMV	Card Type	Card #	Auth #	RC	Trans Amount
04/26/2017	4/25/2017	16:37:42	Void	11511010	N		VI	548009xxxxxx4996	757993		\$670.00
04/26/2017	4/25/2017	16:06:42	Void	11511010	N		VI	528725xxxxxx4353	636757		\$670.00
04/26/2017	4/25/2017	16:06:43	Void	11511010	N		VI	514015xxxxxx4088	636757		(\$670.00)
04/26/2017	4/25/2017	16:37:41	Void	11511010	N		VI	471870xxxxxx7384	757993		(\$670.00)
04/26/2017	4/25/2017	16:06:55	Sale		Y		VI	431307xxxxxx8786		CALL ME	\$545.00
04/26/2017	4/25/2017	16:07:40	Sale		Y		VI	415417xxxxxx0949		CALL ME	\$545.00
04/26/2017	4/25/2017	16:06:43			Y		VI	414734xxxxxx7375	636757	0	\$670.00
04/26/2017	4/25/2017	16:37:41			Y		VI	423399xxxxxx3275	757993	0	\$670.00
04/25/2017	4/24/2017	06:26:20	Sale		Y		VI	414061xxxxxx1122		CALL ME	\$720.00
04/25/2017	4/24/2017	12:31:07	Sale		Y		VI	474478xxxxxx3215		CALL ME	\$720.00
											\$16,130.99

Page: 4 1 2 3 4 5 ... Displaying page 1 of 6, Records 1 - 10 of 52. Results per page: 10

Figure 34. Voids/Rejects/Declines screen

Field name	Description
Report date	Date the void, reject, or decline was reported.
Trans Date	Transaction date.
Trans Time	Transaction time.
Trans Code	Identifies the type of transaction.
Batch #	Unique number for the batch.
Keyed	Shows if you manually typed the transaction into the terminal: <b>Y</b> - Yes <b>N</b> - No
Card Type	Shows the type of card used by the customer: <b>MC</b> - Mastercard <b>VI</b> - Visa <b>DV</b> - Discover <b>AE</b> - American Express <b>JC</b> - JCB <b>DC</b> - Diner <b>DB</b> - PIN Debit
Card #	A masked version of the card number used in the transaction.
Auth #	Authorization number for the transaction.
RC	Reason Code, which identifies why the transaction was voided, rejected, or declined.
Trans Amount	Transaction amount.

Table 23. Description of the Voids/Rejects/Declines fields



## 2.4 Statements

---

You can view, print, and export your monthly account statements using the Statements screen.

### 2.4.1 Viewing statements

To open the Statements screen:

On the main menu, click **STATEMENTS**.



Figure 35. Statements screen

#### 2.4.1.1 Procedure 7: Viewing a statement

1. Using the drop-down menu, select the **Report Date**.
2. Click **VIEW STATEMENT**.

### 2.4.2 Exporting a Statement


To open the Statements screen:

- On the main menu, click **STATEMENTS**.





Figure 36. Statements screen

#### 2.4.2.1 Procedure 8: Printing a statement

1. Using the drop-down menu, select the **Report Date**.
2. Click **VIEW STATEMENT**.
3. Click .

#### 2.4.2.2 Procedure 9: Exporting a statement

1. Using the drop-down menu, select the **Report Date**.
2. Click **View Statement**.
3. To export to Excel, click , or to export to Adobe PDF, click .

## 2.5 Messages

The Statements and Reporting tool allows you to receive messages about your account.

### 2.5.1 Viewing messages

To open My Messages:

- On the main menu, place the pointer on **MESSAGES**, then click **My Messages**.

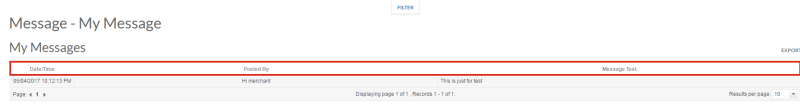


Figure 37. My Messages screen

Field name	Description
Date/Time	Date and time the message was received.
Posted By	User who posted the message.
Message Text	Content of the message.

Table 24. Description of the My Messages fields

## 3. PCI Compliance Tool

The PCI Compliance tool allows you to:

- Complete a PCI compliance questionnaire
- View your compliance status
- View additional resources providing more information on the PCI compliance process

### 3.0.0.1 Procedure 10: Opening the PCI Compliance tool

1. Click **Account**.
2. Click **PCI Compliance Tool**. The PCI Compliance tool opens in a new window.

### 3.1 PCI Overview screen

---

The PCI Overview screen is the first screen you see when you log on to the PCI Compliance tool. The PCI Overview screen provides you with a summary of your PCI compliance status, questionnaire status, actions required on your account, and helpful resources that give more information on PCI and compliance requirements.



**Note:** The PCI Compliance tool shows a welcome screen when you log on for the first time. The welcome screen prompts you to start your compliance questionnaire. After starting your compliance questionnaire, the PCI Compliance tool shows the PCI Overview screen when you next log on.

## 3.2 Layout of the PCI Overview screen

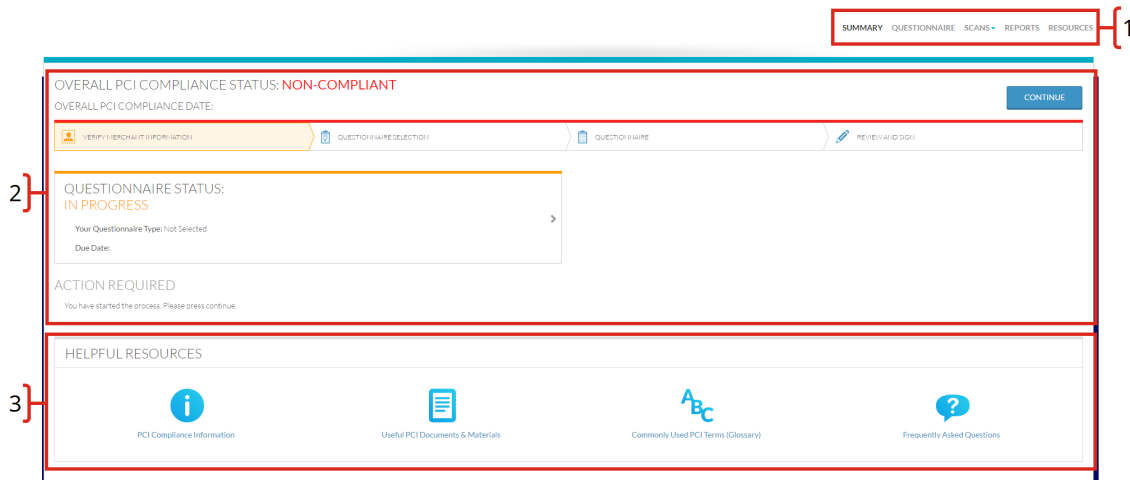


Figure 38. PCI Overview screen

Label	Title	Description
1	Menu	The menu has the following options: <ul style="list-style-type: none"> <li>• <b>SUMMARY:</b> Opens the PCI Overview screen.</li> <li>• <b>QUESTIONNAIRE:</b> Opens the questionnaire completion wizard</li> <li>• <b>SCANS:</b> Opens the Scanning tool in a new window, which allows you to run internal scans on your systems.</li> <li>• <b>REPORTS:</b> Shows reporting information on your PCI compliance.</li> <li>• <b>RESOURCES:</b> Opens the Resource Library containing useful information on the PCI compliance process.</li> </ul>
2	Status Window	Shows PCI compliance status, questionnaire status, and actions required for compliance.
3	Helpful Resources	Provides quick access to resource materials containing useful information on the PCI compliance process.

Table 25. Description of the PCI Overview screen

## 3.3 Completing your PCI compliance questionnaire

---

Use the PCI Compliance tool to complete your PCI compliance questionnaire.

### 3.3.1 Verifying your merchant information

The first step in completing your PCI compliance questionnaire is verifying your merchant information, including:

- **Merchant Information:** Verify or complete your corporate name, DBAs, contact name, title, telephone number, email address, and business address.
- **Type of Merchant Business:** Select all the check boxes that apply to your business. If your business type is not shown, select the **Others** check box and type your business type in the field.
- **Relationships:** Confirm your business relationships by selecting **YES** or **NO** for each of the relationships questions.
- **Processing solution:** Select all the categories that apply to your business, and select **YES** or **NO** to confirm if your business electronically stores any sensitive cardholder data.



**Note:** Depending on the processing solution you select, you may need to provide additional information. Answer all additional questions.

---

#### 3.3.1.1 Questionnaire selection

The PCI Compliance tool uses the information you type when verifying your merchant information to select the questionnaire type you should complete. Alternatively, you can manually select the questionnaire to answer.

#### 3.3.1.2 Completing the questionnaire

You should answer all questions in the questionnaire. You can view questions individually or view all of a section's questions at the same time.

#### 3.3.1.3 Additional requirements

Depending on the questionnaire you need to complete, you may have additional requirements, such as a network scan to complete.

#### 3.3.1.4 Review and sign

Once you complete your questionnaire and additional requirements, you must review and sign your submission.



## 4. User Management

You can create user accounts for the Payments Portal for each of your employees. You assign a security role to each account to define the features available to the user. Additionally, you can enable Advanced Reporting, allowing that user to access the Statements and Reporting tool, PCI Compliance tool, or both.



**Note:** The Payments Portal automatically emails an activation link to the user when you create their account.

### 4.1 Types of Payments Portal security roles

You can assign one of four different security roles to user accounts for the Payments Portal. These roles determine what actions and features are available for a user. The following roles are available:

- **Administrative user:** Can perform all functions as well as create and manage other users. The administrative user is typically used by the business owner or manager.
- **Power user:** Can perform card sales, pre-authorizations, voids, refunds, and they also view reports. The power user is typically used by sales supervisors.
- **Terminal user:** Can perform card sales, pre-authorizations, and view reports. The terminal user is typically used by sales assistants.
- **Reporting user:** Can view transaction history reports, but cannot perform any transactions.

## 4.2 Adding a user to the Payments Portal

---

You can create user accounts giving your employees access to the Payments Portal, Advanced Reporting, or both.

### 4.2.0.1 Procedure 11: Adding a user

1. Click **Account**.
2. Click **User Management**.
3. Click **Add New User**.
4. Type the following User Information:
  - a. **User Name**
  - b. **First Name**
  - c. **Last Name**
  - d. **Email Address**
  - e. From the drop-down menu, select your **Time Zone**.



**Note:** A user name can be used only once. The Payments Portal prompts you to type a different user name if your first attempt is in use by another merchant.

---

5. Select the required **Administration** and **Gateway Security** settings:
  - Select the **Administrator Account** check box to give the user full access to the Payments Portal, Statements and Reporting, and the PCI Compliance tool.
  - Select the **Grant Gateway Access** check box if you want the user to have access to the Payments Portal. You can define their level of access using the option buttons.
6. Select the required **Advanced Reporting** settings:
  - Select the **Statements and Reporting** check box to give the user access to the Statements and Reporting tool.
  - Select the **PCI Compliance Tool** check box to give the user access to the PCI Compliance tool.
7. Click **Add User**.



## 4.3 Deactivating a user account

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Deactivated user accounts remain in the list of users. An employee can no longer access their user account if you deactivate it.

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**Important:** You must deactivate a user account before deleting it. When you delete an active user account, the user name cannot be reused or recovered.

---

### *Procedure 12: Deactivating a user account*

1. Click **Account**.
2. Click **User Management**.
3. Click the user entry to open detailed view.
4. Click **Deactivate the User Account**.

### *4.3.0.1 Procedure 13: Activating a user account*

1. Click **Account**.
2. Click **User Management**.
3. Click the user entry to open detailed view.
4. Click **Activate the User Account**.

## 4.4 Resetting a user's password

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If a user forgets their password, you can send them a password reset email.

### 4.4.0.1 Procedure 14: Resetting a user's password

1. Click **Account**.
2. Click **User Management**.
3. Click the user entry to open a detailed view.
4. Click **Send Password Reset**.

## 4.5 Unlocking a user account

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The Payments Portal locks a user's account when they fail to type their password correctly six times in a row.



**Note:** When a user successfully types their user name and password, the Payments Portal resets the number of failed log on attempts to zero.

---

### *4.5.0.1 Procedure 15: Unlocking a user account*

1. Click **Account**.
2. Click **User Management**.
3. Click the user entry to open detailed view.
4. Click **Unlock the User Account**.

## 4.6 Editing user accounts

---

You can edit the following user account information at any time:

- First Name
- Last Name
- Email Address
- Time Zone
- Security Role
- Advanced Reporting

### 4.6.0.1 Procedure 16: Editing a user account

1. Click **Account**.
2. Click **User Management**.
3. Click the user entry to open the detailed view.
4. Edit the following **User Information** as required:
  - **First Name**
  - **Last Name**
  - **Email Address**
  - From the drop-down menu, select your **Time Zone**
5. Click **Deactivate the User Account** or **Activate the User Account** as required.
6. Select the required **Administration** and **Gateway Security** settings:
  - Select the **Administrator Account** check box to give the user full access to the Payments Portal, Statements and Reporting, and the PCI Compliance tool.
  - Select the **Grant Gateway Access** check box if you want the user to have access to the Payments Portal. You can define their level of access using the option buttons.
7. Select the required **Advanced Reporting** settings:
  - Select the **Statements and Reporting** check box to give the user access to the Statements and Reporting tool.
  - Select the **PCI Compliance Tool** check box to give the user access to the PCI Compliance tool.
8. Click **Update User**.

## 4.7 Deleting user accounts

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You cannot recover a user account after you delete it.

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**Important:** You must deactivate a user account before deleting it. When you delete an active user account, the user name cannot be reused or recovered. For more information on deactivating a user account, refer to “Deactivating a user account” on page 45.

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### *4.7.0.1 Procedure 17: Deleting user accounts*

1. Click **Account**.
2. Click **User Management**.
3. Click the user entry to open a detailed view.
4. Click **Delete User**. The Payments Portal prompts “Are you sure you want to delete the account?”
5. Click **Delete User Account**.



## 5. Merchant Settings

You can use the Merchant Settings menu to create your own refund and return policy, which the Payments Portal displays on your receipts. Your refund and return policy can be up to 700 character long, and you can change it at any time.

### *5.0.0.1 Procedure 18: Entering a refund and return policy*

1. Click **Account**.
2. Click **Merchant Settings**.
3. Type your refund and return policy in the text field.
4. Click **Preview Receipt** to view a preview of your refund and return policy on a receipt.
5. Click **Update Policy** to save your entry or changes.





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