Sage Payment Solutions EFT

Gift card and loyalty program
Merchant online reporting
guide

Contents

Welcome

This online reporting guide will help new merchants and their employees learn how to operate web reporting and Virtual Terminal features, if activated. These web-based, real-time reports and features will assist your business with reconciliation, tracking of gift card sales, or rewards/loyalty transactions and usage.

Access online reporting from: www.MyOnlineReports.com

Note: If terminal or equipment type is changed, you must contact gift and loyalty customer support at 1-888-481-0757 to ensure uninterrupted service.

Learn how to use web reporting and Virtual Terminal.

Assigned web user privileges

Discover assigned web user priviledges

Access reports
Reports can be generated based on whole merchant level, location level, terminal level, or clerk level.

- Summary reports offer a stripped down version of data for specified date ranges.

- Detailed reports offer a complete version of the data for specified date ranges.

- Merchant level reports show activity for all locations.

- Location-only reports show activity for specific location.

- Terminal level reports show activity for a specific terminal.

Report data can be further defined by using the start date and end date parameters. A date range is not applicable for all reports.

Create online users
Ability to access and create additional online portal users that can access reports, control terminal or web privileges, and—if activated—process card transactions online. If you are a main user, you can perform clerk maintenance for any store. If you are a location user, you can perform maintenance for your store only.

- Merchants can create, delete, or change terminal user access as needed, online.

- Web privileges can include viewing of statements, processing of transactions, editing terminal settings, viewing individual reports, viewing transaction logs, editing online users, and more.

- Online users can be added, edited, or deleted from the Online User Options tab.

- Users can be created to control the whole merchant account, a specific location, or a specific terminal. Simply click the level of access you would like to add the user to.

- **Important:** Web users must be linked to a Clerk ID in order to be able to process transactions online. Simply select a clerk from the "Clerk to link" drop down under the Add User or Edit User interface.

Create clerk ID
All accounts have access to clerk functionality, which allows processing of transactions for each individual employee.

- A Clerk ID of 1 is created by default for your account. This Clerk ID 1 has access to process all transaction types and view reports.

- Merchants can create additional Clerk IDs by logging onto the online interface and selecting Terminal Clerk Options -> Add Clerk. Clerks can also be edited or deleted under the Terminal Clerk Options interface as well.

- Clerks can be added to process at the main merchant level (for any location) or can be limited to only be able to process at a specific location or even at a specific terminal. Clerks can be assigning specific privileges such as allowing issuance transactions, adding value to cards, deducting value from cards, editing other clerks, viewing reports, and more.

Tip: Merchants can change, edit, or delete web user privileges from: www.MyOnlineReports.com

Terminal Settings

Merchants can edit various settings for their online Virtual Terminal.
If an account has multiple locations, each terminal under each location can be edited separately. Terminals can be enabled to:

- Automatically print/not print receipts.

- Require an address field

- Require a phone number field to process transactions.

- Require an email field to process transactions.

- Require Custom Fields. Custom Fields are useful when you need to collect additional data for each transaction. This can be anything you might need such as a customer ID, purchase order number, account number, department, speciality info, etc. These Custom Fields can also be made "required" in order to process transactions. Up to four custom fields are available. Custom Field data will then show up on your reports and be tied to card numbers/transactions.

Transaction types

All transactions are associated with user and terminal privileges. Each terminal or web access may be defined to allow or prohibit each of the supported transaction types. Additionally, each clerk may be defined with specific transaction privileges.

Transactions can be processed by selecting the Sale menu, then selecting the location/terminal you would like to process the transaction under. Transactions can be manually keyed in, or can be swiped (scanned) if you have a compatible USB Magnetic Card Reader attached to your device.

Supported transaction types:

Issuance—The issuance transaction activates the card. The card is assigned to a specific program type at the time of issuance. All cards must be Issued before they can be used for any other transaction types.

Redemption—The redemption transaction subtracts the amount of the purchase from the current balance on the card. Multiple redemption transactions may be performed on each card until the balance is zero. The remaining card balance will be printed on the receipt. Redemptions can be performed for gift card dollar amounts, dollar rewards, credits, or loyalty points.

Balance Inquiry—The balance inquiry transaction provides the current balance on the card.

Add Value—The add value transaction allows additional value to be added to an active card.

Void—A void transaction reverses a previous issuance, purchase, or add value transaction. The card number and original Response ID are required to process a void.

Transfer—A transfer transaction allows the balance to be transferred from a damaged or lost card to a new card.

Add Points—This allows adding Loyalty points to Frequency, Dollar, or Club rewards cards.

Discount—This allows processing a Discount transaction for the Discount rewards program. It provides an instant discount to the keyed in transaction.

Rebate—This allows processing of a rebate transaction for the rebate rewards program. It enables you to place funds back on the card as rebate rewards.

Note: When services are activated, alll new accounts are assigned a temporary clerk ID. See docummentation included in original paperwork sent with cards/marketing.

Accessing the online system

The following information will detail steps on accessing your Gift or Loyalty Card reporting system and features. All reports are easily accessed from any computer that has an Internet connection. Special permissions can be controlled by the merchant to allow online reporting access to other individuals as needed.

In order to access your online reporting system users must follow these steps:

1. Go to online reporting site: www.MyOnlineReports.com

2. Enter your assigned login ID and password. If logging on for the first time, you will need to update your password using the displayed criteria. You will also need to acccept the terms of use and create three security questions which can be later used to reset your password.

Once logged on, the site will display acccessible menus on the right. Each menu can be expanded for additional functionality.

Reporting options

The following reports are available via the online interface. Reports can be exported in various formats such as XML, PDF, and so on. Some reports are specialized towards specific program types (such as Loyalty).

Gift & Loyalty Aging/Expiration Report—displays cards that have applicable dormancy or inactivity fees applied to them

Gift & Loyalty Clerk Transaction Detail—displays detailed Gift Card transaction information ran under a specific clerk for the requested time period

Gift & Loyalty Clerk Transaction Summary—displays a summary of Gift Card transaction information ran under a specific clerk for the requested time period

Gift & Loyalty Daily Transaction Detail—displays detailed transaction information ran under the Gift & Loyalty Card program for the requested time period

Gift & Loyalty Transaction Summary—displays a summary of transaction information ran under all Gift & Loyalty programs for the requested time period

Gift & Loyalty Transaction Averages—displays total averages for each transaction type ran under each profile for the requested time period

Gift & Loyalty Store Reconciliation—displays net totals for all transaction types ran under each store for the requested time period

Gift & Loyalty ACH Pooling Transaction Detail—displays detailed transaction information for Shop Local and Association programs for the specified time period

Gift & Loyalty ACH Pooling Transaction Summary—displays summarized transaction information for Shop Local and Association programs for the specified time period

Discount Provided Detail—displays detailed transaction information ran under the Discount program for the requested time period

Discount Provided Summary—displays a summary of Discount Card transaction information ran under a specific clerk for the requested time period

Gift & Loyalty Transaction Averages—displays total averages for all transaction types ran under Gift & Loyalty programs for the requested time period

Gift & Loyalty Transaction Point Averages—displays total averages for all transaction types ran under Gift & Loyalty point based programs for the requested time period

Loyalty Transaction Points Detail—displays detailed transaction information ran under point-based Loyalty/Rewards programs for the requested time period

Loyalty Transaction Points Summary—displays a summary of transactions ran under point-based Loyalty/Rewards programs

Gift & **Loyalty Maintenance Fee Report**—displays maintenance fees charged to Gift & Loyalty cards for ther requested time period (if applicable)

Note: Customized reports and card activity can be set up and automated to merchant if needed. Additional costs may apply depending on the type of reports, format, and frequency.

Virtual terminal features

The online Virtual Terminal feature allows merchants the ability to process transactions and make account changes in real time.

Card Issuance
Each card must be activated prior to usage. This is applicable for all programs.

- Select Sale from the main menu.

- Select the terminal within the location you wish to process the transaction under.

- A menu appears in the middle of the screen that allows you to process transactions.

- Select the appropriate profile (for example, Gift Card, Frequency, Shop Local, and so on) from the "Select profile" dropdown.

- Select the Issuance transaction type from the "Select transaction" dropdown.

- Select Scan or Key In depending on how you wish to process the transaction. (Scan only works if you have a compatible USB Magnetic Card reader.)

- Enter the card number.

- Enter the amount of transaction.

- Enter CVV (security code on back of the card) if this functionality is enabled for your program.

- Enter any custom fields that are required if this functionality is enabled for your program.

- Click Submit.

- Once submitted, you will receive a confirmation and authorization code.

Card Add Value

This function allows you to deduct dollar value or points from a card.

• Select the terminal within the location you wish to process the transaction under.

• A menu appears in the middle of the screen that allows you to process transactions.

• Select the appropriate profile (for example, Gift Card, Frequency, Shop Local, and so on) from the "Select profile" dropdown.

• Select the Redemption transaction type from the "Select transaction" dropdown.

• Select Scan or Key In depending on how you wish to process the transaction. (Scan only works if you have a compatible USB Magnetic Card reader.)

• Enter the card number.

• Enter the amount of transaction.

• Enter CVV (security code on back of the card) if this functionality is enabled for your program.

• Enter any custom fields that are required if this functionality is enabled for your program.

• Click Submit.

• Once submitted, you will receive a confirmation, new balance, and authorization code.

Transfer Balance

This function allows you to transfer a balance from one card to another.

• Select Sale from the main menu.

• Select the terminal within the location you wish to process the transaction under.

• A menu appears in the middle of the screen that allows you to process transactions.

• Select the appropriate profile (for example, Gift Card, Frequency, Shop Local, and so on) from the "Select profile" dropdown.

• Select the transfer transaction type from the "Select transaction" dropdown.

• Select Scan or Key In depending on how you wish to process the transaction. (Scan only works if you have a compatible USB Magnetic Card reader.)

• Enter the card number.

• Enter the amount of transaction.

• Enter CVV (security code on back of the card) if this functionality is enabled for your program.

• Enter any custom fields that are required if this functionality is enabled for your program.

• Click Submit.

• Once submitted, you will receive a confirmation and authorization code.

• The old card will be blocked from processing any further transactions.

Tip: Features and controls can be accessed from any computer with an Internet connection.

Card Redemption

This function allows you to redeem a dollar or point balance from a card.

- Select Sale from the main menu.

- Select the terminal within the location you wish to process the transaction under.

- A menu appears in the middle of the screen that allows you to process transactions.

- Select the appropriate profile (for example, Gift Card, Frequency, Shop Local, and so on) from the "Select profile" dropdown.

- Select the redemption transaction type from the "Select transaction" dropdown.

- Select Scan or Key In depending on how you wish to process the transaction. (Scan only works if you have a compatible USB Magnetic Card reader.)

- Enter the card number.

- Enter the amount of transaction.

- Enter CVV (security code on back of the card) if this functionality is enabled for your program.

- Enter any custom fields that are required if this functionality is enabled for your program.

- Click Submit.

- Once submitted, you will receive a confirmation, remaining balance, and authorization code.

Card Void

This function allows you to void a previously transaction (not available for all transaction types).

- Select Sale from the main menu.

- Select the terminal within the location you wish to process the transaction under.

- A menu appears in the middle of the screen that allows you to process transactions.

- Select the appropriate profile (for example, Gift Card, Frequency, Shop Local, and so on) from the "Select profile" dropdown.

- Select the void transaction type from the "Select transaction" dropdown.

- Select Scan or Key In depending on how you wish to process the transaction. (Scan only works if you have a compatible USB Magnetic Card reader.)

- Enter the card number.

- Enter the Response ID of the transaction you wish to void.

- Enter CVV (security code on back of the card) if this functionality is enabled for your program.

- Enter any custom fields that are required if this functionality is enabled for your program.

- Click Submit.

- Once submitted, you will receive a confirmation and authorization code.

Add Points

This function allows you to add Loyalty or Rewards points to cards.

- Select Sale from the main menu.

- Select the terminal within the location you wish to process the transaction under.

- A menu appears in the middle of the screen that allows you to process transactions.

- Select the appropriate profile (for example, Frequency, Dollar, Club) from the "Select profile" dropdown.

- Select the Add Points transaction type from the "Select transaction" dropdown.

- Select Scan or Key In depending on how you wish to process the transaction. (Scan only works if you have a compatible USB Magnetic Card reader.)

- Enter the card number.

- Enter the amount of transaction.

- Enter CVV (security code on back of the card) if this functionality is enabled for your program.

- Enter any custom fields that are required if this functionality is enabled for your program.

- Click Submit.

- Once submitted, you will receive a confirmation and authorization code.

Discount

This function allows you to process a Discount transaction for a Discount loyalty program. Discount is provided on the spot for the specified transaction based on thresholds you preset.

- Select Sale from the main menu.

- Select the terminal within the location you wish to process the transaction under.

- A menu appears in the middle of the screen that allows you to process transactions.

- Select the discount profile from the "Select profile" dropdown.

- Select the discount transaction type from the "Select transaction" dropdown.

- Select Scan or Key In depending on how you wish to process the transaction. (Scan only works if you have a compatible USB Magnetic Card reader.)

- Enter the card number.

- Enter the amount of transaction.

- Enter CVV (security code on back of the card) if this functionality is enabled for your program.

- Enter any custom fields that are required if this functionality is enabled for your program.

- Click Submit.

- Once submitted, you will receive a confirmation and authorization code.

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Rebate

This function allows you to process a Rebate transaction for a Rebate loyalty program.
A dollar rebate is provided to the consumer back on the card for the specified
transaction based on thresholds you preset.

• Select Sale from the main menu.

• Select the terminal within the location you wish to process the transaction under.

• A menu appears in the middle of the screen that allows you to process transactions.

• Select the rebate profile from the "Select profile" dropdown.

• Select the rebate transaction type from the "Select transaction" dropdown.

• Select Scan or Key In depending on how you wish to process the transaction.
  (Scan only works if you have a compatible USB Magnetic Card reader.)

• Enter the card number.

• Enter the amount of transaction.

• Enter CVV (security code on back of the card) if this functionality is enabled for
  your program.

• Enter any custom fields that are required if this functionality is enabled for
  your program.

• Click Submit.

• Once submitted, you will receive a confirmation and authorization code.

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Support options

General customer service   888-481-0757
Account questions, billing, bank or
ownership changes, disputes, balance
inquiries, and equipment changes

Technical support   877-438-3249
Terminal support, download
issues, transactions

Note: Customer service, tech support, and POS support agents can only assist
contacts listed on the account. If employees need access to account information,
contacts must be added by contract signer.

Fees may apply for support on POS systems.