Merchant Reporting Portal
Quick Reference Guide

Merrco Merchant Reporting Portal provides access to electronic transaction data elements, enabling you to research transaction authorizations, batch captures and fund deposits.

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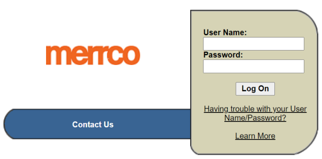
Account Setup

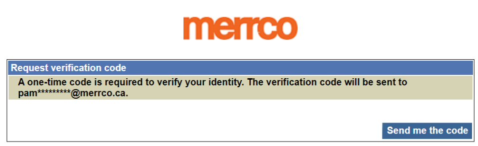
You will receive two email notifications (from do-not-reply@tsysacquiring.com) to the email address listed on your application, or alternate email provided. One email will contain your username, the other will contain your password.

NOTE: If you have not received your notification emails, check your spam/junk email folder. Escalate any issues to support@merrco.com.

Click on the link within the email and enter your temporary password. At this point, you will be prompted to:

1. Review and accept the Terms of Use.
2. Set up a new password.
3. Enter a personal assurance message (this message will appear every time you log in to ensure you are on the correct website).
4. Select security questions and create corresponding answers, which provides a second level of security (please note that security answers are case-sensitive).
5. You will then be asked to authenticate your login with a one-time code sent to your email.





Logging In

Once you have created your account (above), you will be required to:

1. Click on eConnections MReports.
2. Enter your username.
3. Enter your password, if you recognize your personal assurance message.
4. Validate your identity with a one-time security code sent to you upon login request (this will be required every time you log in).

Login Issues

Forgot Password: If you forget your password, click “Forgot Password.” The system confirms your identity by asking security questions and will allow you to reset your password yourself. You cannot reset your own password if your account is locked.

Locked Account: After three (3) unsuccessful login attempts, the system will lock your account. Please contact support@merrco.com for a password reset.

Logging Off

It is recommended that you log off when you are done using the portal. As a security measure, you will be automatically logged off after a period of inactivity. To log off:

1. Click "Close Window" to return to the *Current Merchant* overview page.
2. Click "Log Off" from the *Current Merchant* overview page, on the top right corner.

Changing Your Security Questions

If needed, you can change your security questions. The procedure resets all four (4) security questions that initially established. If you want to have less than four, you will need to re-select the questions you want and provide the answers. To do so:

1. Click "Profile Menu" on the *Current Merchant* overview page, and then select "Change Security Questions."
2. Enter your password once prompted, only if you recognize the personal assurance message that appears.
3. Select "New Security Questions" from the list and provide answer in the text fields (please note that answers are case-sensitive).
4. Click "Submit."

Navigating mReports

To better understand your navigation options, here's a look at what key functions provide:

- **Default view** provides the *Current Merchant* overview
- **Reports** offers a list of available reports
- **Help** gives you access to online troubleshooting
- **Profile** allows you to change your password and security questions

Report Listing

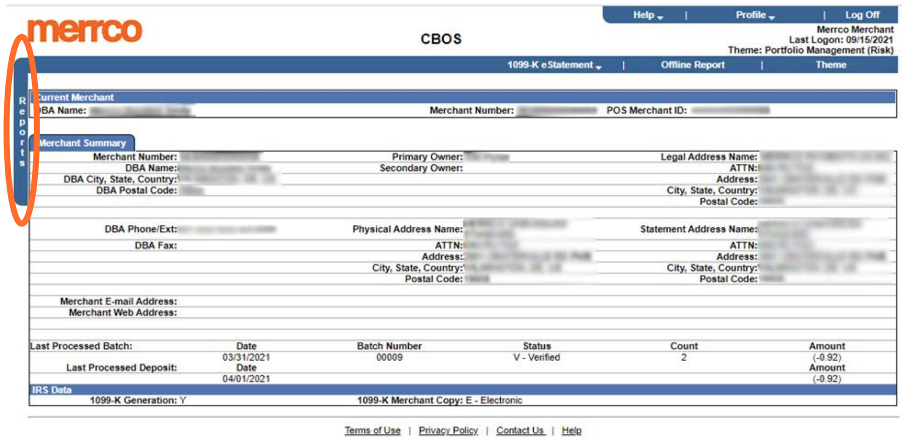
Report name	Description
Processing Snapshot	Provides processing data for a set time period (i.e., the current day, the month to date and up to 12 months of merchant history).
Chargeback Adjustments	Displays the chargeback adjustments over a specified date range, displaying chargeback activity performed during the lifecycle of the chargeback. NOTE: The dates of chargeback financial adjustments in the chargeback adjustments report will not be identical to the dates of the chargeback information on the adjustments report. This is because the actual

	chargeback adjustment information does not post to the chargeback adjustment report until *after* the financial adjustments have been made. TIP: You can use the MerLink response tool to respond to and track any disputes using only the case number, amount and your email address (https://merlinkresponse.com).
Clearing & Settlement Summary	Allows you to view the clearing and settlement summary within a set date range. NOTE: Only Pp\\posted transactions will show on the merchant statement.
Clearing & Settlement Detail	Displays the clearing and settlement details over a specified date range. NOTE: Posted transactions will show on the merchant statement, whereas non-posted transactions will not.
Deposit Summary	Displays the deposit summary over a specified date range. You can filter the report using any of the following fields: • Deposit Date • Reference Number • Deposit Amount
Deposit Detail	Allows you to view the deposit details over a specified date range. You can filter the report using any of the following fields: • Deposit Date • ACH Table • Reference Number • Deposit Amount • ACH Tran Destination • DDA Number
Rejects	Displays the rejects over a specified date range.
Retrieval Requests	Allows you to view a summary of daily retrievals over a specified date range.
Settlement Summary	Displays a daily summary of deposits broken out by card type and transaction type. This can help you verify transactions and amounts that have settled within a specific time frame. NOTE: Posted transactions will show on the merchant statement, whereas non-posted transactions will not.
Statement Summary	Allows you to view a statement summary over a specified date range.

TIP: For additional information on any of these reports go to Reports > Available Reports > Merchant Links.

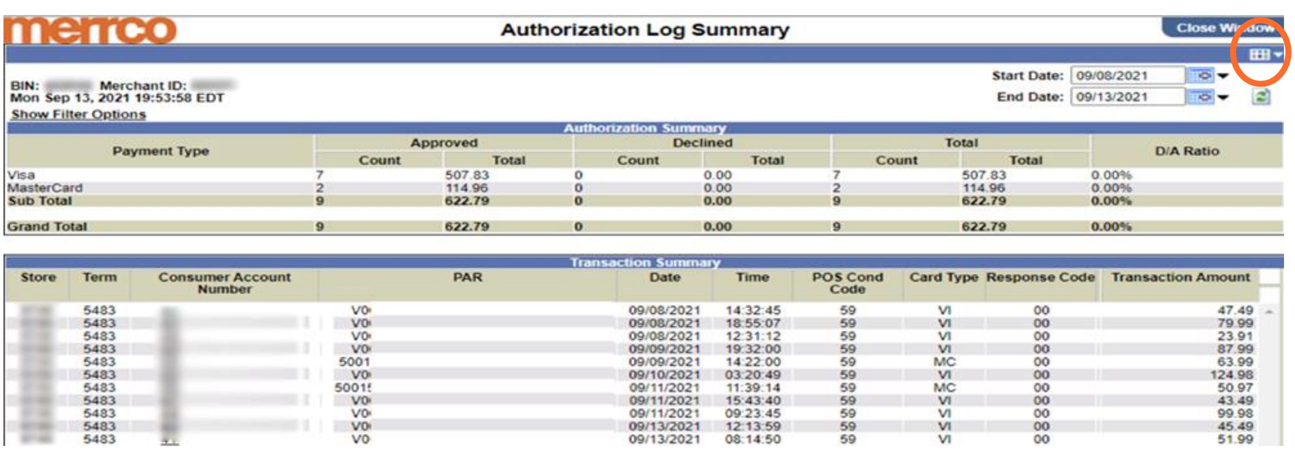
Authorization Transaction Search

Open the *Reports* menu, click on “Authorization Log.”



From here:

- In the *Authorization Log Summary* report, you are able to select up to a maximum of seven (7) days of transaction data using the *Start* and *End Date* fields.
- The *Authorization Summary* shows a breakdown of approved and declined authorizations by card type.
- The *Transaction Summary* shows a detailed listing of individual authorization transactions.
- To view further details of each transaction, click the underlined “Customer Account Number” of the transaction.
- This report can be further filtered by specific transaction details by clicking on “Show Filter Options” at the top left of the page.
- Reports can be downloaded in PDF, Excel or CSV formats by clicking on the “Download” button at the top right the screen. It looks like this: .

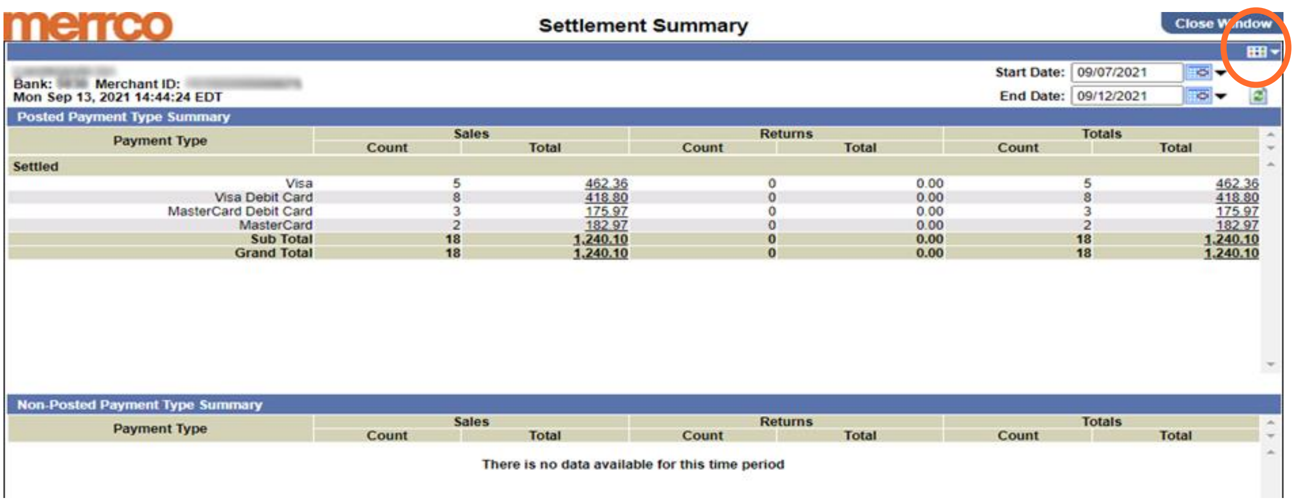


NOTE: Use the same steps to query individual authorized transactions.

Settlement Transaction Report

Click on "Settlement Summary" in the *Reports* menu, and then:

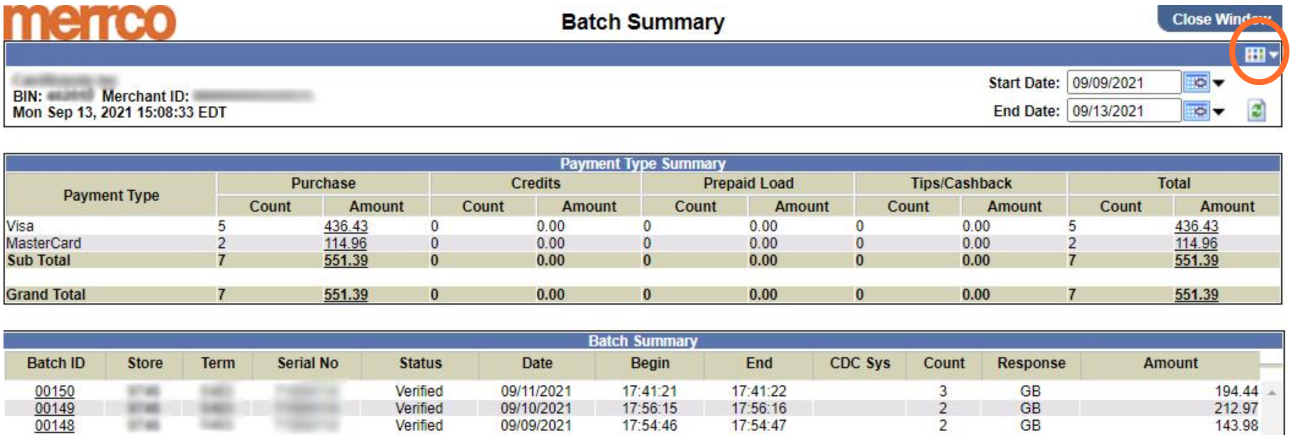
- In the *Settlement Summary Report*, you are able to select up to a maximum of seven (7) days of transaction data using the *Start* and *End Date* fields.
- The *Posted Payment Type Summary* shows the summary of settled sales and returns by card type.
- To view the details of individual transactions, click on the underlined total of each transaction.
- This report can be further filtered by specific transaction details by clicking on "Show Filter Options."
- Reports can be downloaded in PDF, Excel or CSV format by clicking on the download button, at the top right corner of the page.



Settled Batch Detail

Click on "Batch Summary" in the *Reports* menu, and then:

- On the *Batch Summary* page, you are able to select up to a maximum of seven (7) days of transaction data using the *Start* and *End Date* fields.
- The *Payment Type Summary* shows the amounts of purchases and credits by card type.
- The *Batch Summary* shows the list of settled batches by date.
- Click on the batch ID to view the transaction details making up the batch.
- Reports can be downloaded in PDF, Excel or CSV format by clicking on the download button, at the top right corner of the page.



Batch Summary

Close Window

BIN: Merchant ID:
Mon Sep 13, 2021 15:08:33 EDT

Start Date: 09/09/2021
End Date: 09/13/2021

Payment Type Summary

Payment Type	Purchase		Credits		Prepaid Load		Tips/Cashback		Total	
	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
Visa	5	436.43	0	0.00	0	0.00	0	0.00	5	436.43
MasterCard	2	114.96	0	0.00	0	0.00	0	0.00	2	114.96
Sub Total	7	551.39	0	0.00	0	0.00	0	0.00	7	551.39
Grand Total	7	551.39	0	0.00	0	0.00	0	0.00	7	551.39

Batch Summary

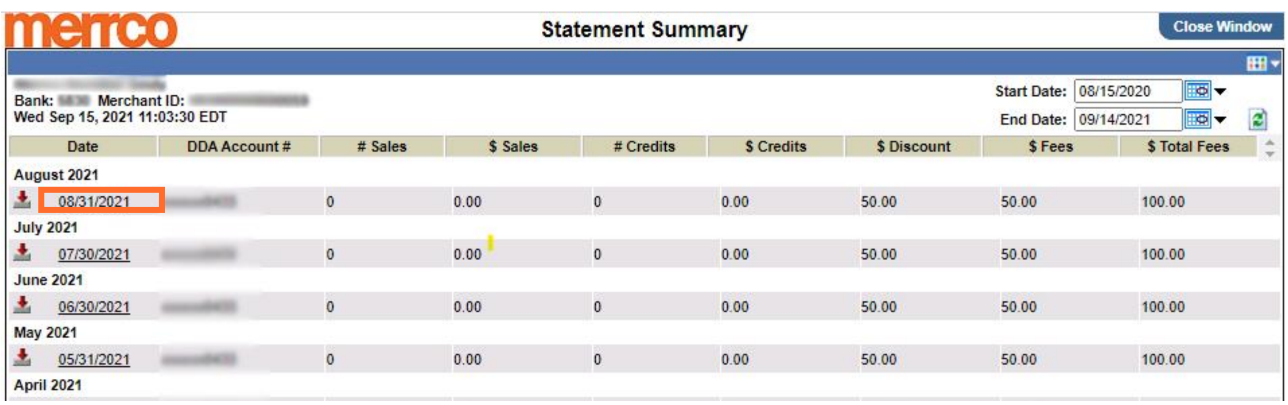
Batch ID	Store	Term	Serial No	Status	Date	Begin	End	CDC Sys	Count	Response	Amount
00150				Verified	09/11/2021	17:41:21	17:41:22		3	GB	194.44
00149				Verified	09/10/2021	17:56:15	17:56:16		2	GB	212.97
00148				Verified	09/09/2021	17:54:46	17:54:47		2	GB	143.98

NOTE: Use the same steps to query individual settled transactions.

View My Statement

Click on "Statement Summary" in the *Reports* menu, and then:

- The Statement Summary will show you a summary of monthly merchant statements.
- To view and download the statements, click on either the download button or the underlined date for each statement.



Statement Summary

Close Window

Bank: Merchant ID:
Wed Sep 15, 2021 11:03:30 EDT

Start Date: 08/15/2020
End Date: 09/14/2021

Date	DDA Account #	# Sales	$ Sales	# Credits	$ Credits	$ Discount	$ Fees	$ Total Fees
August 2021								
08/31/2021		0	0.00	0	0.00	50.00	50.00	100.00
July 2021								
07/30/2021		0	0.00	0	0.00	50.00	50.00	100.00
June 2021								
06/30/2021		0	0.00	0	0.00	50.00	50.00	100.00
May 2021								
05/31/2021		0	0.00	0	0.00	50.00	50.00	100.00
April 2021								

Generating a Report

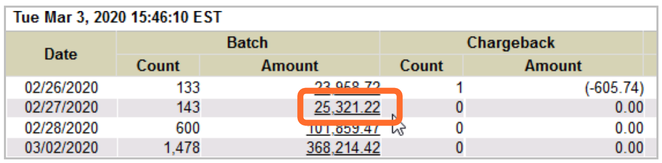
See the *Report Listing* section for a description of what information each report produces. To generate a report:

1. Hover over *Reports*, revealing a menu of available report links.
2. Click on the desired report.
3. Select the date range for the report.

4. Click the “Refresh” icon to update the report data.
5. Close the window to close the report window.

Viewing More Information in a Report

An underlined value allows you to click for more details.



Tue Mar 3, 2020 15:46:10 EST

Date	Batch		Chargeback	
	Count	Amount	Count	Amount
02/26/2020	133	23,958.72	1	(-605.74)
02/27/2020	143	25,321.22	0	0.00
02/28/2020	600	101,859.47	0	0.00
03/02/2020	1,478	368,214.42	0	0.00

Filtering Report Data

If the “Show Filter Options” link is visible, you can filter the report data using specific field values as the filtering criteria.

Click “Show Filter Options” to enter criteria for one or more fields, and then click “Submit.”

NOTE: The more filters you assign, the narrower the results will be. Clicking “Reset” will cancel any existing filters.

Printing Reports

To print a report:

1. On the report page, click the “Options” icon. It looks like this: .
2. Select “Print Friendly Data.” A printer-friendly version of the report appears in a new window.
3. Press Ctrl+P to open the *Print* window and select a printer.

Downloading Reports

A report can be downloaded in two formats:

1. **CSV:** Data in the report is sorted in rows, with column values separated by commas (Comma Separated Values); can be used in a variety of software that can import CSV data.
2. **Excel:** Data in the report is saved using an Excel format (.XLS), which requires Microsoft Excel to edit.

To download a report:

1. On the report page, click the “Options” icon.
2. Choose the download format required.
3. Browse to the location to save the file.

A sample statement looks like this:

MERRCO

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Processing Month:	08-21	5830
Association Number:	[redacted]	
Merchant Number:	[redacted]	
Routing Number:	[redacted]	
Deposit Account Number:	[redacted]	

[redacted]

Amount Deducted:
$ 100.00

Minimum Discount Fee is $50.00

Plan Summary

Plan Code	Number of Sales	Amount of Sales	Number of Credits	Amount of Credits	Net Sales	Average Ticket	Disc P/I	Disc %	Discount Due
VS	00	.00	00	.00	.00	.00		3.9900	.00
VD	00	.00	00	.00	.00	.00		3.9900	.00
VB	00	.00	00	.00	.00	.00		3.9900	.00
VL	00	.00	00	.00	.00	.00		3.9900	.00
MC	00	.00	00	.00	.00	.00		3.9900	.00
MD	00	.00	00	.00	.00	.00		3.9900	.00
MB	00	.00	00	.00	.00	.00		3.9900	.00
ML	00	.00	00	.00	.00	.00		3.9900	.00
DB	00	.00	00	.00	.00	.00		3.9900	.00
**	**00**	**.00**	**00**	**.00**	**.00**	**.00**			**.00**

Fees

Count	Amount	Rate %	Rate Per Item	Description	Fees Paid	Total
OTHER FEES:						
01			25.00000	Gateway Monthly Fee	.00	25.00
01			25.00000	Monthly Maintenance Fee	.00	25.00
					Total Other Fees:	50.00
					Total Fees Due:	**50.00**

Minimum Discount Due	50.00
Fees Due	50.00
Amount Deducted	100.00

Should you have any additional reporting questions, please reach out to support@merrco.com.