

# DIRECT

Powered by Vantiv  
Support Guide  
(Web Based Express Version)

# DIRECT Support Guide – Web Based Express Version

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## 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](mailto: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](mailto: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](mailto:eric.cofer@vantiv.com)  
Hours: Monday through Friday 8am to 5pm eastern

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## 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>.

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## 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.

**DIRECT** Powered by **vantiv** Express **HELP** **LOGOFF**

Admin ATM & Card **Merchant** Reports & Statements

Last Logon: 12/29/2011 09:34:28 AM EST

<b>Application Process</b> Online App AppStat Fast Scan » more	<b>Chargeback Management</b> Draft Retrievals Chargeback Data Fast Scan » more	<b>Transaction Research</b> Account Review Express Partial Card Lookup Reauthorization » more
<b>Virtual Terminal</b> Virtual Terminal Search Virtual Terminal Express Settle Transactions » more	<b>Gift Card</b> Batch Activation Report Mass Transaction Mass Tran Results	<b>Host Access</b> Auto Terminal Tandem Access
<b>Chargeback Operations</b> Fax Queue Aging Reports Non-Charts Scan	<b>Merchant Admin</b> Misc Adj	<b>Support</b> Contact Us

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- 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_DEADJ	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_DEADJ	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).

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## 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, leave 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.

Report Name	Report Code	Chain /Institution	Division
<a href="#">Monthly Service Invoice</a>	MR-001	000150	001
<a href="#">Daily Interchange Adjustment Report</a>	MD-001	000150	001
<a href="#">Daily Interchange Fee Summary</a>	MD-085	000150	001
<a href="#">Suspect Credit Report</a>	MD-200	000150	001
<a href="#">Checkback Balance Report by Chain</a>	MR-402	000150	001
<a href="#">Visa Pre-Arbitration Notification Report</a>	MR-412	000150	001
<a href="#">Checkback Pre-Notification Report</a>	MR-413	000150	001
<a href="#">Debit Retrieval Request Report</a>	MR-414	000150	001
<a href="#">Daily Retrieval and Proceeds Activity Report</a>	MR-421	000150	001
<a href="#">Bank/Credit Checkback Pre-notification</a>	MR-500	000150	001
<a href="#">Bank/Credit Advice of Checkback/Chargeback/Reversal</a>	MR-501	000150	001
<a href="#">Visa Pre-Arbitration Notification Report</a>	MR-508	000150	001

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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)

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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.

Save As Text Save As PDF

Help on Report

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«First Page» «Previous Page» Next Page» Last Page»

MERCHANT CATEGORY	INTERCHANGE ADJUSTMENT REASON	DUNDEP	AMOUNT	SUBCHARGE	
VISA	A KEY ENTERED, NO ADV ADJUST	1	41.04	0.22	
	B VISA COMMERCIAL, TAX EXEMPT	2	71.30	0.43	
VISA TOTALS			9	\$204.97	\$0.65
GRAND TOTAL:			9	\$204.97	\$0.65

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## 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.

**DIRECT** Powered by **vantiv** Express  
HELP LOGOFF

Admin ATM & Card **Merchant** Reports & Statements

Last Logon: 12/29/2011 09:34:28 AM EST

### Transaction Research

- Account Review Express
- Partial Card Lookup
- Reauthorization
- Merchant Summary
- Merchant History
- BIN Search
- Authorization Review
- Batch Totals

« return to main

### Merchant Summary Report Search Criteria

Enter a chain, division or merchant number and date range, then click the Search button. The report will run faster if you uncheck boxes for sections of the report you do not need to see. The date range that you enter will be used to search for Auth Transactions by Transaction Date, for Chargebacks and Retrievals by Report Date, and for all other sections by Process Date.

**Search by chain, division.**

Chain Code:  (Required if division value is entered)

Division:  (Optional)

---

**OR search by merchant.**

Merchant Number:  (Required if chain and division values are not entered)

---

Date Range:  (dropdown)

From Date:  (MM/DD/YYYY)  Search by Single Date

To Date:  (MM/DD/YYYY)

---

**Reporting options.**

<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Settlement
<input checked="" type="checkbox"/> Settlement Rejects	<input checked="" type="checkbox"/> ACH Deposits
<input checked="" type="checkbox"/> ACH Rejects	<input checked="" type="checkbox"/> Miscellaneous Adjustments
<input checked="" type="checkbox"/> Chargebacks/Retrievals	<input checked="" type="checkbox"/> Discount Fees
<input checked="" type="checkbox"/> Auth Transactions	<input checked="" type="checkbox"/> Month End Fees
<input checked="" type="checkbox"/> Premier Giftcard	<input checked="" type="checkbox"/> Bank Card Rejects

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

The screenshot displays the Merchant Summary Report for merchant ACME (061285). The interface includes navigation tabs (Admin, ATM & Card, Merchant, Reports & Statements) and a sidebar with options like Transaction Research, Tools, and Report Search. The main report table shows a summary of transactions and settlements for the period 12/01/2011 to 12/25/2011.

ACME (061285)		Open Date: 10/25/2010	Merchant Summary Report
Settlement type: M - MONTHLY BUNDLED		Close Date: N/A	for 12/01/2011 - 12/25/2011
Settlements	138		\$ 11,010.26
VISA	79	\$ 5,623.38	
MASTERCARD	51	\$ 4,816.39	
DISCOVER	2	\$ 137.55	
AMEX	6	\$ 432.94	
Settlement Rejects	0		\$ 0.00
Miscellaneous Adjustments	0		\$ 0.00
Discount Fees			\$ 237.99
Month End Fees	0		\$ 0.00
ACH Deposits	20		\$ 10,577.32
D - DEPOSIT	20	\$ 10,577.32	
ACH Rejects	0		\$ 0.00
<b>Variance</b> <a href="#">(Help)</a>			<b>\$ -194.95</b>
Auth Transactions	159		\$ 12,354.52
VISA	92	\$ 6,523.02	
MASTERCARD	56	\$ 5,087.34	
DISCOVER	5	\$ 311.22	
AMEX	6	\$ 432.94	
Chargebacks / Retrievals	0		\$ 0.00
Premier Giftcards	0		\$ 0.00

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.

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## 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.

The screenshot displays the DIRECT web interface. At the top, it says "DIRECT" and "Powered by vantiv". There are navigation tabs for "Admin", "ATM & Card", "Merchant", and "Reports & Statements". The "Merchant" tab is selected. A sidebar on the left lists "Transaction Research" options: "Account Review Express", "Partial Card Lookup", "Reauthorization", "Merchant Summary", "Merchant History", "BIN Search", "Authorization Review", and "Batch Totals". The main content area is titled "Account Review Search Criteria" and contains the following fields and options:

- Account Number: [Text Input]
- Transaction Locator: [Text Input]
- Search by chain, division, store:
  - Chain: [Text Input] (Required if division or store value is entered)
  - Division: [Text Input] (Optional)
  - Store: [Text Input] (Optional)
- OR search by merchant:
  - Merchant Number: [Text Input] (Optional)
  - Process/Business Date  Transaction Date  No Date
- Date Range: [Pre-set Date Range] (Dropdown menu)
  - From Date: [Text Input]
  - To Date: [Text Input]
  - Search by Single Date
- Additional card search options:
  - Authorization:  All Card Types  Credit & Signature Debit
  - Settlement:  All Card Types  Credit & Signature Debit

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## 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.

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Last Logon: 12/29/2011 09:34:28 AM ES

Account Review Report for 5424 7045

**Transaction Research**  
 Account Review Express  
 Partial Card Lookup  
 Reauthorization  
 Merchant Summary  
 Merchant History  
 BIN Search  
 Authorization Review  
 Batch Totals  
 < return to main

**Tools**  
 Print this page

**BIN Information**  
 BIN Details

**Report Options**  
 100 rows/page Go

**Search Criteria:**  
 Account Number: 5424 7045  
 Authorization Card Types: Credit & Signature Debit, PIN Debit/EBT/WIC, Gift Card, POS Check/Other Types  
 Settlement Card Types: Credit & Signature Debit, PIN Debit/EBT/WIC, C  
 Authorization Transaction Types: All Transactions  
 Settlement Transaction Types: All Transactions

**Totals:**

Total Auths	Total Settlements	Total Settlement Amount
4	10	\$238.39

**Authorizations:**

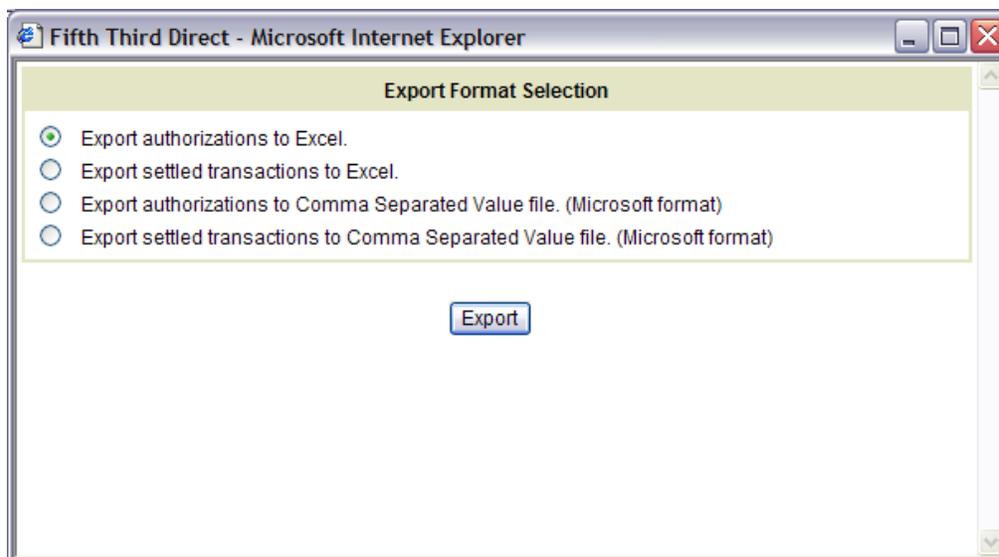
Authorization Date	Account Number	Token	Token ID	Auth Amount	Auth Code	Response Code	Card Type	Transaction Code	Denial Code	Transaction Status	Network ID	Entry Mode
12/27/2011	5424 7045			\$31.93	141934	APPROVAL	MASTERCARD	Purchase				01 - KEY ENTERED
12/22/2011	5424 7045			\$76.20	096620	APPROVAL	MASTERCARD	Purchase				90 - COMPLETE MAG STRIPE R
10/05/2011	5424 7045			\$3.21	212014	APPROVAL	MASTERCARD	Purchase				01 - KEY ENTERED
09/12/2011	5424 7045			\$16.50	082069	APPROVAL	MASTERCARD	Purchase				90 - COMPLETE MAG STRIPE R

**Settled Transactions:**

Authorization Date	Account Number	Token	Token ID	Amount	Auth Code	Transaction Code	Card Type	Network ID	Entry Mode	Auth Amount	Process Date
12/27/2011	5424 7045			\$31.93	141934	SALE	MASTERCARD		01 - KEY ENTERED	\$0.00	12/28/20
12/22/2011	5424 7045			\$76.20	096620	SALE	MASTERCARD		90 - COMPLETE MAG STRIPE READ	\$0.00	12/22/20

## 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.

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## 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.

The screenshot shows a web browser window titled "Direct - Windows Internet Explorer provided by vantiv". The address bar shows the URL: <https://express.ftpsllc.com/express/merchant/reports/accountreview/partialAccSearch>. The page header includes the "DIRECT" logo, "Powered by vantiv", and "Express" branding. There are "HELP" and "LOGOFF" buttons. A navigation menu includes "Admin", "ATM & Card", "Merchant" (highlighted), and "Reports & Statements". A "Last Logon" timestamp is displayed as "12/29/2011 08:16:49 AM EST".

The main content area is titled "Partial Account Review Search Criteria". It contains a "NOTE" in red text: "Searches executed on data prior to June 1, 2009 require the following search parameters: Last four digits of the card number, merchant number and date range. Searches executed on data after June 1, 2009 require the following search parameters: Last four digits of the card number, chain number and/or merchant number and date range." Below the note is a search form with the following fields and options:

- Account Number:  (Required)
- Search by chain, division, store
  - Chain:
  - Division:  (Optional)
  - Store:  (Optional)
- Merchant Number:
- Process/Business Date  Transaction Date
- Date Range:  Pre-set Date Range
- From Date:  (MM/DD/YYYY)  Search by Single Date
- To Date:

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.