



Welcome to ClientLine, the new Management Information Tool from First Data.

This Reference Guide will provide you with the following:-

1. Quick Reference Guide
 - A. Logging In/Forgot Your Password?
 - B. Searching for Merchants
 - C. ClientLine Reporting Options
 - D. Building a Report
 - E. Suggested Reports
 - F. Chargebacks & Retrievals
 - G. ClientLine Pop Up Removal
 - H. Card Type Glossary
 - I. Card Search
 - J. Monthly Statements
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2. Frequently Asked Questions
3. My Merchant View Migration to ClientLine

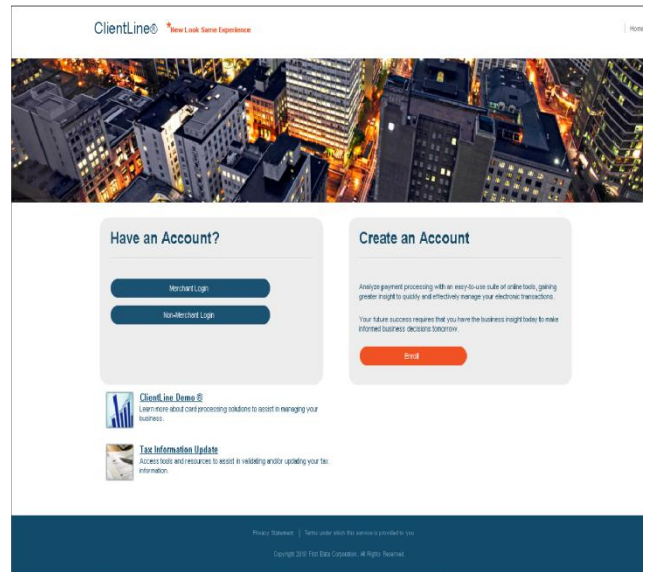
**Any queries please call the ClientLine Help Desk
01268 567128**

1. QUICK REFERENCE GUIDE

A. Logging in/Forgot your password?

The URL for ClientLine is **www.myclientline.net**

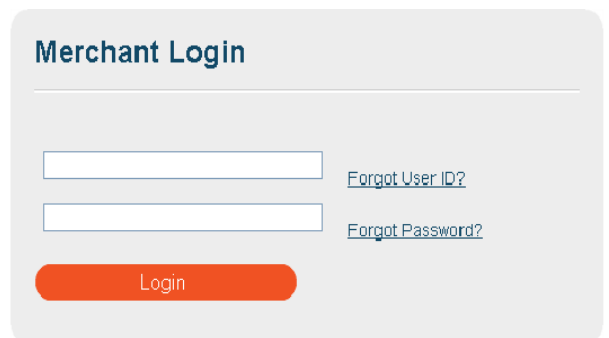
Merchants always log into ClientLine using the Merchant Login option



Hierarchy on ClientLine differs to MMV

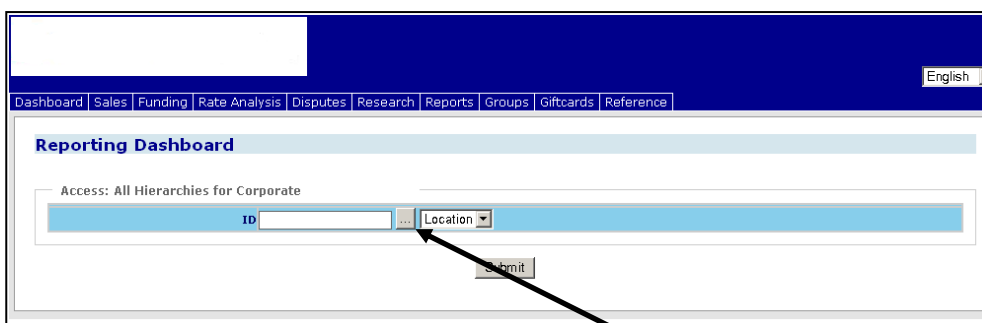
Lead Corporate = Corporate
Corporate = Chain
Location = Outlet

If you forget you're User ID or password you are able to retrieve this information through ClientLine by selecting the Forgot Password or Forgot User ID option

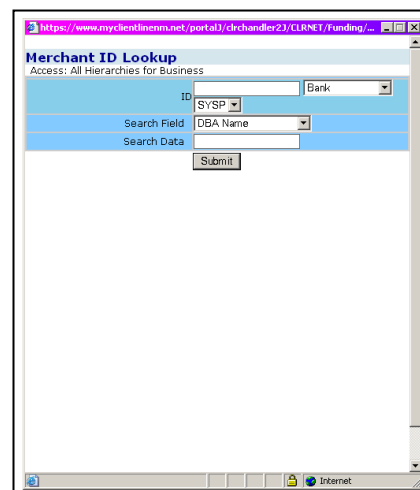


B. Searching for Merchant Numbers

If you are a single Outlet Merchant or only have permission to access one Outlet, you are automatically directed to the **Reporting Dashboard**.



If you are a Corporate or Lead Corporate User you are directed to the Reporting Dashboard option. If you are unsure of the **Merchant ID**, you can click on the button to the right of the ID which then allows you to search the Merchant Numbers available.



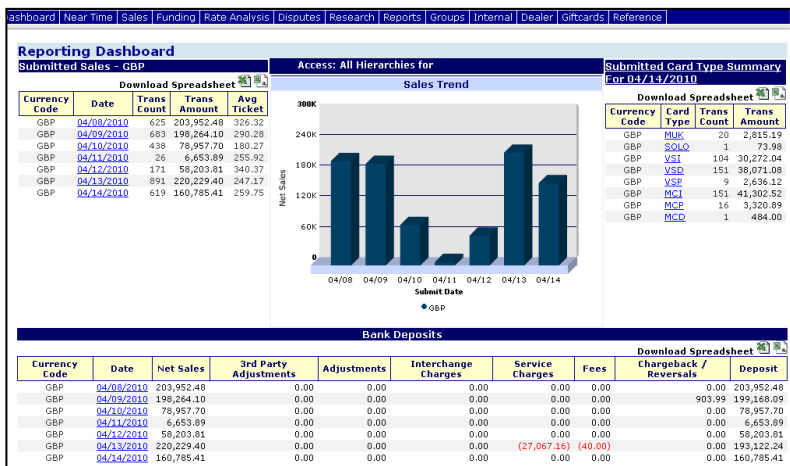
The **Search Field** must always be **DBA Name** (only option for the UK). Enter the Search Data as it appears on your Merchant Statement.

ClientLine uses both Internal and External Merchant Numbers. The External Merchant Number is that provided to you by your Acquirer and shown on all correspondence. When entering the External Merchant Number in ClientLine it will automatically revert to the Internal Merchant Number. **NB. This is how the system is set to work and does not affect any data shown within ClientLine.**

C. ClientLine Reporting Options

Within ClientLine there are three areas a user may utilise to obtain information

Reporting Dashboard – this is the first screen presented when you log onto ClientLine and shows the last 7 days of submitted sales and bank deposit information.



Online Reports – these are located under the toolbar headers and certain screens can be downloaded in Excel or CSV only (more download options are available within the Schedule Reports Section). The download buttons are seen in the top right hand corner of the screen.

Dashboard	Sales	Funding	Rate Analysis	Disputes	Research	Reports	Groups	Internal	Reference
Reporting	Credit Transactions	Bank Deposits	Qualification Analysis	Chargebacks	Card Search	Scheduled Report	Group Builder	Change Hierarchy	Demo
Disputes	Debit Transactions	All Activity Summary	Qualification Expense	Retrievals	Authorization Search	View Reports	Group Reports		Tutorial
	Rejected Transactions			Chargeback Analysis	Query Builder	Update Reports			User Guide
	Transaction Summary	Monthly Fee and Service Charge History		Retrieval Analysis	Location Profile Details	Delete Reports			
	Monthly Sales History	Monthly Statement			Card Issuer Identification				
					Check Authorization				
					Fraud Reporting				
					Refund With No Sales				

Scheduled Reports – there are approximately 70 reports available and they can be set to run daily, weekly, monthly or yearly. Scheduled Reports can be sent automatically via email in **Word, Excel, CSV or PDF**.

D. Building a Report

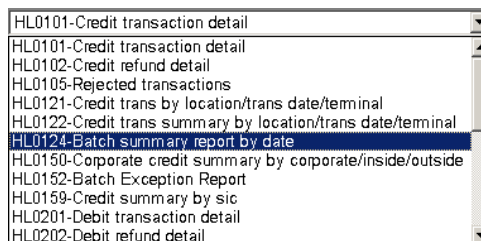
It is very easy to build a report on ClientLine either to be viewed now or scheduled for the following day, week, etc online or to be received via email.

Reports are accessed through **Reports – Schedule Reports** and are categorised in accordance with the toolbar headers.

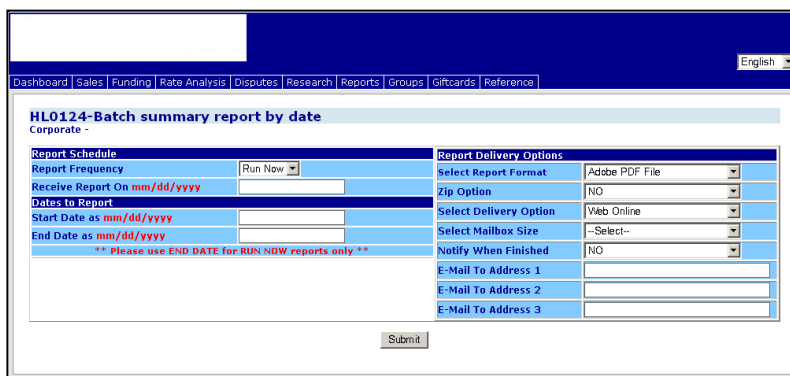
The access determines at what level your report is to be generated on – you need to amend this if you require it at a different level (Lead Corporate / Corporate / Location) to that shown.



You then select which Report you wish to run



Once all of the report criteria is selected you can either view the report online (through ClientLine) or have it emailed to up to three email addresses.



NB. To view the report now you must amend the **Receive Report On date to today's date and select the Delivery Option as Web Online**

E. Suggested Reports

The following will help you find the information currently available in MMV within ClientLine.

MMV Area	MMV Report	ClientLine Area	ClientLine Scheduled Report
Point of Sale Reports	Point of Sale	Sales	HL0124 – Batch Summary Report by Date
	Card Type Deposit List	Sales	HL0601 – Account Type Card Summary
		Sales	HL0602 – Account Type Card Summary by Date
		Sales	HL0603 – Account Type Card Summary by Location/Date
		Sales	HL0604 – Account Type Card Summary by Location
		Sales	HL0605 – Card Type Summary by Location / Date
		Sales	HL0606 – Card Type Summary by Corporate
	Rejected Transactions List	Sales	HL0105 – Rejected Transactions
	Monthly Sales History	Sales	HL6000 – Monthly Sales Summary
Funding Reports	Multiple/Single Day Funding	Funding	HL0401 – Bank Deposit Detail by Location/Date
		Funding	HL0402 – Bank Deposit Summary by Date
		Funding	HL0403 – Bank Deposit Summary by Location
		Funding	HL0404 – Checking Account Funding Report
		Funding	HL0405 – Bank Deposit Summary by Corporate
		Funding	HL0406 – Funding by Card Type
		Funding	HL0407 – Funding by Batch
Interchange Reports	Interchange Qualification History	Rate Analysis	HL0114 – Qualification Analysis by Location/Date
		Rate Analysis	HL0116 – Qualification Analysis by Date
		Rate Analysis	HL0118 – Qualification Analysis Summary
		Rate Analysis	HL0120 – Qualification Analysis by Location
		Rate Analysis	HL0129 – Qualification Analysis by Corporate
Chargeback Reports	Chargeback List	Disputes	HL1501 – Chargeback Detail by Status Date
	Chargeback Statistics	Disputes	HL1503 – Chargeback Analysis
	Authorisation List	Research	HL4006 – Authorization Detail by Location
	Card Issuer Identification	Research	Online Report only
Media Retrieval Reports	Media Retrieval List	Disputes	HL1511 - Retrieval Detail by Status Date
		Disputes	HL1515 - Open Retrieval Report
	Media Retrieval Statistics	Disputes	HL1516 – Retrieval Analysis Summary

F. Chargebacks & Retrievals

Visa and Mastercard Chargeback and Retrieval information can be viewed in ClientLine from one central point – the **Disputes Dashboard**.

Retrievals (6months)				Chargebacks Debited				Chargebacks Reversed			
Open	Expired	Fulfilled	Total	Currency Code	Status Date	Chargeback Count	Chargeback Amount	Currency Code	Status Date	Chargeback Count	Chargeback Amount
17			17	GBP		1	443.99				
0%	100%	0%	100%								

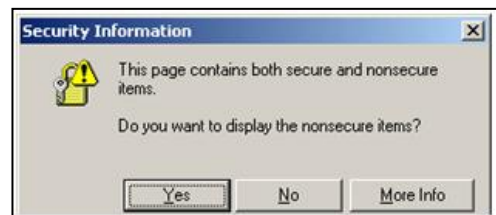
Chargebacks (6months)				Chargeback History (6 Months)																																																																																																																																																																					
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NB. UK Domestic Maestro & Solo chargebacks **cannot** be seen on the **Dispute Dashboard**. However, they are viewable from the **Disputes tab** and are for information only – their status does not change from Open to Represented, Closed, etc.

G. ClientLine Pop Up Removal

Some PCs / Laptops will experience a **Display Nonsecure Items** pop up. This can be removed by amending the options to **“enable”** for

- Display mixed content
- Don't prompt for client certificate selection when no certificates, etc.



Within the Tools – Internet Options – Security – Internet – Custom Level and also Local Internet – Custom Level

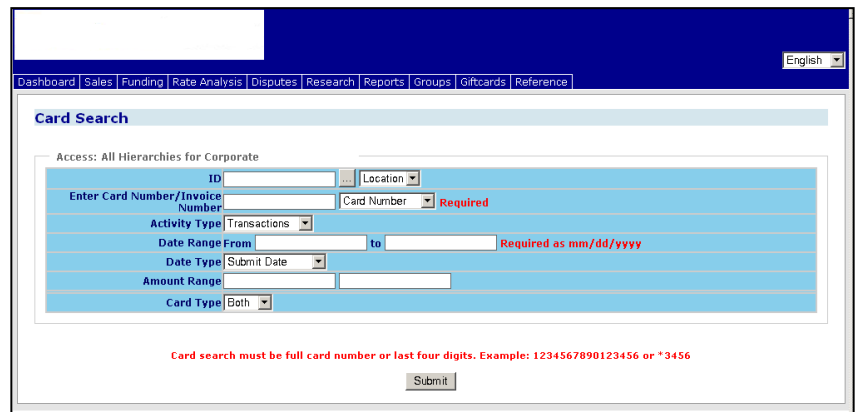
H. Card Type Glossary

Card types are show in abbreviation form within ClientLine. Below is a helpful glossary:-

Card Type	Description
MUK	UK Maestro
MUKC	UK Maestro Chip
SOLO	UK Solo
SOCH	UK Solo Chip
MCI	Mastercard
MCIC	Mastercard Chip
MCD	Mastercard Debit
MCDC	Mastercard Debit Chip
MCP	Mastercard Purchase
VSI	Visa Credit
VSCH	Visa Credit Chip
VELE	Visa Electron
VSD	Visa Debit
VSDC	Visa Debit Chip
VSP	Visa Purchase

I. Card Search

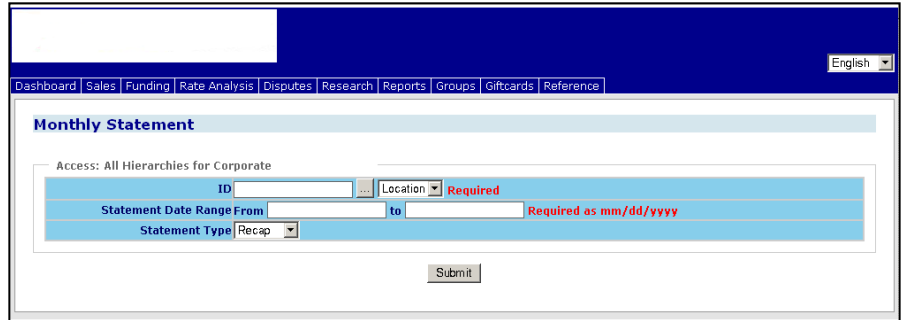
Card Search is the ClientLine equivalent of the Cardholder Transaction Enquiry section within MMV and can be found under **Research**.



J. Monthly Statements

Monthly Statements are found under the Funding tab and are not available within Scheduled Reports.

12 months rolling statements are available to the Merchant as soon as they are available to the Acquirer – much sooner than paper statements.



The screenshot shows a web interface for generating a 'Monthly Statement'. At the top, there is a navigation menu with tabs: Dashboard, Sales, Funding, Rate Analysis, Disputes, Research, Reports, Groups, Giftcards, and Reference. The 'Funding' tab is active. Below the navigation, the page title is 'Monthly Statement'. Underneath, it says 'Access: All Hierarchies for Corporate'. The form contains several fields: 'ID' with a search icon, 'Location' with a dropdown menu, and a 'Required' label. Below these is a 'Statement Date Range' section with 'From' and 'to' input fields, and a 'Required as mm/dd/yyyy' label. There is also a 'Statement Type' dropdown menu with 'Recap' selected. A 'Submit' button is located at the bottom right of the form.

There are two statement options – Recap for Chain and Outlet for individual Merchant number.

K. User Guide

There is an online User Guide for ClientLine found under the Reference Tab.

2. FREQUENTLY ASKED QUESTIONS

Why does the Submitted Sales section at the top of the dashboard within ClientLine not balance with the Bank Deposits section at the bottom of the dashboard?

The Submitted Sales section of the dashboard may not always balance with the Bank Deposits section of the dashboard. There are a variety of reasons that can cause the amount funded to a bank account to differ from what was submitted for processing but two of the most common include:

1. Not all batches were submitted for processing by the applicable cut off time for that day. For example some batches may have been submitted by 6PM for BACS funding and other batches may have been submitted at 11PM. The batches submitted at 6PM may fund a day sooner than the batches submitted at 11PM, although they will all show with the same submit date.
2. Rejected transactions could cause an out of balance between transactions submitted for processing and transactions funded.

Why does the Monthly Sales History report within My Merchant View not balance to the Monthly Sales History report within ClientLine?

The Monthly Sales History report within MyMerchantView utilises a different data source than any of our other reports. The utilization of this alternate data store often creates differences in data because it often pulls in data processed late on the last day of the prior month or does not always pull in data processed early on the first of the month. This causes the Monthly Sales History report within My Merchant View to not always balance to the other reports within My Merchant View. To resolve this problem within ClientLine we elected to utilise the same data source for all of our sales reports to ensure all reports within this section balance with one another.

Why does the Fees and Rates report within My Merchant View not balance to the Monthly Fee and Service Charge History report in ClientLine?

The Fee and Rates report within My Merchant View displays fees based on the month in which they were calculated. The Monthly Fee and Service Charge History report within ClientLine displays fees based on the month in which they were billed. With this change the Monthly Fee and Service Charge History report will now balance to other funding reports within ClientLine because all other reports within the Bank Deposits section of ClientLine display fees in the month in which they were billed.

Why does Bank Deposit information look differently in ClientLine than it does within My Merchant View?

There are two differences between My Merchant View and ClientLine

1. My Merchant View displays information for each individual bank account, information for multiple bank accounts are not rolled together. ClientLine provides the ability to see activity for all bank accounts rolled together or each bank account individually. The dashboard view starts with a rolled up view, requiring the user to drill down to the individual bank accounts.
2. My Merchant View provides access to all activity within a bank account. A merchant location with access to a bank account is able to view all activity within the bank account even activity for other locations. ClientLine only allows the user to view activity for the locations linked to the applicable user id. For example, a single location depositing into a bank account with other locations will no longer be able to see all activity within the bank account but only the activity associated with their specific location.

In My Merchant View I can search by authorisation code, where do I find this functionality within ClientLine?

ClientLine does not provide the ability to search by authorization code; a full cardholder number is required to perform authorization searches within ClientLine. ClientLine does provide a scheduled report that will provide the user with a complete listing of authorizations for a selected time period.

How do I sort and subtotal information on the online screens?

ClientLine does not support the ability to sort and subtotal information directly from the online screens. ClientLine does have a report scheduler feature that provides data in DOC, XLS, CSV, and PDF.

How do I select another location if I don't know the number? My Merchant View shows me a list.

ClientLine provides the ability to select a new merchant number from within any search screen. If the user does not know the merchant number they may click on the search button next to the ID field. This will then open a box to help the user search for and select the location they would like to view.

3. My Merchant View Migration to ClientLine

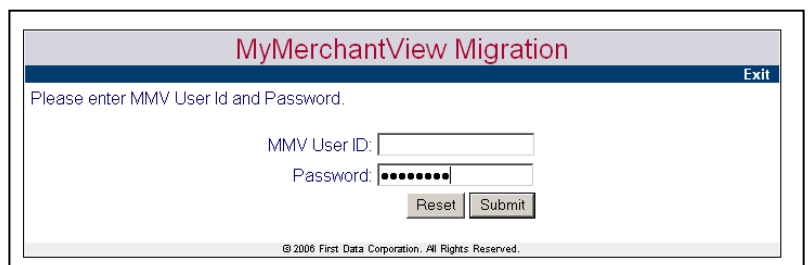
Existing MMV Users use the same User ID and password with ClientLine.



Once the migration to ClientLine takes place, during the 60 day migration window MMV automatically refers you to ClientLine. You are also able to continue using MMV if required.



The move over to ClientLine is very simple, just asking for clarification of your current MMV log on details



The next screen asks for the answer to your secret question (the one chosen when you originally enrolled onto MMV), together with your email address, phone number and postcode (zip).

You are then redirected to the ClientLine Login page. Please enter your current MMV User ID and password. Hit SUBMIT.

Please copy the temporary password provided and click on ["Click here"](#)

Enter your temporary password again and then a new password. Once your User ID has been migrated your password is reset, you are all set to use ClientLine.