ClientLine®
User Manual

ABTEK

To set-up training or for questions

**please call Arthur 800-544-9145**

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Navigation

The following information may be useful when using ClientLine® Reporting.

- Click most column headings throughout the application to sort in Ascending or Descending order.
- Any text displayed with a blue underline is a hyperlink to another page or screen.
- Once a blue hyperlink has been accessed it will change to purple.
- Credit amounts will be colored in red on all online screens with the exception of the disputes (Chargeback and Retrieval) modules.
- Use the horizontal and vertical scroll bars to view the entire screen or pages.
- Use the Page Navigation buttons (FORWARD / PAGE BACK buttons) and Go to Page dropdown selection on the bottom of screens to page forward or backward on the online screens.

- Use the Return to Menu or Return to Dashboard buttons to return back to the Reporting Dashboard.
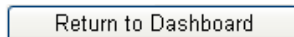
- Some online screens have Excel® and CSV (Comma Separated Value) icons.
- Click on these icons to view the data on the online screen in either XLS or CSV format.

- If entering ClientLine® at a hierarchy level higher than location, you will see the below ID field on all screens.

  - If you wish to view data at the MID and hierarchy level for which you are enrolled, this field must remain blank. If you wish to view data for a different MID/hierarchy level enter the MID you wish to view in the ID field and choose the corresponding hierarchy level.
  - If you know the DBA Name or the State but not the MID you can click on the [...] box to do a Merchant ID Lookup

- Click on the **Logoff** button on the toolbar to end your ClientLine® session.

The ClientLine® tool bar is shown below. Each of the tabs will be discussed in detail in the pages that follow. Navigate to each section by clicking on the tabs.
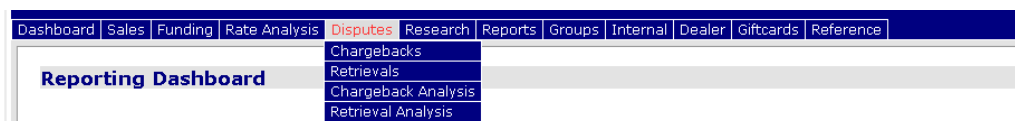
1   Dashboard Tab

ClientLine® has two Dashboards, Reporting Dashboard and Disputes Dashboard, which allow you to quickly view the last 7 days of your bankcard processing information.   The Reporting Dashboard will be the default display when you log into ClientLine®.

1.1   Reporting Dashboard

The reporting dashboard gives you a snapshot of your most recent bankcard activity. There are 4 key areas of information included on the Reporting Dashboard shown below. Hyperlinks allow you to drill down to greater detail in 3 of the 4 areas of the Reporting Dashboard.

1.1.1 Reporting Dashboard

- **Submitted Sales** – Displays daily gross sales for credit and debit cards over the last 7 days. Click on the date to drill down and view the Batch Number, Submit date, Terminal ID, Transaction Count, Transaction Amount and Average Ticket amount. Click on the date hyperlink to drill down to batch details displayed by terminal. You can drill down to individual transactions by clicking on the transaction amount hyperlink. In the individual transactions, click on the Cardholder Number hyperlink to display details about an individual transaction.
- **Sales Trend** – Daily sales for the last 7 days are illustrated on a bar graph and help identify peak sales days.
- **Submitted Card Type Summary** – Breaks down previous day sales by card type. Click on the card type hyperlink to drill down to individual transactions that make up that card type total.

- **Bank Deposits –** Provide the transfers to your bank account over the last 7 days. Drill down on the date to view checking account information. The **Deposit** column indicates the amount deposited to your checking account by funding category Credit.   Click on the date hyperlink to display details on each day's deposits. Click the Bank Account hyperlink to display each deposit by Funding Category.

1.2   Disputes Dashboard

Chargebacks and Retrievals are displayed on the Disputes Dashboard.

1.2.1 Disputes Dashboard

The Disputes Dashboard is divided into several sections;

- **Retrievals (6 months) –** Displays the number of **Open**, **Expired**, and **Fulfilled** items. Click the **Open** column hyperlink and you can quickly drill down into the detail to research items that are still pending a response
- **Chargebacks (6 months) –** Provides the number of **Open**, **Expired**, and **Fulfilled** chargeback items. Click the **Open** column hyperlink and you can quickly drill down into the detail to research items that are still pending a response.
- **Chargebacks Debited –** Gives you the number and dollar amount of chargebacks that were debited over the last 7 days. Click on the **Status Date** hyperlink to view a detailed listing.
- **Chargebacks Reversed --**   Displays the number and dollar amount of chargebacks that were reversed over the last 7 days. Click on the **Status Date** hyperlink to view a detailed listing.

- **Chargeback History (6 months)** – Is a statistical report the gives you the total counts, dollar amounts and percentages of chargebacks over the last 6 months. Chargebacks are categorized as;
    - **Received from Issuer –** Incoming Chargebacks received from issuer.
    - **Reversed to Issuer –** Chargebacks that were resolved and sent back to the issuer.
    - **Resubmitted/Reversal to Issuer by Merchant –** Cases that were sent back to the issuer based on information received from the merchant.
    - **Debited to Merchant --** Received from issuer-*Reversed to Issuer by Merchant Services- Resubmitted/Reversed to Issuer by Merchant.*

1.2.2 Chargebacks Debited & Chargebacks Reversed

Chargebacks Debited				Chargebacks Reversed			
Currency Code	Status Date	Chargeback Count	Chargeback Amount	Currency Code	Status Date	Chargeback Count	Chargeback Amount
USD	08/05/2010	155	28,481.50	USD	08/05/2010	5	536.00
USD	08/06/2010	181	35,478.89	USD	08/06/2010	3	160.57
USD	08/07/2010	125	23,965.20	USD	08/09/2010	16	2,494.59
USD	08/08/2010	79	16,156.30	USD	08/10/2010	5	830.60
USD	08/09/2010	100	22,346.84	USD	08/11/2010	4	1,158.53
USD	08/10/2010	41	6,669.39				
USD	08/11/2010	101	25,364.09				

1.2.3 Chargeback History

				Chargeback History (6 Months)											
Currency Code	Card Type	Reason Code	Description	Received from Issuer			Reversed to Issuer by Merchant Services			Resubmitted/Reversed to Issuer by Merchant			Debited to Merchant		
				Count	Amount	Percent	Count	Amount	Percent	Count	Amount	Percent	Count	Amount	Percent
USD	MC	01	Requested transaction information not received	334	77,087.66	1.69%	0	0.00	0.00%	10	2,956.19	3.83%	324	74,131.47	96.17%
USD	MC	07	Warning bulletin file	3	745.37	0.02%	1	212.93	28.57%	0	0.00	0.00%	2	532.44	71.43%
USD	MC	08	Requested/required authorization not obtained	18	11,837.89	0.26%	9	1,657.24	14.00%	0	0.00	0.00%	9	10,180.65	86.00%
USD	MC	12	Account number not on file	38	5,594.20	0.12%	30	6,307.12	112.74%	0	0.00	0.00%	8	(712.92)	(12.74)%
USD	MC	31	Transaction amount differs	13	5,215.53	0.11%	0	0.00	0.00%	0	0.00	0.00%	13	5,215.53	100.00%
USD	MC	34	Duplicate processing	77	10,688.33	0.23%	5	493.73	4.62%	3	263.22	2.46%	69	9,931.38	92.92%
USD	MC	35	Card not valid or expired	6	1,109.76	0.02%	5	1,101.60	99.26%	0	0.00	0.00%	1	8.16	0.74%
USD	MC	37	Fraudulent transaction - no cardholder authorization	5,324	1,150,693.67	25.28%	331	108,099.79	9.39%	167	35,924.81	3.12%	4,826	1,006,669.07	87.48%
USD	MC	41	Canceled recurring transaction	210	25,038.83	0.55%	1	154.14	0.62%	1	415.91	1.66%	208	24,468.78	97.72%
USD	MC	42	Late presentment	1	211.94	0.00%	1	211.94	100.00%	0	0.00	0.00%	0	0.00	0.00%
USD	MC	53	Cardholder dispute-defective/not as described	87	16,683.64	0.37%	3	175.84	1.05%	5	324.39	1.94%	79	16,183.41	97.00%
USD	MC	55	Nonreceipt of merchandise	96	20,247.73	0.44%	5	1,036.60	5.12%	17	3,411.25	16.85%	74	15,799.88	78.03%
USD	MC	57	Card-activated telephone transaction	2	1,624.79	0.04%	0	0.00	0.00%	0	0.00	0.00%	2	1,624.79	100.00%
USD	MC	59	Services not rendered	125	18,735.74	0.41%	4	895.67	4.78%	0	0.00	0.00%	121	17,840.07	95.22%
USD	MC	60	Credit not processed	151	31,046.20	0.68%	3	607.14	1.96%	17	3,598.33	11.59%	131	26,840.73	86.45%
USD	MC	63	Cardholder does not recognize - potential fraud	1,386	211,277.02	4.64%	11	1,612.37	0.76%	27	2,542.44	1.20%	1,348	207,122.21	98.03%
USD	Total for MC			7,871	1,587,838.30	34.88%	409	122,566.11	7.72%	247	49,436.54	3.11%	7,215	1,415,835.65	89.17%
USD	VISA	30	Services not provided or merchandise not received	329	71,722.15	1.58%	10	1,862.85	2.60%	35	9,267.74	12.92%	284	60,591.56	84.48%
USD	VISA	41	Cancelled recurring transaction	301	40,869.09	0.90%	3	460.88	1.13%	3	649.66	1.59%	295	39,758.55	97.28%
USD	VISA	53	Not as described or defective merchandise	157	29,945.24	0.66%	4	908.06	3.03%	12	3,328.60	11.12%	141	25,708.58	85.85%
USD	VISA	60	Illegible fulfillment	4	1,194.81	0.03%	4	1,194.81	100.00%	0	0.00	0.00%	0	0.00	0.00%
USD	VISA	71	Declined authorization	20	2,481.69	0.05%	0	0.00	0.00%	0	0.00	0.00%	20	2,481.69	100.00%
USD	VISA	72	No authorization	124	21,999.39	0.48%	4	32.44	0.15%	0	0.00	0.00%	120	21,966.95	99.85%
USD	VISA	73	Expired card	2	462.85	0.01%	1	211.44	45.68%	0	0.00	0.00%	1	251.41	54.32%
USD	VISA	75	Cardholder does not recognize transaction	2,645	494,751.18	10.87%	35	6,789.49	1.37%	57	8,496.81	1.72%	2,553	479,464.88	96.91%
USD	VISA	76	Incorrect transaction code (u.s.)	3	920.48	0.02%	2	290.50	31.56%	0	0.00	0.00%	1	629.98	68.44%
USD	VISA	77	Non-matching account number	17	(1662.35)	(0.04)%	2	(105.81)	6.37%	0	0.00	0.00%	15	(1556.54)	93.63%
USD	VISA	80	Incorrect transaction amount or account number	164	41,483.78	0.91%	11	2,543.75	6.13%	1	216.50	0.52%	152	38,723.53	93.35%
USD	VISA	81	Fraudulent transaction - card present	305	102,982.93	2.26%	39	10,759.33	10.45%	3	1,846.32	1.79%	263	90,377.28	87.76%
USD	VISA	82	Duplicate processing	633	99,204.62	2.18%	27	4,562.17	4.60%	49	8,383.04	8.45%	557	86,259.41	86.95%
USD	VISA	83	Fraudulent transaction - card not present	8,591	1,916,565.94	42.10%	125	19,789.72	1.03%	171	58,426.41	3.05%	8,295	1,838,349.81	95.92%
USD	VISA	85	Credit not processed	485	102,185.76	2.24%	11	2,091.05	2.05%	46	7,957.36	7.79%	428	92,137.35	90.17%
USD	VISA	86	Paid by other means	195	39,714.42	0.87%	4	713.61	1.80%	3	308.82	0.78%	188	38,691.99	97.43%
USD	Total for VISA			13,975	2,964,821.98	65.12%	282	52,104.29	1.76%	380	98,881.26	3.34%	13,313	2,813,836.43	94.91%
Total for Currency Code-USD				21,846	4,552,660.28	100.00%	691	174,670.40	3.84%	627	148,317.80	3.26%	20,528	4,229,672.08	92.91%

1.3 Today's Data

Selecting **Today's Data** from the Dashboard tab dropdown provides you with a look at the settled transactions for the current day. You cannot view transactions that have been posted but not settled. You can view a **Card Type Summary** or a **Bank Deposit Summary.** Both views give you the ability to drilldown to detail information.

2   Sales Tab

Transaction activity can be monitored for a number of different transaction types. When you select Submitted Sales from the toolbar submenus will display based on your account setup. Those submenus may include;

- Credit Transactions
- Debit Transactions
- Terminal Transactions
- Rejected Transactions
- Transaction Summary
- Monthly Sales History

Field definitions and descriptions are provided below for all submenu screens.

Address Verification Service - Code provided to merchant when the cardholder's billing address was validated as being correct before completion of a mail/telephone transaction

Authorization Amount - Amount of the authorization request

Authorization Code - Code provided during the authorization process if an authorization approval was received

Authorization Date - Date the transaction was submitted for authorization approval.

Authorization Response - The issuer's reply to an authorization request

Batch Number - Number of the batch in which the transaction was submitted

Billback Reason - Identifies the reason a reclassification

Cardholder Number - The number identifying the cardholder, issuer and card brand

Card Type - The brand associated with the card number

Currency Code - 3 digit code identifying the currency the transaction was processed in

Currency Conversion Rate – Exchange rate used when a transaction is submitted and processed in two different currencies.

CVV2/CVC2 Result - Indicator determining the card validation (through the magnetic swipe) was captured at the time of sale

Entry Description - Description identifying how the cardholder information was entered at the point of sale

Entry Mode - Code identifying how the cardholder account information was entered or captured at the point of sale

Expiration Date - Date the cardholder's card expires

External Merchant ID - Additional merchant number associated with the location

Invoice/ Trace ID - Unique number assigned to the transaction by the merchant

Location ID - Location where the transaction was processed

Merchant Name – DBA Name

Net Processed Amount - Net Submitted Amount-Rejected Amount
Net Processed Count - Net Submitted Count-Rejected Count
Net Submitted Count - Sales Count-Refund Count
Net Submitted Amount - Sales Amount-Refund Amount
Partial Auth Indicator – Indicates if a partial auth was received. Ex. a cardholder has a credit line of 500.00 and a balance of 450.00, a sale of 100.00 is attempted. A partial auth may be obtained for 50.00 rather than declining the entire sale.
Payment Amount – Amount of transaction that was processed
Plan Code - Identifies the interchange level at which the transaction cleared
Processed Currency Code - 3 digit code and description identifying the currency the transaction was processed in.
Reclass Code - Code that identifies why a transaction was reclassified
Reference Number - 23 digit Outgoing Acquirer reference number
Refund Amount - The total dollar amount of the refunds/credit for the submitted date
Refund Count - The total number of refunds/credits for the submitted date
Reject Description - Description of reject reason
Status - Indicates whether transaction was Processed, Cancelled or Rejected
Sales Count - Total number of sales for submitted date
Sales Amount - The total dollar amount of the transactions for the submitted date
Submit Date - Date the batch was submitted to Merchant Services
Submitted Currency Amount – Amount of Transaction in the currency which it was submitted
Submitted Currency Code - 3 digit code and description identifying the currency the transaction was submitted in
Terminal ID - ID number of the terminal on which the transaction was processed
Transaction Amount - The amount of the sale or refund
Transaction Date - Date the transaction occurred
Transaction ID - Unique 15-digit number assigned to all original purchase transactions
Transaction Status - Indicates whether transaction was Processed, Cancelled, or Rejected
Transaction Time - Time at which the transaction occurred
Trans Type - Numeric code that identifies the transaction as a sale, credit or cash advance

2.1   Credit & Debit Transactions

Select **Credit Transactions** or **Debit Transaction** from the submenu and a search window displays. Complete the required Date Range fields and other optional fields and click the Submit button. Submit

2.1.1 Search window is the same for Credit/Debit Transactions

ID – Enter the ID and level for a specific location.

Date Range – (Required Field) Enter the dates within the last 6 months that you wish to include in the search.

Date Type – Choose either Submit Date or Transaction Date.

Amount Range – Enter the transaction dollar amount you wish to include in the search.

Cardholder # / Invoice # / Reference # -- Enter any of the 3 numbers and choose the corresponding option from the drop down box. When searching by Cardholder Number, you may enter either the last 4 digits or the complete card number.

Card Type – Select ALL, Visa, MasterCard, Discover, American Express or Other.

Sort By – Select from the dropdown; Date/Time, Cardholder Number, Amount.

After entering the search criteria, click Submit and the **Credit Transaction List** (or **Debit Transaction List**) displays. Click on any of the column headings to sort the report differently.

2.1.2 Credit Transaction List

Click on the **Cardholder Number** ant the **Credit Transaction Detail** window will display.

2.1.3 Credit Transaction Detail

Credit Transaction Detail

Transaction Detail			
Location ID	999999999999	External Merchant ID	
Merchant Name	DBA Name	Card Type	VISA
Terminal ID	00000	Cardholder Number	9999999999999999
Batch Number	000320100001	Invoice / Trace ID	60104360
Submit Date	08/10/2010	Transaction Date	08/09/2010
Entry Mode	01 – Manual/key entered	Payment Amount	316.94
Entry Description	M – Manual	Processed Currency Code	USD – U.S. Dollar
Plan Code	V051 – Vi-cps/rewards 2	Transaction Status	Processed
CVV2 Result		Submitted Currency Amount	0.00
Billback Reason		Submitted Currency Code	USD – U.S. Dollar
Reclass Code		Currency Conversion Rate	0
Partial Auth Indicator	0		
Health Care Card			
Reference Number	999999999999999999999999		
Transaction ID	000219713289307		

[Authorizations] [View Card Issuer Info] [Addendums]

2.2   Terminal Transactions

Select **Terminal Transactions** from the submenu and a search menu displays allowing you to search on credit card transactions within the last 6 months for a specific terminal. You can use this report to research potential internal fraud by reviewing a specific terminal for suspicious activity.

Complete the required Date Range fields and other optional fields and click the Submit button.
[Submit]

2.2.1 Terminal Transaction Selection Window

Access: All Hierarchies for Agent :

ID		Location ▾	SYSP ▾
Submit Date Range	From	to	Required as mm/dd/yyyy
Terminal ID		Required	

Access limited to the Location level

[Submit]

ID – Enter the ID and level for a specific location.

Submit Date Range – (Required Field) Enter the dates within the last 6 months that you wish to include in the search.

Terminal ID – (Required Field) Enter the terminal that you wish to include in the search.

After entering the search criteria, click Submit and the **Terminal Transaction List** displays. Click on any of the column headings to sort the report differently.

2.2.2 Terminal Transaction List

Terminal Transaction List

Location -   Submit Dates: 08/10/2010

Sorted by Date/Time

Location ID	External Merchant ID	Currency Code	Terminal ID	Batch Number	Submit Date	Card Type	Cardholder Number	Trans Amount	Trans Type	Trans Date	Status	Entry Mode	Auth Code
999999999999		USD	00000	000320100001	08/10/2010	VISA	999999******9999	316.94	Sale	08/09/2010	Processed	01	055014
999999999999		USD	00000	000320100001	08/10/2010	AMEX	999999******9999	210.94	Sale	08/09/2010	Processed	00	166847
999999999999		USD	00000	000320100001	08/10/2010	VISA	999999******9999	104.94	Sale	08/09/2010	Processed	01	007924
999999999999		USD	00000	000320100001	08/10/2010	VISA	999999******9999	210.94	Sale	08/09/2010	Processed	01	120501

Click on the **Cardholder Number** hyperlink to display additional detail on the transaction.

2.3   Rejected Transactions

Select **Rejected Transactions** from the submenu and a search menu displays allowing you to search on rejected transactions for a date range within the last 6 months. You may use this report to identify training opportunities at point of sale.

Complete the required Date Range fields and other optional fields and click the Submit button.

2.3.1 Rejected Transaction Search screen

ID – Enter the ID and level for a specific location.

Submit Date Range – (Required Field) Enter the dates within the last 6 months that you wish to include in the search.

Batch Number – Enter a specific batch number if you wish to exclude transactions from other batches within a date range.

After entering the search criteria, click Submit and the **Rejected Transaction List** displays. Click on any of the column headings to sort the report differently.

2.3.2 Rejected Transaction List

2.4   Transaction Summary

Select **Transaction Summary** from the submenu and a search menu displays allowing you to view either of two reconciliation reports. You may select **Card Type Summary** or **Batch Summary** by choosing from the drop down in the last field on the Transaction Summary Search window.

2.4.1 Transaction Summary Search window

Transaction Summary

Access: All Hierarchies for Agent

| ID | | ... | Location ∨ | SYSP ∨ |

Submit Date Range From [ ] to [ ] Required as mm/dd/yyyy

Batch Number [ ]

Batch or Card Type Summary Card Type Summary ∨

[Submit]

The Card Type Summary provides you with a summary for all card types for the past 13 months. You can drill down by clicking on the card type hyperlink to view a breakdown by location and then click on the cardholder number hyperlink to view transaction details for the past 6 months.

2.4.2 Card Type Summary

Card Type Summary Totals

Location -   08/10/2010 to 08/10/2010

Currency Code	Submit Date	Card Type	Sales Count	Sales Amount	Refund Count	Refund Amount	Net Submitted Count	Net Submitted Amount	Reject Count	Reject Amount	Net Processed Count	Net Processed Amount
USD	08/10/2010	MC	4	791.81	0	0.00	4	791.81	0	0.00	4	791.81
USD		VISA	19	3,705.59	0	0.00	19	3,705.59	0	0.00	19	3,705.59
USD		DSCVR	1	214.92	0	0.00	1	214.92	0	0.00	1	214.92
USD		AMEX	11	2,426.34	0	0.00	11	2,426.34	0	0.00	11	2,426.34
Subtotal for Date			35	7,138.66	0	0.00	35	7,138.66	0	0.00	35	7,138.66
Subtotal for Currency Code			35	7,138.66	0	0.00	35	7,138.66	0	0.00	35	7,138.66
Page Totals												
USD			35	7,138.66	0	0.00	35	7,138.66	0	0.00	35	7,138.66
Grand Total												
USD		MC	4	791.81	0	0.00	4	791.81	0	0.00	4	791.81
USD		VISA	19	3,705.59	0	0.00	19	3,705.59	0	0.00	19	3,705.59
USD		DSCVR	1	214.92	0	0.00	1	214.92	0	0.00	1	214.92
USD		AMEX	11	2,426.34	0	0.00	11	2,426.34	0	0.00	11	2,426.34
USD		JCB	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
USD		DINER	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

Record 1 to 4 of 4
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The Batch Summary displays closed batches for a given day or date range, and like the Card Type Summary, it is available for 13 months with detail available for the past 6 months. You can use this report to view your transaction counts and amounts by batch. Click on the Location ID hyperlink to see detailed information.
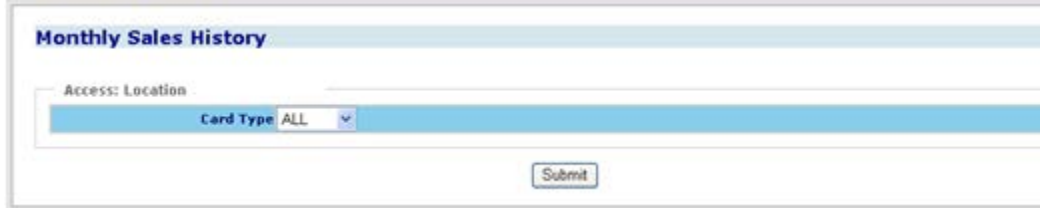
2.4.3 Batch Summary

Batch Summary Totals

Location -   08/10/2010 to 08/10/2010

Currency Code	Location ID	External Merchant ID	Submit Date	Batch Number	Sales Count	Sales Amount	Refund Count	Refund Amount	Net Submitted Count	Net Submitted Amount	Reject Count	Reject Amount	Net Processed Count	Net Processed Amount
USD	99999999999		08/10/2010	000320100001	35	7,138.66	0	0.00	35	7,138.66	0	0.00	35	7,138.66
Subtotal for Currency Code					35	7,138.66	0	0.00	35	7,138.66	0	0.00	35	7,138.66
Page Totals														
USD					35	7,138.66	0	0.00	35	7,138.66	0	0.00	35	7,138.66
Grand Total														
USD					35	7,138.66	0	0.00	35	7,138.66	0	0.00	35	7,138.66

Record 1 to 1 of 1
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2.5   Monthly Sales History

You can view bankcard activity by card type for 13 months from the Monthly Sales History selection on the Sales tab. Just select the **Card Type** from the dropdown and click **Submit**.

2.5.1 Monthly Sales Summary selection window

Click on the **Month** hyperlink to view location totals. You can use this report to analyze location performance.

2.5.2 Monthly Sales Summary selection window

Monthly Sales History

Location -   July 2009 to August 2010

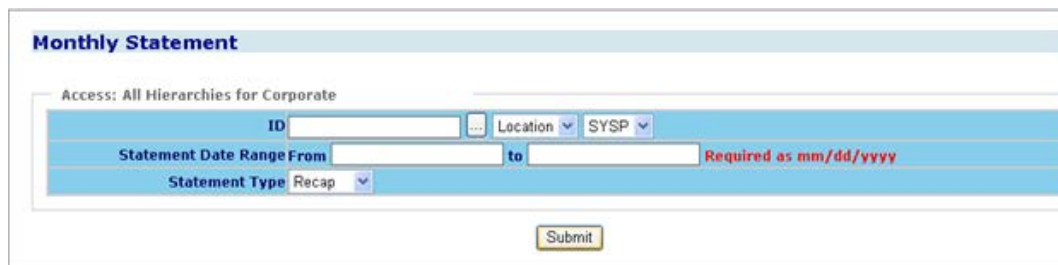| Currency Code	Month	Sales Amount	Refund Amount	Reject Amount	Net Amount	Average Ticket
USD	July 2009	68,754.72	(633.88)	0.00	68,120.84	233.29
USD	August 2009	9,097.38	(421.88)	0.00	8,675.50	188.60
USD	September 2009	5,872.34	0.00	0.00	5,872.34	195.74
USD	October 2009	63.58	0.00	0.00	63.58	21.19
USD	November 2009	227.08	0.00	0.00	227.08	37.85
USD	December 2009	1,185.13	0.00	0.00	1,185.13	59.26
USD	January 2010	1,623.62	0.00	0.00	1,623.62	108.24
USD	February 2010	106.29	(105.99)	0.00	0.30	0.04
USD	March 2010	155.45	0.00	0.00	155.45	25.91
USD	April 2010	100.66	(52.99)	0.00	47.67	5.30
USD	May 2010	567.00	0.00	0.00	567.00	51.55
USD	June 2010	53,318.09	0.00	0.00	53,318.09	247.99
USD	July 2010	87,931.40	(1,320.75)	0.00	86,610.65	231.58
USD	August 2010	60,054.36	(421.88)	0.00	59,632.48	216.06
Grand Total For Currency (USD)		**289,057.10**	**(2,957.37)**	**0.00**	**286,099.73**	**218.23**

3   Funding

The Funding tab is used to access your monthly statement

3.1   Monthly Statement

The **Monthly Statement** allows you to view a copy of your monthly processing statement. You can save a copy to your hard drive or print it.

Note: The size limit for Monthly statements is 2MB. Statements larger than that will not be available through ClientLine®.

3.1.1 Monthly Statement search window

Enter the **ID** and the level you wish to search. You may enter dates within the past 13 months in the **Statement Date Range From/To** fields. If you wish to view your account activity at a corporate level choose **Recap** from the **Statement Type** field. Choose **Location** to view a specific location's processing activity. Click **Submit.**

3.1.2 Monthly Statement List

From the **Monthly Statement List** window, select the month you wish to view and then click **Get Statement**. The size limit for Monthly statements is 2mb. ClientLine® reporting will not display any statements larger than that.
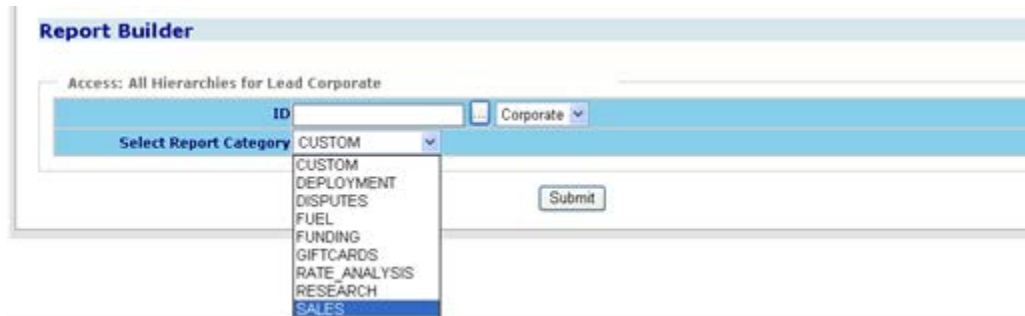
4   Reports

The **Report** selection contains 4 submenu or dropdown choices; Scheduled Report, View Reports, Update Reports and Delete Reports. Scheduled Reports allows you to generate reports showing summary and detail information. Reports can be sent to individual or multiple users via email, or downloaded in multiple formats (PDF, MSWord, Excel or CSV). You can also schedule reports to run daily, weekly, monthly, yearly or quarterly.

4.1   Scheduled Reports

The scheduler template allows you to schedule report delivery on a recurring basis. Select the report format, delivery frequency, level of hierarchy, start and end date, and delivery method. Select the **Reports** tab from the toolbar then click **Scheduled Report** from the dropdown.
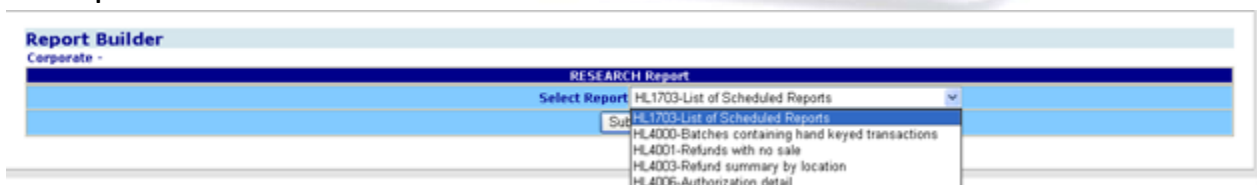
4.1.1 Report Builder category selection screen

Enter ID and level. Choose from the dropdown in the **Select Report Category** field. Click **Submit.**

4.1.2 Report selection screen

In the **Select Report** dropdown, choose from the list of reports and click **Submit.**

4.1.3 Report Scheduler screen

In the **Report Schedule** section select **Report Frequency** (Run Now, Daily, Weekly, Monthly, Quarterly, Yearly).   Selecting anything other than "Run Now" in Report Frequency will generate a recurring report of that frequency. Select **Receive Report On** to choose date you wish to receive the report.

The **Dates to Report** section sets the beginning and end dates that are to be included on your report. Enter a date in the **End Date** field only when a **Run Now** report is chosen.

The **Report Delivery Options** section contains several key fields. You can choose how you wish to view your report from the **Select Report Format** field. Choices in the dropdown include; Word® for Windows Document, Excel® 8.0, Comma-separated values, or Adobe® PDF File. Reports in CSV will not contain headers as this would cause a failure to load into a database. If you intend to save this report to a separate application such as Microsoft Access™, it is suggested you choose the Delivery option of email and the Report Format option of Microsoft Excel® 8.0 or CSV.

If you wish to compress the report to a smaller file size select **Yes**, from the **Zip Option** field, otherwise choose **No**. Choose either Web Online or E-mail from the **Select Delivery Option** field. You will need to determine the maximum file size that your email provider will allow and then specify it in the **Select Mailbox Size** (<1MB, 1MB-5MB, 5MB-10MB, 10MB-15MB, >15MB). If you wish to receive an e-mail when the report is generated then select Yes, from the **Notify When Finished** field, otherwise choose **NO**. If you choose YES, an email address must be specified in the **E-Mail To Address 1** field. Select **E-Mail to Address 2** and **E-Mail to Address 3** to add other recipients. Additional email recipients do not have to be enrolled ClientLine® users. Not all email fields need to be filled in. Click **Submit.**

4.1.4 Report Confirmation screen

Note:

- If you do not have Microsoft Office® loaded to your pc, you can still receive a Scheduled Report.
- Once the report is complete, double click on the report number to prompt the report to open in a word processing application available on your pc.
- Reports will take longer to generate if they span a large amount of time or are pulled at a high level of hierarchy. These reports will include large amounts of data or multiple locations.
- Scheduled reports that are larger than 16MB in size cannot be emailed from our server to you. Also your email system may limit incoming file sizes to you. In both cases you will need to select Web Online as the delivery option and save to your desktop. Reports that are over 10MB will be held for an overnight delivery. Web Online reports will be deleted from the system after 2 days.
- Emailed reports that are larger than your mailbox size will attempt to be zipped and emailed to you. If the report still is larger than your mail box size, an email will be sent to you advising you to go online to view. Size limit for scheduled reports is 250 MB. If your report exceeds this size you will need to rerun the report at a lower level of hierarchy or for a smaller date range.

4.2   View Reports

In this section you will learn how to download and view generated reports. You may need to do this for very large reports if they exceed the email system size limits. As mentioned in the previous section, scheduled reports larger than 16MD cannot be emailed from the server to you. To view reports select **Reports** from the toolbar and then click **View Reports** from the dropdown.

4.2.1 Report Download Summary screen

Report Category	Report ID	Report Name	Report Count
FUEL	CG0302	Fuel product detail	1
SALES	HL1100	Reconciliation report	2
CUSTOM	HL1525	Chargeback Exception by Location report	1
FUNDING	HL0410	Daily deposit totals	1
DISPUTES	HL1501	Chargeback detail by status date	1
DISPUTES	HL1506	Cb percent of sales based on corporate	1
RATE ANALYSIS	HL0104	Qualification expense detail by location/date	1
RATE ANALYSIS	HL0126	Qualification expense summary by corporate	1

Report Download Summary — Corporate -   Date: 08/27/2010

Click on the desired report hyperlink in the **Report ID** column.

4.2.2 Download Report Detail screen

Report ID	Report Status	Report Title	Report Error	Delivery Option	Report Format	File Size	Date Last Run
HL1501-2571928	** Scheduled **	Chargeback detail by status date		Web Online	PDF	73KB	08/26/2010

Download Report Detail — Corporate -   Date: 08/27/2010

Click on the appropriate report number hyperlink in the **Report ID** column.

4.2.3 File Download window
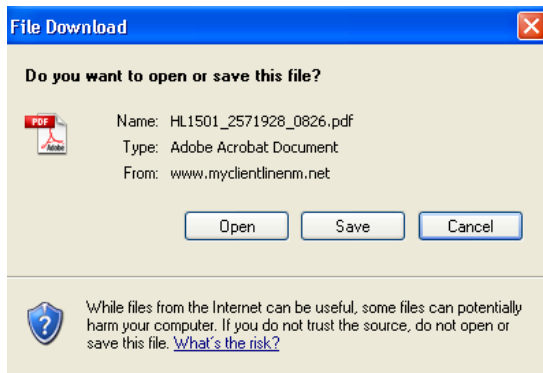
Click **Open** to view the report, click **Save** to save the report to your local file.

4.3   Update Reports

Follow these procedures to revise an existing scheduled report. Select the **Reports** tab on the toolbar then click **Update Reports** from the dropdown.

4.3.1 Update Reports selection window

Enter **ID** and select level. If you are logged in under a higher level of hierarchy than what the report you are looking for was scheduled you will need to enter the MID in the ID box and select the appropriate hierarchy to update that specific report. Click **Submit**.

4.3.2 Update Report Summary screen

Update Report Summary

Update Report Summary For Corporate -

Report Category	Report ID	Report Name	Report Count
FUEL	CG0302	Fuel product detail	1
SALES	HL1100	Reconciliation report	1
CUSTOM	HL1525	Chargeback Exception by Location report	1
FUNDING	HL0410	Daily deposit totals	1
DISPUTES	HL1501	Chargeback detail by status date	1
DISPUTES	HL1506	Cb percent of sales based on corporate	1
RATE ANALYSIS	HL0104	Qualification expense detail by location/date	1

Click on the report number hyperlink in the **Report ID** column.

4.3.3 Update Report Detail screen

Update Report Detail

Update Report Detail For Corporate -

Report ID	Report Title	Request Name	Report Frequency	Date Created	Date Last Run	Report Link
HL1501-2571928	Chargeback detail by status date		Weekly	03/10/2010	08/26/2010	HL1501

Click on the hyperlink in the **Report Link** column.

4.3.4 Report Delivery Criteria screen

Report Delivery Criteria

Deliver Report	Weekly
Zip Option	NO
Select Report Format	Excel 8.0
Select Delivery Option	EMail
Select Mailbox Size	--Select--
Notify When Finished	NO
E-Mail To Address 1	
E-Mail To Address 2	
E-Mail To Address 3	

Submit

Enter desired changes and click **Submit**.

4.3.5 Report Update Confirmation screen

Report Update Confirmation

Update Request for Report HL1501 With Sequence 2571928 Successfully Received

4.4   Delete Reports

To delete reports select the **Reports** tab on the toolbar and click **Delete Reports** from the dropdown.

4.4.1 Delete Report Summary screen

Delete Report Summary
Corporate -

Report Category	Report ID	Report Name	Report Count
FUEL	CG0302	Fuel product detail	1
SALES	HL1100	Reconciliation report	1
CUSTOM	HL1525	Chargeback Exception by Location report	1
FUNDING	HL0410	Daily deposit totals	1
DISPUTES	HL1501	Chargeback detail by status date	2
DISPUTES	HL1506	Cb percent of sales based on corporate	1
RATE ANALYSIS	HL0104	Qualification expense detail by location/date	1

Click on the desired report number hyperlink in the **Report ID** column.

4.4.2 Delete Report Detail screen

Delete ReportDetail
Corporate -

Report Number	Report Title	Requester Name	Run When	Create Date	Last Run	Click To Delete
HL1501 - 2571928	Chargeback detail by status date		Weekly	03/10/2010	08/26/2010	YES
HL1501 - 2907174	Chargeback detail by status date	CPLCMJU	Daily	08/27/2010	08/27/2010	YES

In the **Click To Delete** column click on the **YES** hyperlink for the desired report

4.4.3 Delete Report Confirmation screen

Delete Report Confirmation

Confirm Delete Request for Report HL1501 with Sequence Number 2907174

[Confirm]

Click **Confirm** to complete the report deletion process.

4.4.4 Delete Report Verification Message screen

Delete Scheduled Reports

Delete Scheduled Reports

Report Sequence 2907174 Has Been Deleted