



Comprehensive Reporting Solutions

Managed Your Business in Real-time
with our Secure Online Portal

PAYMENT INFORMATION AT YOUR FINGERTIPS

We offer a comprehensive range of flexible reporting solutions to help provide clear insight into your payment activity, track the status of specific transaction and reduce your expenses. With MerchantConnect, our secure, web-based service, you can quickly and easily access payment information in real-time, while protecting cardholder and account data.

Our Online Case Management (OCM) solution enables you to receive and respond to chargebacks and retrieval requests quickly and easily. The handy event-driven notification feature ensures you stay up-to-date on important account activity, saving valuable time and money.

EASY ACCESS TO INFORMATION

Online account information and comprehensive reporting options give your business the tools to manage your payment processing efficiently. You can access account support, monitor chargebacks and deposits and review your interchange qualifications anytime, anywhere.

FLEXIBLE SOLUTIONS TO MANAGE YOUR PAYMENT ACTIVITY

Our reporting solutions bring together all the information you need to better manage your electronic payment processing activity.

MerchantConnect Basic - Designed with a single log-on for a single location, MerchantConnect Basic provides convenient access to critical reporting and support information to help you easily manage your account.

MerchantConnect Premium – Ideal for businesses which manage payments across multiple locations, MerchantConnect Premium augments Basic with comprehensive reporting designed with hierarchy and advanced search capabilities.

Online Case Management (OCM) + MerchantConnect Premium – Our Online Case Management solution enables you to easily receive, view, respond to and manage all your chargeback and retrieval activity through our online MerchantConnect Premium reporting tool.

Powerful Content & Reporting Features

Choose the MerchantConnect service level that best meets your operating needs:

MERCHANTCONNECT BASIC

My Account provides fast access to essential information needed to manage your account. Access statements, monitor equipment shipment status, update your customer profile and maintain account information all online at your convenience.

My Reports show you timely and secure transaction information including deposit summaries, transaction activity, chargeback and retrieval status, as well as links to dedicated reporting sites for Electronic Gift Card (EGC) and Electronic Check Service (ECS) transactions.

The **Support** Area makes it easy to find comprehensive information about transaction processing, industry mandates, product support and practical tips for how to control processing costs and improve your bottom line.

- The Interchange Information Area helps you better understand the rules and regulations that determine transaction processing. Included are charts that outline qualification categories and helpful information on how to prevent downgrades to specific industries.
- The Compliance and Data Security section provides valuable payment industry guidelines and best practices to help you safeguard both your business and your customer account information.

MERCHANTCONNECT PREMIUM

Services available to you:

In addition to all the features provided in our Basic service, MerchantConnect Premium provides hierarchical reporting and the ability to aggregate data from multiple locations. This enables an individual store manager to access reports on a single outlet, while a regional or corporate executive can use one log-in to view consolidated payment information on all the stores or geographic regions under his or her authority.

MerchantConnect Premium reports cover a more extensive time frame, providing access to a rolling 12 months vs the 6 months available in Basic. In addition, data is searchable, and can be exported to a spreadsheet or another application for further analysis.

Other useful features include:

- Informative interchange qualification reports that summarize your payments, classify qualification rates and provide insight as to why transactions might be downgrading.
- The ability to easily “drill down” to view batches of transactions grouped by card type or batch reference number, or to find additional detail such as authorization information and truncated card numbers.
- An innovative transaction search feature that enables you to search by credit card number, invoice number or other criteria.
- Comprehensive password protection and card data security features to safeguard sensitive cardholder information
- Our Online Case Management (OCM) solution allows you to easily receive, view, respond to and manage all of your chargebacks and retrieval activity as an optional service.