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## REPORTING SOLUTIONS

Re\$ource Online is a proprietary suite of innovative Web-based tools that enables you to quickly and easily access all of your processing data. You can view everything from front-end point of sale data to back-end reconciliation



data. Whether you need assistance with reconciliation, daily reports or retrievals, you'll benefit from:

- cost savings** – View and analyze your payment data, discover which locations are not receiving the lowest Interchange rates through In\$tant Alerts and take action so you can reduce your business costs.
- improved cash flow** – Review your deposit activity daily, ensuring locations have submitted batches in a timely manner.
- reduced fraud** – Minimize the potential of fraudulent activity by receiving alerts when suspicious transactions such as high volume returns, transactions and frequent usage take place in a short time period.
- time savings** – Receive your data faster, and access it whenever you need it—24 hours a day, 7 days a week.
- secured access** – Re\$ource Online is housed on a secure server with an SSL certificate. Data access is controlled by user id's and passwords so that users only see the data they are authorized to view. Users are automatically logged out after periods of inactivity.

The modules of Re\$ource Online enable you to choose the right tools that will grow with your business:

### Recon \$olution

The core of the Re\$ource Online suite, Recon \$olution is a reconciliation application that serves as a central access point for retrieving credit card processing information, consolidated transaction reporting and reconciliation data. Access is easy with an Internet connection and a Web browser; simply logon through Paymentech's website and you can immediately view and manipulate all of your data and processing records. Recon \$olution gives you a comprehensive review of your data, providing such information as how credit card transactions were processed and settled, as well as current fees, so you're always in complete control of your financial picture. With Recon \$olution you'll benefit from:

**increased revenue** – Identify and eliminate unnecessary costs resulting from processing errors, downgrades and chargebacks with data from Exception reports and Non-Qualified Transactions reports. Resolve outstanding retrievals before they turn into costly chargebacks using Retrieval reports.

**improved operating efficiencies** – Easily target areas for process improvements by viewing up to date, detailed transaction data in Batch & Transaction reports, Chargeback reports, Qualification Data reports and more. Respond online to retrievals & chargebacks with the optional Re\$pond module.

**perform trend analysis** – Track trends in your processing data with our analysis reports and optional Deci\$ionable Data reports which provide summary, detailed reports and graphs.

**cost effective** – Easily accessible via an Internet connection and a Web browser; Recon \$olution eliminates the costly hassles of shipping, installing and upgrading software, as well as the expense and inconvenience of paper reports.

**flexible usage** – With unlimited simultaneous user access, reports that are exportable to MS Excel or a comma delimited format and data that can be viewed at the corporate, chain or outlet store levels, Recon \$olution adapts to your business's ever-changing needs.

**customizable views** – Work more efficiently and faster by controlling how you view your data and when. Utilize our user preferences and filtering functionality to display data so it works for you.

### Recon \$olution Windows

- Batch and Transaction detail
- Deposit and funding summary
- Exceptions and retrievals
- Qualification data
- Statements
- Authorizations search
- Cardholder search

**Batch Detail**

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ACME, INC. - FRONT DESK Batch Detail Report 187697  
for Jan-03-2002 through Jan-05-2002 Records per page: 5

BATCH NO.	BATCH ID	PROC DATE	BATCH DATE	MERCHANT NO.	BATCH TOTAL	ADJ. AMT.	SETTLED AMT.	NON SETTLED AMT.
C	1/3/2002	1/3/2002			\$476,102.70	\$0.00	\$261,916.59	\$214,186.11
C	1/3/2002	1/3/2002			\$160,562.17	\$0.00	\$107,141.21	\$53,420.96
C	1/4/2002	1/4/2002			\$285,656.92	\$0.00	\$195,704.59	\$129,952.33
C	1/4/2002	1/4/2002			\$1,475.63	\$0.00	\$1,475.63	\$0.00
C	1/5/2002	1/5/2002			\$371,087.24	\$0.00	\$104,529.06	\$67,358.18
C	1/5/2002	1/5/2002			\$53,670.53	\$0.00	\$42,781.52	\$10,889.01
<b>TOTAL</b>					<b>\$1,149,355.19</b>	<b>\$0.00</b>	<b>\$673,546.60</b>	<b>\$475,806.59</b>

Qualified Non-Qualified All Trans MS Excel Download  
Report Run: 1/9/2002 2:21:34 GMT

View batch detail and drill down to view the transactions in each batch.

For more information, contact 000-000-0000.



# Retrievals

*View detail on retrieval requests, including which retrievals are outstanding, fulfilled or expired.*

**Optional Recon Solution modules include:**

**Deci\$ionable Data** – Enables you to analyze payment data in three areas—transaction qualification, chargebacks and retrievals and credits without offsetting debits. These innovative reports highlight locations that may be experiencing payment issues, and ultimately costing your business unnecessarily.

**Exception Item Re\$pond** – An interactive chargeback and retrieval module that allows you to view and immediately respond to Visa, MasterCard and Diners inquiries over the Internet. Scan and upload your supporting sales documentation when responding to exception items. Eliminate paper and the time spent waiting for faxes to arrive.

## In\$tant Alerts

Re\$ource Online is the first web-based reporting tool on the market that offers revolutionary instant email notifications. With In\$tant Alerts, you can immediately receive email notifications of potential financial risks and exception conditions delivered right to your email inbox. In\$tant Alerts targets areas that have the most dramatic impact on your bottom line—chargebacks, retrievals, velocity and interchange qualification. It can flag unusual activity that may indicate fraud, such as abnormally high same-day card usage or a high dollar amount of return transactions. Alerts can be triggered instantaneously or the next day so you're notified at your convenience. Paymentech continuously monitors your data for you so you can focus on managing your business. From multiple chargebacks at a single location to open batches and repetitive high volume card usage, In\$tant Alerts proactively keep your business running efficiently.

## FlexCache Reports

The FlexCache stored value program is the perfect way to issue gift, pre-paid, merchandise return and employee cards, and electronic gift certificates. When you sign up for FlexCache, you can view your stored value program reporting through Re\$ource Online's FlexCache Report\$. Daily, weekly, and monthly reports show transaction detail and summary information that can be accessed and used for reconciliation so you can manage your stored value program.

### Re\$ource Online system requirements

- Internet Service Provider
- Adobe Acrobat 5.0 Software
- Microsoft Excel 97+
- Microsoft Explorer 5.5 or Netscape 4.7