Resource Online PRO with Instant Dashboard User Guide

DECEMBER 2012

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Change Log:

12/03/2012	J. Christy	Added PRO package report detail to document
09/24/2012	J. Christy	Reformatted/created new document
03/08/2011	J. Christy	Added content for Adaptive Authentication and Account Number Masking features
04/28/2008	J. Davis	Reformatted and updated user guide

1. Introduction

1.2. APPLICATION OVERVIEW

Resource Online gives you access to all your transaction and reconciliation data – batch, submissions, authorizations, settlements, chargebacks and much more. It is a suite of innovative, secure web-based products that you can log in to from just about any PC that has an Internet connection.

1.3. GETTING HELP

There are many ways to get help with Resource Online.

SELF-SERVICE

User guides and quick reference guides are available on chasepaymentech.com and in our merchant Comm Central portal as well as Resource Online itself.

MERCHANT SERVICES

If you need assistance in interpreting your data, please contact your account executive or call the telephone number listed on your merchant statement.

For Assistance:
For training or assistance in understanding report data, you can call 1.888.886.8869.

TECHNICAL SUPPORT

Contact our Advanced Product Support group if you are having difficulty accessing Resource Online or any of its components.

Advanced Product Support (APS)

RTLWebReporting@ChasePaymentech.com

(U.S.) 1.800.254.9556

(Canada) 1.800.265.5158

24 hours a day, 7 days a week.

1.4. SYSTEM REQUIREMENTS

The following are required before accessing Resource Online from a PC:

1) Internet Service Provider.

2) Browser – Microsoft Internet Explorer 6.0+.

3) Valid email address for delivery of user name and password information.

4) Resource Online user name provided by Chase Paymentech.

5) Acrobat Adobe Reader 5.0 or higher (most current version may be downloaded for free from www.adobe.com).

6) Optional: Microsoft Excel and Access 2000+

7) Optional: Zip/unzip software/shareware for data file access (optional).

1.5. SECURITY FEATURES

Security is serious business. To protect your sensitive data, Resource Online includes the following.

1) **Web-Based Security:** Chase Paymentech operates a secure website and adheres to security guidelines. Chase Paymentech houses our web application servers in a state-of-the-art facility with security that meets or exceeds the industry standards.

2) **Encryption Technology:** When accessing the information on the website, the application uses "https" (hypertext transfer protocol secure) as part of the URL to provide security for exchanging information as it travels between Chase Paymentech and the user.

3) **Password Protection:** Chase Paymentech requires each user to be assigned a unique user name and password that allows only that user access to the data.

4) **Enhanced Login Security:** Chase Paymentech requires each user to select three challenge questions and specify answers to each that are appropriate to the user. In addition, the user must select a personal image and a security phrase, which must be confirmed each time the user logs in to a Chase Paymentech application. Lastly, the user can select whether the application should "remember" their current device for future use. If not, the user will be prompted to answer their specified challenge questions to verify their identity when logging in with unremembered devices.

5) **Account Number Masking:** Account Number Masking is a feature that masks portions of cardholder and bank account numbers to prevent unnecessary exposure of sensitive data.

2. Getting Started

2.1. LOGGING IN AND OUT

FIRST TIME LOGIN: ENROLLING IN ENHANCED LOGIN SECURITY

1) In the **Address** field in the Internet browser, enter: *http://rol.paymentech.com*.
   Or, visit chasepaymentech.com and on the **Merchant Login** page, select **Resource Online** and click the **Go** button.

2) The **Secure Login** page displays. Enter the user name provided by Chase Paymentech in the **Enter Your User Name** field, and then click **Login**.

Secure Login
Enter your user name. You will enter your password on the next page.

Enter your user name

[   ]

[Login] 🔒 Secure Site

Where do I enter my password?
Need assistance logging in?

Please be aware that after 15 minutes of inactivity, you will be required to login again.

Note: All passwords expire every 90 days and accounts that are inactive for an extended period may be deleted.

3) If the user name submitted is valid, then a second **Secure Login** page displays. Enter the appropriate password in the **Password** field and click **Submit**.

Secure Login
Confirm your personal image and security phrase.

Your Personal Image

phrase
If this is not your personal image or security phrase, **do not log in.**
Contact your Account Executive or customer service at 800-254-9556.

Password

[   ]

☐ Change challenge questions or personal image.

[Submit] 🔒 Secure Site

Forgot your password?
Personal image doesn't match?
Need assistance logging in?

Please be aware that after 15 minutes of inactivity, you will be required to login again.

Note: All passwords expire every 90 days and accounts that are inactive for an extended period may be deleted.

ⓘ IMPORTANT

- If this is not your personal image or security phrase, contact your Account Executive or customer service at 800-254-9556.
- To change your challenge questions, personal image or security phrase, check the box to the left and log in with your password.

Note: **Passwords**
Passwords are case sensitive. Click the **Forgot Your Password** link on the **Secure Login** page for password assistance.

4) If the submitted password is valid and the user has not previously completed the Enhanced Login Security process to customize their login process, then the **Authentication Set Up** page displays.

5) From each **Select A Question** dropdown, select a challenge question. In each dropdown's subsequent field, enter the appropriate answer to the selected question.

Note: Required Fields

A selection from the user is required for each field on this page to complete successful enrollment and ensure future Resource Online access.

Authentication Set Up

You will be enrolling in the Chase Paymentech secure system. Please complete the prompts below to personalize your account.

Select three challenge questions and enter the answers in the boxes below.
You will be asked to answer these questions when you login from an unrecognized computer.

Select a question...
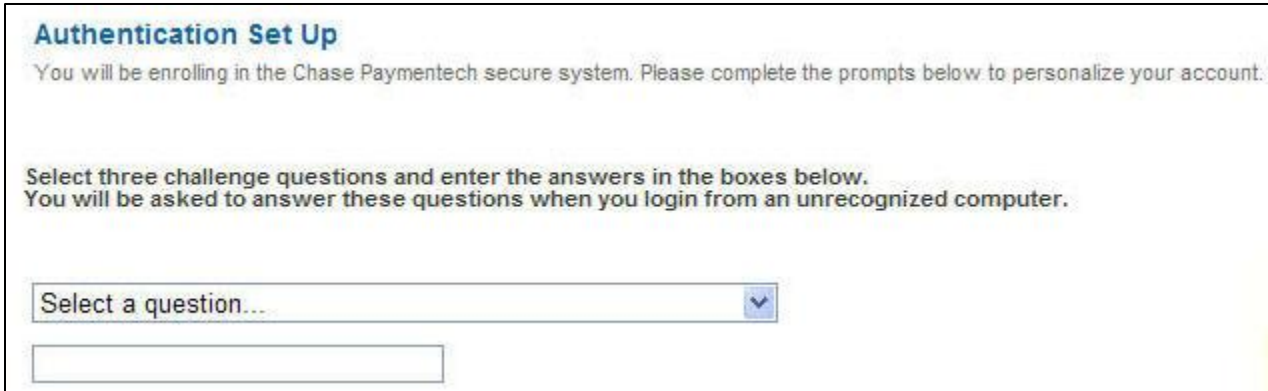
6) The **Personal Image** area displays a default image. Click **Change Image** and, in the **Select An Image** window, click to specify a new image to be assigned to the user name.

Choose a personal image and enter a security phrase. You will be asked to confirm your personal image and security phrase each time you log in.

Personal Image

Change Image

7) After a personal image has been selected, enter a unique phrase in the **Security Phrase** field. This phrase does not need to be related to anything in particular, not even the personal image. On subsequent logins, this submitted phrase will display; if the image or phrase has changed without the user's knowledge, then fraud may have been committed and technical support should be contacted prior to logging in.

8) In the **Do You Want To Remember This Computer** area, select the applicable radio button to designate whether or not, for future use, the computer being presently used should be recognized by our system. If the **Yes, Remember It. This Is My Computer** radio button is selected, then you will not be asked your security questions the next time you log in using the same machine.
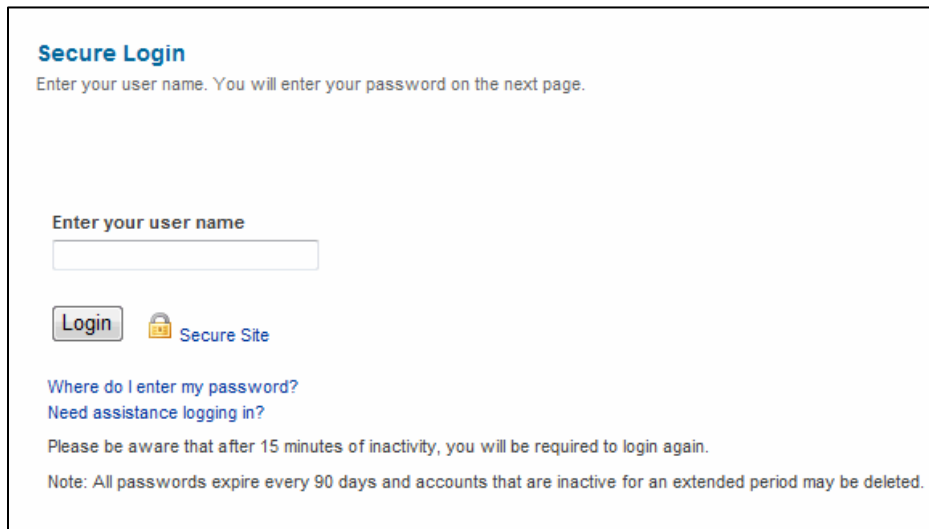
9) Once all fields are complete and selections have been made, click **Submit** to finish the enrollment process.

Note: **Unrecognized Devices**

When an enrolled user logs in from an unrecognized computer or device, they are presented with one of their own challenge questions, and are prompted to identify whether they are accessing the site from a personal or public computer.

LOGGING IN

In the **Address** field in the Internet browser, enter: *http://rol.paymentech.com*. Or, visit chasepaymentech.com and on the **Merchant Login** page, select **Resource Online** and click the **Go** button.

1) The **Secure Login** page displays. Enter the user name provided by Chase Paymentech in the **Enter Your User Name** field, and then click **Login**. If the user name is incorrect, then the following message displays: "The username you entered does not match our records."

> **Note**: **Changing** the **Password**
> Click **Where Do I Enter My Password** to prompt a **Password Changes** pop-up window to display.

Secure Login
Enter your user name. You will enter your password on the next page.

Enter your user name

[   ]

[Login]   🔒 Secure Site

Where do I enter my password?
Need assistance logging in?

Please be aware that after 15 minutes of inactivity, you will be required to login again.

Note: All passwords expire every 90 days and accounts that are inactive for an extended period may be deleted.

2) If the submitted user name is valid, then a second **Secure Login** page displays. Enter the appropriate password in the **Password** field. Click **Login**. If the password is incorrect, then the following message displays: "The password you entered does not match our records." If an incorrect password is submitted five times, then the system will lock out the user and the user must reset their password by clicking **Forgot Your Password** or contacting technical support.

> **Note**: **Assistance**
> Click **Need Assistance Logging In** to change your password or to contact technical support.

3) If you have previously chosen not to remember the computer you're using, or are using a different computer, then you will be presented with one of your previously selected security questions. Answer the question correctly to continue with the login process.

Secure Login
Confirm your personal image and security phrase.

Your Personal Image

phrase
If this is not your personal image or security phrase, **do not log in.**
Contact your Account Executive or customer service at 800-254-9556.

Password

☐ Change challenge questions or personal image.

Submit 🔒 Secure Site

Forgot your password?
Personal image doesn't match?
Need assistance logging in?

Please be aware that after 15 minutes of inactivity, you will be required to login again.

Note: All passwords expire every 90 days and accounts that are inactive for an extended period may be deleted.

ℹ️ **IMPORTANT**

- If this is not your personal image or security phrase, contact your Account Executive or customer service at 800-254-9556.
- To change your challenge questions, personal image or security phrase, check the box to the left and log in with your password.

Note: Making Changes
To modify the Enhanced Login Security selections and revisit the **Authentication Set Up** page, select the **Change Challenge Questions or Personal Image** checkbox when submitting a password during future logins.

Note: Passwords
Passwords are case sensitive. Click the **Forgot Your Password** link on the **Secure Login** page for password assistance.

LOGGING OUT

To log out, click the **Log Out** link at the top of the page.

Resource Online has an automatic timeout of 15 minutes. After 15 minutes of inactivity, the user name will be automatically logged out for security purposes.

Note: Be Alert
If the image that displays in the **Your Personal Image** area and the phrase below are not exactly what was selected during the enrollment process, then click **Personal Image Doesn't Match** to reset the password or contact technical support.

2.2. NAVIGATING RESOURCE ONLINE

Basic navigation is accomplished through links displayed at the top of the web page:

1) **Home** – Click to return to the main page for Resource Online.

2) **Global User Navigation Menu** (all users will have these options)

- **Log Out** – Click to exit the application.
- **Admin** – Click to access the administration module of Resource Online.
- **Bank Lookup** – Click to look up bank contact information.
- **Help** – Click to access the Online Help function.

3) **Report Module Menus** – Navigate these menus to generate reports.

> **Note**:
> Based on the individual user setup, other reporting module menus may be available.

INSTANT DASHBOARD

The Instant Dashboard is the home page for small business Resource Online PRO users. It provides a snapshot of your daily sales and settlement figures. To view more detailed data payment processing data, you can select various reports and searches from the **Recon Solution** or **Virtual Transaction Manager** menus.

Basic Navigation

The Instant Dashboard is comprised of six panels. Each panel has the same option links at its top-right corner:

- The **Menu** can contain the following options:
    - **Settings** allows you to modify the date range to widen or narrow the focus of your search. You can enter the date range you wish to see in the graph in the **From** and **To** fields (or use the **Calendar** icons) and then click **Go**.
    - The **Download** options allow you to open or save the data in the panel as a PDF, CSV or XLS file that you can download to your computer or import into your own system.
    - The **Minimize** ⬛ icon "hides" the body of the panel, leaving only the panel heading and its option links.
    - The **Close** ⬛ icon removes the entire panel from the Instant Dashboard. To view all panels again, refresh the page in your Internet browser or click Home in the Resource Online reports menu.
- Click the panel name to view the detailed data in a report view.

Panels

Quick Search Panel

- To research a specific transaction, enter the beginning of the cardholder account number in the **Cardholder Number** field.
- Or, you can select the **Search By Last Four** checkbox and enter only the last four digits of the cardholder's account number.
- Click **Search** to begin.
- The selected date range is displayed below the **Search** button. To modify the date range, click the Quick Search panel's **Menu** option and select **Settings**.

Statements Panel

The Statements panel displays links to the five most recent statements available. If you have multiple locations, you can place your cursor over the **Advanced Options** link to view additional selections for statement type and hierarchy/merchant number. To view more: on the **Recon Solution** menu, select **Statements** and click **View Statements**.

Sales Summary Panel

The Sales Summary panel displays your recent batch totals by day – immediately assess your daily sales totals. Place your cursor over the data points to view that day's total items sold, total sales amount, the settled amount (amount deposited into your bank account by Chase Paymentech), the non-settled amount (amount deposited into your account by a third party) and any adjustment amounts. To get additional data: on the **Recon Solution** menu, select **Daily Report Review** and click **Batch Summary**.

Settlement Summary Panel

The Settlement Summary panel displays net amount deposited into your bank account each day – review the net amount deposited in your account after fees have been deducted. Place your cursor over the data points to view the total number of deposits paid by Chase Paymentech and the total dollar amounts. To get additional data: on the **Recon Solution** menu, select **Settlement Review** and click **Settlement Summary**.
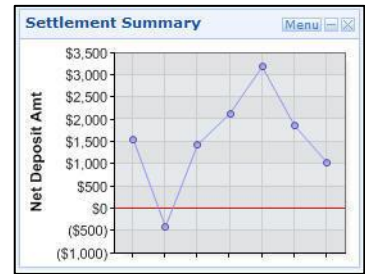
Card Summary Panel

The Card Summary panel displays daily sales totals by payment brand – see the amounts that will be paid by a third party. Place your cursor over the bars to view the exact amount. To get additional data: on the **Recon Solution** menu, select **Daily Report Review** and click **Card Type Summary**.

Recap Summary Panel

The Recap Summary panel provides a calculated summary of your merchant activity deposits and adjustments, and allows you to easily determine the bottom line—what was deposited in your bank account at the end of the day.

3. Working with Reports

3.1. USING REPORT ICONS

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

1) **Go to Beginning** – Click ![icon] to view the first page of a report.

2) **Previous** – Click ![icon] to view the previous page of a report.

3) **Next** – Click ![icon] to view the next page of a report.

4) **Go to End** – Click ![icon] 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 ![icon] to print a report.

7) **Download** – Click ![icon] to export a report in comma delimited format.

8) **Excel** – Click ![icon] to export a report directly into Microsoft Excel.

9) **Preferences** – Click ![icon] 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.

3.2. 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 is supported only on reports that display **Optional Criteria** on the input page, and can be specified for fields that contain numeric and alpha/numeric values. Optional criteria selections cannot be saved, 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.

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.

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

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:
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.

3.3. UNDERSTANDING THE HIERARCHY

There are three options for hierarchy setup, based on the definition of the processing relationship of the merchant or client with Chase Paymentech.

‣ Hierarchy Option One: Front end and back end
‣ Hierarchy Option Two: Front end only
‣ Hierarchy Option Three: Custom Hierarchy

Hierarchy Option One: Front End and Back End

If a Full-Service Client uses the Chase Paymentech front-end network (Paymentech Network Services) and Chase Paymentech's preferred back-end platform, then the standard hierarchy consists of:

‣ Business level
‣ Bank level
‣ Agent level
‣ Corporate level
‣ Chain level
‣ Merchant location/outlet level

The top three levels are reserved for Chase Paymentech's use:

‣ Business level is the highest level in the structure
‣ Bank level is the second level in the structure
‣ Agent level is the third level in the structure

The bottom three levels, Corporate, Chain and Outlet can be used by merchants to segregate their business for processing and reporting.

‣ Corporate level is the fourth level
‣ Chain level is the fifth level
‣ Outlet level is the sixth level

Hierarchy Option Two: Front End Only

If a Network Client uses only the Chase Paymentech front-end network (Paymentech Network Services), the standard hierarchy consists of:

‣ Client level
‣ Division level
‣ Merchant location/outlet level

Hierarchy Option Three: Custom Hierarchy

Chase Paymentech's hierarchy structure contains flexibility to fulfill a user's requirements. Depending on the merchant's needs, a Corporate level may be assigned to a merchant who has multiple chains, with individual outlets underneath that roll up to a Corporate level. In other scenarios, a merchant may be assigned to a single chain with multiple outlets underneath it.

For reporting purposes, most merchants' hierarchy needs can be accommodated by the standard structure. If reporting needs go beyond what is offered in the standard structure, the Custom Hierarchy functionality can be employed.

The reporting group concept allows the following Resource Online user names to be created for the following scenarios:

1) The merchant outlet level so that data only for that location is viewable.

2) A group of merchants, even if they are not related by hierarchy logic.

3) A subset of merchants that are related by hierarchy logic. For example, a merchant has a corporate office with 85 locations, but needs to view data for only 10 of those locations.

Up to three levels can be defined in the custom hierarchy structure:

1) Level 1 is the highest level in the structure.

2) Level II is the middle level in the structure.

3) Level III is the lowest level in the structure.

Care needs to be taken in the initial planning stages of the custom hierarchy, to determine the best way for the custom structure to be defined so that future growth and changes can be accommodated. If changes to the custom hierarchy occur, it may no longer be possible to compare data from one month to the next.

If you are interested in using the custom hierarchy functionality, contact your Chase Paymentech representative for more information.

On the input page of a selected report, the custom hierarchy structure reflects Level I, Level II (if applicable) and Level III (if applicable).

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

> **Chase Paymentech manages setup and maintenance of the custom hierarchy structure:**
> If merchant locations are added, deleted or changed once the initial custom structure is designed, Chase Paymentech needs to be notified to update the custom setup accordingly.
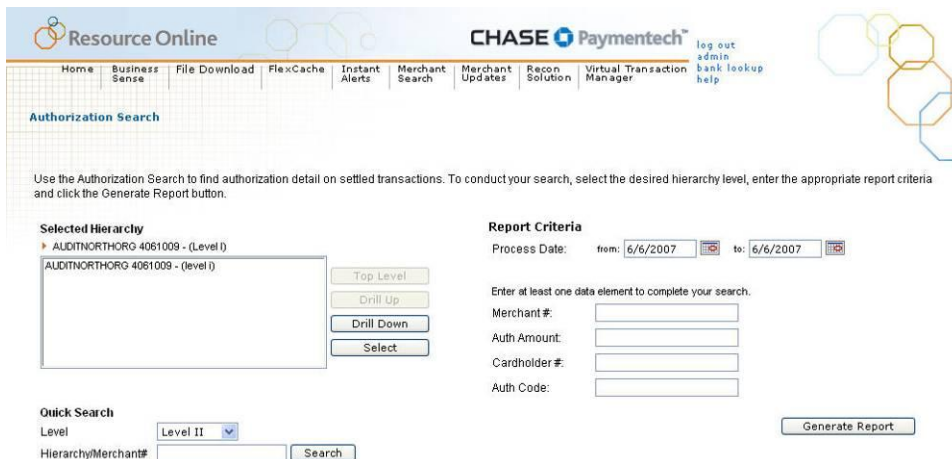
NAVIGATING WITHIN THE HIERARCHY

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

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.

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

3.4. 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.

3.5. 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.

3.6. EXPORTING REPORTS

Resource Online makes exporting reports quick and easy by allowing reports to be exported to Microsoft Excel or in comma-delimited format. The export and download options will appear when available. Reports that exceed 65,000 rows of data cannot be imported into Excel, and instead must be imported into Microsoft Access.

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.

EXPORTING REPORTS DIRECTLY TO MICROSOFT EXCEL

‣ When the desired report data to be exported is displayed, click the **Export** icon.

‣ The data is automatically transferred to Excel, and a new window opens, showing the report in an Excel spreadsheet.

‣ To save the report, on the **File** menu, click **Save As**.

‣ Enter the file destination and file name, including the ".xls" filename extension.

DOWNLOADING AND EXPORTING REPORT TO COMMA-DELIMITED (CSV) 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. The document will automatically open in Microsoft Excel, where the columns can be reformatted.

4. Virtual Transaction Manager Reports

Virtual Transaction Manager provides reports to help manage and analyze transaction and batch activity.

4.1. 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.

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.

| **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. |

Table: Batch Summary - Field Descriptions

FIELD	DESCRIPTION
REPORT CRITERIA	
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 *Closed*.
Itemize by Card Type	Select *Yes* or *No* to display batches by card type. Default is *No*.
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).
REPORT RESULTS	
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 *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.
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
BATCH RECORD INFORMATION	
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.
REPORT RESULTS	
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:

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

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.
THE FOLLOWING OPTIONAL COLUMNS DISPLAY IF ENABLED IN PREFERENCES.	
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.

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
GENERAL INFORMATION	
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	400 – PNS ISO/TG23
	280 – 1.97 33 Series (default)	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	CHK – Check
HCS – Host Capture System	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.
CREDIT CARD INFORMATION	
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 FU – Automated Fuel Dispenser AU – Auto Rental 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 CARD INFORMATION			
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.

FLEET INFORMATION	
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.

CHECK INFORMATION	
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.

EBT INFORMATION		
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 99999999. 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.
GASCARD INFORMATION	
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	
PURCHASE CARD INFORMATION	
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.
STORED VALUE INFO (IF CHASE PAYMENTECH GIFT CARD)	
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.
AUTO RENTAL INFORMATION	
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	
DIRECT MARKETING INFORMATION		
Order #	The mail order order number for this transaction.	
Type Indicator	Mail order indicator. Values are:	
	1 – Single Transaction	3 – Installment Transaction
	2 – Recurring Transaction	4 – Other
E-COMMERCE INFORMATION		
Order #	The electronic commerce order number for this transaction.	
Indicator	Electronic commerce indicator. Denotes security. Values are:	
	5 – Successful Authentication	7 – Secured Transaction
	6 – Authentication Attempted	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.	
LODGING INFORMATION		
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	4 – Delayed Charge Amex Only
	2 – No Show Visa/Amex Only	5 – Express Service Amex Only
	3 – Deposit 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	4 – Mini bar
	2 – Restaurant	5 – Telephone
	3 – Gift shop	6 – Other
		7 – Laundry services
Duration	The length of duration for a lodging transaction, or the length of rental for an auto rental transaction	

PETROLEUM INFORMATION

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.	

RESTAURANT INFORMATION

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.	

RETAIL INFORMATION	
Invoice #	Invoice number assigned by the merchant.
Misc Data	Miscellaneous data specific to the transaction, submitted by the merchant.
MOBILE PAYMENTS	
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.

	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: Dial (primary) - Dialup is the primary method of communication for the application or device. 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. 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. NetConnect - This method uses an Internet connection over HTTPS and user/password authentication. Long-Range Wireless - GPRS, CDMA Short-Range Wireless - Wi-Fi, Bluetooth
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.
Class & Compl. Cert	Indicates the type of application or device sending the transaction. Class A - A device with a payment application that is deployed by Chase Paymentech Class B - A payment application that is deployed by a third party. Integrator - Class B payment application that is certified for use by any number of merchants. A generic certification. Merchant Application - Class B application either owned by or specifically coded for a single merchant or customer. Middleware - Class B application that allows other third parties to integrate with it and then it integrates directly with Chase Paymentech. 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. Non-compliant - An application that has not properly identified itself as one of the categories above.

Host Proc. Platform	Indicates which system is being used by the payment application and to what extent it is being used. 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. TAS / TCS Credit - The application sends both TAS authorizations and TCS batch uploads to the Chase Paymentech front-end network. 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. 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. HCS Auth/Settle Credit - The application sends HCS EFTs to the Chase Paymentech front-end network. Host Extended Product Support - The application supports additional products such as U.S. or Canadian debit cards or EBT.
Device Sec. Feature	Indicates whether or not Safetech Encryption has been applied to the transaction.
Other Capabilities	Values are: 80 – Chase Paymentech Mobile Transaction 40 – Non-Chase Paymentech Mobile Transaction
Political Time Zone	Political Time Zone as sent from the terminal or mobile device. Valid Format: EST
Longitude/Latitude	Longitude/Latitude as sent from the terminal or mobile device.
AUTHORIZATION AND ROUTING INFORMATION	
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	
MISCELLANEOUS INFORMATION	
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	MXN – Mexican Peso
CAD – Canadian Dollar	AED – UAE Dollar
DKK – Danish Krona	BMD – Bermudian Dollar
EUR – Euro	BSD – Bahamian Dollar
HKD – Hong Kong Dollar	CYP – Cyprus Dollar
ISK – Iceland Krona	CZK – Czech Koruna
ILS – Israeli Shegel	KWD – Kuwaiti Dinar
JPY – Japanese Yen	MYR – Malaysian Ringit
NZD – New Zealand Dollar	PLN – Polish New Zloty
NOK – Norwegian Krone	SAR – Saudi Riyal
SGD – Singapore Dollar	TTD – Trinidad Dollar
SEK – Swedish Krona	TWD – Taiwan Dollar
CHF – Swiss Franc	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	-4 – Alaska
	-1 – Central	-5 – Hawaii
	-2 – Mountain	+1 – Atlantic
	-3 – Pacific	+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 *PO, PM*. 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 *PM*. 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 *FF*. 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)

4.2. 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
REPORT CRITERIA	
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.
REPORT RESULTS	
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.		
THE FOLLOWING OPTIONAL COLUMNS DISPLAY IF ENABLED IN PREFERENCES.			
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.		

4.3. 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**.

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.

5) 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	
REPORT CRITERIA		
Trans Date	Date range for the desired report result.	
Batch Type	Define whether the desired batches are closed or open. Default is *Closed*.	
Card Type	Search for the transaction by the card type. Default is *All*.	
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 *All*.	
Debit Network	Search by the network used to process the debit card. Default is *All*.	
EBT Network	Search by the EBT network used for the transaction. Default is *All*.	
System	Search by the Chase Paymentech host system. Default is *All*.	
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.	
REPORT RESULTS		
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.	
THE FOLLOWING OPTIONAL COLUMNS DISPLAY IF ENABLED IN PREFERENCES.		
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	

TRANSACTION DETAIL

Please refer to the Batch Summary - Transaction Detail sub-section for instructions and information.

5. Recon Solution Reports

Recon Solution provides reports to assist the user in reviewing and reconciling payment processing data and information.

5.1. 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.

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	
REPORT RESULTS		
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	Date the batch was settled by the merchant.	
Cardholder #	The last four digits of the cardholder's account number used in the transaction.	
Ref	Sequential reference number assigned by Chase Paymentech to each batch item.	
Paid By	Value is *Paymentech*, if Chase Paymentech pays the merchant for the transaction; *Others* if paid by a third party.	
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:	
	DR for Debit (Sale)	CR for Credit (Return)
Trans Ref	The transaction reference number.	
Entry	Indicates how the card was processed. Values are:	
	K – card number was keyed	M – 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.

5.2. 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.

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
REPORT RESULTS	
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 date the deposit was processed by Chase Paymentech.
Batch Date	The 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, which Chase Paymentech paid to the merchant. 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). These card companies bear responsibility for settling their transactions with the merchant directly. Negative amounts appear in parentheses.
Adj Amt	The debit or credit amount of the batch adjustment. Negative amounts appear in parentheses.

BATCH DETAIL

To view transaction detail information for a particular batch, click the **Batch ID** link and a new window opens, displaying all of the transactions in that batch.

- ▪ To view transaction detail for specific qualification levels, select an option from the **Qualification** dropdown menu, and then click **Generate Report**.
- ▪ To view transaction detail for specific card types, select an option from the **Card Type** dropdown menu, 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, 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.

Note:
The Batch Detail defaults to show all qualification, all card types, and all transaction types.

Table: Batch Detail – Field Descriptions

FIELD	DESCRIPTION	
REPORT RESULTS		
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 last four digits of the cardholder's account number used in the transaction.	
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 for the merchant classification.	
Paid By	Value is Paymentech, if Chase Paymentech pays the merchant for the transaction; others if paid by a third party.	
TR Type	The kind of transactions. Values are: DR for Debit (Sale) or CR for Credit (Return)	
Trans Ref	The transaction reference number.	
Entry	Indicates how the card was processed. Values are:	
	K – card number was keyed	M – 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.	

5.3. 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.

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.

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.

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
REPORT RESULTS	
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	Deposits made to the merchant.
Chargebacks	Chargebacks and chargeback reversals that occurred after 07/01/2001.
DCN's (Deposit Correction Notices)	Adjustments made to correct merchant deposits. Example: A rejected transaction
Settlement Fees	Discount, interchange and miscellaneous fees.
Financial Adj	Adjustments that have a financial impact to a merchant's funded amount. Example: Miscellaneous equipment purchase, sales tax payable
Trailing Cbk	Chargebacks and chargeback reversals that occurred prior to 07/01/2001.
Net Deposit Amt	Amount deposited into merchant's bank account by Chase Paymentech.

6. Statements

6.1. HOW TO USE STATEMENTS

Resource Online provides the user with the convenience of viewing an image of a statement online, so that waiting for the hard copy to arrive in the mail is no longer necessary. Statements are accessible only at a chain or 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 on the fifth day of the following month.

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

Statement type (chain 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
- Credit Card Summary
- Chargebacks & Reversals
- Financial Adjustments
- Charges & Fees

TO ACCESS A STATEMENT:

1) On the **Recon Solution** menu, select **Statements** and click **View Statements**.

Note:
Statements are created only at chain and outlet levels, and are viewable only at these levels.

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 chain or outlet, then the appropriate day will appear in color on the calendar. For example, if a merchant cycles monthly on the last calendar day of the month, then the day that corresponds to the merchant's ending statement period will be displayed in color. Simply click the day that appears in color and the online statement will display in Adobe PDF format.

SECTIONS

The first section includes the statement header and messages.

The second section, Deposit Summary by Date, shows deposit summary by date.

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 third section, Deposit Summary by Outlet, shows hierarchy deposit information. For instance, if the statement is generated at a chain level, then this section will show the deposit summary for each merchant outlet under the chain.

The fourth section, Credit Card Summary, shows deposit summary by card type.

The fifth section of the statement, Charges & Fees, contains information about adjustments and fees that have been incurred and funded at statement month-end.

7. Sample Images

7.1. SAMPLE INPUT PAGE IMAGE

7.2. SAMPLE RESULTS PAGE IMAGE

8. Admin

8.1. INTRODUCTION

Users created by Chase Paymentech may be assigned admin rights. This user has the ability to control who has access to your merchant information and can:

‣ **SET UP USERS**
‣ **DELETE USERS**
‣ **CHANGE REPORT ACCESS**

> **Note**:
> Passwords may be changed for the individual user by clicking the **Forgot Password** link on the **Login** page.

If the user has admin rights, the **Admin** link will appear in the upper right-hand corner of the page. Additional users created by the admin will not have admin rights.

8.2. ACCESSING ADMIN

On the Resource Online home page, click the **Admin** link at the top of the page.

8.3. USER SUMMARY

The User Summary page displayed shows the current user's accounts with access to your merchant information through Resource Online.
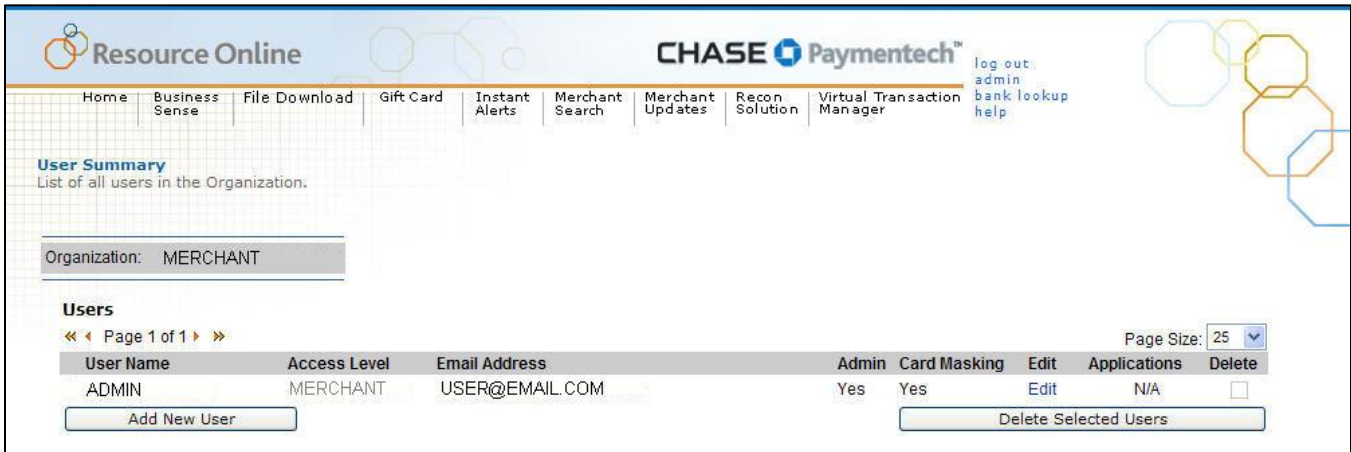
Table: User Summary – Field Descriptions

FIELD	DESCRIPTION
Organization	Assigned by Chase Paymentech when the Resource Online login is created. For internal purposes only.
User Name	The user's Resource Online login.
Access Level	The name of the hierarchy level to which the user has access. The hierarchy structure allows larger merchant accounts to be easily segmented for review of separate and combined business levels.
Email Address	The email address of the individual user.
Admin	Indicates whether the user has admin rights, which is the ability to create additional users; change the rights and report access for these users; and delete users.
Edit	Clicking the **Edit** link for any user allows the Admin user to modify the settings for that user.
Applications	Clicking the **View** link for any user allows the Admin user to view or change the Resource Online applications to which that user has access. For the Admin user, "N/A" is displayed. If the Admin user needs to change the Resource Online application access, the user must contact Chase Paymentech for assistance.
Delete	Selecting this checkbox flags that particular user account to be deleted when the **Delete Selected Users** button is clicked.
Add New User	Clicking this button allows the Admin user to add new Resource Online users to the organization.
Delete Selected Users	Clicking this button deletes any users for which the **Delete** checkbox is selected.

8.4. ADD NEW USER

Admin users have the ability to add users and grant them access to your merchant reports within Resource Online. By default, a new user will have the same report access as the admin user, but the admin user can also create new users with a custom set of reports.

1) Click the **Add New User** button on the **User Summary** page.

2) On the **Define User** page, complete the fields for the new user.

3) Click **Next** to create the user name. Or, click **Cancel** to clear the form and return to the **User Summar**y page.

4) The new user will receive emails containing the user name; a link to the Resource Online **Login** page and the password for access.

5) After the additional user has been created, then the **User Summary** page displays with the new user listed. If changes are required, review the **Edit User** section for assistance.

| **Note**: |
| If the error message "User Already Exists" is displayed, the value entered for the user name is not available for use. Another value must be entered. Each user name must be unique in the Chase Paymentech database. |

Table: Add New User – Field Descriptions

FIELD	DESCRIPTION
Organization	Assigned when the login is created. For internal purposes only.
User ID	The user name being created for the additional login. The user name must be a unique value and is limited to 7-70 alphanumeric characters. It must not contain spaces, special characters, or consist of an email address. The user name is not case-sensitive.
First Name	The first name of the individual user.
Last Name	The last name of the individual user.
E-Mail	The email address of the individual user.
Verify E-Mail	Re-enter the email address of the individual user. If there is a discrepancy between the two email addresses entered, three red asterisks will appear to the right of the field.

Setup Type	Determines whether the new user name will have the same report access as the admin user. Options include: **Default** – Choose this option if the new user name will have the same report access as the admin user. **Custom** – Choose this option if the new user name will have different rights and/or different report access than the admin user.

8.5. CUSTOM SETUP TYPE

1) If **Custom Setup Type** was selected during the **Add User** process, additional pages are displayed to customize the access and/or reports that are visible to the individual user.

2) The **Select Level** page displays the hierarchy level for the new user name

3) Click **Next**.

4) Select or deselect the reporting modules the user may access. If no further changes are required, click **Done**. If the checkbox to the left of the application module name is selected, then the user has access to that module.

5) Reporting modules that have numerous levels of reports provide the ability to customize the specific reports displayed for the user. To customize access to specific reports by individual user, click the **Customize** button next to the reporting module name.

6) Select or deselect the reports by clicking the checkbox to the left of the report name, according to the access that should be granted to the individual user. To save the changes, click the **Save** button. To cancel the changes and return to the **Add Report Groups** page, click the **Cancel** button.

7) When complete with all changes to application access or individual report access, click the **Done** button on the **Add Report Groups** page.

8) The **User Summary** page displays. If changes are needed, return to the **Edit User** section for assistance.

Note:

Additional users can be created only at the same hierarchy level as the Admin user.

Note:

The 🌐 icon identifies the report as a pre-generated report that is automatically created for the user. The new user will not be able to view a pre-generated report until the next time the report is automatically created, which will be the same frequency as it is created for the admin user.

Table: Add Report Groups – Field Descriptions

FIELD	DESCRIPTION
Organization	Assigned by Chase Paymentech when the Resource Online login is created. For internal purposes only.
User Name	The user name of the Resource Online login.
<Module Name>	The name of the module for which the organization receives reports in Resource Online. This checkbox allows the Admin user to define the report modules that the individual user may access. Options include: Virtual Transaction Manager, Recon Solution, Gift Card Reports, Instant Alerts and Merchant Search. These options vary based on the Resource Online modules to which the admin user has access.
<Report Group Field>	Some applications have a pre-defined group of reports to which the user can have access. For example, if the Admin user has access to the Recon Solution "Basic" group, selecting this option provides the additional user with access to all of the standard Recon Solution reports.
Add	Select a pre-defined group of reports (if applicable) to which the user will have access.

Customize	Clicking this button allows the Admin user to further define access to individual reports within each reporting module. Use this option to provide a user access to a subset of reports in the pre-defined report group, or to pick and choose which reports the user will have access to.
Remove Selected Items	By highlighting report groups in the listbox above, then clicking the remove selected items link, the Admin user cancels access to an entire group of reports.
Done	Click this button when all changes have been made.

8.6. EDIT USER

To edit the information of the individual user, click the **Edit** link for that user from the User Summary page. You can change the user's name or email address, or remove their access to Resource Online.

Note:

The user name cannot be edited. If the user name needs to be changed, contact a Chase Paymentech representative.

1) Change any necessary fields.

2) Change the settings as necessary for the individual user. To save the changes, click the **Save** button. To cancel the changes and return to the **User Summary** page, click the **Cancel** button.


Table: Edit User – Field Descriptions

FIELD	DESCRIPTION
Organization	Assigned by Chase Paymentech when the Resource Online login is created. For internal purposes only.
User	The user name of the individual currently logged in to Resource Online.
User ID	The user name of the Resource Online login being edited.
First Name	The first name of the individual user.
Last Name	The last name of the individual user.

Email Address	The email address of the individual user.
Verify Email Address	Re-enter the email address of the individual user. If there is a discrepancy between the two email addresses entered, three red asterisks will appear to the right of the field.
Lock Out	If a user experiences five unsuccessful login attempts, his user name will be "locked out." If the reason for the lock out is that the user does not know his/her password, click the **Forgot Password** link on the **Login** page. If the reason for the lock out is that the user does not remember his/her user name, the Admin can access this page to advise the user of the appropriate user name. In both instances, the Admin must unlock the user by selecting the **Lock Out** checkbox, so the user will be able to access the system.

8.7. DELETE USERS

1) To delete users, select the checkbox in the **Delete** column for the individual to be removed. After selecting all the required checkboxes, click **Delete Selected Users**.

2) The **Remove Selected Users** pop-up message displays, asking you to confirm that you want to delete the selected users. Click **OK** to delete or **Cancel** to end the operation without deleting.

3) The updated **User Summary** page will be displayed, with the deleted user(s) no longer listed.
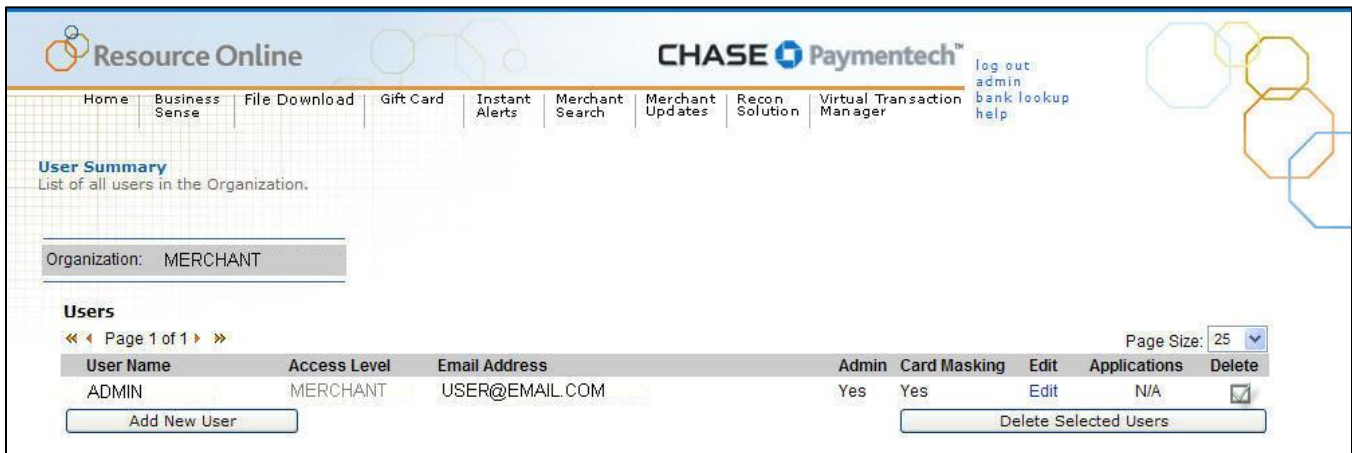
9. Bank Lookup

9.1. INTRODUCTION

This module of Resource Online allows the user to retrieve bank contact information for the issuer of a particular credit card. This information can be helpful when researching chargebacks and/or retrievals.

ACCESSING BANK LOOKUP

1) On any page within Resource Online, click the **Bank Lookup** link at the top of the page.

2) Enter the first six digits of the card number in the **Bank Lookup** field and click the **Search** button.

3) The report displays specific information about the bank that issued the card. The information will vary by card issuer.

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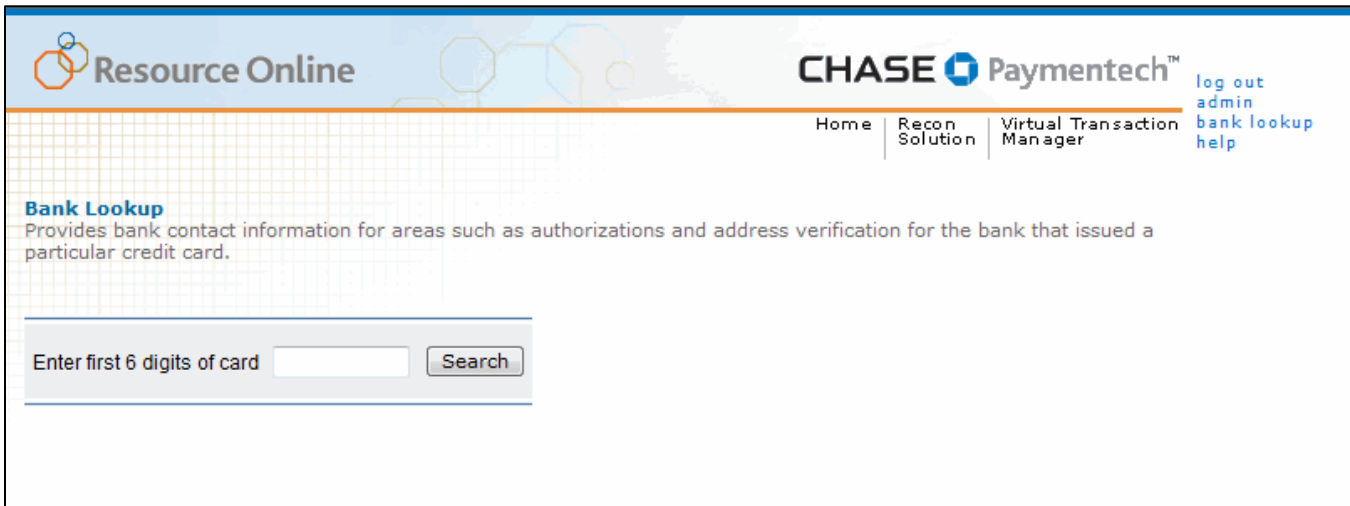
10. File Download

10.1. INTRODUCTION

The File Download module provides access to raw data files that are behind the reports shown in Resource Online. Merchants who would like to receive these data files need to be subscribed individually to these reports.

ACCESSING FILE DOWNLOAD

1) On any page within Resource Online, click **File Download** at the top of the active page.

2) In the list of subscribed files, click the file name under the **File Description** column to select the file to download. The report data date range is listed under **Date Range** for each file.

3) The user will be prompted to save the file. Files are made available for download as compressed (.zip) or comma-delimited (.csv) files, based on expected file size. The kind of file being downloaded is noted in the **File Type** column.

4) In the **File Download** dialog box, open the file by clicking **Open**, or save it to a hardware device by clicking **Save**.

5) To save the file, in the **Save As** dialog box, select the appropriate destination folder and enter the file name in the **File Name** field. Click **Save** when finished.

6) Navigate to and open the saved file.

10.2. OPENING AN EXPORTED FILE IN MICROSOFT EXCEL

If the user opens the exported file in Microsoft® Excel®, the data may not display completely or in the correct format. Reports that contain merchant numbers with significant leading zeroes or card account numbers will need to use the Excel **Text Import** wizard to maintain these values.

The instructions below are intended for use in Microsoft Excel 2003, but can also be helpful for other versions. For additional assistance, please visit *Microsoft Office Online*.

1) Open Microsoft Excel.

2) On the **File** menu, click **New**.

3) On the **New Workbook** pane, in the **New** area, click **Blank Workbook**.

4) On the **Data** menu, select **Import External Data**, and then click **Import Data**.

5) In the **Select Data Source** dialog box, select **All Files (*.*)** from the **Files of Type** dropdown menu.

6) Locate the report file to open from the location in which it was previously saved, and click **Open**. The **Text Import** wizard will open to Step 1 of 3.

7) In the **Original Data Type** area, select the **Delimited** radio button and click **Next**.

8) Select the checkbox for the appropriate delimiter (symbol that separates the data), and ensure that no other checkboxes are selected. If the file is pipe-delimited (| being the separating symbol for the data in the **Data Preview** area), select the **Other** checkbox, and in the adjacent field, press **Shift + Backslash**. Click **Next**.

9) In the **Data Preview** area, click any field that has a numeric values over 10 digits in length. Once the field has been clicked, it will be highlighted in black.

10) Once the field is highlighted, select the **Text** radio button in the **Column Data Format** area.

11) Repeat steps 9 and 10 for any field that has a numeric value over 10 digits. This would include, but is not limited to, the **txtActMerch**, **txtHomeStore**, and **txtCardNumberBot** fields.

12) When all the numeric fields are changed to a text format, click **Finish**.

13) In the **Import Data** dialog box, verify the **Existing Worksheet** radio button is selected, and click **OK**.

14) The report file will open in the existing Excel spreadsheet. All of the data, such as the merchant number and card number, will display completely. The report can be printed legibly.

> **Note:**
> Once the field's **Column Data Format** is changed from **General** to **Text**, the heading of the field will change in the **Data Preview** section. Any field's data format that was changed to **Text** will display **Text** as a header in the **Preview** section.

10.3. OPENING AN EXPORTED FILE IN MICROSOFT ACCESS

Reports that exceed 65,000 rows of data might not be easily imported into Microsoft Excel. The following steps are the procedures for importing a large text file into Microsoft Access using the **Import Text** wizard.

The instructions below are intended for use in Microsoft Access 2003, but can also be helpful for other versions. For additional assistance, please visit *Microsoft Office Online*.

1) In Microsoft Access, on the **File** menu, click **New**.

2) On the **New File** pane, in the **New** area, click **Blank Database**.

3) In the **File New Database** dialog box, select a file destination and file name for the Access database. Click **Create**.

4) Once the database is created, on the **File** menu, select **Get External Data**, and click **Import**.

5) In the **Import** dialog box, select **Text Files (*.txt;*.csv;*.tab;*.asc)** from the **Files of Type** drop-down. Locate and select the text file to be imported to Access.

6) Click the **Import** button. The **Import Text** wizard opens.

7) In the **Import Text Wizard** dialog box, select the **Delimited** radio button. Click **Next**.

8) Select the radio button for the appropriate delimiter (symbol that separates data), and then click **Next**. Most Chase Paymentech report files are either comma or pipe-delimited. If comma-delimited, select the **Comma** radio button. If pipe-delimited, select the **Other** radio button and in the adjacent field, enter **|** (pipe) by pressing **Shift + Backslash**.

9) Select the location to store the data. If this is a new database, select the **In A New Table** radio button. If updating an existing database, select the **In an Existing Table** radio button, and choose the appropriate table name. Click **Next**.

10) Define each field with a field name, data type (select **Text** as the data type for all numeric fields), indexing, or skip the column entirely. When all fields are defined or skipped, click **Next**.

11) Select a primary key for the table. The primary key should be a unique value within the table. Click **Next**.

12) The **Import Text** wizard is complete. Click **Finish** to import the data into the Access database.

13) The file will be displayed as a viewable table. To view the data, double-click the file name and adjust the column widths as necessary. The report can be printed legibly.

Note:
If the user cannot find the file in the appropriate location in the **Import** dialog box, then it might be necessary to rename the file, adding a **.txt** extension.

Each field must be defined:
Most fields should have a data type of **Text**, with the exception of any monetary fields, which should be defined as **Currency**. Numeric fields and date/time fields should be defined as **Text**. If fields are not defined properly, errors may occur during the final import process.

11. Frequently Asked Questions

11.1. GENERAL INFORMATION

1) **What can I do to protect my account information?**
   - Memorize your password and do not write it down.
   - Log off from the application when you are finished viewing your data, or when you will be away from your PC. For your protection, Resource Online will automatically log off users after 15 minutes of inactivity.
   - Do not share your logon information with others.

2) **What if I forget my user name?**
   Contact Advanced Product Support at 1.800.254.9556 (U.S.) or 1.800.265.5158 (Canada), 24 hours a day, 7 days a week for assistance.

3) **What if I forget my password?**
   Click the **Forgot Password** link on the **Logon** page. You will be required to confirm the email address and user name and then will be emailed a temporary password within approximately 15 minutes. Once you have logged on successfully, you will be prompted to change the temporary password. If you cannot remember the email address and user name assigned to the logon, contact Advanced Product Support at 1.800.254.9556 (U.S.) or 1.800.265.5158 (Canada), 24 hours a day, 7 days a week.

4) **Will my password expire?**
   Yes. Passwords expire every 90 days. Upon expiration, you will be prompted to enter a new password.

5) **Is my logon information case sensitive?**
   Yes. The user name is not case sensitive, but the password is case sensitive.

6) **Will my logon be locked out if I am unsuccessful in attempting to log in?**
   Yes, after five unsuccessful attempts, your user account will be locked out. Contact Advanced Product Support at 1.800.254.9556 (U.S.) or 1.800.265.5158 (Canada), 24 hours a day, 7 days a week for assistance.

7) **Is there an automatic user time out?**
   Yes. If you are logged in but have not accessed the application for 15 minutes, you will automatically be logged out for security purposes.

8) **How long do files remain the File Download area?**
   Files remain in the **File Download** area for 90 days, after which time they are automatically deleted – regardless of whether or not the file has been downloaded.

7) **Can I save the panel graphs to use in a presentation or share with others?**
   - Resource Online does not have the ability to let you save a copy of the panel itself. You could use a separate screen capture tool or press the **[Print Screen]** key and copy to an image editor.
   - You can also use the panel's **Download** option to export the data to Microsoft Excel and generate your own charts and graphs.

11.2. SUPPORT

1) What if I need help with the application?

If you need technical assistance with this module, contact Advanced Product Support at RTLWebReporting@ChasePaymentech.com or call 1.800.254.9556 (U.S.) or 1.800.265.5158 (Canada), 24 hours a day, 7 days a week.

If you need training or help interpreting data, contact Merchant Services at 1.888.886.8869.

2) When should I contact Advanced Product Support?

- If you have a problem accessing *http://rol.paymentech.com*
- If you have forgotten your user name
- If you have problems accessing any reports or modules in or from the **Home**, **Admin**, **Bank Lookup** or **File Download** pages
- If you need assistance with printing or exporting data
- If you need assistance with using any of the special features in the application
- If you receive an unexpected error message

3) When should I contact my Chase Paymentech account executive or Merchant Services?

- If you need assistance understanding the data provided in your Resource Online reports
- If you would like to subscribe to additional reporting modules
- If you have questions or issues with your merchant reporting hierarchy, setup or access levels
- If you need training on the application