DIRECT

Powered by Vantiv

Support Guide

(Web Based Express Version)

DIRECT Support Guide for Government Agencies

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Important Contacts:

Level 1 Support: Terminal Support, Error Messages, Problems with DIRECT, Assistance with Reconciliation, Reporting Questions, Downloads, Billing Inquiries, Ordering Equipment or Supplies, and Other General Support Needs.

Federal Agency Support Line
Phone: 1-866-914-0558
Hours: 24/7

Chargeback Support Desk: All Questions Pertaining to Chargebacks.

Barbara Hervey
Phone: 513-900-6467
Email: barbara.hervey@vantiv.com
Hours: Monday through Friday 8am to 5pm eastern

Level 2 Support: Adding DIRECT ID's, DIRECT Training, Adding New Merchant Numbers, and Level 1 Escalations.

Kimberly Hubbard
Phone: 513-900-3746
Email: kimberly.hubbard@vantiv.com
Hours: Monday through Friday 8am to 5pm eastern

Level 3 Support: Special Projects and Level 2 Escalations.

Eric Cofer
Phone: 513-900-3711
Email: eric.cofer@vantiv.com
Hours: Monday through Friday 8am to 5pm eastern

Glossary of Terms:

Chain - The chain number is a six digit identifier starting with 0. This chain code will allow Vantiv to identify your agency.

Division – The division number identifies where the funding will go. Each division under a chain will mean 1 CASHlink entry.

Merchant number – Identifies the location within the agency.

Weekly DIRECT Training:

Please remember DIRECT training is still available every Tuesday from 2:00 - 3:00 pm eastern.

Web Conference: https://www.livemeeting.com/cc/fifththird/join

Web Conference Meeting ID: Q4H6R5

Web Conference Entry Code: NO CODE REQUIRED

Telephone Conference: 1-877-621-0220

Telephone Conference Passcode: 2079884

First Time Users:
To save time before the meeting, check your system to make sure it is ready to use Microsoft Office Live Meeting. Go to http://go.microsoft.com/fwlink/?LinkId=90703.

DIRECT Procedures and Reports

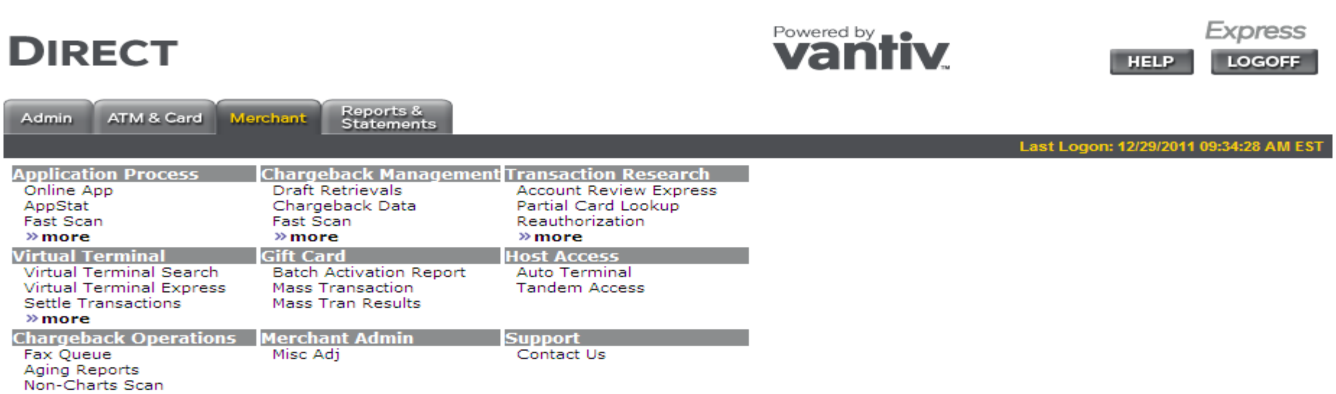
Frequently Used Reports:

MD-082	Rejected Transaction Report
MD-410	Chargeback, Adjustments and Rejects that will hit your account that day
MD-413	Chargeback Prenotification
MD-414	Draft Retrievals Notification
MD-900	Chargeback Prenotification
MD-901	Bankcard Advice of Chargeback (CB)
MD-479	CA$Hlink II Reconciliation Summary - daily voucher summary
MD-493	CA$Hlink II Reconciliation Summary – daily voucher summary including voucher number
MM-303	Monthly Statement
MM-418	Monthly Intra-governmental Fee Summary
MM-428	Monthly Intra-governmental Transaction Summary
BIMERFIN	Services Invoice
BIMERFEE	Monthly Detail Fee Summary

Daily Procedure:

- Log in to https://direct.ftpsllc.com/
- Enter your user ID and password

After the logon process is complete, you will be presented with the main screen. Near the top of the screen is a bar running horizontally across the page. This is called the main menu and contains the top level functions that are available to you within the DIRECT application. An example of the main menu is shown below.



- Go to the “Reports and Statements” Tab
- You will see a list of report for the current date. You can click on any report to view it.

ALL AGENCIES SHOULD REVIEW THEIR MD-479 or MD-493 REPORT DAILY TO ENSURE CORRECT FUNDING. REPORTS ARE ONLY AVAILABLE ONLINE FOR 60 DAYS.

Below is an example of the MD-479

MD-479 SUMMARY OF CASHLINK FILE DATA BY CHAIN/DIV/MERCHANT 05:00 THURSDAY, MAY 31, 2007 1

CHAIN=012345 DIV=001

MERCH	EMD_CR	EMD_DB	CB_CR	CB_DB	ADJ_CR	ADJ_DB	EFT_CR	EFT_DB	EFT_ CRADJ	EFT_ DBADJ	CREDIT	DEBIT
4445000212122	27947.47	0.00	0.00	0.00	0.00	0.00	15634.30	0.00	0.00	0.00	43581.77	0.00
4445000454545	709.80	0.00	0.00	0.00	0.00	0.00	395.24	0.00	0.00	0.00	1105.04	0.00
4445000787878	8911.95	0.00	0.00	0.00	0.00	0.00	18802.45	0.00	0.00	0.00	27714.40	0.00
4445000898988	2440.70	0.00	0.00	0.00	0.00	0.00	1819.80	0.00	0.00	0.00	4260.50	0.00
	40009.92	0.00	0.00	0.00	0.00	0.00	36651.79	0.00	0.00	0.00	76661.71	0.00

CHAIN=012345 DIV=002

MERCH	EMD_CR	EMD_DB	CB_CR	CB_DB	ADJ_CR	ADJ_DB	EFT_CR	EFT_DB	EFT_ CRADJ	EFT_ DBADJ	CREDIT	DEBIT
4445000985632	26792.28	0.00	0.00	0.00	0.00	0.00	32926.36	0.00	0.00	0.00	59718.64	0.00
4445000369852	67132.95	0.00	0.00	0.00	0.00	0.00	39181.35	0.00	0.00	0.00	106314.30	0.00
	93925.23	0.00	0.00	0.00	0.00	0.00	72107.71	0.00	0.00	0.00	166032.94	0.00

MD-479 Fields Defined:

- MERCH = Fifth Third merchant number.
- EMD_CR = Credit card credit amount, sales.
- EMD_DB = Credit card debit amount, returns.
- CB_CR = Credit card chargeback credit amount.
- CB_DB = Credit card chargeback debit amount.
- ADJ_CR = Credit Card Misc adjustment credit amount.
- ADJ_DB = Credit Card Misc adjustment debit amount.
- EFT_CR = PIN Debit credit amount.
- EFT_DB = PIN Debit debit amount.
- CRADJ = PIN Debit Chargeback/Adjustment credit amount.
- CBADJ = PIN Debit Chargeback/Adjustment debit amount.
- Total Credit amount (credit cards and debit cards).
- Total Debit amount (credit cards and debit cards).

Reports & Statements

To view reports or statements, simply click on "**View Reports**" under the Reports & Statements menu. The Available Reports screen will appear.

Chain /Inst /Account (dropdown box for external users)
Division (dropdown box displayed for external merchant users with stores grouped into divisions)
Date Range (Optional)

- Enter a **From Date** (MM/DD/YYYY) or select a From Date by clicking on the calendar.
- Enter a **To Date** (MM/DD/YYYY) or select a To Date by clicking on the calendar.
- To search for reports a single date, enter a From Date and check the "**By Single Date"** box.
- To search for ALL available reports, eave the From Date and To Date blank and click on Search.

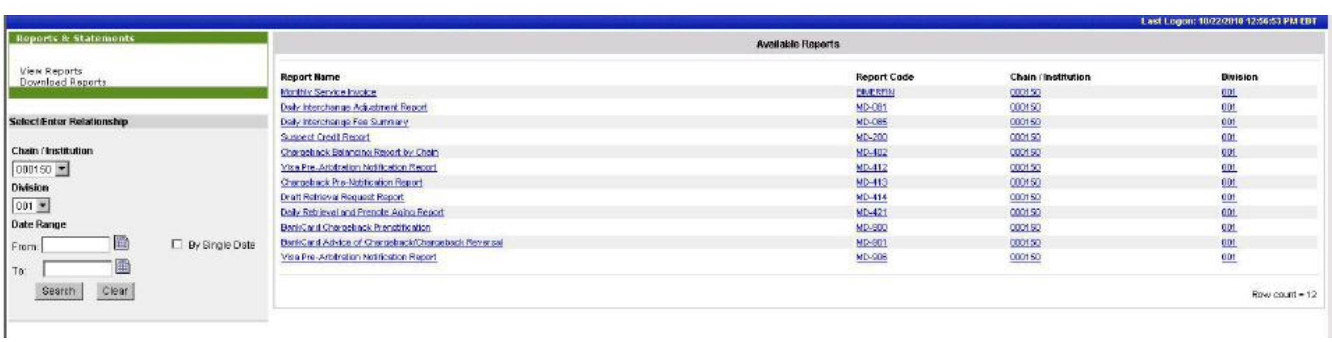
Once you have indicated the required search criteria (Chain/Inst/Account), click on the Search button to retrieve the desired reports or statements. If you have entered incorrect search criteria, you can change/update your selections or you can click on the **Clear** button to clear out the current search criteria and enter new parameters.

Viewing Reports & Statements

Once you have entered your search criteria in the left-hand menu and click search, the Available Reports screen will be populated with your search results. Reports and Statements will display detailing the following information (as detailed in the screen shot above):

- **Report Name** (displays as hyperlink)
- **Report Code** (displays as hyperlink)
- **Chain/Inst/Account** (displays as hyperlink)
- **Division –*only for merchant users if applicable*** (displays as hyperlink)

To select the desired report or statement, click on any of the hyperlinks (Report Name, Report Code, Chain Code, or Division) for the desired report or statement. When you click on one of the hyperlink, all of the available report dates for the report or statement selected will display as shown in the screen shot below.



The Report Name will appear at the top of the display screen. The available reports and statements will be listed with the most recent reports at the top of the list. Dates will only be shown when reports are available. Therefore, if a date is not listed, that means that particular report or statement was not generated for the selected Chain/Inst/Account for that particular day.

Next to each Report Date, a value for Report Size may also be displayed (depending on report type). Currently, users can only view reports and statements in Express that are up to 10MB in size (Note: A megabyte equals 1,024 kilobytes).

To view a different report or statement, the user can click on **Return to Reports Listing** to get back to the original Available Reports listing. In order to view a report or statement, simply click on the Report Date for the report you wish to view.

Once you have selected a report date, the report or statement will appear in the main window, as seen below:

When viewing a report or statement, you will see the following:

Report Name & Date will appear at the top of the window. At the top and bottom of the display window, navigational options are provided to assist users with viewing the report. Clicking on the following options will maneuver the user through the report:

- **First Page** –takes user to first page of report
- **Previous Page** –takes user to the previous page of the report
- **Next Page** –takes users to the next page of the report
- **Last Page** –takes users to the last page of the report

Below the Report Name & Date is a **Help on Report** option. Clicking on this will provide directions for report documentation for merchant reports. In the top right-hand corner of the window, the following will appear:

- **Save As Text** Button (available for text reports only)
- **Save as PDF** Button (available for text, tiff and PDF reports)
- **Print** Icon (available for all reports)

To access help information regarding reports, click on the **Help on Report** hyperlink at the top or bottom of the displayed report or statement. To return to the list of report dates, the user can click on **Report Dates** under the **Go To** menu on the left-hand side of the screen.

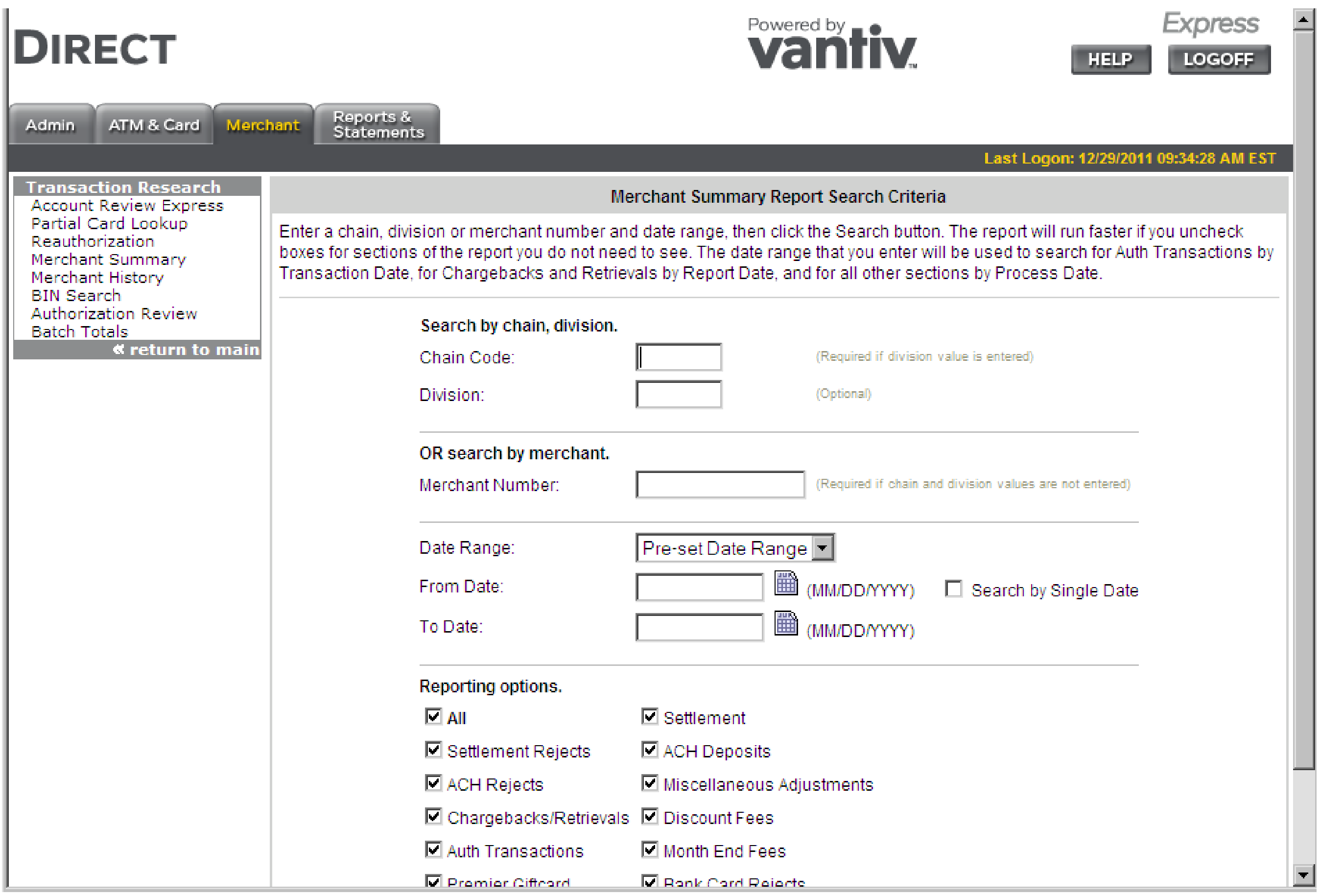
Saving and Print Reports

Users have the option to save a report as a text file or a PDF file, or to print the report. Select the correct option from the grey tool bar along the top of the report viewer screen.

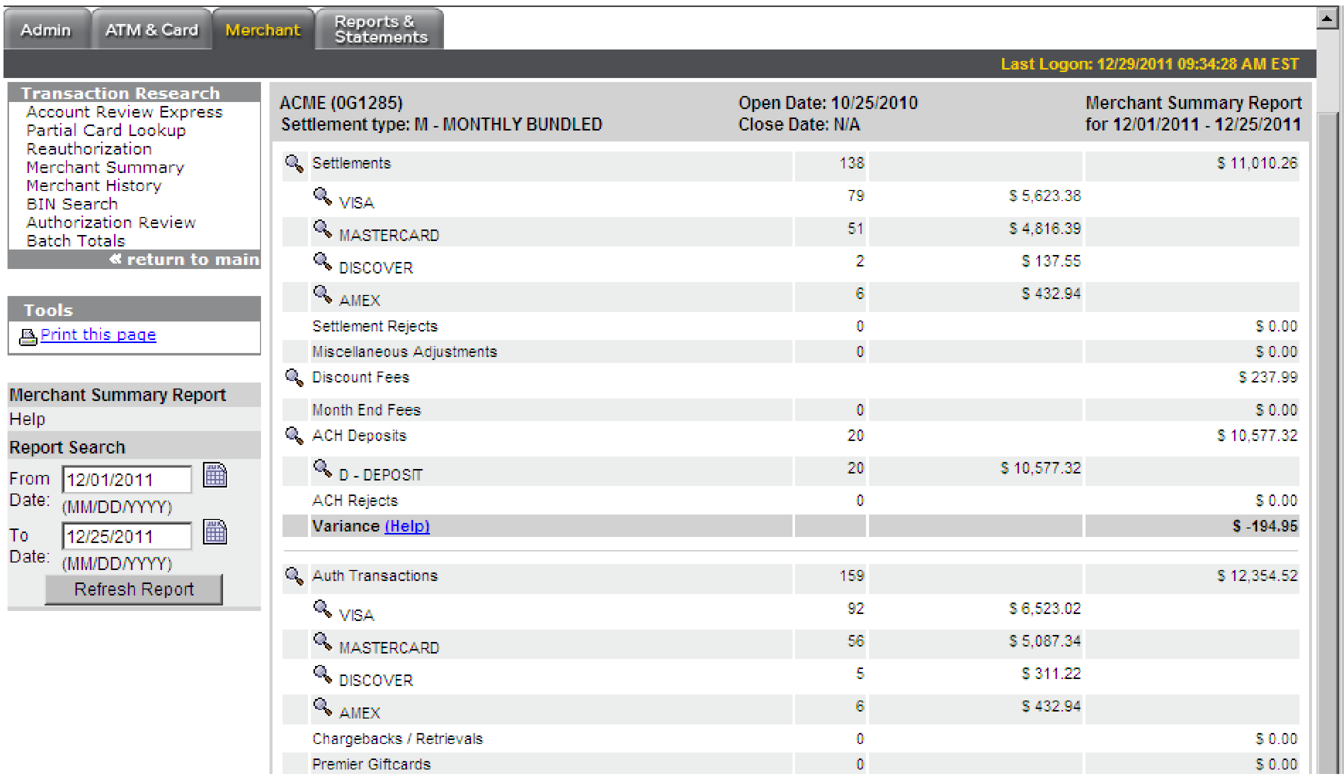
Merchant Summary

When you click on the “Merchant Summary” menu option, the following screen will appear. At this point you must:

- Select your chain code and division (optional) from the drop-down list or enter your merchant number in the appropriate box.
- Select the desired date range of the report you would like to create.
- Select the reporting options that you would like to pull from the database into your report, such as Settlements or Authorizations. (Note: the default Reporting option is set to “**All”**, but reports will run faster if you deselect unwanted options.)
- To initiate the report, click the “search” button at the bottom.



The image below shows the Merchant Summary Report based upon the reporting options that you previously selected.



The Merchant Summary Report provides batch information, deposit information, and authorization information in summary format for the custom data range you define. From this point, the user may click on any magnifying glass to retrieve the details of that summary record.

Account Review Users Guide

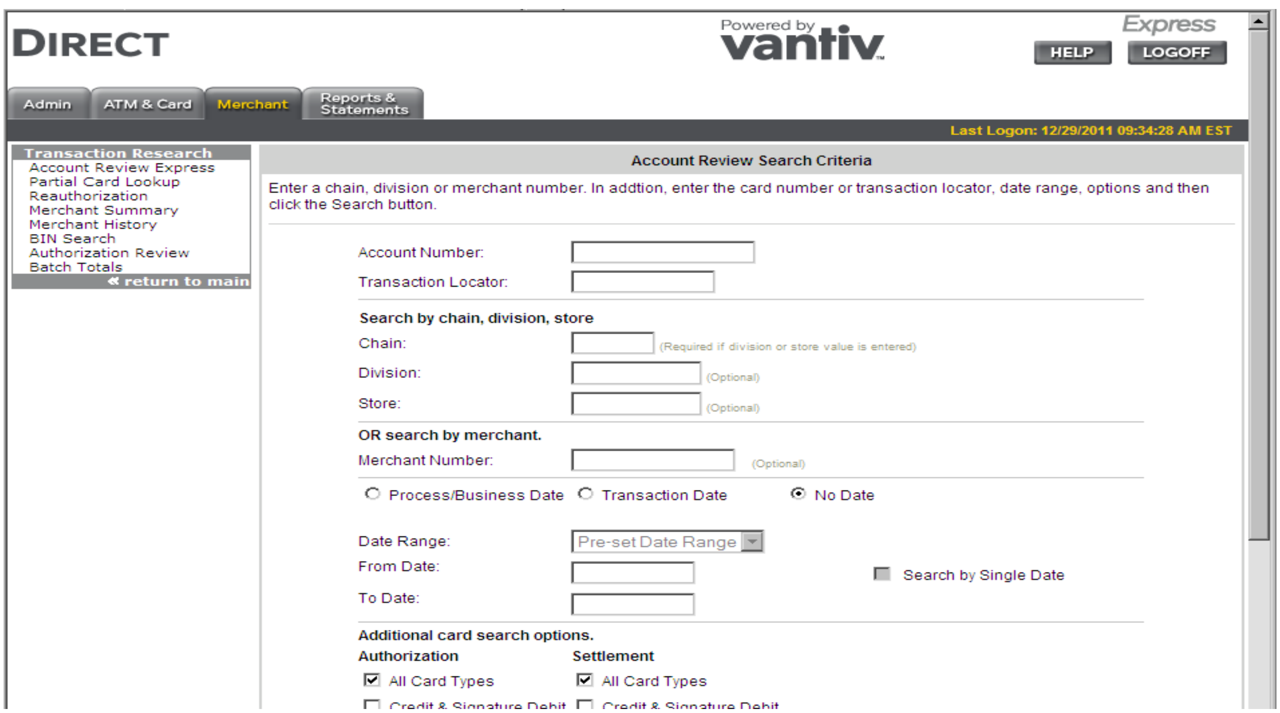
The Account Review function of DIRECT, allows authorized users the ability to access transaction detail information for a specific cardholder. This feature will mainly be used to resolve customer inquiries about charges made to their account at the merchant's place of business (note: settled transaction data is retained for a period of 18 months, authorized transaction data is retained for a period of 6 months). To view transaction detail for a cardholder, the customer's credit card number must be entered. The search may be narrowed significantly by specifying a starting search date range, and any additional credit card search options desired.

When performing the account review function, all of the customer's transactions at any of the merchant's locations will appear. The Account Review section will display an "Authorizations" and a "Settled Transaction" section. This offers a source of comparison that helps identify if a transaction was authorized more than once, settled more than once or settled but never authorized. This is a helpful tool when troubleshooting customer service issues.

Within each section, information regarding each transaction will be provided, such as: date and time transactions occurred, the merchant's division, register number, and store number at which the individual transactions occurred; the type and amount of the transactions; authorization number obtained for each transaction (if it was approved; not valid for returns or declined transactions). The Account Review feature also allows, exporting data to Excel, printing the transactions, sorting by columns, and customization of which columns will shown or hidden.

Searching by Full Card Number

Once logged in to DIRECT, click on the "Merchant" tab. A submenu will appear labeled "Transaction Research". Select the Account Review menu option.



Account Review Search Criteria

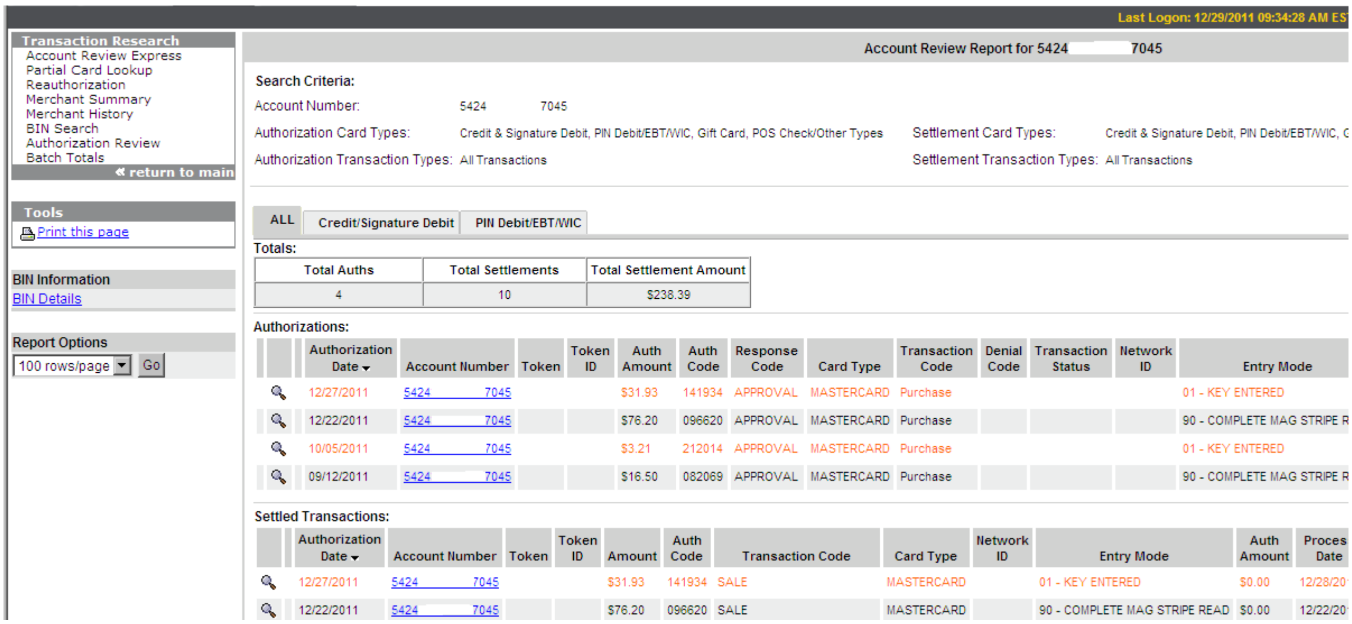
The Account Review section contains all authorizations and settlements made on a user's credit or debit (within your chain). Thus, in order to perform an account review, the merchant must have the customer's Account Number (full card number is required). If the user has access to the customer's account number, they can perform the account review by following these steps:

- Enter the customer's account number in the box labeled "Account Number".
- Then, the user may specify the chain (to see data from all of their merchant locations) or they may enter a particular store/location. Note: The user may research either all chain codes for which the merchant has access to by selecting "All" or they may research each chain code separately. If the merchant only has one chain code, that chain code will be pre-populated in the chain code box and "All" will not appear as an option in the drop down box
- A merchant may also chose to narrow a search by specifying a "Division" in order to only search a sub-set of the chain. This is optional and not all merchants have a division established.
- The user must also establish a "Date Range" for the account review. This date range can be up to 18 months prior and can be set to run by transaction date or process date.
- Additional search options, under the categories of both Authorizations and Settlement can also be selected to minimize the Account Review search.
- Once the search criteria are entered, the user must click on the "Search" button

Account Review Report

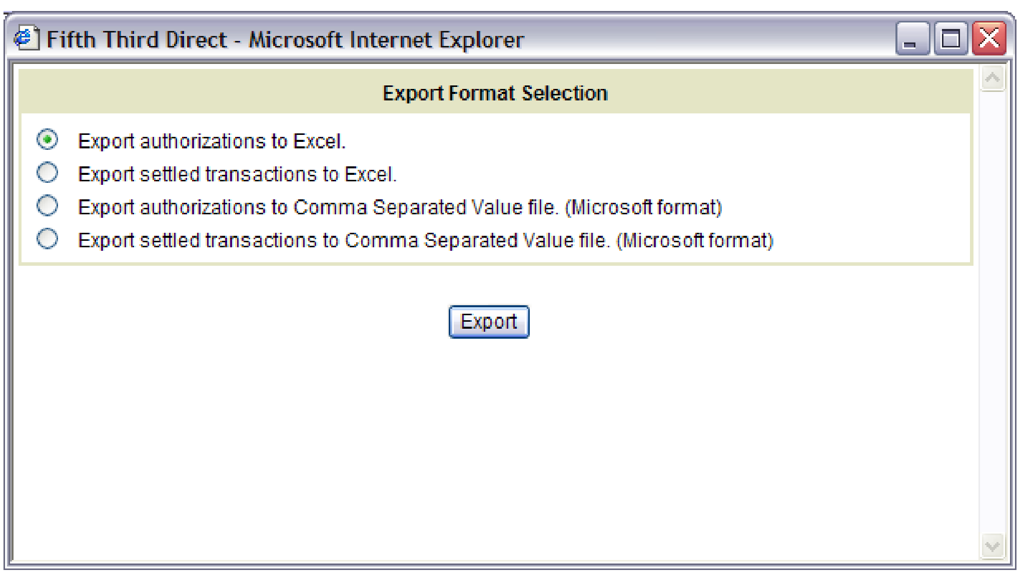
The initial report screen shows a large amount of information about a particular cardholder. Users may use addition features of the DIRECT reporting tool to filter their data (see image below).

- Total Authorizations, and/or total Settlements, (depending on which search options were used), and a breakdown of each individual Authorization and/or Settlement, for further research.
- Each individual item (transaction) may be further examined by clicking on the magnifying glass icon to the left of each row.
- By clicking on any of the **bold** column headings, the user can sort the information from low to high (or vice versa if they click again).
- There is also a "Report Options" section on the left side to show\hide the column headings that list on the page for Authorizations and\or Settlements.
- An option to export the data (if the user ID is setup to perform this function) to Excel or a text file by clicking on the disk icon that appears in the upper right corner or the screen.
- Selecting a Merchant number will take you into the Merchant Summary Report function.



Exporting Data

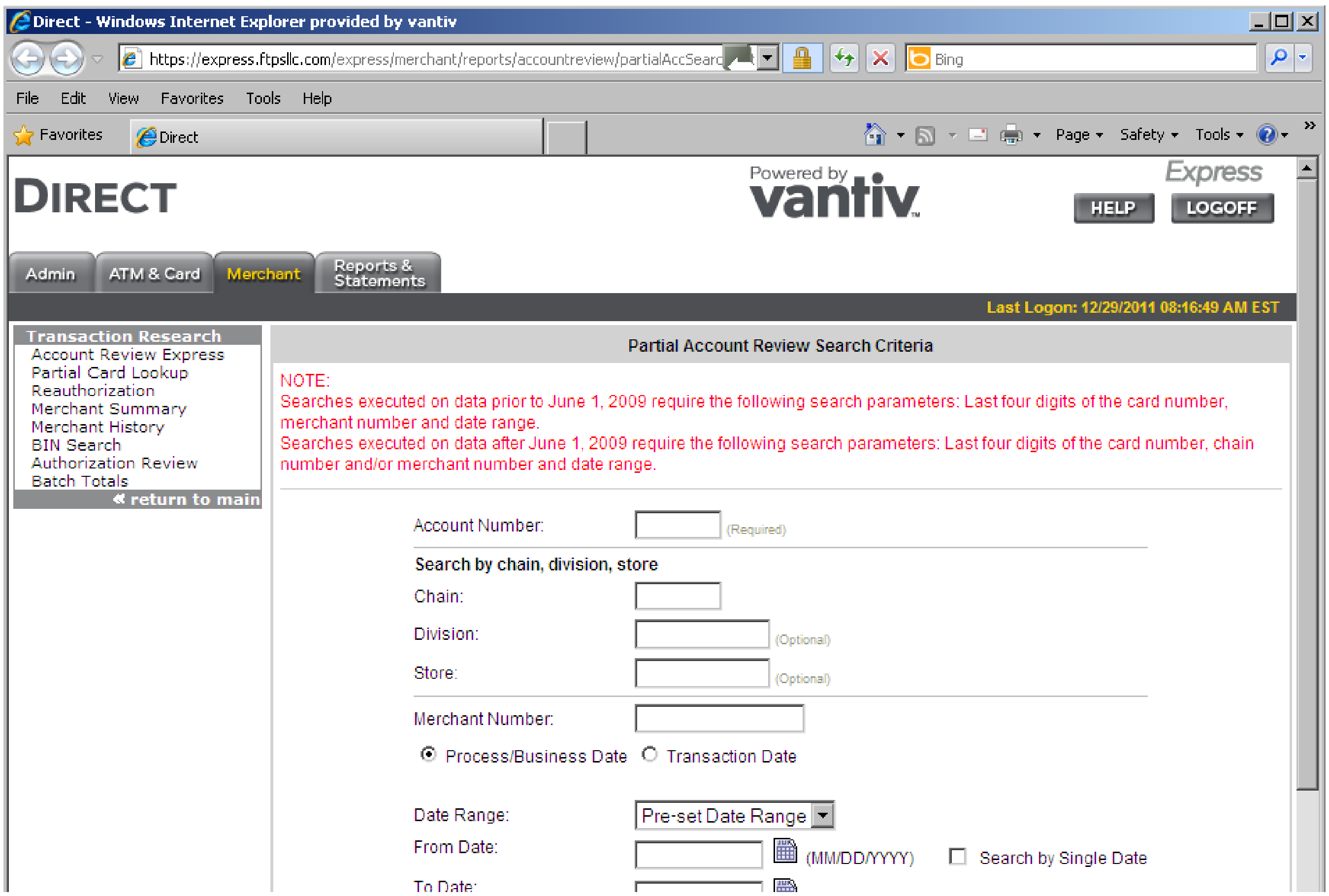
If a user wishes to export data directly from the initial Account Review Report screen to their computer, click on the disk icon in upper right hand side of the page (option #5 above). The following screen will appear.



From here the user may either export directly into Excel, or in a text document with comma delimited values. The text file may then be imported into Excel at specific locations (Data\Import External Data\Import Data\navigate to saved .txt file), or into most other database\spreadsheet programs.

Partial Account Number Search

From the Main Menu screen under Transaction Research, select "Partial Card Lookup". The partial card lookup feature will allow user to query for a credit card by only using the chain code, merchant ID, and last 4 digit of the account number.



Run a search a by entering the last 4 digits of the account number in question. You will need to restrict your search by both merchant ID and a 5 day date range.