

Merchant  
User Guide

# Merchant Reporting Manual

March 4, 2013 | Version 8

**CHASE** ™  
Paymentech

**CHASE** ™  
Paymentech

4 Northeastern Blvd.  
Salem, NH 03079-1952  
603.896.6000  
[www.chasepaymentech.com](http://www.chasepaymentech.com)

---

# Merchant Reporting

---

## *A Merchant User Guide*



© Chase Paymentech Solutions, LLC – 2002 -, 2013 - All Rights Reserved

14221 Dallas Parkway  
Dallas, TX 75254  
[www.chasepaymentech.com](http://www.chasepaymentech.com)

This document contains confidential and proprietary information of Chase Paymentech Solutions, LLC and Paymentech, LLC (collectively referred to as "Chase Paymentech"). No disclosure or duplication of any portion of these materials may be made without the express written consent of Chase Paymentech. These materials must be used solely for the operation of Chase Paymentech programs and for no other use.

## Revision History

---

Date	Action	Page Number(s)
07/05/2006	<ul style="list-style-type: none"> <li>• Deletion of ANS-0016D from listing</li> <li>• Addition of ANS-0017 and RSK-0002 to listing</li> </ul>	15 and 19
	<ul style="list-style-type: none"> <li>• Deletion of ANS-0016D report sample and field definitions</li> <li>• Update of ANS-0013, ANS-0016 report samples</li> <li>• Addition of ANS-0017 and RSK-0002 report sample and field definitions</li> </ul>	76, 81, 82, 88
01/25/2008	<ul style="list-style-type: none"> <li>• Updated screen shots in all sections</li> <li>• Updated all report samples to show more current dates</li> <li>• Added PDE-0039 report sample and field definition</li> </ul>	Various
04/28/2008	<ul style="list-style-type: none"> <li>• PDE-0029 report changed. New report added with new fields.</li> </ul>	36 – 37
8/19/2008	<ul style="list-style-type: none"> <li>• Adjusted Page Numbers</li> </ul>	Throughout
2/11/2010	<ul style="list-style-type: none"> <li>• Updated all report images</li> <li>• Added information on Account Masking availability</li> <li>• Updated HLP Report Listing</li> <li>• Removal of ANS-0016, OnDemand only report</li> <li>• Updated PDE-0017 report fields &amp; Definitions</li> <li>• New Headers/Footers &amp; Title Page</li> <li>• Updated NOC code descriptions</li> <li>• Removed Report Center Search Feature from Appendix and placed them before Report Samples</li> <li>• Added Multi-Currency and Cross-Currency Examples</li> </ul>	28-101 17 21 Removed 62-64 Throughout 77-78 22-26
4/12/11	<ul style="list-style-type: none"> <li>• Updated Report Center Search Sample</li> </ul>	23
6/15/11	<ul style="list-style-type: none"> <li>• Updated ACT-0027 Terminal/Batch Detail Report Image and Definitions</li> </ul>	81-82
08/22/11	<ul style="list-style-type: none"> <li>• Updated FIN-0010 Report for Canadian Currency processing Guideline changes.</li> </ul>	34
10/03/11	<ul style="list-style-type: none"> <li>• Added new definition for EMDR</li> </ul>	3
12/21/11	<ul style="list-style-type: none"> <li>• Removed reference to Flexcache – term for Stored Value (Gift Cards) no longer used.</li> </ul>	32 45
<b>02/12/13</b>	<ul style="list-style-type: none"> <li>• <b>Added descriptions of all reports</b></li> </ul>	<b>Various</b>

---

# Table of Contents

---

<b>INTRODUCTION .....</b>	<b>1</b>
<b>REPORT CENTER .....</b>	<b>2</b>
OVERVIEW: .....	2
REPORT AVAILABILITY: .....	2
ACCESSING THE REPORT CENTER: .....	4
ACCESSING YOUR MY REPORTS LIST: .....	4
ACCESSING YOUR MY REPORTS LIST FOR MULTIPLE COMPANIES: .....	7
USING THE FILTER FEATURE: .....	8
PRINTING A REPORT WITHOUT FIRST OPENING IT: .....	9
DOWNLOAD A REPORT IN PDF FORMAT WITHOUT FIRST OPENING IT: .....	10
REPORT CENTER NAVIGATION BAR: .....	10
VIEWING, SAVING AND PRINTING REPORTS: .....	11
DOWNLOADING REPORT DATA: .....	12
<b>MERCHANT REPORTS.....</b>	<b>13</b>
INTRODUCTION: .....	13
REPORT LIST: .....	14
ACCOUNT MASKING .....	16
ON-DEMAND REPORTS: .....	16
MERCHANT HIERARCHY LEVELS: .....	17
NOTE: .....	17
REPORT HEADER ELEMENTS: .....	18
REPORT PREFIXES: .....	19
HYPERLINKS AND HELP LINKS: .....	19
<b>REPORT CENTER SEARCH FEATURE .....</b>	<b>21</b>
INTRODUCTION: .....	21
ACCESSING THE SEARCH FEATURE: .....	21
SELECTING THE SEARCH CRITERIA: .....	21
OPERATORS: .....	22
SEARCH RESULTS: .....	23
DOWNLOADING THE SEARCH RESULTS: .....	24
STARTING ANOTHER SEARCH: .....	25
EXITING THE SEARCH FEATURE: .....	25
<b>REPORT SAMPLES AND FIELD DEFINITIONS.....</b>	<b>26</b>
INTRODUCTION: .....	26
<b>DEPOSIT ACTIVITY SUMMARY (FIN-0010).....</b>	<b>27</b>
DESCRIPTION .....	27
<b>DEPOSIT ACTIVITY SUMMARY (FIN-0010) DEFINITIONS.....</b>	<b>32</b>
<b>SERVICE CHARGE DETAIL (FIN-0011).....</b>	<b>35</b>
DESCRIPTION .....	35
<b>SERVICE CHARGE DETAIL (FIN-0011) DEFINITIONS.....</b>	<b>38</b>
<b>FINANCIAL ACTIVITY SUMMARY (FIN-0025) DAILY VERSION.....</b>	<b>40</b>
DESCRIPTION .....	40
<b>FINANCIAL ACTIVITY SUMMARY (FIN-0025) DEFINITIONS.....</b>	<b>42</b>
<b>DEPOSIT ACTIVITY BY HIERARCHY (FIN-0108).....</b>	<b>43</b>

DESCRIPTION .....	43
<b>DEPOSIT ACTIVITY BY HIERARCHY (FIN-0108) DEFINITIONS.....</b>	<b>45</b>
<b>SUBMISSION LISTING (ACT-0012) .....</b>	<b>46</b>
DESCRIPTION .....	46
<b>SUBMISSION LISTING (ACT-0012) DEFINITIONS .....</b>	<b>48</b>
<b>EXCEPTION DETAIL (ACT-0002).....</b>	<b>49</b>
DESCRIPTION .....	49
<b>EXCEPTION DETAIL (ACT-0002) DEFINITIONS.....</b>	<b>52</b>
<b>DEPOSIT DETAIL (ACT-0010) .....</b>	<b>54</b>
DESCRIPTION .....	54
<b>DEPOSIT DETAIL (ACT-0010) DEFINITIONS.....</b>	<b>56</b>
<b>RETRIEVAL RECEIVED (PDE-0021).....</b>	<b>58</b>
DESCRIPTION .....	58
<b>RETRIEVAL RECEIVED (PDE-0021) DEFINITIONS .....</b>	<b>60</b>
<b>RETRIEVAL ACTIVITY (PDE-0029).....</b>	<b>61</b>
DESCRIPTION .....	61
<b>RETRIEVAL ACTIVITY (PDE-0029) DEFINITIONS .....</b>	<b>63</b>
<b>CHARGEBACK ACTIVITY (PDE-0017) .....</b>	<b>64</b>
DESCRIPTION .....	64
<b>CHARGEBACK ACTIVITY (PDE-0017) DEFINITIONS .....</b>	<b>69</b>
<b>CHARGEBACKS RECEIVED (PDE-0020) .....</b>	<b>72</b>
DESCRIPTION .....	72
<b>CHARGEBACKS RECEIVED (PDE-0020) DEFINITIONS.....</b>	<b>74</b>
<b>CHARGEBACKS WON/LOST SUMMARY (PDE-0039) .....</b>	<b>75</b>
DESCRIPTION .....	75
<b>CHARGEBACKS WON/LOST SUMMARY (PDE-0039) DEFINITIONS .....</b>	<b>76</b>
<b>ECP RETURN ACTIVITY (PDE-0018).....</b>	<b>77</b>
DESCRIPTION .....	77
<b>ECP RETURN ACTIVITY (PDE-0018) DEFINITIONS .....</b>	<b>81</b>
<b>ECP RETURNS RECEIVED (PDE-0022) .....</b>	<b>83</b>
DESCRIPTION .....	83
<b>ECP RETURNS RECEIVED (PDE-0022) DEFINITIONS .....</b>	<b>85</b>
<b>ECP NOTIFICATION OF CHANGE (ACT-0019).....</b>	<b>86</b>
DESCRIPTION .....	86
<b>ECP NOTIFICATION OF CHANGE (ACT-0019) DEFINITIONS.....</b>	<b>87</b>
<b>TERMINAL/BATCH SUMMARY (FIN-0027) .....</b>	<b>89</b>
DESCRIPTION .....	89
<b>TERMINAL/BATCH SUMMARY (FIN-0027) DEFINITIONS.....</b>	<b>91</b>

<b>TERMINAL/BATCH DETAIL (ACT-0027)</b> .....	<b>92</b>
DESCRIPTION .....	92
<b>TERMINAL/BATCH (ACT-0027) DEFINITIONS</b> .....	<b>94</b>
<b>DEBIT ADJUSTMENT SUMMARY (PDE-0036)</b> .....	<b>95</b>
DESCRIPTION .....	95
<b>DEBIT ADJUSTMENT SUMMARY (PDE-0036) DEFINITIONS</b> .....	<b>97</b>
<b>INTERCHANGE QUALIFICATION DETAIL (ANS-0013)</b> .....	<b>98</b>
DESCRIPTION .....	98
<b>INTERCHANGE QUALIFICATION DETAIL (ANS-0013) DEFINITIONS</b> .....	<b>99</b>
<b>INTERCHANGE DOWNGRADE SUMMARY (ANS-0017)</b> .....	<b>100</b>
DESCRIPTION .....	100
<b>INTERCHANGE DOWNGRADE SUMMARY (ANS-0017) DEFINITIONS</b> .....	<b>103</b>
<b>RESERVE BALANCE SUMMARY (RES-0003)</b> .....	<b>104</b>
DESCRIPTION .....	104
<b>RESERVE BALANCE SUMMARY (RES-0003) DEFINITIONS</b> .....	<b>107</b>
<b>RESERVE BALANCE DETAIL (RES-0004)</b> .....	<b>108</b>
DESCRIPTION .....	108
<b>RESERVE BALANCE DETAIL (RES-0004) DEFINITIONS</b> .....	<b>110</b>
<b>CHARGEBACK HISTORY TO SALES – VISA (RSK-0002)</b> .....	<b>111</b>
DESCRIPTION .....	111
<b>CHARGEBACK HISTORY TO SALES – VISA (RSK-0002) DEFINITIONS</b> .....	<b>114</b>
<b>REFUND EXCEPTION DETAIL (RSK-0007)</b> .....	<b>116</b>
DESCRIPTION .....	116
<b>REFUND EXCEPTION DETAIL (RSK-0007) DEFINITIONS</b> .....	<b>119</b>
<b>MULTI-CURRENCY REPORTS</b> .....	<b>120</b>
INTRODUCTION .....	120
DEPOSIT ACTIVITY SUMMARY (FIN-0010) .....	121
SERVICE CHARGE DETAIL (FIN-0011) .....	123
FINANCIAL ACTIVITY SUMMARY (FIN-0025) .....	125
CHARGEBACK ACTIVITY (PDE-0017) .....	127
<b>CROSS CURRENCY</b> .....	<b>129</b>
INTRODUCTION .....	129
DEPOSIT ACTIVITY SUMMARY (FIN-0010) .....	130
SERVICE CHARGE DETAIL (FIN-0011) .....	132
FINANCIAL ACTIVITY SUMMARY (FIN-0025) .....	134
DEPOSIT ACTIVITY CROSSCURRENCY (FIN-0114) .....	136

# Introduction

---

Chase Paymentech's report delivery system, available at <https://my.Paymentech.net/PTO>, is a very flexible, efficient and secure way to access your financial information. Reports are available 24/7 via the web. The ability to view data at your established hierarchy levels – Company (CO), Business Unit (BU), Transaction Division (TD), Funds Transfer Instruction (FTI) and defined Reporting Group (RG) – insures that you have the appropriate data to meet your business needs. Download capability for tabular reports allows you to create spreadsheets for internal analysis and reporting. The Search feature presents options for customized reporting.

The *Merchant Reporting User Guide* contains lists of available reports, instructions on how to access your reports in the Paymentech Online Report Center, how to view, download and print your reports, how to download report data in tab or comma-delimited format, and samples of a large number of reports and descriptions of the data fields found on each.

Selected reports are also available as Delimited File Reports that enable automation of reconciliation and reporting processes. Delimited File Reports combine Chase Paymentech's proprietary flat-file format and industry standard data communication methods. These reports are batch-generated, grouped by type and frequency, and then placed in flat-files that reside on a Chase Paymentech server. Merchants who are signed up to receive DFR reports will retrieve and process DFR data to meet their specific information management requirements. If you are interested, please contact your Chase Paymentech Account Executive for more information on alternative report delivery methods.

## **A note about the screen shots and report samples in this manual ...**

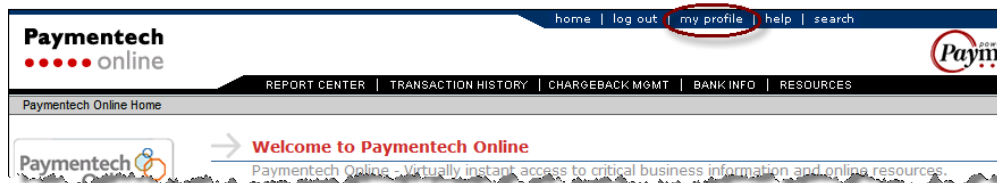
**The images included in this manual are illustrative, designed to represent your approximate Report Center experience. The actual screens you view may appear slightly different and may be updated from time to time. The report samples illustrate the most common data lines reported at the Company (CO) level.**

# Report Center

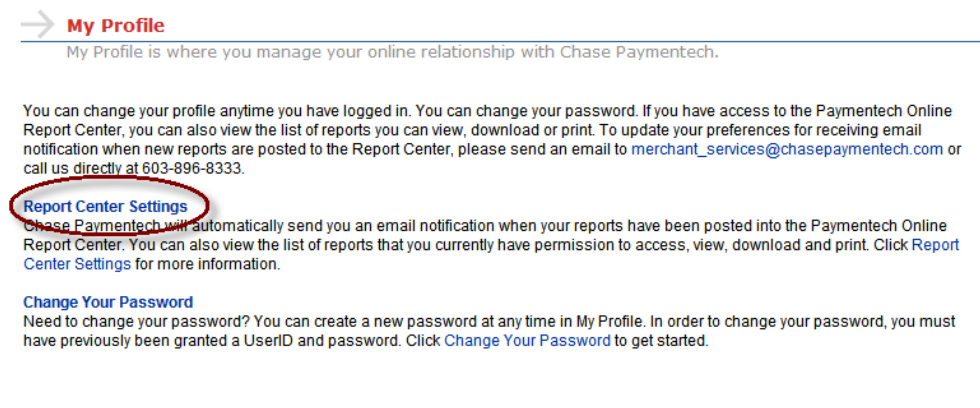
**Overview:** The Paymentech Online Report Center provides you with access to your daily, weekly, monthly and/or annual reports. Reports are stored online for a rolling 35 day period. Reports older than 35 days are archived and available by request. Special On Demand reports run for you by your Chase Paymentech Account Executive or by our Merchant Services team are also made available through the Report Center.

**Report Availability:** A listing of reports available for your profile and their frequency is available in Paymentech Online under the My Profile link. To find this list:

1. Go to My Profile.



2. Select Report Center Settings



*Continued on next page*



## Report Center, Continued

**Report Availability, continued:** 3. A list will come up showing the reports available under this user login and their frequency. To update your email notifications of these reports, contact Merchant Services.

### → Paymentech Online Report Center Settings

You will receive an email notification when reports are posted to the Paymentech Online Report Center.

#### Email Notification

To update your preferences for receiving email notification when new reports are posted to the Report Center, please send an email to [merchant\\_services@chasepaymentech.com](mailto:merchant_services@chasepaymentech.com) or call us directly at 603-896-8333.

#### List of Available Reports

All the reports that you have permission to access, view, download and print are presented below. This list identifies the available reports by name, number, hierarchy level, and frequency. The frequencies in this list correlates with the email notification frequencies listed above. To access a report that does not appear on the list below, please place a request with your company's Paymentech Online administrator.

Report Name	Report ID	Entity Type	Entity #	Frequency
Exception Detail	ACT-0002	CUSTOMER	#####	Daily
Deposit Detail	ACT-0010	CUSTOMER	#####	Daily
Submission Listing	ACT-0012	CUSTOMER	#####	Daily
Aging Report Detail	ANS-0039	CUSTOMER	#####	Daily
Deposit Activity Summary	FIN-0010	CUSTOMER	#####	Daily
Deposit Activity Summary	FIN-0010	CUSTOMER	#####	Monthly-Calendar
Service Charge Detail	FIN-0011	CUSTOMER	#####	Daily
Service Charge Detail	FIN-0011	CUSTOMER	#####	Monthly-Calendar
Chargeback Activity	PDE-0017	CUSTOMER	#####	Daily
Chargeback Activity	PDE-0017	CUSTOMER	#####	Monthly-Calendar
Chargebacks Received	PDE-0020	CUSTOMER	#####	Daily
Retrieval Activity	PDE-0029	CUSTOMER	#####	Daily
Debit Adjustment Detail	PDE-0036	CUSTOMER	#####	Daily
Debit Adjustment Detail	PDE-0036	CUSTOMER	#####	Monthly-Calendar
Cb History To Sales Detail - Visa	RSK-0002	CUSTOMER	#####	Daily

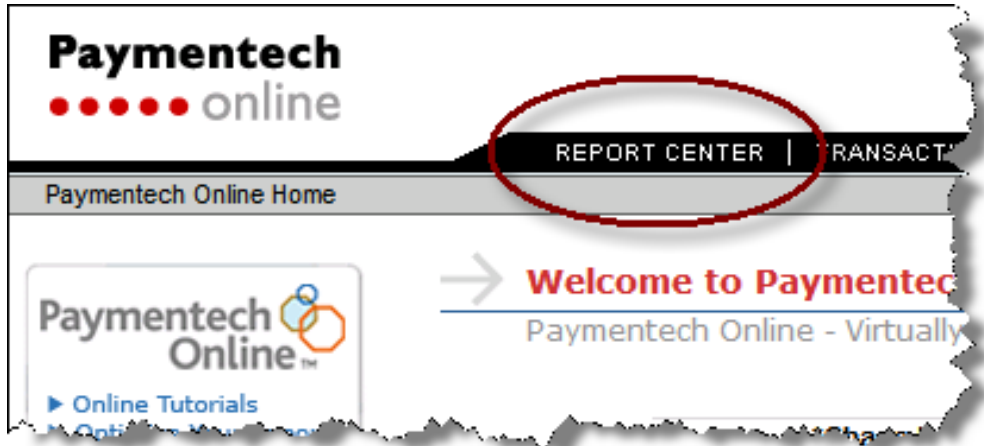
For additional features of My Profile, refer to the Paymentech Online User Guide.

*Continued on next page*

## Report Center, Continued

### Accessing the Report Center:

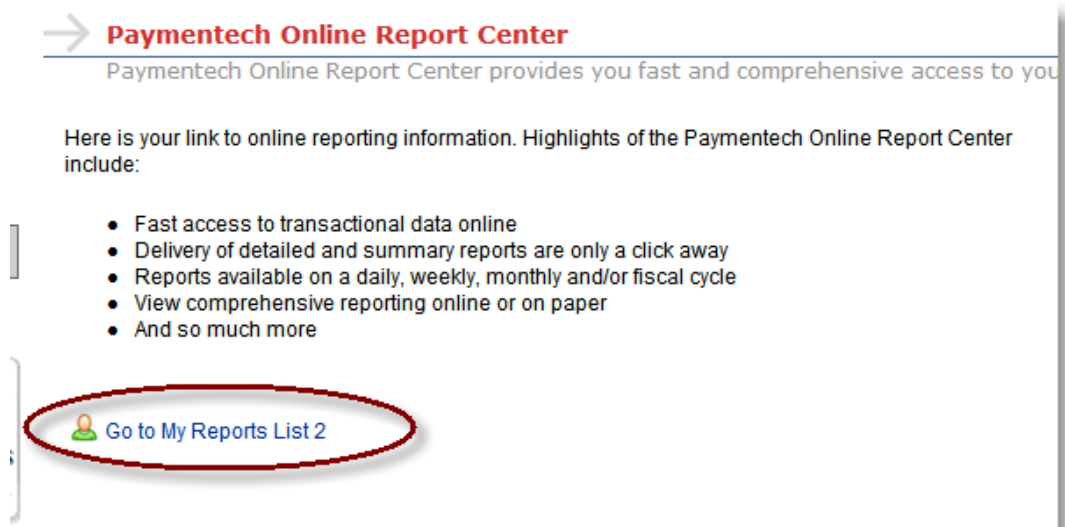
Once you have logged on to Paymentech Online, the Report Center is opened by clicking on the Report Center tab on the navigation bar.



### Accessing Your My Reports List:

The Paymentech Online Report Center screen will be displayed. To access your listing of reports, click on Go To My Reports List 1 (or 2).

**Note:** If you have access to reports for more than one company, refer to the section "Accessing your My Reports list for multiple companies"



*Continued on next page*

## Report Center, Continued

### Accessing Your My Reports List, continued:

The Report Center screen containing the calendar widget and your available report folders is displayed.

The screenshot shows the 'Report Center' interface. At the top, there is a header with a right-pointing arrow and the text 'Report Center'. Below this is a sub-header: 'Please select one of the following available reports to view and access.' The main content area is titled 'My Reports | ABC Company (123456)'. Underneath, there is a section titled 'My Reports List' and a sub-section 'Available Folders' with a red circle '1' next to it. A text instruction reads: 'Reports are available for the past 35 calendar days. Reports are available for dates shown in RED. Please select a date.' Below this is a navigation bar with '<<', 'November', '2009', and '>>' buttons, with a red circle '2' next to it. A calendar for 'November 2009' is displayed with days of the week as columns. Dates 1 through 28 are shown in red, while 29 and 30 are in black. A red circle '3' is next to the calendar. At the bottom left, there are two folder icons: 'Monthly' and 'On Demand', with a red circle '4' next to them.

Please note the following features of this screen:

1. Reports remain online for a period of 35 days
2. To access reports for a month other than the current one, use the double arrows to the left of the Month field or use the pull down menu in the Month field
3. Dates appearing in red have reporting available
  - a. To access daily reports click on the appropriate red date
4. Weekly, Monthly and On Demand reports are located in the folders appearing beneath the calendar. For a new merchant, these folders will only appear when the appropriate reports are generated
  - a. Once the On Demand folder is created, it will remain even if there are no reports in it
  - b. On Demand reports are available for 5 days in the On Demand folder

*Continued on next page*

## Report Center, Continued

### Accessing Your Reports List, continued:

To view the Report List for a particular date, click on the red date indicator on the calendar. The following screen will display:

The screenshot shows the 'Report Center' interface. At the top, it says 'Report Center' and 'Please select one of the following available reports to view and access.' Below this, it displays 'My Reports | ABC Company (123456) | Nov 01 2009'. A red date indicator '1' is shown. A holiday notice is displayed: '\*Thanksgiving Day Holiday\*' with details about U.S. funds transfers and merchant services. A 'Go To Calendar' icon is labeled '3'. Below the notice is a filter section with a text input field, 'Apply', and 'Reset' buttons, labeled '4'. The 'Available Reports' section has 'Print Report' and 'Download PDF' icons. A list of reports follows, each with a radio button. The report 'PDE-0036 Debit Adjustment Summary (CO# ##### Merchant) - This report has no data' is highlighted with a red background and a red date indicator '6'. The report 'ACT-0012 Submission Listing (CO# ##### Merchant)' is highlighted with a blue background and a blue date indicator '5'.

Please note the following features:

1. The company name, ID and date of the reports are indicated
2. Informational messages and notices are displayed when necessary
3. The Go To Calendar icon takes you back to the calendar where you can select reports for other dates and your Weekly, Monthly and On Demand folders
4. The filter is used to select reports from your listing by Report ID, Report type (summary or detail), or name
5. To print or download a PDF version of any report without first opening the report, select the appropriate radio button in front of the report name and click on either the Print Report or Download PDF icon.
6. If no other hierarchy level for the company has data on a report, **This report has no data** is displayed

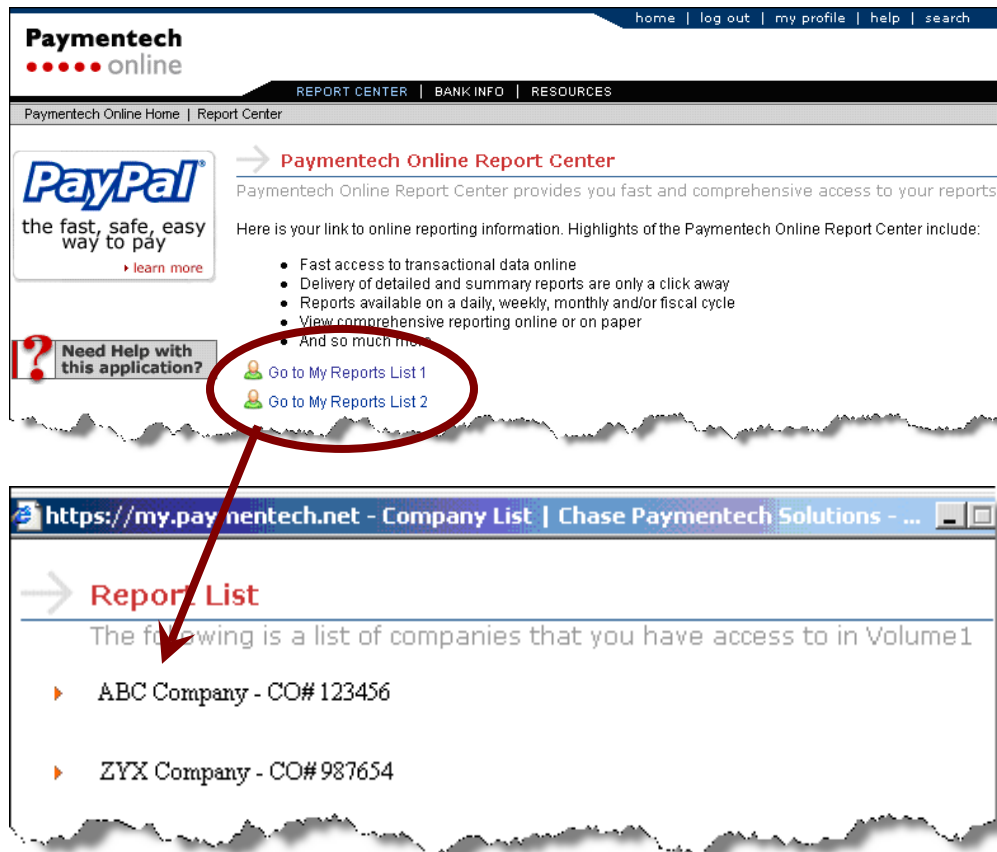
*Continued on next page*

## Report Center, Continued

### Accessing Your My Reports List for Multiple Companies:

Two Report List icons will appear on the Report Center Homepage when your security access allows you to view reporting for multiple companies.

To determine the companies on each list, click on the icon in front of Go to My Reports List 1 or Go to My Reports List 2. A pop-up screen will display all the companies in that list.



To access the reports, click on Go to My Reports List 1 (or 2).

*Continued on next page*

## Report Center, Continued

### Using the Filter Feature:

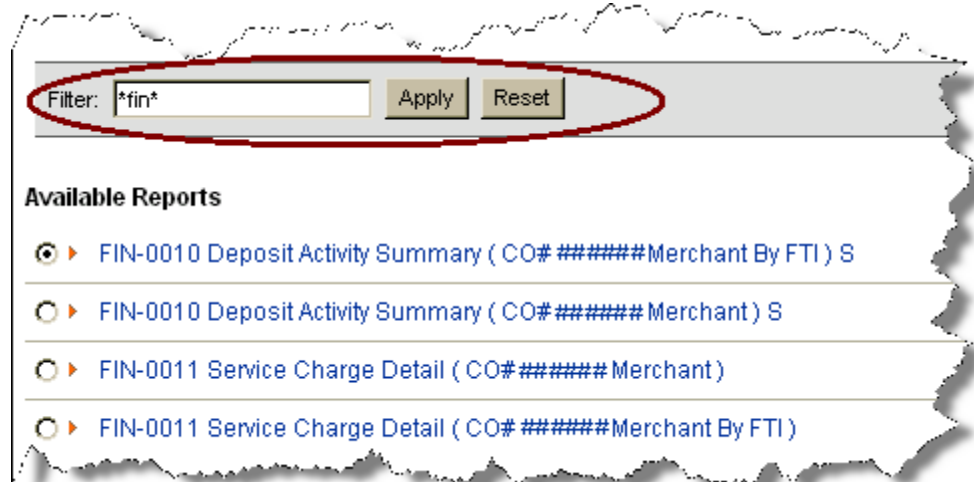
The filter feature on the My Reports screen allows you to narrow the list of viewable reports. If you have access to a long list of reports at various hierarchy levels, filtering your search eliminates some of the scrolling needed to locate the desired report.

Use the parameters below to query with the filter:

- Use asterisks (\*text\*) around any text query
- Place a backslash (\) before any special characters or numbers
- Use the Reset button to return to the full list of reports

### Examples:

To filter all FIN reports that appear on the list, enter \*FIN\* and click Apply.



For a specific report type, such as all summary reports or all detail reports, enter the appropriate key word in asterisks and click Apply. The screen shot below shows the filter to list all summary type reports.

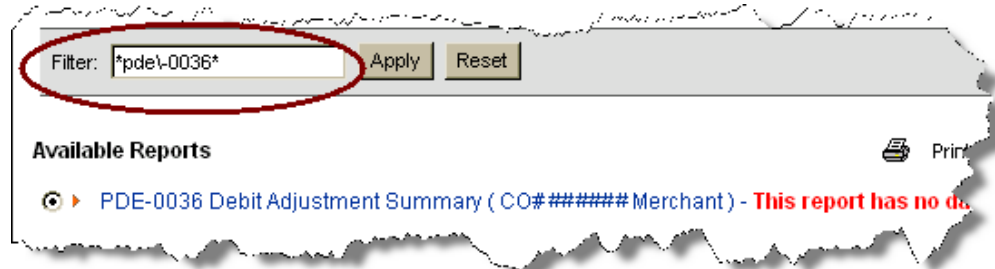


*Continued on next page*

## Report Center, Continued

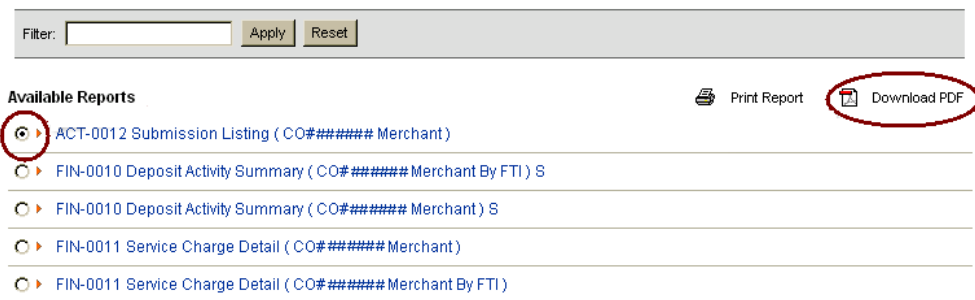
### Using the Filter Feature, continued:

To filter all reports by Report ID, such as all PDE-0036 reports, enter \*PDE\0036\* and click Apply.



### Printing a Report Without First Opening It:

To print out the entire report without first opening it, select the desired report from the Available Reports List, using the radio button in front of the report, and then click on the Print Report icon.



With a single click, the selected report is opened in Adobe Acrobat and the print screen is displayed. From this screen you have the option to print all pages, the current page or a desired range of pages.

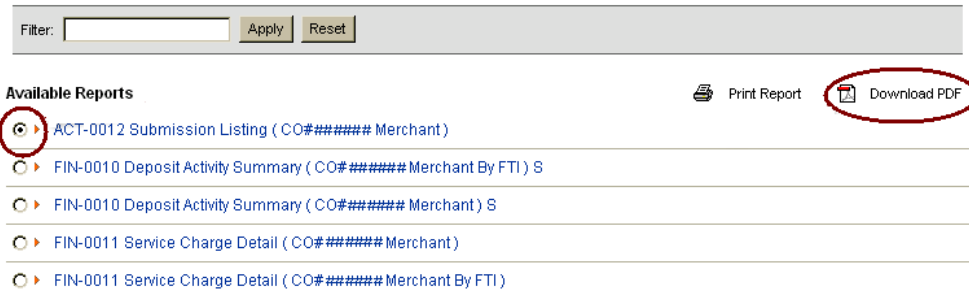
**Note:** The same Print option is found on the Navigation Bar once you have opened the report.

*Continued on next page*

## Report Center, Continued

### Download a Report in PDF Format Without First Opening It:

Also found on the Report Center screen is a Download PDF icon that allows you to open a selected report in Adobe Acrobat. Using the Adobe Acrobat toolbar, the report can then be saved to the file of your choice.



**Note:** The download option is found on the Navigation Bar once you have opened the report.

### Report Center Navigation Bar:

The navigation bar appearing above a displayed report provides the following options:



- TOC** (toggle switch) – displays or hides the Table of Contents (TOC); indicates the hierarchy levels of reporting you are authorized to access. The default is set to hide the TOC when a report is opened
- FIRST** –takes you to the first page of a multi-page report
- PREV** – returns you to the previous page
- NEXT** – takes you to the next page
- LAST** – takes you to the last page
- GOTO** – allows you to select a specific page to view
- PAGE X of Y** – indicates what report page is displayed below
- ZOOM** – allows you to magnify the displayed page using the dropdown menu of magnifications
- SEARCH** – allows you to search for a specific report value or element and to download the data in a delimited format to create special in-house reporting
- DOWNLOAD** – used to export the report data to a number of formats
- PRINT** – used to print or save the report in PDF (Portable Document Format)
- HELP** – answers to questions on the application
- X** – allows you to close the active report window and return to the previous screen

*Continued on next page*



## Report Center, Continued

### Viewing, Saving and Printing Reports:

To view or save and then print a displayed report, first select **Download** from the report navigation bar to display the following screen.

The screenshot shows a web interface for report export and viewing. At the top, a black bar contains the text 'Export Report To:' in white. Below this, a note states: 'Note: Page limitation for print or download: Excel - 50 pages at a time; RTF (Rich Text Format) and PDF - 250 pages at a time. If you need to download or print more than the stated limit, repeat the action using sequential page ranges, or use the Search Feature on the report menu bar.' There are four radio button options: 'PDF' (selected), 'Excel - Table View', 'Excel - Report', and 'Fully Editable RTF'. To the right of these options is a 'Tips:' section with three numbered points. Below the radio buttons is a black bar with 'Page Range:' in white. Underneath are three radio button options: 'All', 'Current page' (selected), and 'Pages:' followed by an empty text input field. Below the input field is a line of text: 'Enter page numbers and continuous page ranges separated by commas. For example: 1,3,5-12'. At the bottom of the interface are two buttons: 'View Report' and 'Save Report', both highlighted with red boxes.

- **Export Report To:** This section gives you several format options to use when exporting the report. Please note the limitations on the number of pages that can be downloaded at any one time depending on the format chosen
- **Page Range:** allows you to select the pages you wish to download
- **View Report** or **Save Report:** select the appropriate button to view or save the report with the selected format and page options
- Once displayed or saved, the report can be printed

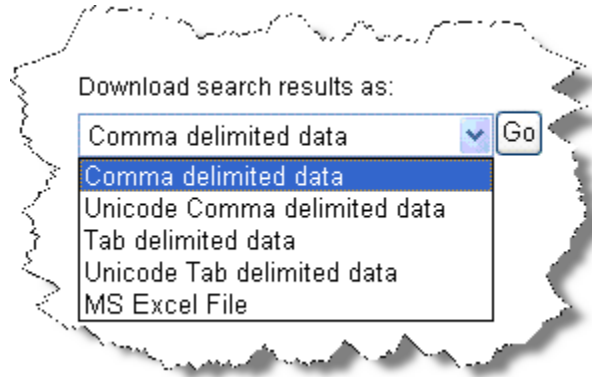
*Continued on next page*

## Report Center, Continued

---

### Downloading Report Data:

To download report data, use the Export feature described above or the Search Option on the navigation bar. This second option allows you to select only those column headings of data you want downloaded in one of the following formats:



# Merchant Reports

---

**Introduction:** Chase Paymentech produces a variety of standard financial reports that provide you with the critical payment processing data needed for your business. As a report recipient, you are set up in Chase Paymentech's system with a Report Packet that defines the reports you can access in the **Report Center**.

Following is a list of Chase Paymentech Reports. This listing includes commonly distributed reports as well as on-demand detail and analysis reports that can be requested through your Chase Paymentech Account Executive or Merchant Services. An asterisk (\*) by a report name indicates that a sample of the report along with field definition tables can be found in this guide.

The list includes Report Name, Report ID and a brief description of the report content.

---

*Continued on next page*

## Merchant Reports, Continued

**Report List:** The following are the common reports, available on a daily, weekly and/or monthly basis. Samples of those with an asterisk (\*) are included in the Report Samples and Field Definitions section of this guide.

<b>Notes:</b>	<b>All reports include processing information for the reporting period specified in the report header. Report access is based on assigned security level.</b>
---------------	---

Name	Report ID	Description
Exception Detail*	ACT-0002	Transaction-level detail for declined deposits, front-end edit rejects and cancelled/on-hold items
Deposit Detail*	ACT-0010	Transaction-level detail for all deposited transactions
Submission*	ACT-0012	Provides a listing of submissions received on behalf of a merchant with summarized transaction information for each submission <ul style="list-style-type: none"> <li>The Single Submission Summary (FIN-0053) Report is accessed via a link in this report. This provides the number and status of a single submission with a breakdown by action code and MOP</li> </ul>
ECP Notification of Change*	ACT-0019	Provides updated consumer account information for ECP transactions
Terminal/Batch Detail*	ACT-0027	Provides transaction-level detail for sales and refunds received from a POS terminal or similar electronic device
Interchange Qualification*	ANS-0013	Provides transaction-level detail for front-end downgrades
Interchange Downgrade*	ANS0017	Summarizes front end downgrades by card type and downgrade reason code
Adjustment Detail	FIN-0002	Identifies adjustments posted to a merchant's account
Deposit Activity Summary*	FIN-0010	Contains activity, financial, fees and adjustment and funds transfer summaries
Service Charge Detail*	FIN-0011	Details Interchange & Assessment and Chase Paymentech Fees assessed

*Continued on next page*

## Merchant Reports, Continued

**Report List,  
continued:**

<b>Name</b>	<b>Report ID</b>	<b>Description</b>
Financial Activity Summary*	FIN-0025	Summarizes net financial activity, fees, adjustments, balances and funds transfers daily for the current month.
Terminal Batch Summary*	FIN-0027	Summarizes by MOP, and subtotals by batch, transaction count and amount of sales and refunds received from a POS terminal or similar electronic device
Monthly Terminal/Batch	FIN-0028	Summarizes by transaction division the total transactions processed by a POS terminal or similar electronic device for a month
Funds Transfer Summary	FIN-0041	Summarizes information for funds transfers that occurred during the report period. This information is also available on the FIN-0010 – Deposit Activity Summary
Funds Transfer Detail – Net	FIN-0042	Provides details regarding activity and source entities that contributed to a specific funds transfer (for all net-settled merchants)
Deposit Activity by Hierarchy*	FIN-0108	Provides a summary of activity by hierarchy level in a spreadsheet format.
Chargeback Activity *	PDE-0017	Daily report provides financial summary and transaction-level detail of CB activity; monthly report summarizes CB activity by reason code
ECP Return Activity*	PDE-0018	Daily report provides financial summary and transaction-level detail of Electronic Check Processing (ECP or eCheck) returns activity; monthly report summarizes ECP returns activity by reason code
Chargebacks Received*	PDE-0020	Provides transaction-level detail for chargebacks (CB) received
Retrievals Received*	PDE-0021	Lists card-not-present retrieval requests received

*Continued on next page*

## Merchant Reports, Continued

**Report List,  
continued:**

Name	Report ID	Description
ECP Returns Received*	PDE-0022	Provides transaction-level detail for ECP returns received
Retrieval Activity	PDE-0029	Lists retail retrieval requests received and any outstanding requests for information
Debit Adjustment Summary	PDE-0036	Lists the debit adjustments received by Chase Paymentech during the reporting period
Chargebacks Won/Lost Summary*	PDE-0039	Monthly report displays the win/loss success % by comparing the numbers of Chargeback Auto-Represented, Represented by Chase Paymentech, and those Represented due to Recourse to the total number of Chargebacks received during the report period (shows three months in arrears)
Reserve Balance Summary	RES-0003	Summarizes the activity and adjustments affecting Chargeback, ECP or other reserve balances
Reserve Balance Detail	RES-0004	Provides the details of adjustments and activity that affected reserve balances during the reporting period
Chargeback History to Sales - Visa	RSK-0002	Tracks compliance with monitoring program guidelines for Visa USA and Visa International
Refund Exception	RSK-0007	Identifies refunds that do not match prior sales transactions, an indication of potential fraud or processing issues that may lead to loss of revenue

**Account Masking**

A number of reports are available in Account Masked format. This format allows the account numbers for every customer to appear “masked” so only the last 4 digits of the account number are visible. Contact your Chase Paymentech Account Executive to discuss if Account Masking is suitable for your company’s needs/

**On-Demand Reports:**

A number of on-demand reports are available upon request. These reports provide detailed analyses of your transaction data and are used primarily for research and special reporting. Contact your Chase Paymentech Account Executive to discuss what reports are suitable for your particular situation.

On-demand reports can also be requested for specific dates or date ranges.

*Continued on next page*

## Merchant Reports, Continued

---

### Merchant Hierarchy Levels:

Merchant hierarchy mirrors your setup in the Chase Paymentech system. The main hierarchical reporting entity levels are indicated below. Each reporting entity level is assigned a unique 6-character number that appears after the alphabetic abbreviation on all reporting, for example: CO# 123456 or TD# 987654.

The table below lists the entity reporting levels you will most often see on your reports with their abbreviations.

Report Entity Level	Abbreviation
Merchant Company	CO
Business Unit	BU
Parent Business Unit	PBU
Funds Transfer Instruction	FTI
Reporting Group	RG
Transaction Division	TD

---

### Note:

Details regarding the calculation of fees are set out in the FIN-11 (Service Charge Detail) report.

Chase Paymentech calculates and posts fees for each submission of transactions presented to us by the Merchant for processing. Certain of the fees that are charged to Merchants may contain a fractional component that extends to more than two decimal places. Accordingly, Merchant FIN-11 reporting for the applicable reporting period selected by the Merchant may have rounding differences if the Merchant made more than one submission during such period. These rounding differences necessarily result from the need to round to two decimal places the numerous calculations that are made based on both the number of submissions presented to Chase Paymentech for processing and the individual attributes of each transaction.

Chase Paymentech's systems use customary rounding logic (i.e. calculations of \$0.005 and up are rounded up and less than \$0.005 are rounded down).

Please contact your Account Executive or Chase Paymentech if you have any questions.

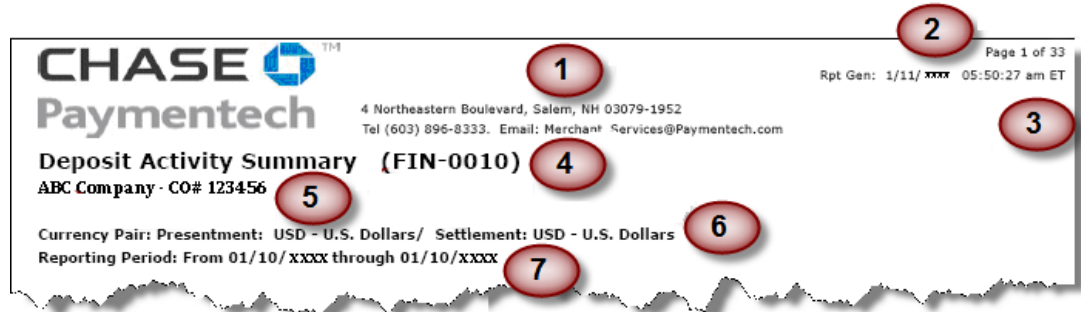
---

*Continued on next page*

## Merchant Reports, Continued

### Report Header Elements:

The header elements common to all reports are described below.



	Header Element	Description
①	Chase Paymentech contact information	Company mailing address, Merchant Services telephone number and email address
②	Page indicator	Page x of y
③	Report generation date/time	Date and time (ET) the report was generated. (Military time notation for hh:mm:ss: 01:00:00 to 24:00:00)
④	Report name and ID number	Name of the report and the 8-character report identification number (Report ID Prefixes are explained below)
⑤	Entity name, entity label and entity number	If the report contains data for more than one entity level, such as Company (CO) with Transaction division (TD) breakdown, the entity name, label and number will be indicated for each level
⑥	Currency pair	Presentment and settlement currencies indicated with 3-character prefix and name
⑦	Reporting period	Activity date or range of activity dates covered by the report

*Continued on next page*



## Merchant Reports, Continued

### Report Prefixes:

All Chase Paymentech report IDs begin with a 3-character alpha prefix identifying the report type. Below is a list of the report ID prefixes, the report type and examples of information covered by each.

Prefix	Report Type	includes ...
ACT	Activity	Transaction activity summary reports for submission, deposit, ECP, etc.
ANS	Analysis	Analysis of interchange rates, chargebacks and ECP returns, authorizations, etc.
FIN	Financial	Summary-level data on submitted transactions
FMT	Fraud Management	Fraud Filter Stop lists (Fraud Management Reports are available only with the Fraud Filter Solution)
HLP	Help	Hyperlinked guides that further define information found on the reports such as CB reason codes, authorization response codes, reject codes, etc.
INF	Information	Report recipient detail or the make-up of reporting groups
PDE	Post Deposit Event	Retrieval, chargeback and ECP activity and returns reports, etc.
RES	Reserve	Information on Chargeback and ECP reserves held by Chase Paymentech
RSK	Risk	Risk reports

### Hyperlinks and Help Links:

Words or values underlined and shown in electric blue in the reports are hyperlinks. Certain summary level reports contain values that hyperlink to a more detailed report for that value. Hyperlinks also appear in report column headings. For example: when you click on the heading of [Reason Code](#) on the Chargeback Activity (PDE-0017) Report, you will open the Chargeback Reason Code (HLP-0003) Report that gives you to a listing of the chargeback reason codes and their definitions.

<a href="#">Reason Code</a>	MCC	Auth Date	Original Transaction Date
63	4814	09/22/xx	09/23/xx
37	4814	09/04/xx	09/05/xx
37	4814	10/02/xx	10/03/xx
37	4814	08/06/xx	08/07/xx
37	4814	07/24/xx	07/25/xx
83	4814	08/05/xx	08/06/xx
83	4814	08/05/xx	08/06/xx

CHARGEBACK REASON CODE	DESCRIPTION
80	*Incorrect Transaction Amount or Account Number
81	*Fraudulent Transaction - Card Present Environment
82	*Duplicate Processing (Foreign)
83	*Fraudulent Transaction - Card Not Present Environm
84	Signature Not Obtained

Continued on next page

## Merchant Reports, Continued

---

**Hyperlinks  
and Help  
Links,  
continued:**

The table below lists the 19 Help Reports. Please note that the Help Report Name is the same as the column heading to which it is linked on the report.

<b>Report ID</b>	<b>Report Name</b>
HLP-0001	Authorization Response Codes
HLP-0002	Reject Codes
HLP-0003	Chargeback Reason Codes
HLP-0004	ECP Return Codes
HLP-0005	Interchange Qualification Descriptions
HLP-0006	MOP Abbreviations and Names
HLP-0007	Retrieval Codes
HLP-0008	Currency Codes
HLP-0009	AVS Response Codes
HLP-0010	Auth Source Codes
HLP-0011	Action Codes
HLP-0012	Reject-Denial Action Descriptions
HLP-0013	Card Security Response Codes
HLP-0014	ECP NOC Codes
HLP-0015	Debit Adjustment Codes
HLP-0016	Country Codes
HLP-0017	Issuer Location Codes
HLP-0018	Transaction Types
HLP-0019	Voice Auth Indicators

---

# Report Center Search Feature

---

**Introduction:** The Search feature has two main functions. It allows you to search for specific information within a report create a file of data extracted from the report that can then be imported to other applications (best when used with tabular report formats)

---

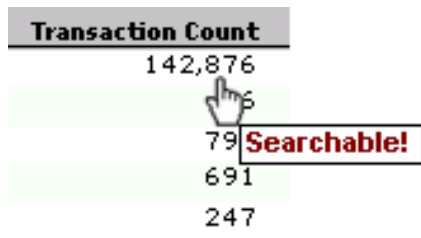
**Accessing the Search Feature:** Once you have pulled up the specific report, click on **SEARCH** located on the Report Center Navigation Bar.



The Search screen criteria box will open on the left hand side of the report.



**Selecting the Search Criteria:** To search for data that meets a set of chosen criteria, you need first to select the data elements from the report. To do this, move the cursor over the uppermost row of data in the desired column. If that column of data is searchable, a box appears that displays "Searchable!" and the data in the first row of the column becomes crosshatched to indicate it had been selected as a criteria. Click to select.



---

*Continued on next page*

## Report Center Search Feature, Continued

Selecting the Search Criteria, continued:

The column name is added to the Search Criteria screen on the left.

Continue to select the data elements you want in your report. Note that you can use operators (see list below) in the fields to fine-tune the search results. The sample query above is looking for all deposit transactions between 10.00 and 25.00 USD. You can also select which data elements you want displayed in the results by checking or un-checking the Display box.

**Operators:**

The following table lists and describes the operators you can use in search expressions specified in the Value column in the Search window.

Operator	Description	Examples	Sample Matches
=	Equals. By default the = operator is implied	= 100 100	100 100
>	Greater than or alphabetically after	>100 >Ace	All numbers greater than 100 All words appearing alphabetically following "Ace"
<	Less than or alphabetically before	<100 <Boston	All numbers less than 100 All words appearing alphabetically before "Boston"
>=	Greater than or equal to	>=150 >=Ace	150 or all numbers greater than 150 The word "Ace" and all words appearing alphabetically after "Ace"
<=	Less than or equal to	<=150 <=Boston	150 or all numbers less than 150 The word "Ace" and all words appearing alphabetically before "Boston"
-	Range (Hyphen separates the upper and lower limits of the range)	10 – 20 A – C	All numbers that are included in the range of 10 through 20, inclusive All words appearing in the alphabetical range of A through C, inclusive
,	Or (Comma separates the two values)	1,2 Ace, Ford	1,2 Ace, Ford
!	Not	!1000 !Deposits	All numbers that do not equal 1000 All transactions not classified as Deposits

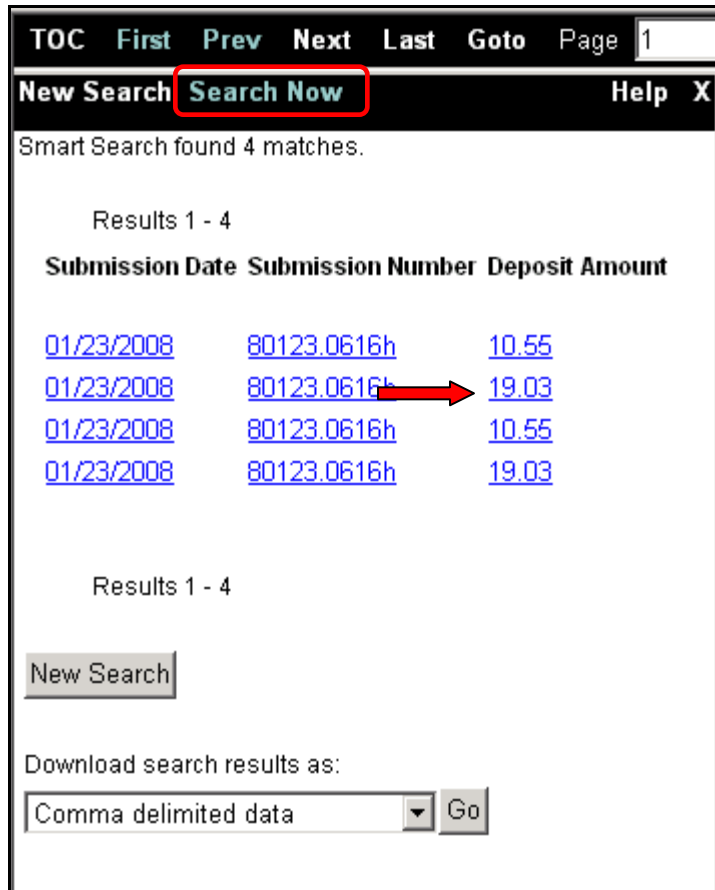
*Continued on next page*

## Report Center Search Feature, Continued

---

**Search Results:**

Click on the Search Now button to begin the search process. The search results will appear on the left side of the screen when the search is completed.



The screenshot shows a web interface for a search feature. At the top, there are navigation links: TOC, First, Prev, Next, Last, Goto, and Page 1. Below these is a search bar with a 'Search Now' button highlighted by a red box. To the right of the search bar is a 'Help X' link. The main content area displays the message 'Smart Search found 4 matches.' followed by 'Results 1 - 4'. A table with three columns: 'Submission Date', 'Submission Number', and 'Deposit Amount' is shown. The table contains four rows of data, each with a blue hyperlink for each cell. A red arrow points to the '19.03' value in the second row. Below the table, there is another 'Results 1 - 4' label, a 'New Search' button, and a section for downloading search results as a file, with a dropdown menu set to 'Comma delimited data' and a 'Go' button.

Submission Date	Submission Number	Deposit Amount
<a href="#">01/23/2008</a>	<a href="#">80123.0616h</a>	<a href="#">10.55</a>
<a href="#">01/23/2008</a>	<a href="#">80123.0616h</a>	<a href="#">19.03</a>
<a href="#">01/23/2008</a>	<a href="#">80123.0616h</a>	<a href="#">10.55</a>
<a href="#">01/23/2008</a>	<a href="#">80123.0616h</a>	<a href="#">19.03</a>

The sample search returned 4 transactions that matched the search criteria. To view a particular item in the report, click on the item link.

---

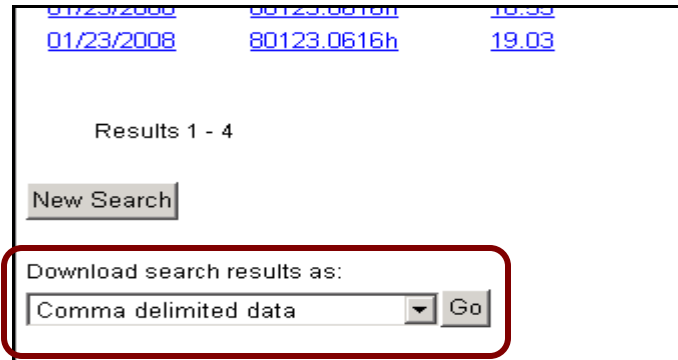
*Continued on next page*

## Report Center Search Feature, Continued

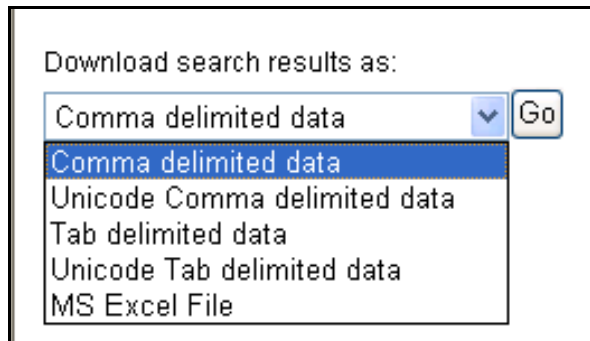
---

### Downloading the Search Results:

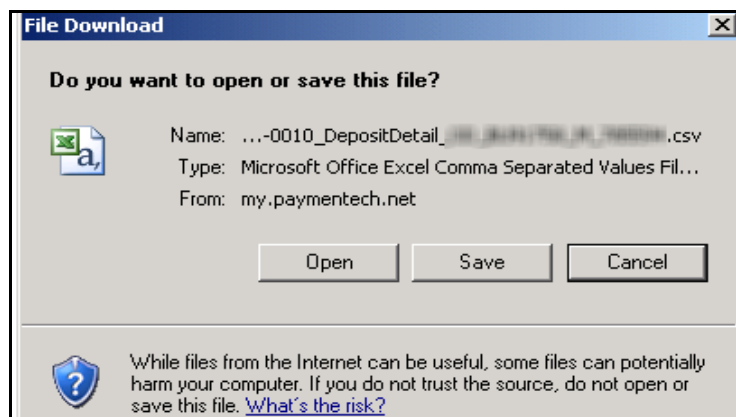
In addition to using the search results to locate an item in the report, you can also create a file that can be downloaded to other applications. Scroll to the bottom of the screen to access the pull down menu of download options.



The following options are available:



Choose the appropriate file type and click the GO button.



Select Save and browse to the location where you want to save the file.

---

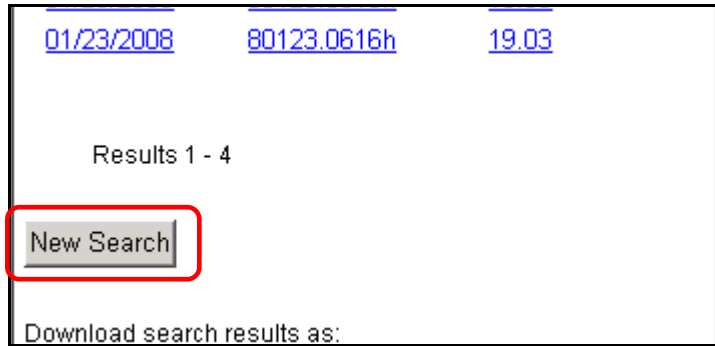
*Continued on next page*

## Report Center Search Feature, Continued

---

### Starting Another Search:

To begin another search with a difference set of criteria, click on **New Search** which appears both at the top of the screen and after the results of the completed search.

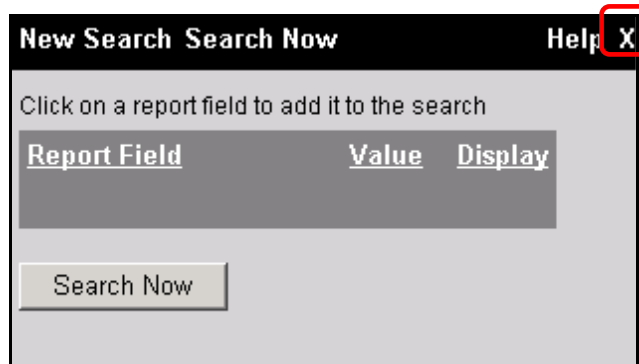


Enter the criteria for the new search by selecting the appropriate searchable fields in the report and Click on **Search Now**.

---

### Exiting the Search Feature:

To exit the Search screen, click on the X in the upper right hand corner of the screen.



# Report Samples and Field Definitions

---

**Introduction:** This section contains illustrations and report field descriptions of the common reports listed below. Many of these reports are also available as Delimited File Reports (DFRs) which offer the same core functionality.

Report Name	Report ID	See Page
Deposit Activity Summary	<a href="#">FIN-0010</a>	28-35
Service Charge Detail	<a href="#">FIN-0011</a>	36-40
Financial Activity Summary	<a href="#">FIN-0025</a>	41-43
Deposit Activity by Hierarchy	<a href="#">FIN-0108</a>	44-47
Submission	<a href="#">ACT-0012</a>	48-50
Exception Detail	<a href="#">ACT-0002</a>	51-55
Deposit Detail	<a href="#">ACT-0010</a>	56-59
Retrieval Received	<a href="#">PDE-0021</a>	60-62
Retrieval Activity	<a href="#">PDE-0029</a>	63-65
Chargeback Activity	<a href="#">PDE-0017</a>	66-73
Chargebacks Received	<a href="#">PDE-0020</a>	74-76
Chargebacks Won/Lost Summary	<a href="#">PDE-0039</a>	77-79
ECP Return Activity	<a href="#">PDE-0018</a>	80-85
ECP Returns Received	<a href="#">PDE-0022</a>	86-88
ECP Notification of Change	<a href="#">ACT-0019</a>	89-91
Terminal Batch Summary	<a href="#">FIN-0027</a>	92-94
Terminal Batch Detail	<a href="#">ACT-0027</a>	95-97
Debit Adjustment Summary	<a href="#">PDE-0036</a>	98-100
Interchange Qualification	<a href="#">ANS-0013</a>	101-102
Interchange Downgrade	<a href="#">ANS-0017</a>	103-106
Reserve Balance Summary	<a href="#">RES-0003</a>	107-110
Reserve Balance Detail	<a href="#">RES-0004</a>	111-113
Chargeback History to Sales – Visa	<a href="#">RSK-0002</a>	114-118
Refund Exception	<a href="#">RSK-0007</a>	119-122

**Note:** The data in the following report samples are generic in nature and the line items you will see on your actual reports may not appear on the samples. The section and field description pages provide information on report content. Report header elements are not included in the section and field definitions, as they have been previously described.

---



## Deposit Activity Summary (FIN-0010)

---

### Description

This report provides a summary view of your successful deposit activity for a specific date range.

The FIN-0010, Deposit Activity Summary report summarizes the deposit activity Chase Paymentech processed during the specified date range. It also summarizes any fees and adjustments that will impact you financially.

The report will assist you in reconciling processing activity by comparing any applicable internal reports to the data contained in this report.

---

*Continued on next page*

## Deposit Activity Summary (FIN-0010), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

### Deposit Activity Summary (FIN-0010)

ABC Company - CO#123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/26/xxxx through 10/26/xxxx

Activity Summary			
	Submitted Transactions	Count	Amount
Submissions Received = 18	<b>Credit Card Auth ONLY</b>	123,072	18,436,505.40
Submissions Accepted = 18	<b>Credit Card Deposits</b>	94,255	11,654,870.04
Submissions Cancelled = 0	<b>Debit Authorizations</b>	39,013	5,228,888.73
	<b>Debit Deposits</b>	18,447	2,275,964.55
	<b>Declined Deposits</b>	1,257	263,638.21
	<b>Rejected Items</b>	91	251,832.41
	<b>Successful Deposits</b>	112,702	13,930,834.59



Financial Summary						
Successful Deposits	Sales Count	Sales Amount	Refund Count	Refund Amount	Total Deposit	Total Net Deposit
<b>Total Successful Deposits</b>	112,141	13,988,704.14	561	(57,869.55)	112,702	13,930,834.59
<b>Settled Deposits</b>						
VISA	60,328	7,339,155.18	352	(32,098.53)	60,680	7,307,056.65
MasterCard	19,976	2,477,287.33	136	(15,538.09)	20,112	2,461,749.24
PINLESS DEBIT NYCE	5,744	704,911.47	3	(736.95)	5,747	704,174.52
PINLESS DEBIT STAR	7,374	899,426.96	0	0	7,374	899,426.96
PINLESS DEBIT PULSI	5,323	672,906.57	3	(543.50)	5,326	672,363.07
<b>Settled Deposits</b>	<b>98,745</b>	<b>12,093,687.51</b>	<b>494</b>	<b>(48,917.07)</b>	<b>99,239</b>	<b>12,044,770.44</b>
<b>Conveyed Deposits</b>						
American Express	9,989	1,523,197.08	49	(6,605.96)	10,038	1,516,591.12
Discover	3,407	371,819.55	18	(2,346.52)	3,425	369,473.03



Continued on next page

## Deposit Activity Summary (FIN-0010), Continued

Successful Deposits	Sales Count	Sales Amount	Refund Count	Refund Amount	Total Deposit	Total Net Deposit
<b>Conveyed Deposits</b>	<b>13,396</b>	<b>1,895,016.63</b>	<b>67</b>	<b>(8,952.48)</b>	<b>13,463</b>	<b>1,886,064.15</b>
<b>Fees &amp; Adjustments Summary</b>						
Total Settled Deposits Net Amount						12,044,770.44
Interchange & Assessment Fees						(199,269.27)
Paymentech Fees						(7,448.22)
Chargeback Adjustments						(4,913.28)
Debit Adjustments						(5,322.37)
Total Fees & Adjustments						(216,953.14)
Net Financial Activity						11,827,817.30
<b>Transfer Summary</b>						
	FTI #	FT #	Net Activity Date Range	Effective Date		Transfer Amount
Transfers on Hold	#####	#####	thru			79.37
Pending Transfers	#####	#####	10/23/xxxx thru 10/23/xxxx	10/27/xxxx		13,803,688.44
	#####	#####	10/24/xxxx thru 10/24/xxxx	10/28/xxxx		22,391,840.32
	#####	#####	10/25/xxxx thru 10/25/xxxx	10/28/xxxx		9,538,286.30
	#####	#####	10/26/xxxx thru 10/26/xxxx	10/28/xxxx		8,223,739.24
	#####	#####	10/24/xxxx thru 10/24/xxxx	10/28/xxxx		(0.14)
	#####	#####	10/26/xxxx thru 10/26/xxxx	10/28/xxxx		0.76
	#####	#####	thru	10/28/xxxx		(2.50)
	#####	#####	10/23/xxxx thru 10/23/xxxx	10/27/xxxx		5,375,883.48
	#####	#####	10/24/xxxx thru 10/24/xxxx	10/28/xxxx		7,788,621.56

Continued on next page

## Deposit Activity Summary (FIN-0010), Continued

Transfer Summary					
	FTI #	FT #	Net Activity Date Range	Effective Date	Transfer Amount
	#####	#####	10/24/xxxx thru 10/24/xxxx	10/28/xxxx	1,126.57
	#####	#####	10/25/xxxx thru 10/25/xxxx	10/28/xxxx	382.24
Effective Transfers	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	14,129,527.76
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	4,773,344.16
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	433,505.88
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	20,950.63
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	142,321.96
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	255,232.31
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	26,068.78
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	173,478.41
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	1,285.61
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	11,320.64
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	605,935.20
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	41,890.20
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	4,500.52
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	5,819.00
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	5,435.76
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	10,178.60
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	60,650.13
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	13,988.63
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	29,644.98
	#####	#####	10/22/xxxx thru 10/22/xxxx	10/26/xxxx	24,200.08

Continued on next page

## Deposit Activity Summary (FIN-0010), Continued

Transfer Summary					
FTI #	FT #	Net Activity Date Range	Effective Date	Transfer Amount	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	1,218.92	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	1,856.31	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	187.69	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	346.60	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	1,165.33	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	1,003.21	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	673.03	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	654.29	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	300.40	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	1,772.66	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	1,784.50	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	(162.12)	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	169.55	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	14,956.05	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	53,752.59	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	(1,482.42)	
#####	#####	10/22/XXXX thru 10/22/XXXX	10/26/XXXX	492.94	
<b>Total Effective Transfer</b>				<b>20,873,015.24</b>	

## Deposit Activity Summary (FIN-0010) Definitions

Section	Field	Definitions
<b>1. Activity Summary –</b> summary information on submissions received and submitted transactions	Submissions Received = x	Total number of submissions received by Chase Paymentech on behalf of the merchant
	Submissions Accepted = x	Total number of submissions received by Chase Paymentech that were accepted
	Submissions Cancelled = x	Total number of submissions received by Chase Paymentech that were cancelled
	Submitted Transactions	Total count and amount of transactions in the submissions received by Chase Paymentech broken into the following categories: Credit Card Auth ONLY– transactions received via batch or online with an Action Code of A (Authorize Only) Credit Card Deposits Debit Authorizations – transactions submitted for debit MOPs with an Action Code of A (Authorize Only) Debit Deposits Declined Deposits – transactions that received a negative authorization response from the card issuer ECP/Ver/Val/Prenote – transactions that are verified, validated and/or prenoted as part of eCheck processing ( <b>NOT SHOWN</b> ) Non-Financial – transactions, such as Stored Value, that have no financial impact ( <b>NOT SHOWN</b> ) Rejected Items – transactions that failed to pass Chase Paymentech’s front-end edit checks Successful Deposits – Net amount of successfully deposited sale and refund transactions
<div style="border: 1px solid black; padding: 5px;"> <b>Note:</b>  The Activity Summary section will not be included when the report is run at the FTI level </div>		

Continued on next page

## Deposit Activity Summary (FIN-0010) Definitions, Continued

Section	Field	Definitions
<b>2. Financial Summary</b> – summary information on transactions received and processed successfully by Chase Paymentech during the reporting period	Total Successful Deposits	Summary totals of Sales Count and Amount, Refund Count and Amount, Total Deposit Count and Total Net Deposit Amount for all transactions successfully deposited with Chase Paymentech
	Settled Deposits	Summary totals by MOP (Method of Payment) of Sales Count and Amount, Refund Count and Amount, Total Deposit Count and Total Net Deposit Amount for all payment types settled by Chase Paymentech, e.g. Visa/Delta, MasterCard, Diners, JCB, Bill Me Later, Debit Cards and ECP
	Conveyed Deposits	Summary totals by MOP of Sales Count and Amount, Refund Count and Amount, Total Deposit Count and Total Net Deposit Amount for all conveyed transactions, e.g. AMEX, Discover/Novus, Diner's/Carte Blanche
<b>3. Summary of Fees &amp; Adjustments</b> – includes totals of all fees and adjustments posted during the reporting period; the net financial activity for the reporting period	Total Settled Deposits Net Amount	Value of this field is same as that appearing on the Total Net Deposit Amount in the Activity Summary section of the report. This value is used in the calculation of the Net Financial Activity for the reporting period
	Interchange & Assessment Fees	Pass-through fees assessed by the card associations
	Chase Paymentech Fees	Fees assessed by Chase Paymentech for the processing of your transactions
	Chargeback Adjustments	Total of adjustments (both credit and debit) resulting from chargeback activity
	ECP Return Adjustments	Total of adjustments (both credit and debit) resulting from ECP (eCheck) return activity <b>(NOT SHOWN)</b>
	Debit Adjustments	Total of adjustments (both credit and debit) resulting from Debit return activity

Continued on next page

## Deposit Activity Summary (FIN-0010) Definitions, Continued

Section	Field	Definitions
<b>Summary of Fees &amp; Adjustments, continued</b>	EMDR	<p>Effective Merchant Discount Rate (EMDR) is calculated as the total fees paid related to the processing of a specific type of payment card from a payment card network, divided by the total sales volume for that type of payment card.</p> <p>The EMDR field applies <b>ONLY</b> to merchants presenting and settling in Canadian dollars. Otherwise, the field will not show on the report. (<b>NOT SHOWN</b>)</p> <p>The EMDR appear on your FIN-0010 (Deposit Activity Summary) in your Fees and Adjustments Summary. It is calculated by taking the total fees relating to processing a specific type of payment card (for example, Visa Credit transactions, Interac transaction, etc.) and dividing that by the total sales volume for that specific type of payment card. Your total sales volume for each card type is provided on your FIN-0010 (Deposit Activity Summary) in the Financial Summary portion. The fees paid for each card type that are related to the processing of such card type (including Payment Brand fees such as interchange and assessments and any Chase Paymentech processing fees) are set out on your FIN-0011 (Service Charge Detail).</p>
	Other Adjustments	Total of other adjustments not related to chargebacks, ECP (eCheck) returns, or debit returns ( <b>NOT SHOWN</b> )
	Total Fees & Adjustments	Total of all fees assessed and adjustments processed
	Net Financial Activity	Total Settled Deposits Net amount minus total Fees and Adjustments for the reporting period
<b>4. Transfer Summary for the following categories:</b> Transfers on Hold Pending Transfers Effective Transfers Total Effective Transfers	FTI #	Funds Transfer Instruction ID # – number for each transfer line item
	FT #	Funds Transfer # – unique funds transfer number assigned to each separate transfer
	Net Activity Date Range	Merchant activity date range for the financial events included in the transfer
	Effective Date	Date the transfer will reach the merchant's bank account
	Transfer Amount	Amount transferred to merchant's bank account on the effective date



## Service Charge Detail (FIN-0011)

**Description** The FIN-0011, Service Charge Detail report identifies fees assessed for services that were posted during a specific reporting period.

You can use this report to identify the total service charges (fees) posted for the timeframe by category. You can also validate all such fees at a more granular level than is presented in the FIN-0010.

Category/Description	Action Type	MOP	Interchange Qualification	Fee Schedule	Unit Quantity	Unit Fee	Amount	Rate	Total Charge
<b>Interchange &amp; Assessment Fees</b>									
Interchange	Sale	VISA	V231	#####	1,031	0.100000000	183,582.41	0.022500000	(4,233.71)
Interchange	Sale	VISA	V232	#####	419	0.100000000	68,214.67	0.022000000	(1,542.63)
Interchange	Sale	VISA	V234	#####	34	0.100000000	3,355.17	0.022000000	(77.21)
Interchange	Sale	VISA	V235	#####	9	0.100000000	888.37	0.021000000	(19.56)
Interchange	Sale	VISA	V237	#####	37	0.100000000	77,806.42	0.025500000	(1,987.76)
Interchange	Sale	VISA	V238	#####	8	0.100000000	604.49	0.023000000	(14.70)
Interchange	Sale	VISA	V242	#####	616	0.100000000	94,536.40	0.024000000	(2,330.48)
Interchange	Sale	VISA	V243	#####	38	0.100000000	8,383.94	0.021000000	(179.87)
Interchange	Sale	VISA	V901	#####	207	0.000000000	23,773.94	0.016000000	(380.38)
Interchange	Sale	VISA	V901	#####	1	0.000000000	59.53	0.016000000	(0.95)
Interchange	Sale	VISA	V903	#####	6	0.000000000	974.58	0.011000000	(10.71)
Interchange	Sale	VISA	V904	#####	7	0.000000000	647.67	0.018000000	(11.66)
Interchange	Sale	VISA	V905	#####	6	0.000000000	1,822.19	0.018000000	(32.80)

Continued on next page

## Service Charge Detail (FIN-0011), Continued

Category/Description	Action Type	MOP	Interchange Qualification	Fee Schedule	Unit Quantity	Unit Fee	Amount	Rate	Total Charge
<b>Interchange &amp; Assessment Fees</b>									
<b>Total Interchange &amp; Assessment Fees</b>									<b>(199,269.27)</b>
<b>Paymentech Fees</b>									
<b>Authorization Fees</b>									
CPU Authorization	Sale	VISA		#####	14,136	0.012500000	1,566,469.71	0.000000000	(176.71)
Online Authorization	Sale	VISA		#####	89,082	0.012500000	12,433,485.35	0.000000000	(1,115.91)
PNS Authorization TCP/IP	Sale	VISA		#####	7,278	0.012500000	997,847.01	0.000000000	(91.00)
Purchasing Card Level III	Sale	VISA		#####	497	0.030000000	103,090.44	0.000000000	(14.91)
CPU Authorization	Sale	MasterCard		#####	7,345	0.012500000	939,363.75	0.000000000	(91.86)
Online Authorization	Sale	MasterCard		#####	24,633	0.012500000	3,905,679.34	0.000000000	(309.51)
PNS Authorization TCP/IP	Sale	MasterCard		#####	2,679	0.012500000	375,588.31	0.000000000	(32.14)
Purchasing Card Level III	Sale	MasterCard		#####	3,528	0.030000000	341,235.71	0.000000000	(105.84)
Online Debit Authorization	Sale	PINLESS DEBIT NYCE		#####	11,812	0.020000000	1,581,735.22	0.000000000	(236.24)
Online Debit Authorization	Refund	PINLESS DEBIT NYCE		#####	4	0.020000000	(907.51)	0.000000000	(0.08)
Online Debit Authorization	Sale	PINLESS DEBIT STAR		#####	15,807	0.020000000	2,107,928.19	0.000000000	(316.14)
Online Debit Authorization	Sale	PINLESS DEBIT PULSE		#####	11,377	0.020000000	1,534,238.16	0.000000000	(227.54)
Online Debit Authorization	Refund	PINLESS DEBIT PULSE		#####	6	0.020000000	(1,701.02)	0.000000000	(0.12)
Online Debit Authorization	Sale	PINLESS DEBIT		#####	7	0.000000000	2,378.63	0.000000000	0
CPU Authorization	Sale	American Express		#####	6,763	0.017500000	1,068,558.13	0.000000000	(118.35)
Online Authorization	Sale	American Express		#####	6,558	0.017500000	1,709,206.66	0.000000000	(116.92)
PNS Authorization TCP/IP	Sale	American Express		#####	584	0.017500000	93,912.96	0.000000000	(11.12)
CPU Authorization	Sale	Discover		#####	2,304	0.017500000	226,586.53	0.000000000	(40.32)
Online Authorization	Sale	Discover Diners		#####	2	0.012500000	200.00	0.000000000	(0.02)
Online Authorization	Sale	Discover		#####	2,430	0.017500000	315,813.55	0.000000000	(44.27)
PNS Authorization TCP/IP	Sale	Discover		#####	220	0.017500000	39,647.13	0.000000000	(4.36)
Rejected Transact	Sale			#####	91		251,832.41		(1.81)
<b>Sub Total</b>									<b>(3,055.17)</b>
<b>Chargeback/ECP Return/Debit Adjustment Fees</b>									
Chargeback Fee	Sale	VISA		#####	15	1.250000000	(3,997.88)	0.000000000	(18.75)
Representation Fee	Sale	VISA		#####	9	1.250000000	1,514.57	0.000000000	(11.25)
Chargeback Fee	Sale	MasterCard		#####	9	1.250000000	(3,143.87)	0.000000000	(11.25)
Representation Fee	Sale	MasterCard		#####	2	1.250000000	713.90	0.000000000	(2.50)
Debit Adjustment Fee	Refund	PINLESS DEBIT NYCE		#####	14	2.500000000	(2,277.24)	0.000000000	(35.00)
Debit Adjustment Fee	Refund	PINLESS DEBIT STAR		#####	25	2.500000000	(6,380.71)	0.000000000	(62.50)
Debit Adjustment Fee	Refund	PINLESS DEBIT PULSE		#####	12	2.500000000	(1,726.34)	0.000000000	(30.00)
<b>Sub Total</b>									<b>(171.25)</b>

Continued on next page

## Service Charge Detail (FIN-0011), Continued

Category/Description	Action Type	MOP	Interchange Qualification	Fee Schedule	Unit Quantity	Unit Fee	Amount	Rate	Total Charge
<b>Paymentech Fees</b>									
<b>Deposit Fees</b>									
Conveyed Dep. Fee	Sale	Discover		#####	215	0.000000000	38,576.95	0.000000000	0
Conveyed Dep. Fee	Refund	Discover		#####	18	0.000000000	(2,346.52)	0.000000000	0
POS Items Dep'd	Sale	Discover		#####	215	0.007500000	38,576.95	0.000000000	(2.11)
POS Items Dep'd	Refund	Discover		#####	18	0.007500000	(2,346.52)	0.000000000	(0.17)
<b>Sub Total</b>									<b>(3,952.82)</b>
<b>Paymentech Non-Transaction Fees</b>									
Account Updater Match		VISA		#####	180	0.100000000		0.000000000	(18.00)
Account Updater Match		MasterCard		#####	73	0.100000000		0.000000000	(7.30)
<b>Sub Total</b>									<b>(25.30)</b>
<b>Other Fees</b>									
Account Update Validation		VISA		#####	710	0.000000000		0.000000000	0
Gateway Transaction Fee	Sale	VISA		#####	23	0.080000000	74,465.82	0.000000000	(1.84)
Gateway Transaction Fee	Refund	VISA		#####	1	0.080000000	(313.65)	0.000000000	(0.08)
Gateway Transaction Fee	Sale	MasterCard		#####	32	0.080000000	41,525.08	0.000000000	(2.56)
Gateway Transaction Fee	Refund	MasterCard		#####	3	0.080000000	(1,014.43)	0.000000000	(0.24)
Gateway Transaction Fee	Sale	American Express		#####	486	0.080000000	35,437.98	0.000000000	(38.88)
Gateway Transaction Fee	Sale	Discover		#####	1	0.080000000	66.34	0.000000000	(0.08)
<b>Sub Total</b>									<b>(43.68)</b>
<b>Funds Transfer Fees</b>									
ACH Transfer Fee				#####	80	(2.500000000)			(200.00)
<b>Sub Total</b>									<b>(200.00)</b>
<b>Total Paymentech Fees</b>									<b>(7,448.22)</b>
<b>Total All Fees</b>									<b>(206,717.49)</b>

## Service Charge Detail (FIN-0011) Definitions

Section	Field	Definitions
<b>1. Interchange &amp; Assessment Fees –</b> Fees assessed by the card associations and passed through to the merchant by Chase Paymentech	Action Type	Type of transaction processed – a sale or a refund
	<a href="#">MOP</a>	Method of payment associated with the transactions, i.e. Visa, MasterCard, Discover, ECP, PINless debit, debit, etc. A hyperlink to a HELP guide listing full names of all MOPS
	<a href="#">Interchange Qualification</a>	Interchange rate at which the transaction was qualified or the rate assessed for back-end downgrades, i.e. VERF, VCS, VPDM, MM1, MUCS, etc. A hyperlink to a HELP guide listing all Interchange Qualifications
	Fee Schedule	Identification number assigned to the particular schedule of fees associated with the items
	Unit Quantity	Number of items processed during the reporting period that are being assessed the unit fee
	Unit Fee	Fee per item (for the applicable Interchange rate) that is applied to the unit quantity in the calculation of the total charge for the line item
	Amount	Monetary value of the transactions included in the line item
	Rate	Percentage applied to the amount (if applicable)
Total Charge	Total of all Interchange & Assessment Fees assessed during the reporting period Total charge equals Unit Quantity x Unit Fee or Amount x % Rate or Unit Quantity x Unit Fee plus Amount x % Rate, if both are applicable	

*Continued on next page*

## Service Charge Detail (FIN-0011) Definitions, Continued

Section	Field	Definitions
<b>2. Chase Paymentech Fees</b> – Transaction and non-transaction fees assessed by Chase Paymentech. Individual fee categories are subtotaled within their section. A grand total of all fees appears at the end of the report <b>Fee Categories include, but are not limited to:</b> – Authorization Fees – Deposit Fees – Chargeback/ECP Return Fees Equipment Fees – Funds Transfer Fees – Monthly Fees – PTI Non-Transaction Fees – Other (Miscellaneous) Fees	Action Type	Type of transaction processed – a sale or a refund
	<a href="#">MOP</a>	Method of payment associated with the transactions, i.e. Visa, MasterCard, Discover, ECP, etc. A hyperlink to a HELP guide listing full names of all MOPS
	Fee Schedule	Identification number assigned to the particular schedule of fees associated with the items
	Unit Quantity	Number of items processed during the reporting period that are being assessed the unit fee
	Unit Fee	Fee per item (as indicated in the merchant's fee contracted fee schedule) that is applied to the unit quantity in the calculation of the total charge for the line item
	Amount	Monetary value of the transactions included in the line item
	Rate	Percentage applied to the amount (if applicable)
	Total Charge	Total of all Interchange & Assessment Fees assessed during the reporting period Total charge equals Unit Quantity x Unit Fee or Amount x % Rate or Unit Quantity x Unit Fee plus Amount x % Rate, if both are applicable

## Financial Activity Summary (FIN-0025) Daily Version

---

**Description** The FIN-0025, Financial Activity Summary Report summarizes your daily net financial activity, balances, and fund transfers for the specified reporting period in a month-to-date format.

---

*Continued on next page*

## Financial Activity Summary (FIN-0025) Daily Version, Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

### Financial Activity Summary (FIN-0025)

ABC Company - CO# 123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/26/XXXX through 10/26/XXXX

Merchant Activity Date	Net Conveyed Deposits	Net Settled Deposits	Chargeback/ECP Return/Debit Adjustments (Net)	Interchange & Assessment Fees	Paymentech Fees	Other Adjustments
10/26/XXXX	198,844.86	1,651,112.66	(133.93)	(26,755.66)	(1,818.00)	0
<b>Totals</b>	<b>198,844.86</b>	<b>1,651,112.66</b>	<b>(133.93)</b>	<b>(26,755.66)</b>	<b>(1,818.00)</b>	<b>0</b>

Reserve Adjustments	Net Financial Activity	Rejected Transfers	Daily Ending Balance	Pending Transfer	Effective Transfer	Reserve Balance
0	1,622,405.07	0	3,377,159.49	4,999,564.56	0	0
<b>0</b>	<b>1,622,405.07</b>				<b>0</b>	


## Financial Activity Summary (FIN-0025) Definitions

Field	Definitions
Merchant Activity Date	Date on which there was transaction activity or financial events for the entity being reported on
Net Conveyed Deposits	Total amount of sales less refund transactions for conveyed MOPs for the merchant activity date
Net Settled Deposits	Total amount of sales less refunds for settled MOPs for the merchant activity date
Chargeback/ECP Return/Debit Adjustments (Net)	Net amount of Post Deposit Event (PDE) activity such as chargebacks, ECP returns, or debit adjustments for the merchant activity date
Interchange & Assessment Fees	Total amount of Interchange & Assessment Fees assessed for transactions processed on the merchant activity date
Chase Paymentech Fees	Total of all fees assessed by Chase Paymentech on the merchant activity date
Other Adjustments	Sum of miscellaneous fees affecting merchant proceeds on the merchant activity date that are not related to normal processing, or to reserve or chargeback/return adjustments
Reserve Adjustments	Sum of reserve adjustments affecting merchant proceeds posted by Chase Paymentech on the merchant activity date
Net Financial Activity	Sum of the Net Settled Deposits, Net Chargeback/ECP Return/Debit adjustments, Interchange & Assessment Fees, Chase Paymentech Fees, Other Adjustments and Reserve Adjustments for the merchant activity date
Rejected Transfers	Total amount of rejected transfers outstanding on the merchant activity date
Daily Ending Balance	Net Financial Activity minus any Rejected Transfer amounts on the merchant activity date
Pending Transfer	Amount of a funds transfer that is in a sent or confirmed status but where the effective date has not yet been reached. Excludes rejected funds transfers
Effective Transfer	Total amount of the funds transfers that are anticipated to be posted to the merchant's bank account on the merchant activity date
Reserve Balance	Funds held by Chase Paymentech as insurance against exposure to liability from chargebacks or returns or other risk issues
<b>Column Totals</b>	Column totals for the reporting period for Net Conveyed Deposits, Net Settled, Chargeback/ECP Return/Debit Adjustments (Net), Interchange & Assessment Fees, Chase Paymentech Fees, Other Adjustments, Reserve Adjustments, Net Financial Activity and Effective Transfer



# Deposit Activity by Hierarchy (FIN-0108)

**Description** The FIN-108, Deposit Activity by Hierarchy Report provides a consolidated recap of submission information, sales, refunds, fees and adjustments for each hierarchy entity in a spreadsheet format.

**CHASE**  **Paymenttech**  
 4 Northeastern Boulevard, Salem, NH 03079-1952  
 Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymenttech.com

**Deposit Activity by Hierarchy (FIN-0108)**  
 ABC Company - CO# 123456

**Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars**  
**Reporting Period: From 10/26/XXXX through 10/26/XXXX**

Entity Number	Entity Name	VISA		MasterCard		Discover Settled		Discover Conveyed		American Express	
		Sales	Refunds	Sales	Refunds	Sales	Refunds	Sales	Refunds	Sales	Refunds
TD# #####	DIVISION NAME	3,538.30	0	998.63	0	0	0	457.64	0	0	0
TD# #####	DIVISION NAME	9,182.46	0	2,871.45	0	0	0	743.81	0	0	0
TD# #####	DIVISION NAME	2,621.96	0	377.74	0	0	0	202.49	0	0	0
TD# #####	DIVISION NAME	6,636.27	0	3,335.25	0	0	0	1,047.36	0	0	0
TD# #####	DIVISION NAME	4,199.40	0	1,027.77	0	0	0	443.18	0	0	0
TD# #####	DIVISION NAME	3,581.75	0	1,023.15	0	0	0	419.28	0	0	0
TD# #####	DIVISION NAME	4,832.70	0	1,160.86	0	0	0	645.64	0	0	0
TD# #####	DIVISION NAME	2,752.40	0	1,665.76	0	0	0	494.55	0	0	0
TD# #####	DIVISION NAME	11,043.84	0	3,124.65	0	0	0	1,709.35	0	0	0
TD# #####	DIVISION NAME	8,356.37	0	4,388.33	0	0	0	1,006.05	0	0	0
TD# #####	DIVISION NAME	6,084.56	0	2,150.44	0	0	0	927.36	0	0	0
TD# #####	DIVISION NAME	3,493.09	0	1,001.04	0	0	0	670.02	0	0	0
TD# #####	DIVISION NAME	5,365.42	0	1,083.00	0	0	0	275.50	0	0	0
TD# #####	DIVISION NAME	4,256.12	0	371.41	0	0	0	492.23	0	0	0
TD# #####	DIVISION NAME	3,863.61	0	826.86	0	0	0	285.62	0	0	0
<b>BU# ####Total</b>		<b>390,532.50</b>	<b>0</b>	<b>124,776.33</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>51,880.79</b>	<b>0</b>	<b>0</b>	<b>0</b>

Continued on next page

## Deposit Activity by Hierarchy (FIN-0108), Continued



ECP		Other Conveyed MOPs		Other Settled MOPs		Net Settled Sales Amount	Interchange & Assessment Fees	Paymentech Fees	Reserve Adjustments	Chargeback/ECP Return/Debit Adjustments	Other Adjustments	Rejected Transfers	Net Financial Activity
Sales	Refunds	Sales	Refunds	Sales	Refunds								
0	0	0	0	2,110.44	0	6,647.37	(107.00)	(8.02)	0	0	0	0	6,532.35
0	0	52.24	0	4,250.78	0	16,304.69	(264.13)	(16.85)	0	0	0	0	16,023.71
0	0	34.76	0	2,040.93	0	5,040.63	(79.71)	(7.44)	0	0	0	0	4,953.48
0	0	55.84	0	3,878.89	0	13,850.41	(224.56)	(14.79)	0	0	0	0	13,611.06
0	0	0	0	1,590.46	0	6,817.63	(109.73)	(7.49)	0	0	0	0	6,700.41
0	0	0	0	1,426.50	0	6,031.40	(97.55)	(6.48)	0	0	0	0	5,927.37
0	0	34.00	0	1,754.36	0	7,747.92	(125.45)	(8.27)	0	0	0	0	7,614.20
0	0	103.21	0	1,273.64	0	5,691.80	(90.56)	(6.77)	0	0	0	0	5,594.47
0	0	123.98	0	5,984.07	0	20,152.56	(345.76)	(24.73)	0	0	0	0	19,782.07
0	0	0	0	6,334.14	0	19,078.84	(308.47)	(22.75)	0	0	0	0	18,747.62
0	0	125.40	0	3,510.70	0	11,745.70	(184.34)	(12.46)	0	0	0	0	11,548.90
0	0	0	0	1,441.46	0	5,935.59	(93.36)	(5.81)	0	0	0	0	5,836.42
0	0	57.62	0	3,575.37	0	10,023.79	(156.56)	(9.96)	0	0	0	0	9,857.27
0	0	0	0	1,519.55	0	6,147.08	(94.40)	(6.52)	0	0	0	0	6,046.16
0	0	0	0	773.55	0	5,464.02	(88.19)	(4.83)	0	0	0	0	5,371.00
<b>0</b>	<b>0</b>	<b>4,180.74</b>	<b>0</b>	<b>204,898.62</b>	<b>0</b>	<b>720,207.45</b>	<b>(11,649.10)</b>	<b>(804.09)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>707,754.26</b>

## Deposit Activity by Hierarchy (FIN-0108) Definitions

Field	Definitions
1. Entity Number	Displays a list of hierarchy entity ID numbers, i.e. CO# followed by each BU belonging to the Company and the TD's associated with each BU. The data displayed on the CO and BU lines represents activity posted directly to these hierarchy levels
2. Entity Name	Names associate with the hierarchy entities listed in the previous column
3. Sales & Refunds by MOP	Displays MOP Column Headings with subordinate columns for the monetary value of sale and refund transactions processed by Chase Paymentech on behalf of the merchant for each MOP type during the reporting period. Possible Column Heading MOPs are Visa, MasterCard, Discover, American Express, ECP (eCheck), Other Conveyed MOPs, and Other Settled MOPS
4. Net Settled Sales Amount	Net Amount: Sales minus Refunds
5. Interchange & Assessment Fees	Sum of fees representing pass through costs from card associations (interchange and assessment fees) and other endpoints that were included in a funds transfer created for the activity dates in the reporting period
6. Chase Paymentech Fees	Sum of fees assessed by Chase Paymentech that were included in a funds transfer created for the activity dates in the reporting period. Fees for authorizations, deposited transactions, chargebacks and returns, equipment, monthly charges, funds transfer fees among others are included in this total
7. Reserve Adjustments	Sum of adjustments affecting the merchant's current reserve balance during the reporting period
8. Chargeback/ECP Returns/Debit Adjustments	Sum of adjustments posted by Chase Paymentech related to chargeback, eCheck (ECP) return activity, and adjustments for debit transactions
9. Other Adjustments	Sum of adjustments posted by Chase Paymentech related to anything other than chargebacks, eCheck returns, Reserves or Debit transactions
10. Rejected Transfers	Sum of financial events released back into the merchant's running balance on the day being reported or for the range of days covered in the report
11. Net Financial Activity	Sum of the Net Settled Deposits for all MOPs, Interchange and Assessment Fees, Chase Paymentech Fees and all Adjustments minus any Rejected Transfers
12. Company Totals	Totals for each column of the report

## Submission Listing (ACT-0012)

---

**Description** The ACT-0012, Submission Listing Report provides a listing of submissions received from the merchant or presenter within a specific timeframe including a summary of transactions per file.

You can use this report to determine what submissions were received at Chase Paymentech by date and time. You can also use this report to verify the contents and status of a submission or a summary-level status of transactions.

---

*Continued on next page*

# Submission Listing (ACT-0012), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
 Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

## Submission Listing (ACT-0012) ABC Company - CO# 123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars  
 Reporting Period: From 10/26/XXXX through 10/26/XXXX

Submission #	PID #	PID Short Name	Submission Date/Time	Transaction Count	Authorization Count	Non-Financial Transaction Count	Declined Deposit Count	Rejected Transaction Count	Cancelled/On-Hold Deposit Count	Cancelled/On-Hold Net Deposit Amount	Successful Deposit Count	Successful Net Deposit Amount	Status	
#####	#####	abcco	10/26/XXXX02:13:25 AM	101,657	0	0	1,257	2	0	0	100,398	12,399,065.07	Accepted	
#####	#####	abcco	10/26/XXXX04:12:24 AM	4	0	0	0	0	0	0	4	131.66	Accepted	
#####	#####	abcco	10/26/XXXX04:21:09 AM	804	0	0	0	0	0	0	804	3,141.52	Accepted	
#####	#####	abcco	10/26/XXXX07:48:51 AM	270	11	0	0	0	0	0	259	30,347.26	Accepted	
#####	#####	abcco	10/26/XXXX07:49:54 AM	132	13	0	0	0	0	0	119	14,866.60	Accepted	
#####	#####	abcco	10/26/XXXX07:58:50 AM	4	0	0	0	0	0	0	4	383.22	Accepted	
#####	#####	abcco	10/26/XXXX07:30:39 AM	1,013	34	0	0	0	0	0	979	109,209.23	Accepted	
#####	#####	abcco	10/26/XXXX07:21:45 AM	412	12	0	0	0	0	0	400	48,134.20	Accepted	
#####	#####	abcco	10/26/XXXX07:52:58 AM	101	3	0	0	0	0	0	98	12,774.35	Accepted	
#####	#####	abcco	10/26/XXXX07:22:28 AM	2,902	100	0	0	0	0	0	2,802	355,322.42	Accepted	
#####	#####	abcco	10/26/XXXX07:22:30 AM	4,283	141	0	0	0	0	0	4,142	517,608.42	Accepted	
#####	#####	abcco	10/26/XXXX07:57:17 AM	2,188	53	0	0	0	0	0	2,135	291,000.67	Accepted	
#####	#####	abcco	10/26/XXXX12:50:00 PM	7	0	0	0	0	0	0	7	0.75	Accepted	
#####	#####	abcco	10/26/XXXX11:59:13 AM	10	0	0	0	0	0	0	10	(2,608.53)	Accepted	
#####	#####	abcco	10/26/XXXX03:00:36 PM	479	0	0	0	0	0	0	479	20,238.63	Accepted	
#####	#####	abcco	10/26/XXXX06:09:51 PM	51	51	0	0	0	0	0	0	0	0	Accepted
#####	#####	abcco	10/26/XXXX06:50:01 PM	1	0	0	0	0	0	0	1	0.75	Accepted	
#####	#####	abcco	10/26/XXXX08:36:48 PM	61	0	0	0	0	0	0	61	131,218.37	Accepted	
<b>Totals</b>				<b>114,379</b>	<b>418</b>	<b>0</b>	<b>1,257</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>112,702</b>	<b>13,930,834.59</b>		
<b>Total Submissions:</b>		<b>18</b>												
<b>Total Accepted:</b>		<b>18</b>												

## Submission Listing (ACT-0012) Definitions

Field	Definitions
Submission #	Unique identification number assigned to the submission by Chase Paymentech. A hyperlink to the Single Submission Summary (FIN-0053) which provides details on the contents of the submitted file
PID # (Presenter ID #)	Unique 6-digit number assigned by Chase Paymentech to a presenter for identification purposes
PID Short Name	Name assigned to the PID by Chase Paymentech consisting of up to 6 characters. Used in conjunction with the PID # for identification purposes
Submission Date/Time	Date and time the submission file was fully received by Chase Paymentech
Transaction Count	Total number of transactions in a submission
Authorization Count	Number of transactions within a submission sent with an Auth Only Action Code. This includes ECP Verification/Validation/Prenote
Non-Financial Transaction Count	FPO Start and modification orders, Stored Value transactions
Declined Deposit Count	Deposits declined for settlement based on a negative authorization response
Rejected Transaction Count	Transactions that do not pass Chase Paymentech's front-end edit checks
Cancelled/On-Hold Deposit Count	Number of transactions included in Cancelled or On-Hold submissions reported
Cancelled/On-Hold Net Deposit Amount	Net amount of the Cancelled or On-Hold transactions reported
Successful Deposit Count	Deposit, refund and reversals successfully deposited during the reporting period
Successful Net Deposit Amount	Net amount represented by the number of successful deposits
Status	Status of the submission, i.e. Accepted, Cancelled or On-Hold
Total Submissions	Total number of submissions received by Chase Paymentech for the entity (CO, BU, TD) during the reporting period
Total Accepted	Total number of accepted submissions received by Chase Paymentech during the reporting period for the entity (CO, BU, TD)

## Exception Detail (ACT-0002)

---

### **Description**

The ACT-0002, Exception Detail Report provides transaction level detail for unsuccessful deposit transactions. The exception items found in this report include rejected transactions, declined deposits and transactions that were included in a submission that was cancelled in its entirety.

You can use this report to verify what was sent and processed against your own internal transaction reports. It may also be used for reconciliation or research of deposit activity. Any transaction that appears in this report was not included in your funded activity for the activity date of the report.

This information can be extremely valuable in reconciling your submitted transaction activity to your bank account statement or other Chase Paymentech Solutions reports (such as the FIN-0010, Deposit Summary).

---

*Continued on next page*

# Exception Detail (ACT-0002), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymenttech.com

## Exception Detail (ACT-0002)

ABC Company - CO# 123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/26/XXXX through 10/26/XXXX

Submission Date/Time	Exception Type	PID #	PID Short Name	Submission #	Submission Status	Record #	Transaction Division #	Merchant Order #	RDFI #	Account #	Expiration Date	Amount	MOP	Action Code	Auth Date	Auth Code	Auth Response Code	Consumer Bank Country Code	Trace Id	Reject Code
10/26/XXXX 02:13:25 AM	Declined AMDeposits	#####	abccc	#####a	Accepted	###	#####	#####	#####	XXXXXXXXXXXXXXXXXX	0411	89.79	MC	DC	10/26/2009		302			
10/26/XXXX 02:13:25 AM	Declined AMDeposits	#####	abccc	#####a	Accepted	###	#####	#####	#####	XXXXXXXXXXXXXXXXXX	0213	102.68	MC	DC	10/26/2009		302			
10/26/XXXX 02:13:25 AM	Declined AMDeposits	#####	abccc	#####a	Accepted	###	#####	#####	#####	XXXXXXXXXXXXXXXXXX	1111	54.75	MC	DC	10/26/2009		302			
10/26/XXXX 02:13:25 AM	Declined AMDeposits	#####	abccc	#####a	Accepted	###	#####	#####	#####	XXXXXXXXXXXXXXXXXX	0909	156.17	MC	DC	10/26/2009		302			
10/26/XXXX 02:13:25 AM	Declined AMDeposits	#####	abccc	#####a	Accepted	###	#####	#####	#####	XXXXXXXXXXXXXXXXXX	0811	172.14	VI	DC	10/26/2009		302			
											0411	65	DC	10/26/2009						
10/26/2009 02:13:25 AM	Declined AMDeposits	#####	abccc	#####a	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX	1210	56.55	MC	DC	10/26/2009		825			
10/26/2009 02:13:25 AM	Declined AMDeposits	#####	abccc	#####a	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX	0510	116.02	MC	DC	10/26/2009		825			
10/26/2009 02:13:25 AM	Declined AMDeposits	#####	abccc	#####a	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX	0111	373.85	MC	DC	10/26/2009		825			
10/26/2009 02:13:25 AM	Declined AMDeposits	#####	abccc	#####a	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX	0411	504.66	MC	DC	10/26/2009		825			
10/26/2009 02:13:25 AM	Declined AMDeposits	#####	abccc	#####a	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX	0111	71.14	MC	DC	10/26/2009		825			
10/26/2009 02:13:25 AM	Declined AMDeposits	#####	abccc	#####a	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX	1011	140.30	MC	DC	10/26/2009		825			
<b>Total # Exception Transactions #</b>			<b>1,257</b>																	
<b>Total Amount :</b>			<b>263,638.21</b>																	

Continued on next page



## Exception Detail (ACT-0002), Continued

Submission Date/Time	Exception Type	PID #	PID Short Name	Submission #	Submission Status	Record #	Transaction Division #	Merchant Order #	RDFI #	Account #	Expiration Date	Amount	MOP	Action Code	Auth Date	Auth Code	Auth Response Code	Consumer Bank Country Code	Trace Id	Reject Code
10/25/XXXX 11:59:03 PM	Rejected Transaction	#####	abcc	#####	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX		223.00	??	AU						201
10/25/XXXX 11:59:05 PM	Rejected Transaction	#####	abcc	#####	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX		65.63	??	AU						201
10/25/XXXX 11:59:06 PM	Rejected Transaction	#####	abcc	#####	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX		150.00	??	AU						201
10/25/XXXX 11:59:06 PM	Rejected Transaction	#####	abcc	#####	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX		296.12	??	AU						201
10/26/XXXX 01:59:04 AM	Rejected Transaction	#####	abcc	#####	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX		79.41	??	AU						201
10/26/XXXX 01:59:04 AM	Rejected Transaction	#####	abcc	#####	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX		410.40	??	AU						201
10/26/XXXX 01:59:04 AM	Rejected Transaction	#####	abcc	#####	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX		278.90	??	AU						201
10/26/XXXX 05:59:29 PM	Rejected Transaction	#####	abcc	#####	Accepted	#####	#####	#####	#####	XXXXXXXXXXXXXXXXXX	0312	120,726.25	VI	AU						275
<b>Total # Exception Transactions #</b>					<b>91</b>															
<b>Total Amount :</b>					<b>251,832.41</b>															

## Exception Detail (ACT-0002) Definitions

Field	Definitions
Submission Date/Time	Date and time the submission containing the exception item was completely received by Chase Paymentech
Exception Type	Category of exception – Declined Deposit, Rejected Transaction or Canceled/On-hold item
PID # (Presenter ID)	Unique 6-digit number assigned by Chase Paymentech to a presenter for identification purposes
PID Short Name	Name assigned to the PID by Chase Paymentech consisting of up to 6 characters. Used in conjunction with the PID # for identification purposes
Submission #	Unique number assigned to the submission when received by Chase Paymentech
Submission Status	Status of the submission – Accepted, Canceled or On-hold
Record #	Sequential number of the exception item in the submission file
Transaction Division #	Number of the transaction division the exception item was processed under
Merchant Order #	Number assigned by the merchant and submitted to Chase Paymentech with the original sale transaction
RDFI #	Identification number of the Receiving Depository Financial Institution
Account #	Unique number identifying the consumer's account, i.e., Credit Card #, Checking or Savings Account #
Expiration Date	Date submitted by the merchant as to when the credit card expires
Amount	Amount of the exception item
<a href="#">MOP</a>	Method of payment associated with the transactions, i.e., Visa, MasterCard, Discover, ECP, etc. A hyperlink to a HELP guide listing the full names of all MOPS
Action Code	Identifies the requested action for the transaction, i.e., A=Authorize, B=Conditional Deposit, D=Deposit, R=Refund, H=Validate and Deposit (ECP), etc.
Auth Date	Date the exception transaction was authorized

*Continued on next page*

## Exception Detail (ACT-0002) Definitions, Continued

---

Field	Definitions
Auth Code	6-character Authorization code associated with the transaction
Auth Response Code	3-digit code indicating the reason for the declined authorization
Consumer Bank Country Code	Identifies the country in which the consumer's bank is located
Trace ID	6-digit number with a range of 000001 thru 999999 assigned on a rolling basis to identify a debit transaction
Reject Code	3-digit code assigned to rejected transactions that do not pass Chase Paymentech's front end edit routines

---

## Deposit Detail (ACT-0010)

---

**Description** The ACT-0010, Deposit Detail Report provides transaction level detail for successful deposit transactions.

You can use this report to verify what was sent and processed against your internal transaction reports. It may be used for reconciliation or research of deposit activity.

---

*Continued on next page*

# Deposit Detail (ACT-0010), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

## Deposit Detail (ACT-0010)

ABC Company - CO# 123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/26/XXXX through 10/26/XXXX

Submission Date	PID #	PID Short Name	Submission #	Record #	TD #	Merchant Order #	RDFI #	Account #	Expire Date	Amount	MOP	Action Code	Auth Date	Auth Code	Auth Response Code	Consumer Bank Country Code	Trace #	
10/26/XXXX	#####	abcco	##### #a	2	#####	#####		XXXXXXXXXXXXXXXXXX	05/XX	23.85	VI	DC	10/26/XXXX	#####A	100			
10/26/XXXX	#####	abcco	##### #a	3	#####	#####		XXXXXXXXXXXXXXXXXX	07/XX	61.26	AX	DC	10/26/XXXX	#####A	100			
10/26/XXXX	#####	abcco	##### #a	4	#####	#####		XXXXXXXXXXXXXXXXXX	06/XX	57.34	MC	DC	10/26/XXXX	#####A	100			
10/26/XXXX	#####	abcco	##### #a	5	#####	#####		XXXXXXXXXXXXXXXXXX	07/XX	80.92	VI	DC	10/26/XXXX	#####A	100			
10/26/XXXX	#####	abcco	##### #a	6	#####	#####		XXXXXXXXXXXXXXXXXX	04/XX	87.36	VI	DC	10/26/XXXX	#####A	100			
10/26/XXXX	#####	abcco	##### #a	7	#####	#####		XXXXXXXXXXXXXXXXXX	01/XX	72.70	AX	DC	10/26/XXXX	#####A	100			
10/26/XXXX	#####	abcco	##### #a	8	#####	#####		XXXXXXXXXXXXXXXXXX	03/XX	61.27	MC	DC	10/26/XXXX	#####A	100			
10/26/XXXX	#####	abcco	##### #a	9	#####	#####		XXXXXXXXXXXXXXXXXX	01/XX	48.38	MC	DC	10/26/XXXX	#####A	100			
10/26/XXXX	#####	abcco	##### #a	10	#####	#####		XXXXXXXXXXXXXXXXXX	03/XX	168.96	MC	DC	10/26/XXXX	#####A	100			
10/26/XXXX	#####	abcco	##### #a	173737	#####	#####		XXXXXXXXXXXXXXXXXX	10/XX	7.26	VI	DP	10/25/XXXX	#####	100			
10/26/XXXX	#####	abcco	##### #a	173738	#####	#####		XXXXXXXXXXXXXXXXXX	11/XX	179.88	VI	DP	10/25/XXXX	#####	100			
10/26/XXXX	#####	abcco	##### #a	173739	#####	#####		XXXXXXXXXXXXXXXXXX	03/XX	126.89	MC	DP	10/25/XXXX	#####	100			
10/26/XXXX	#####	abcco	##### #a	173740	#####	#####		XXXXXXXXXXXXXXXXXX	12/XX	159.21	VI	DP	10/25/XXXX	#####	100			
10/26/XXXX	#####	abcco	##### #a	173741	#####	#####		XXXXXXXXXXXXXXXXXX	05/XX	162.01	VI	DP	10/25/XXXX	#####	100			
10/26/XXXX	#####	abcco	##### #a	173742	#####	#####		XXXXXXXXXXXXXXXXXX	03/XX	217.56	VI	DP	10/25/XXXX	#####	100			
10/26/XXXX	#####	abcco	##### #a	173743	#####	#####		XXXXXXXXXXXXXXXXXX	11/XX	152.69	MC	DP	10/25/XXXX	#####	100			
10/26/XXXX	#####	abcco	##### #a	173744	#####	#####		XXXXXXXXXXXXXXXXXX	11/XX	79.89	VI	DP	10/25/XXXX	#####	100			
<b>Submission Subtotal Count</b>				<b>100,398</b>														
<b>Submission Subtotal Net Amount</b>				<b>12,399,065.07</b>														

## Deposit Detail (ACT-0010) Definitions

Field	Definitions
Submission Date	Date the submission file was fully received by Chase Paymentech
PID # (Presenter ID)	Unique 6-digit number assigned by Chase Paymentech to a presenter for identification purposes
PID Short Name	Name assigned to the PID by Chase Paymentech consisting of up to 6 characters. Used in conjunction with the PID# for identification purposes
Submission #	Unique identification number assigned to the submission when received by Chase Paymentech
Record #	Sequential number of the transaction in the submission file
TD #	Transaction division number under which the transaction was processed
Merchant Order #	Number assigned by the merchant and submitted to Chase Paymentech with the original sale transaction
RDFI #	Identification number of the Receiving Depository Financial Institution
Account #	Unique number identifying the consumer's account, i.e. Credit or Debit Card #, Checking or Savings Account #
Expire Date	Date submitted by the merchant indicating the expiration date of the consumer's card
Amount	Amount of the transaction
<a href="#">MOP</a>	Method of payment associated with the transaction, i.e. Visa, MasterCard, Discover, ECP A hyperlink to a HELP guide listing the full names of all MOPS
<a href="#">Action Code</a>	Identifies the requested action for the transaction, i.e., A=Authorize, B=Conditional Deposit, D= Deposit, R= Refund, H=Validate and Deposit (ECP), etc. A hyperlink to a HELP guide defining all Action Codes
Auth Date	Date the transaction was authorized
Auth Code	6-character Authorization Code associated with the transaction
<a href="#">Auth Response Code</a>	3-digit code indicating approval or the reason for a decline. A hyperlink to a HELP guide defining all Auth Response Codes

*Continued on next page*

## Deposit Detail (ACT-0010) Definitions, Continued

---

<b>Field</b>	<b>Definitions</b>
Consumer Bank Country Code	Identifies the country in which the consumer's bank is located
Trace #	6-digit number with a range of 000001 thru 999999 assigned on a rolling basis to identify a debit transaction
<b>Line Heading</b>	<b>Description</b>
Total Count	Reflects the total number of transactions detailed in the report
Total Net Amount	Reflects the total net amount of all transactions detailed in the report

---

## Retrieval Received (PDE-0021)

---

**Description**

The PDE-0021, Retrieval Received Report lists all retrieval requests received during the specified reporting period.

If you are a Card-Not-Present merchant, you have your retrieval requests fulfilled automatically fulfilled by Chase Paymentech with the exception of Discover Retrievals. If you process Discover Settled with Chase Paymentech, you will need this report to identify your Discover Retrievals.

You can use this report to trigger your internal retrieval request fulfillment process, such as obtaining copies of sales slips or other transaction validation documentation and providing it to Chase Paymentech to forward to the issuing bank.

---

*Continued on next page*



Retrieval Received (PDE-0021), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
 Tel (603) 896-8333. Email: Merchant\_Services@Paymentech.com

Retrieval Received (PDE-0021)  
 ABC Company - CO#123456

Currency Pair: Presentment: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars  
 Reporting Period: From 10/26/XXXX through 10/26/XXXX

Sequence #	TD #	Merchant Order #	Account #	Original Sale Date	Retrieval Reason Code	Retrieval Received Date	Retrieval Amount
181226455	#####	000013	XXXXXXXXXXXXXXXXXXXX	09/19/XX	21	10/27/XX	27.19
<b>Totals:</b>						<b>1</b>	<b>27.19</b>

## Retrieval Received (PDE-0021) Definitions

---

Field	Definitions
Sequence #	Number assigned by Chase Paymentech to the retrieval request
TD #	Transaction Division number
Merchant Order #	Order number assigned by the merchant and submitted to Chase Paymentech with the original sale transaction
Account #	Credit card number associated with the retrieval request
Original Sale Date	Date the original sale transaction was deposited with Chase Paymentech
<a href="#">Retrieval Reason Code</a>	Code identifying the reason the retrieval was requested. A hyperlink to a Help guide listing Retrieval Reason Codes and their descriptions
Retrieval Received Date	Date the retrieval request was received by Chase Paymentech from the issuer electronically
Retrieval Amount	Amount of the transaction associated with the retrieval request

---

## Retrieval Activity (PDE-0029)

---

### Description

The PDE-0029, Retrieval Activity Report provides a detailed listing of retrieval requests received from issuers by division and due date. Retrieval Requests must be responded to in a timely manner or you run the risk of experiencing a chargeback and may forfeit any representment rights.

If you are a Card-Not-Present merchant, you have your retrieval requests fulfilled automatically fulfilled by Chase Paymentech with the exception of Discover Retrievals. If you process Discover Settled with Chase Paymentech, you will need this report to identify your Discover Retrievals.

You can use this report to trigger your internal retrieval request fulfillment process, such as obtaining copies of sales slips or other transaction validation documentation and providing it to Chase Paymentech to forward to the issuing bank.

---

*Continued on next page*

# Retrieval Activity (PDE-0029), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

## Retrieval Activity (PDE-0029)

ABC Company - CO# 123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/26/xxxx through 10/26/xxxx

### Retrieval Requests Received

1

Sequence#	TD #	Merchant Order #	MOP	Account #	Auth Date	Auth Code	Original Transaction Date	Retrieval Reason Code	Retrieval Rcv Date	Response Due Date	Retrieval Amount	Terminal #	Batch #	
18121392	#####	#####	VI	XXXXXXXXXXXXXXXXXX	10/12/xx	#####	10/13/xx	33	10/26/xx	11/16/xx	400.00			
<b>Totals:</b>											<b>1</b>	<b>400.00</b>		

### Retrieval Requests Outstanding

2

Sequence#	TD #	Merchant Order #	MOP	Account #	Auth Date	Auth Code	Original Transaction Date	Retrieval Reason Code	Retrieval Rcv Date	Response Due Date	Retrieval Amount	Terminal #	Batch #	
18036515	#####	#####	VI	XXXXXXXXXXXXXXXXXX	09/12/xx	#####	09/13/xx	33	10/08/xx	10/29/xx	138.44			
18037010	#####	#####	VI	XXXXXXXXXXXXXXXXXX	08/06/xx	#####	08/07/xx	28	10/08/xx	10/29/xx	52.99			
18042714	#####	#####	VI	XXXXXXXXXXXXXXXXXX	08/30/xx	#####	08/31/xx	28	10/09/xx	10/30/xx	548.74			
18045545	#####	#####	VI	XXXXXXXXXXXXXXXXXX	07/01/xx	#####	07/02/xx	33	10/10/xx	10/31/xx	305.24			
18047112	#####	#####	VI	XXXXXXXXXXXXXXXXXX	10/06/xx	#####	10/07/xx	33	10/11/xx	11/01/xx	502.64			
18071927	#####	#####	VI	XXXXXXXXXXXXXXXXXX	08/08/xx	#####	08/09/xx	33	10/15/xx	11/05/xx	478.61			
18072636	#####	#####	MC	XXXXXXXXXXXXXXXXXX	09/25/xx	#####	09/26/xx	41	10/16/xx	11/06/xx	104.99			
18078932	#####	#####	MC	XXXXXXXXXXXXXXXXXX	09/11/xx	#####	09/12/xx	41	10/17/xx	11/07/xx	515.77			
<b>Totals:</b>											<b>32</b>	<b>8,798.85</b>		

## Retrieval Activity (PDE-0029) Definitions

Section	Field	Definitions
<b>1. Retrieval Requests Received</b> – details all retail retrieval requests as well as Discover retail and card-not-present retrieval requests received electronically by Chase Paymentech from issuers during the reporting period	Sequence #	Number assigned by Chase Paymentech to the retrieval request
	TD #	Transaction Division number
	Merchant Order #	Order number assigned by the merchant and submitted to Chase Paymentech with the original sale transaction
	MOP	Method of Payment
	Account #	Credit card number associated with the retrieval request
	Auth Date	Date of original authorization
	Auth Code	Authorization code associated with the original transaction
	Original Transaction Date	Date the original sale transaction was deposited with Chase Paymentech
	Retrieval Reason Code	Code identifying the reason the retrieval was requested. A hyperlink to a Help guide listing Retrieval Reason Codes and their descriptions
	Retrieval Rcv Date	Date the retrieval request was received by Chase Paymentech from the issuer electronically
	Response Due Date	Date by which Chase Paymentech needs to receive the sales slip for the original sales transaction
	Retrieval Amount	Amount of the transaction associated with the retrieval request
	Terminal #	Number of the terminal which processed the original sale transaction associated with the retrieval request
Batch #	Number assigned by the terminal upon closing the batch of transactions	
<b>2. Outstanding Requests Received</b> – lists all retrieval requests outstanding for a period of 21 calendar days for which there has been no response	Column headings for this section of the report are identical to those described above	

## Chargeback Activity (PDE-0017)

---

- Description** The PDE-0017, Chargeback Activity Report provides a detailed listing of chargeback transactions by division at each stage of the chargeback life cycle. These stages are:
- Received
    - This is the stage where Chase Paymentech receives the chargeback from the issuing bank. There may be nothing for you to do at this stage, however there is a financial impact to you as the funds are taken at this stage to cover the amount being charged-back. Chase Paymentech will investigate all data stored in their systems to determine if it is something that can be represented on your behalf.
  - Returned to Merchant
    - This is the stage where Chase Paymentech has determined that there is additional information required to handle this chargeback so it is given to you to gather the internal documentation needed to represent. **OR** it is being sent to you because it is a chargeback that cannot be represented and it is being sent to you so you can accept it and collect the owed monies based on your internal policies.
  - Received for Recourse/Represented to the Issuing Bank
    - The chargeback is being sent to the issuing bank along with supporting documentation in an effort to have the chargeback overturned and have the monies for the chargeback returned to you.

There are two sections to this report. The first section is the summary section. This section provides the totals for activity within each category. The second section, the detail section, provides transaction level details about each chargeback.

You can use this report to trigger your own chargeback management process. This may include research, updates to your customer databases, gathering documentation for representment, pursuing alternate methods of payment, etc.

---

*Continued on next page*

# Chargeback Activity (PDE-0017), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Paymentech.com

**Chargeback Activity (PDE-0017)**  
**ABC Company - CO# 123456**

**Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars**  
**Reporting Period: From 10/26/xxxx through 10/26/xxxx**

### FINANCIAL SUMMARY

			1	Chargeback Count	Chargeback Amount
BEGINNING WORK IN PROCESS				692	154,230.10
FINANCIAL ADJUSTMENTS	Chargeback Count		Chargeback Amount		
Received	+ 24		7,141.75		
Re-Presented	- (11)		(2,228.47)		
Partial Representments	- 0		0.00		
Paymentech Adjustments	- 0		0.00		
Subtotal	13		4,913.28		
NON-FINANCIAL ADJUSTMENTS					
Returned to Merchant	- (187)		(42,532.75)		
Partial Return to Merchant	- 0		0.00		
Recourse	+ 11		2,228.47		
Subtotal	(176)		(40,304.28)		
ADJUSTMENT TO CHARGEBACK COUNT FOR PARTIAL REPRESENTMENTS	+ 0				
TOTAL WORK IN PROCESS ADJUSTMENT				(163)	(35,391.00)
ENDING WORK IN PROCESS				529	118,839.10

Continued on next page

# Chargeback Activity (PDE-0017), Continued

**2**

**DETAIL - RECEIVED**

Sequence #	TD #	Merchant Order #	Account #	MOP Code	Reason Code	MCC	Auth Date	Original Transaction Date	Chargeback Received Date	Activity Date	Chargeback Due Date	Received Amount	Issuer Chargeback Amount	CB Cycle
181186098	#####	#####	XXXXXXXXXXXXXXXXXX	MC	63	4814	09/22/xx	09/23/xx	10/26/xx	10/25/xx	12/04/xx	243.17	243.17	1
181186184	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	09/04/xx	09/05/xx	10/26/xx	10/25/xx	12/04/xx	213.14	213.14	1
181186208	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/02/xx	10/03/xx	10/26/xx	10/25/xx	12/04/xx	200.00	200.00	1
181186345	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	08/06/xx	08/07/xx	10/26/xx	10/25/xx	12/04/xx	90.54	90.54	1
181186423	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	07/24/xx	07/25/xx	10/26/xx	10/25/xx	12/04/xx	129.66	129.66	1
181212660	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	08/05/xx	08/06/xx	10/25/xx	10/26/xx	12/03/xx	165.17	165.17	1
181212661	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	08/05/xx	08/06/xx	10/25/xx	10/26/xx	12/03/xx	97.23	97.23	1
181212836	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	10/01/xx	10/02/xx	10/25/xx	10/26/xx	12/03/xx	392.12	392.12	1
181212945	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	07/07/xx	07/08/xx	10/25/xx	10/26/xx	12/03/xx	74.56	74.56	1
181213065	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	09/16/xx	09/17/xx	10/25/xx	10/26/xx	12/03/xx	399.63	399.63	1
181213306	#####	#####	XXXXXXXXXXXXXXXXXX	VI	82	4814	08/06/xx	08/07/xx	10/25/xx	10/26/xx	12/03/xx	120.32	120.32	1
181213336	#####	#####	XXXXXXXXXXXXXXXXXX	VI	86	4814	08/21/xx	08/22/xx	10/25/xx	10/26/xx	12/03/xx	194.89	194.89	1
181213356	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	08/30/xx	08/31/xx	10/25/xx	10/26/xx	12/03/xx	224.25	224.25	1
181213460	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	09/23/xx	09/24/xx	10/25/xx	10/26/xx	12/03/xx	247.49	247.49	1
181213491	#####	#####	XXXXXXXXXXXXXXXXXX	VI	82	4814	09/28/xx	09/29/xx	10/25/xx	10/26/xx	12/03/xx	145.44	145.44	1
181213621	#####	#####	XXXXXXXXXXXXXXXXXX	VI	82	4814	10/17/xx	10/18/xx	10/25/xx	10/26/xx	12/03/xx	100.00	100.00	1
181213731	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	09/04/xx	09/05/xx	10/25/xx	10/26/xx	12/03/xx	200.00	200.00	1
181213767	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	09/15/xx	09/16/xx	10/25/xx	10/26/xx	12/03/xx	582.99	582.99	1
181213778	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	09/17/xx	09/18/xx	10/25/xx	10/26/xx	12/03/xx	733.12	733.12	1
181213984	#####	#####	XXXXXXXXXXXXXXXXXX	VI	85	4814	10/22/xx	10/23/xx	10/25/xx	10/26/xx	12/03/xx	320.67	320.67	1
181214143	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	09/04/xx	09/05/xx	10/26/xx	10/26/xx	12/04/xx	1,706.56	1,706.56	1
181214157	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/14/xx	10/15/xx	10/26/xx	10/26/xx	12/04/xx	350.00	350.00	1
181214179	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/15/xx	10/15/xx	10/26/xx	10/26/xx	12/04/xx	155.80	155.80	1
181214180	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/07/xx	10/08/xx	10/26/xx	10/26/xx	12/04/xx	55.00	55.00	1
<b>RECEIVED TOTALS:</b>												24	7,141.75	7,141.75

**DETAIL - RE-PRESENT**

Sequence #	TD #	Merchant Order #	Account #	MOP Code	Reason Code	MCC	Auth Date	Original Transaction Date	Chargeback Received Date	Activity Date	Chargeback Due Date	Represented Amount	Issuer Chargeback Amount	CB Cycle	Previous Partial Repr Y/N
179263451	#####	#####	XXXXXXXXXXXXXXXXXX	VI	85	4814	07/06/xx	07/07/xx	09/16/xx	10/26/xx	10/25/xx	340.31	340.31	1	N
179332332	#####	#####	XXXXXXXXXXXXXXXXXX	VI	82	4814	08/20/xx	08/21/xx	09/17/xx	10/26/xx	10/26/xx	100.00	100.00	1	N
179387448	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	07/15/xx	07/16/xx	09/21/xx	10/26/xx	10/30/xx	308.00	308.00	1	N
179387490	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	08/26/xx	08/27/xx	09/21/xx	10/26/xx	10/30/xx	405.90	405.90	1	N
179415864	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	08/30/xx	08/30/xx	09/20/xx	10/26/xx	10/29/xx	56.65	56.65	1	N
179415876	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	09/01/xx	09/02/xx	09/20/xx	10/26/xx	10/29/xx	63.73	63.73	1	N
179415965	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	09/15/xx	09/16/xx	09/20/xx	10/26/xx	10/29/xx	315.00	315.00	1	N
179416522	#####	#####	XXXXXXXXXXXXXXXXXX	VI	30	4814	08/20/xx	08/21/xx	09/20/xx	10/26/xx	10/29/xx	70.00	70.00	1	N
179487032	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	07/27/xx	07/28/xx	09/21/xx	10/26/xx	10/30/xx	111.74	111.74	1	N
179487172	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	09/06/xx	09/07/xx	09/21/xx	10/26/xx	10/30/xx	337.14	337.14	1	N
179487954	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	08/14/xx	08/15/xx	09/21/xx	10/26/xx	10/30/xx	120.00	120.00	1	N
<b>RE-PRESENTED TOTALS:</b>												11	2,228.47	2,228.47	

Continued on next page



## Chargeback Activity (PDE-0017), Continued

DETAIL - RETURNED TO MERCHANT														
Sequence #	TD #	Merchant Order #	Account #	MDP Code	Reason Code	MCC	Auth Date	Original Transaction Date	Chargeback Received Date	Activity Date	Chargeback Due Date	RTM Amount	Issuer Chargeback Amount	CB Cycle
180384924	#####	#####	XXXXXXXXXXXXXXXX	MC	63	4814	06/13/xx	06/15/xx	10/09/xx	10/26/xx	11/17/xx	9.99	9.99	1
180385580	#####	#####	XXXXXXXXXXXXXXXX	MC	37	4814	07/07/xx	07/08/xx	10/09/xx	10/26/xx	11/17/xx	217.56	217.56	1
180447265	#####	#####	XXXXXXXXXXXXXXXX	MC	37	4814	08/31/xx	09/01/xx	10/10/xx	10/26/xx	11/18/xx	281.13	281.13	1
180760659	#####	#####	XXXXXXXXXXXXXXXX	VI	83	4814	08/24/xx	08/25/xx	10/15/xx	10/26/xx	11/23/xx	150.00	150.00	1
180763245	#####	#####	XXXXXXXXXXXXXXXX	VI	83	4814	08/22/xx	08/23/xx	10/15/xx	10/26/xx	11/23/xx	304.71	304.71	1
180766629	#####	#####	XXXXXXXXXXXXXXXX	VI	41	4814	09/16/xx	09/16/xx	10/15/xx	10/26/xx	11/23/xx	54.93	54.93	1
180793926	#####	#####	XXXXXXXXXXXXXXXX	MC	60	4814	09/01/xx	09/02/xx	10/17/xx	10/26/xx	11/25/xx	150.00	150.00	1
180797719	#####	#####	XXXXXXXXXXXXXXXX	VI	83	4814	09/22/xx	09/23/xx	10/16/xx	10/26/xx	11/24/xx	505.85	505.85	1
180797927	#####	#####	XXXXXXXXXXXXXXXX	VI	83	4814	09/28/xx	09/29/xx	10/16/xx	10/26/xx	11/24/xx	195.18	195.18	1
180799002	#####	#####	XXXXXXXXXXXXXXXX	VI	86	4814	08/15/xx	08/16/xx	10/16/xx	10/26/xx	11/24/xx	100.00	100.00	1
RETURNED TO MERCHANT TOTALS:											187	42,532.75	42,532.75	
181186098	#####	#####	XXXXXXXXXXXXXXXX	MC	63	4814	09/22/xx	09/23/xx	10/26/xx	10/25/xx	12/04/xx	243.17	243.17	1
181212836	#####	#####	XXXXXXXXXXXXXXXX	VI	75	4814	10/01/xx	10/02/xx	10/25/xx	10/26/xx	12/03/xx	392.12	392.12	1
181213460	#####	#####	XXXXXXXXXXXXXXXX	VI	75	4814	09/23/xx	09/24/xx	10/25/xx	10/26/xx	12/03/xx	247.49	247.49	1
181213778	#####	#####	XXXXXXXXXXXXXXXX	VI	75	4814	09/17/xx	09/18/xx	10/25/xx	10/26/xx	12/03/xx	733.12	733.12	1

Continued on next page

# Chargeback Activity (PDE-0017), Continued

DETAIL - ENDING INVENTORY														
Sequence #	TD #	Merchant Order #	Account #	MOP Code	Reason Code	MCC	Auth Date	Original Transaction Date	Chargeback Received Date	Activity Date	Chargeback Due Date	Ending Inventory Amount	Original Chargeback Amount	CB Cycle
180467967	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	09/30/xx	10/01/xx	10/10/xx	10/11/xx	11/18/xx	219.25	219.25	1
180474132	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	08/24/xx	08/25/xx	10/10/xx	10/11/xx	11/18/xx	432.39	432.39	1
180474133	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	08/24/xx	08/25/xx	10/10/xx	10/11/xx	11/18/xx	432.39	432.39	1
180478689	#####	#####	XXXXXXXXXXXXXXXXXX	VI	53	4814	08/04/xx	08/05/xx	10/11/xx	10/12/xx	11/19/xx	195.01	195.01	1
180478999	#####	#####	XXXXXXXXXXXXXXXXXX	VI	79	4814	08/26/xx	08/27/xx	10/11/xx	10/12/xx	11/19/xx	50.00	50.00	1
180548188	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	06/17/xx	06/18/xx	10/14/xx	10/13/xx	11/22/xx	130.84	130.84	1
180548189	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	06/17/xx	06/18/xx	10/14/xx	10/13/xx	11/22/xx	38.16	38.16	1
180553403	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	07/25/xx	07/26/xx	10/14/xx	10/13/xx	11/22/xx	225.00	225.00	1
180553404	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	07/26/xx	07/27/xx	10/14/xx	10/13/xx	11/22/xx	238.69	238.69	1
ENDING INVENTORY TOTALS:											529	118,839.10	118,839.10	
181213984	#####	#####	XXXXXXXXXXXXXXXXXX	VI	85	4814	10/22/xx	10/23/xx	10/25/xx	10/26/xx	12/03/xx	320.67	320.67	1
181214143	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	09/04/xx	09/05/xx	10/26/xx	10/26/xx	12/04/xx	1,706.56	1,706.56	1
181214157	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/14/xx	10/15/xx	10/26/xx	10/26/xx	12/04/xx	350.00	350.00	1
181214179	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/15/xx	10/15/xx	10/26/xx	10/26/xx	12/04/xx	155.80	155.80	1
181214180	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/07/xx	10/08/xx	10/26/xx	10/26/xx	12/04/xx	55.00	55.00	1

## Chargeback Activity (PDE-0017) Definitions

Section	Field	Definitions
1. Financial Summary – summarizes the financial impact to the Chargeback Inventory for the reporting period	Beginning Work in Process	Lists the Chargeback Count and Chargeback Amount in Inventory at the beginning of the reporting period
	Financial Adjustments	<p>Provides summarized totals for these categories:</p> <p><b>Received</b> – Count and Amount of chargebacks received by Chase Paymentech from issuers and added to Inventory during the reporting period</p> <p><b>Represented</b> – Count and amount of chargebacks represented to issuers by Chase Paymentech and deducted from Inventory during the reporting period</p> <p><b>Partial Representments</b> – Count and amount of the portion of split chargebacks that were represented to issuers and deducted from Inventory during the reporting period</p> <p><b>Chase Paymentech Adjustments</b> – Count and amount of adjustments made by Chase Paymentech during the reporting period</p> <p><b>Subtotal</b> – Net financial impact to Inventory due to the previous four line items. The impact to Inventory can be either positive or negative. The amount of the subtotal with the reversed sign (positive or negative) is indicated on the FIN-0010 – Deposit Activity Summary Report, in the Financial Activity Section on the Net Chargebacks line, and impacts the Net Activity amount for the reporting period</p>

*Continued on next page*

## Chargeback Activity (PDE-0017) Definitions, Continued

Section	Field	Definitions
Financial Summary, continued	Non-Financial Adjustments	Provides summarized totals for these activity categories: <b>Returned to Merchant</b> – Count and amount of Chargebacks returned to the merchant and deducted from Inventory, with no financial impact to the merchant’s Net Activity amount for the reporting period <b>Partial Return to Merchant</b> – Count and amount of the portion of split chargebacks that were returned to the merchant and deducted from Inventory during the reporting period <b>Recourse</b> – Count and amount of previous Returned to Merchant items that the merchant is sending to Chase Paymentech for possible representment <b>Subtotal</b> – net impact to Inventory balance due to the previous three items. This amount does not impact the merchant’s Net Activity amount for the reporting period
	Adjustment to Chargeback Counts for Partial Representments	Split chargebacks (those that are partial representments with the balance being partial returned to merchant items) are deducted from both the Financial Adjustments section and the Non-Financial Adjustment sections in the Summary report. This line item adjusts that condition, so that the split chargebacks are counted only once in the inventory
	Total Work in Process Adjustments	Net amount of the Financial Adjustment Subtotal, the Non-Financial Adjustments Subtotal and the Adjustment to Chargeback Counts for Partial Representments. This net amount impacts the Inventory balance for the reporting period
	Ending Work in Process	Lists the count and amount of chargebacks in Inventory at the end of the processing day. Ending Work in Process Count and Amount values are the sum total of the Beginning Work in Process and the Total Work in Process Adjustments line item amounts

Continued on next page

## Chargeback Activity (PDE-0017) Definitions, Continued

Section	Field	Definitions								
2. Detail – provides transaction-level detail of all chargeback activity (Received, Re-presented, Partial Representment, Returned to Merchant, Partial Returned to Merchant, Recourse and Ending Inventory) during the reporting period	Sequence #	Number assigned by Chase Paymentech to the chargeback transaction								
	TD #	Transaction Division number								
	Merchant Order #	Order number assigned by the merchant and submitted to Chase Paymentech with the original sale transaction								
	Account #	Credit card number associated with the chargeback								
	<a href="#">MOP Code</a>	Card association code representing the Method of Payment used for the transaction. A hyperlink to the MOP Help Guide that lists all MOP Codes and their descriptions								
	<a href="#">Reason Code</a>	Card association code representing the reason the transaction was charged back. A hyperlink to the Chargeback reason Code Help Guide that lists all CB Reason Codes and their descriptions								
	MCC	Merchant Category Code								
	Auth Date	Date the original authorization for the transaction was received								
	Original Transaction Date	Date the original sale transaction was deposited with Chase Paymentech								
	Chargeback Received Date	Date the chargeback transaction was received electronically by Chase Paymentech from the issuer								
	Activity Date	Date that action was taken on the item								
	Chargeback Due Date	Date all information is due in order to dispute Chargeback								
	RTM Amount	Amount of the transaction returned to the merchant								
	Issuer Chargeback Amount	Amount of the chargeback requested by the issuer								
CB Cycle	Code established by the card associations to identify the item as a first or second chargeback <table border="1" data-bbox="766 1068 1719 1175"> <thead> <tr> <th>Chargeback Cycle</th> <th>Visa</th> <th>MasterCard</th> </tr> </thead> <tbody> <tr> <td>First</td> <td>1</td> <td>1</td> </tr> <tr> <td>Second</td> <td>N/A</td> <td>3</td> </tr> </tbody> </table>	Chargeback Cycle	Visa	MasterCard	First	1	1	Second	N/A	3
Chargeback Cycle	Visa	MasterCard								
First	1	1								
Second	N/A	3								
<b>Detail – Represent and Detail Recourse sections</b>	Previous Partial Repr Y/N	An indication for the transactions appearing in these sections if there had been a previous partial representment processed								

## Chargebacks Received (PDE-0020)

---

**Description** The PDE-0020, Chargeback Received Report provides a detailed listing of new Chargeback transactions received by Transaction Division. This report is similar to the PDE-0017, Chargeback Activity Report that was just reviewed with the exception that it includes detail ONLY for new chargebacks received. It does not include items returned to the merchant, received for recourse or represented to the issuing bank. It also does not include a summary section.

You can use this report to trigger your own chargeback management process. This may include research, updates to your customer databases, gathering documentation for representment, pursuing alternate methods of payment, etc.

---

*Continued on next page*

# Chargebacks Received (PDE-0020), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
 Tel (603) 896-8333. Email: Merchant\_Services@Paymentech.com

Rpt Gen: 10/27/2009

## Chargebacks Received (PDE-0020)

ABC Company - CO# 123456

Currency Pair: Presentment: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/26/XXXX through 10/26/XXXX

Sequence #	TD #	Merchant Order #	Account #	Reason Code	Original Transaction Date	Chargeback Received Date	Activity Date	Chargeback Amount	CB Cycle
181186098	#####	#####	XXXXXXXXXXXXXXXXXX	63	09/23/XX	10/26/XX	10/25/XX	243.17	1
181186184	#####	#####	XXXXXXXXXXXXXXXXXX	37	09/05/XX	10/26/XX	10/25/XX	213.14	1
181186208	#####	#####	XXXXXXXXXXXXXXXXXX	37	10/03/XX	10/26/XX	10/25/XX	200.00	1
181186345	#####	#####	XXXXXXXXXXXXXXXXXX	37	08/07/XX	10/26/XX	10/25/XX	90.54	1
181213984	#####	#####	XXXXXXXXXXXXXXXXXX	85	10/23/XX	10/25/XX	10/26/XX	320.67	1
181214143	#####	#####	XXXXXXXXXXXXXXXXXX	37	09/05/XX	10/26/XX	10/26/XX	1,706.56	1
181214157	#####	#####	XXXXXXXXXXXXXXXXXX	37	10/15/XX	10/26/XX	10/26/XX	350.00	1
181214179	#####	#####	XXXXXXXXXXXXXXXXXX	37	10/15/XX	10/26/XX	10/26/XX	155.80	1
181214180	#####	#####	XXXXXXXXXXXXXXXXXX	37	10/08/XX	10/26/XX	10/26/XX	55.00	1
<b>Totals:</b>							<b>24</b>	<b>7,141.75</b>	

## Chargebacks Received (PDE-0020) Definitions

Field	Definitions									
Sequence #	Number assigned by Chase Paymentech to the chargeback transaction									
TD #	Transaction Division number									
Merchant Order #	Order number assigned by the merchant and submitted to Chase Paymentech with the original sale transaction									
Account #	Credit card number associated with the chargeback									
<a href="#">Reason Code</a>	Card association code representing the reason the transaction was charged back. A hyperlink to the Chargeback reason Code Help Guide that lists all CB Reason Codes and their descriptions									
Original Transaction Date	Date the original sale transaction was deposited with Chase Paymentech									
Chargeback Received Date	Date the chargeback transaction was received by Chase Paymentech from the issuer									
Activity Date	Date that action was taken on the item									
Chargeback Amount	Amount of the transaction being charged back. May or may not equal the amount of the sale transaction as in many cases the shipping and handling charges can not be charged back or only a single item in a multi-item order was charged back									
CB Cycle	Code established by the card associations to identify the item as a first or second chargeback <table border="1" data-bbox="627 980 1488 1088"> <thead> <tr> <th>Chargeback Cycle</th> <th>Visa</th> <th>MasterCard</th> </tr> </thead> <tbody> <tr> <td>First</td> <td>1</td> <td>1</td> </tr> <tr> <td>Second</td> <td>N/A</td> <td>3</td> </tr> </tbody> </table>	Chargeback Cycle	Visa	MasterCard	First	1	1	Second	N/A	3
Chargeback Cycle	Visa	MasterCard								
First	1	1								
Second	N/A	3								



# Chargebacks Won/Lost Summary (PDE-0039)

**Description** The PDE-0039, Chargebacks Won/Lost Summary Report provides you with a win/loss percentage by comparing the numbers of chargebacks presented by Chase Paymentech and those represented due to recourse to the total number of chargebacks received during the report period. This report must be run **THREE MONTHS** in arrears.

This report does **not** match represented chargebacks to the chargebacks won or lost.



## Chargebacks Won/Lost Summary (PDE-0039)

ABC Company - CO# 123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/26/XXXX through 10/26/XXXX

8 9 10 11 12  
 \* Total Success % = (Total representations - Incoming 2nd CBs or Pre-Arbs) / Total CBs Received

MOP: VISA	Received		Auto-Represented		Represented by PTI		Represented due to Recourse		Auto-Rep / Total CBS Success %	PTI-Rep / Total CBS Success %	Recourse / Total CBS Success %	Incoming 2nd CBs / Pre-Arbs		Representation Success %	*Total Success %
	Count	Amount	Count	Amount	Count	Amount	Count	Amount				Count	Amount		
Reason Code															
71 DECLINED AUTHORIZATION	1	52.57	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0	0.00%	0.00%
81 FRAUDULENT TRANS-CARD PRESENT	1	52.01	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0	0.00%	0.00%
82 DUPLICATE PROCESSING	2	71.92	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0	0.00%	0.00%
VISA Totals	4	176.50	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0	0.00%	0.00%
ALL MOPS															
Grand Total	4	176.50	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0	0.00%	0.00%

## Chargebacks Won/Lost Summary (PDE-0039) Definitions

	Field	Definitions
1	MOP	Method of Payment (Visa, MasterCard, JCB, Diner's and other Settled MOPs)
2	Reason Code	Listing of the reason codes for each MOP associated with the chargebacks received during the initiated CB date range
3	Received – Count and Amount	Number and amount of chargebacks received during the date range listed by reason code
4	Auto-Represented Count and Amount	Number and amount of chargebacks auto-represented by Chase Paymentech during the date range listed by reason code
5	Represented by PTI Count and Amount	Number and amount of chargebacks represented by Chase Paymentech's chargeback analysts during the date range listed by reason code
6	Represented due to Recourse	Number and amount of chargebacks represented as a result of merchant challenge or recourse during the date range listed by reason code
7	Auto-Rep/Total CBs Success %	Success percentage of auto-represented chargebacks compared to the total chargebacks received during the date range listed by reason code
8	PTI-Rep/ Total CBs Success %	Success percentage of PTI represented chargebacks compared to the total chargebacks received during the date range listed by reason code
9	Recourse/Total CBs Success %	Success percentage of chargebacks represented due to recourse compared to the total chargebacks received during the date range listed by reason code
10	Incoming 2 <sup>nd</sup> CBs/Pre-Arbs Count and Amount	Number and amount of 2 <sup>nd</sup> chargebacks and incoming Pre-Arbs (Reason Code 98) that are matched to the same sale (Acquirer's Reference Number – ARN) regardless of status
11	Representation Success %	Success percentage of the representations
12	Total success %	Total representations (auto-, PTI, Recourse) minus Incoming 2 <sup>nd</sup> Chargebacks an Pre-Arbs divided by the total number of chargebacks received during the date range listed by reason code
13	MOP - Total	Column totals for each MOP
14	MOP - ALL	Grand Total for all reason codes for all MOPs. Total success % in this section represents the overall success percentage for the reporting period

## ECP Return Activity (PDE-0018)

---

- Description** The PDE-0018, ECP Return Activity Report provides a detailed listing of ECP transactions by division at each stage of the ECP return life cycle. These stages are:
- Received
    - This is the stage where Chase Paymentech receives the return from the depository financial institution. There may be nothing for you to do at this stage, however there is a financial impact to you as the funds are taken at this stage to cover the amount being returned. Chase Paymentech will investigate all data stored in their systems to determine if it is something that can be represented on your behalf.
  - Returned to Merchant
    - This is the stage where Chase Paymentech has determined that there is additional information required to handle this return so it is given to you to gather the internal documentation needed to represent. **OR** it is being sent to you because it is a return that cannot be represented and it is being sent to you so you can accept it and collect the owed monies based on your internal policies.
  - Represented to the Depository Financial Institution
    - The return is being sent to the depository financial institution along with supporting documentation in an effort to have the return overturned and have the monies for it returned to you.

There are two sections to this report. The first section is the summary section. This section provides the totals for activity within each category. The second section, the detail section, provides transaction level details about each return.

You can use this report to trigger your own ECP return management process. This may include research, updates to your customer databases, gathering documentation for representment, pursuing alternate methods of payment, etc.

---

*Continued on next page*

# ECP Return Activity (PDE-0018), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
 Tel (603) 896-8333. Email: Merchant\_Services@Paymentech.com

## ECP Return Activity (PDE-0018)

ABC Company - CO# 123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/26/XXXX through 10/26/XXXX

			FINANCIAL SUMMARY	
			Return Count	Return Amount
BEGINNING WORK IN PROCESS			0	0.00
			<b>1</b>	
	Return Count	Return Amount		
FINANCIAL ADJUSTMENTS				
Received	+ 47	9,349.00		
Re-Presented	- 0	0.00		
Paymentech Adjustments	- 0	0.00		
Subtotal	47	9,349.00		
NON-FINANCIAL ADJUSTMENTS				
Returned to Merchant	- (24)	(5,229.00)		
Recourse	+ 0	0.00		
Subtotal	(24)	(5,229.00)		
TOTAL WORK IN PROCESS ADJUSTMENT			23	4,120.00
ENDING WORK IN PROCESS			23	4,120.00

Continued on next page

# ECP Return Activity (PDE-0018), Continued

DETAIL - RECEIVED													
Sequence #	TD #	MOP Code	<a href="#">Consumer Bank Country Code</a>	Merchant Order #	RDFI	Account #	Consumer Name	<a href="#">Reason Code</a>	Original Transaction Date	Return Received Date	Activity Date	Amount	Return Cycle
181186840	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R01	10/15/xx	10/26/xx	10/26/xx	141.00	2
181186841	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R01	10/15/xx	10/26/xx	10/26/xx	129.00	2
181186842	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R01	10/15/xx	10/26/xx	10/26/xx	271.00	2
181186843	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R02	10/15/xx	10/26/xx	10/26/xx	193.00	2
181186844	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R01	10/15/xx	10/26/xx	10/26/xx	233.00	2
181186845	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R01	10/15/xx	10/26/xx	10/26/xx	260.00	2
181186846	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R01	10/15/xx	10/26/xx	10/26/xx	585.00	2
181186880	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R08	10/22/xx	10/26/xx	10/26/xx	92.00	1
181186881	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R01	10/22/xx	10/26/xx	10/26/xx	158.00	1
181186882	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R01	10/22/xx	10/26/xx	10/26/xx	203.00	1
181186883	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R01	10/22/xx	10/26/xx	10/26/xx	226.00	1
181186884	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R02	10/22/xx	10/26/xx	10/26/xx	157.00	1
181186885	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R01	10/22/xx	10/26/xx	10/26/xx	139.00	1
181186886	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R01	10/22/xx	10/26/xx	10/26/xx	52.00	1
181186887	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R09	10/22/xx	10/26/xx	10/26/xx	260.00	1
181186888	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	R04	10/22/xx	10/26/xx	10/26/xx	0	1

Continued on next page

# ECP Return Activity (PDE-0018), Continued

DETAIL - RETURNED TO MERCHANT													
Sequence #	TD #	MOP Code	Consumer Bank Country Code	Merchant Order #	RDFI	Account #	Consumer Name	Reason Code	Original Transaction Date	Return Received Date	Activity Date	Amount	Return Cycle
181186840	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY* NAME	R01	10/15/xx	10/26/xx	10/26/xx	141.00	2
181186841	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY* NAME	R01	10/15/xx	10/26/xx	10/26/xx	129.00	2
181186842	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY* NAME	R01	10/15/xx	10/26/xx	10/26/xx	271.00	2
181186843	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY* NAME	R02	10/15/xx	10/26/xx	10/26/xx	193.00	2
181186844	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY* NAME	R01	10/15/xx	10/26/xx	10/26/xx	233.00	2
181186845	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY* NAME	R01	10/15/xx	10/26/xx	10/26/xx	260.00	2
181186846	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY* NAME	R01	10/15/xx	10/26/xx	10/26/xx	585.00	2
181186873	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY* NAME	R02	10/21/xx	10/26/xx	10/26/xx	27.00	1
181186878	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY* NAME	R16	10/21/xx	10/26/xx	10/26/xx	181.00	1
181186880	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY* NAME	R08	10/22/xx	10/26/xx	10/26/xx	92.00	1
181186884	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY* NAME	R02	10/22/xx	10/26/xx	10/26/xx	157.00	1
181186888	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY* NAME	R04	10/22/xx	10/26/xx	10/26/xx	0	1
RETURNED TO MERCHANT TOTALS:												24	5,229.00

DETAIL - ENDING INVENTORY													
Sequence #	TD #	MOP Code	Consumer Bank Country Code	Merchant Order #	RDFI	Account #	Consumer Name	Reason Code	Original Transaction Date	Return Received Date	Activity Date	Amount	Return Cycle
181186861	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ABC* NAME	R01	10/21/xx	10/26/xx	10/26/xx	152.00	1
181186862	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ABC* NAME	R01	10/21/xx	10/26/xx	10/26/xx	93.00	1
181186863	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ABC* NAME	R01	10/21/xx	10/26/xx	10/26/xx	672.00	1
181186864	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ABC* NAME	R01	10/21/xx	10/26/xx	10/26/xx	431.00	1
181186865	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ABC* NAME	R01	10/21/xx	10/26/xx	10/26/xx	164.00	1
181186866	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ABC* NAME	R01	10/21/xx	10/26/xx	10/26/xx	187.00	1
181186881	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ABC* NAME	R01	10/22/xx	10/26/xx	10/26/xx	158.00	1
181186882	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ABC* NAME	R01	10/22/xx	10/26/xx	10/26/xx	203.00	1
181186883	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ABC* NAME	R01	10/22/xx	10/26/xx	10/26/xx	226.00	1
181186885	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ABC* NAME	R01	10/22/xx	10/26/xx	10/26/xx	139.00	1
181186886	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ABC* NAME	R01	10/22/xx	10/26/xx	10/26/xx	52.00	1
181186887	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ABC* NAME	R09	10/22/xx	10/26/xx	10/26/xx	260.00	1
ENDING INVENTORY TOTALS:												23	4,120.00

## ECP Return Activity (PDE-0018) Definitions

Section	Field	Definitions
<b>1. Financial Summary</b> – summarizes the financial impact to the ECP Returns Inventory for the reporting period	Beginning Work in Process	Lists the Return Count and Return Amount in Inventory at the beginning of the reporting period
	Financial Adjustments	Provides summarized totals for Returns <b>Received</b> by Chase Paymentech from issuers and added to Inventory during the reporting period Returns <b>Re-Presented</b> to the issuers by Chase Paymentech and deducted from Inventory during the reporting period <b>Chase Paymentech Adjustments</b> made during the reporting period <b>Subtotal</b> – net financial impact to Inventory due to the previous three line items. The impact to Inventory can be either positive or negative. The amount of the subtotal with the reversed sign (positive or negative) is indicated on the Deposit Activity Summary (FIN–0010) in the Financial Activity Section, on the ECP Return Adjustments line, and impacts the Net Activity amount for the reporting period
	Non-Financial Adjustments	Provides summarized totals for Returns <b>Returned to Merchant</b> and deducted from Inventory, but with no financial impact to the merchant’s Net Activity amount <b>Recourse</b> items – Previous Returned to Merchant items that the merchant is sending to Chase Paymentech for possible representment <b>Subtotal</b> – net impact to Inventory balance due to the previous two items. This amount does not impact the merchant’s Net Activity amount for the reporting period

*Continued on next page*

## ECP Return Activity (PDE-0018) Definitions, Continued

Section	Field	Definitions
<b>Financial Summary, continued</b>	Total Work in Process Adjustments	Net amount of the Financial Adjustment Subtotal and the Non-Financial Adjustments Subtotal. This amount impacts the Inventory balance for the reporting period
	Ending Work in Process	Lists the Return Count and Return Amount in Inventory at the end of the processing day. Ending Work in Process Count and Amount values are the sum total of the Beginning Work in Process and the Total Work in Process Adjustments line item amounts
<b>2. Detail</b> – provides transaction-level detail of all return activity (Received, Re-presented, Returned to Merchant, Recourse and Ending Inventory) during the reporting period	<b>Note: An “R” appearing before the Sequence # indicates a reversal of a previously processed transaction</b>	
	Sequence #	Number assigned by Chase Paymentech to the return transaction
	TD #	Transaction Division number
	MOP Code	Method of payment associated with the transaction A hyperlink to a HELP guide listing the full names of all MOPS
	<a href="#">Consumer Bank Country Code</a>	Identifies the country in which the consumer’s bank is located
	Merchant Order #	Order number assigned by the merchant and submitted to Chase Paymentech with the original sale transaction
	RDFI	Identification number of the Receiving Depository Financial Institution
	Account #	Consumer’s checking or savings account number associated with the return
	Consumer Name	Name of cardholder
	<a href="#">Reason Code</a>	Code indicating the reason the transaction was returned. A hyperlink to the ECP Return Codes Help Guide that lists all Return Codes and their descriptions
	Original Transaction Date	Date the original sale transaction was deposited with Chase Paymentech
	Return Received Date	Date the return transaction was received by Chase Paymentech from the issuer
	Activity Date	Date that action was taken on the item
	Amount	Amount of the transaction being returned.
Return Cycle	Code that identifies the item as a first or second return	



## ECP Returns Received (PDE-0022)

---

### **Description**

The PDE-0022, ECP Returns Received Report provides a detailed listing of new electronic check transactions returns received by Transaction Division. The report identifies any new ECP returns received, returned to merchant, or represented to the depository financial institution. This report is similar to the PDE-0018, ECP Return Activity Report, except that it includes detail ONLY for new ECP returns received. It does not include items returned to the merchant or represented to the issuing bank. It also does not include a summary section.

You can use this report to trigger your own chargeback management process. This may include research, updates to your customer databases, gathering documentation for representment, etc.

---

*Continued on next page*

# ECP Returns Received (PDE-0022), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Paymenttech.com

## ECP Returns Received (PDE-0022)

ABC Company · CO# 123456

Currency Pair: Presentment: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/26/XXXX through 10/26/XXXX

Sequence #	TD #	MOP Code	Consumer Bank Country Code	Merchant Order #	RDFI	Account #	Consumer Name	Reason Code	Original Transaction Date	Return Date	Activity Date	Return Amount	Return Cycle
181186886	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY*NAME	R01	10/22/xx	10/26/xx	10/26/xx	52.00	1
181186846	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY*NAME	R01	10/15/xx	10/26/xx	10/26/xx	585.00	2
181186847	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY*NAME	R01	10/15/xx	10/26/xx	10/26/xx	332.00	2
181186850	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY*NAME	R01	10/18/xx	10/26/xx	10/26/xx	186.00	2
181186859	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY*NAME	R04	10/21/xx	10/26/xx	10/26/xx	100.00	1
181186860	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY*NAME	R04	10/21/xx	10/26/xx	10/26/xx	51.00	1
181186877	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY*NAME	R01	10/21/xx	10/26/xx	10/26/xx	207.00	1
-----													
181186882	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY*NAME	R01	10/22/xx	10/26/xx	10/26/xx	203.00	1
181186883	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY*NAME	R01	10/22/xx	10/26/xx	10/26/xx	226.00	1
181186884	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY*NAME	R02	10/22/xx	10/26/xx	10/26/xx	157.00	1
181186885	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY*NAME	R01	10/22/xx	10/26/xx	10/26/xx	139.00	1
181186888	#####	EC		#####	#####	XXXXXXXXXXXXXXXXXXXX	ANY*NAME	R04	10/22/xx	10/26/xx	10/26/xx	0	1
<b>Totals:</b>											47	9,349.00	

## ECP Returns Received (PDE-0022) Definitions

---

Field	Definitions
Sequence #	Number assigned by Chase Paymentech to the return transaction
TD #	Transaction Division number
MOP Code	Method of payment associated with the transaction A hyperlink to a HELP guide listing the full names of all MOPS
<a href="#">Consumer Bank Country Code</a>	Identifies the country in which the consumer's bank is located
Merchant Order #	Order number assigned by the merchant and submitted to Chase Paymentech with the original sale transaction
RDFI	Identification number of the Receiving Depository Financial Institution
Account #	Consumer's checking or savings account number associated with the return
Consumer Name	Name of the account holder
<a href="#">Reason Code</a>	Code indicating the reason the transaction was returned. A hyperlink to the ECP Return Codes Help Guide that lists all Return Codes and their descriptions
Original Transaction Date	Date the original sale transaction was deposited with Chase Paymentech
Return Date	Date the return transaction was received by Chase Paymentech from the issuer
Activity Date	Date that action was taken on the item
Return Amount	Amount of the transaction being returned
Return Cycle	Code that identifies the item as a first or second return

---

## ECP Notification of Change (ACT-0019)

**Description** The ACT-0019, ECP Notification of Change Report provides a detailed listing of updated bank account information for ECP transactions. The source of the updates may be the Receiving Depository Financial Institution (RDFI), which provides notifications via the Federal Reserve Bank, or Chase Paymentech may initiate the notification based on prior transactions.

You can use this data to update your internal systems with corrected bank account information to prevent errors and financial losses on subsequent ECP transactions.



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Paymentech.com

### ECP Notification of Change (ACT-0019)

ABC Company - CO# 123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/25/XXXX through 10/25/XXXX

TD # - 929612		Recurring Business - MOTO									
Merchant Order #	Acct Type	RDFI #	Account Number	Consumer Name	Deposit Date	<a href="#">NOC Code</a>	Change 1	Change 2	Change 3	Source	
#####	CK	#####	XXXXXXXXXXXXXXXXXX	ANY *NAME	10/25/XX	C01	#####			Submission	
Entity Totals		Submissions:	1	Returns:	0						

## ECP Notification of Change (ACT-0019) Definitions

<b>NOTE: The data on the Notification of Change (ACT-0019) is sorted by Transaction Division (TD) number and name. Totals are provided for each TD listed.</b>	
<b>Field</b>	<b>Definitions</b>
Merchant Order #	Order number assigned by the merchant and submitted to Chase Paymentech with the original sale
Acct Type	Type of consumer's account: CK = Checking                      CP = Corporate Checking                      SV = Savings
RDFI #	Identifies the receiving bank where the transaction was sent
Account Number	Consumer's account number at the Receiving Financial Institution (RFDI)
Consumer Name	Consumer's name as provided in the original sale transaction
Deposit Date	Date the original transaction was processed by Chase Paymentech
NOC Codes	3-digit code designating the reason the NOC was generated C01            Incorrect DFI Account Number C02            Incorrect Routing Number C03            Incorrect Routing Number and Incorrect DFI Account Number C04            Incorrect Individual Name C05            Incorrect Account Type C06            Incorrect DFI Account Number and Incorrect Account Type C07            Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Account Type C08            Incorrect Routing Number and Incorrect Account Type C09            Incorrect Routing Number and Incorrect Individual Name C10            Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Individual Name C11            Incorrect Individual Name and Incorrect Account Type C12            Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Individual Name C13            Incorrect DFI Account Number and Incorrect Individual Name C14            Incorrect DFI Account Number, Incorrect Individual Name, and Incorrect Account Type

*Continued on next page*

## ECP Notification of Change (ACT-0019) Definitions, Continued

Field	Definitions
NOC Codes, continued	<p>C15 Incorrect Routing Number, Incorrect DFI Account Number, Incorrect Individual Name, and Incorrect Account Type</p> <p>C61 Misrouted Notification of Change</p> <p>C62 Incorrect Trace Number</p> <p>C63 Incorrect Company ID Number</p> <p>C64 Incorrect Individual ID Number</p> <p>C65 Incorrectly Formatted Corrected Data</p> <p>C66 Incorrect Discretionary Data</p> <p>C67 Routing Number Not From Original Entry Data</p> <p>C68 DFI Account Number Not From Original Entry Data</p> <p>C69 Incorrect Transaction Code</p> <p>C99 Contact Account Holder</p>
Change 1, 2 and 3	Information the receiving bank is requesting to be changed to allow processing of the transaction in their system. Multiple changes are listed in Reason Code order
Source	<p>Source of the NOC:</p> <p>Returns = those returned from the receiving bank directly</p> <p>Submission = those that are being changed by Chase Paymentech from previous NOC information stored in our database for the particular account</p>

## Terminal/Batch Summary (FIN-0027)

---

**Description** The FIN-0027, Terminal/Batch Summary Report summarizes the transaction activity from a POS terminal or similar device by batch and terminal for the specified reporting period.

You can use this report to compare and identify discrepancies between transaction reports from your terminal and those reported in this report.

---

*Continued on next page*

# Terminal/Batch Summary (FIN-0027), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
 Help Desk 888-902-6043, Option #4

## Terminal/Batch Summary (FIN-0027)

ABC Company - CO# 123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars  
 Reporting Period: From 10/26/XXXX through 10/26/XXXX

1

[Terminal Batch Detail](#)

Transaction Division: #####						Total	Total Net
MOP	Sales Count	Sales Amount	Refund	Refund Amount	Deposit Count	Deposit Amount	
<b>Terminal # 001</b>							
<b>Batch # #####</b>							
American Express	2	114.00	0	0	2	114.00	
MC Club Card	1	144.00	0	0	1	144.00	
MasterCard	3	140.00	0	0	3	140.00	
VISA	7	932.00	1	(20.00)	8	912.00	
<b>Batch Subtotal</b>	<b>13</b>	<b>1,330.00</b>	<b>1</b>	<b>(20.00)</b>	<b>14</b>	<b>1,310.00</b>	
<b>Total Terminal # 001</b>							
	<b>13</b>	<b>1,330.00</b>	<b>1</b>	<b>(20.00)</b>	<b>14</b>	<b>1,310.00</b>	
<b>Total Division # #####</b>							
	<b>13</b>	<b>1,330.00</b>	<b>1</b>	<b>(20.00)</b>	<b>14</b>	<b>1,310.00</b>	
<b>Transaction Division: #####</b>						<b>Total</b>	<b>Total Net</b>
MOP	Sales Count	Sales Amount	Refund	Refund Amount	Deposit Count	Deposit Amount	
<b>Terminal # 002</b>							
<b>Batch # 000064</b>							
MasterCard	1	21.50	0	0	1	21.50	
VISA	1	30.50	0	0	1	30.50	
<b>Batch Subtotal</b>	<b>2</b>	<b>52.00</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>52.00</b>	
<b>Total Terminal # 002</b>							
	<b>2</b>	<b>52.00</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>52.00</b>	
<b>Total Division # #####</b>							
	<b>2</b>	<b>52.00</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>52.00</b>	
	<b>15</b>	<b>1,382.00</b>	<b>1</b>	<b>(20.00)</b>	<b>16</b>	<b>1,362.00</b>	



## Terminal/Batch Summary (FIN-0027) Definitions

	Field	Definitions
1	<a href="#">Terminal Batch Detail Link</a>	A hyperlink to the Terminal Batch Detail (ACT-0027) Report which provides transaction-level detail for the transactions summarized in the Terminal/Batch Summary (FIN-0027) Report
2	Transaction Division #	6-digit unique identifier for the transaction division associated with the identified terminals
3	Terminal #	Number identifying the POS terminal or similar device through which the transaction was processed
4	Batch #	Number identifying a group of sale and refund transactions processed through the POS terminal or similar device indicated above
	MOP	Method of Payment used for the transaction. A hyperlink to the MOP Help Guide which lists all payment methods and their abbreviations
	Sales Count	Total number of successful sale transactions submitted for the entity during the reporting period
	Sales Amount	Total amount of successful sale transactions submitted for the entity during the reporting period
	Refund	Total number of successful refund transactions submitted for the entity during the reporting period
	Refund Amount	Total amount of successful refund transactions submitted for the entity during the reporting period
	Total Deposit Count	Total of successful sales count and successful refund count
	Total Net Deposit Amount	Sum of successful sale amount and successful refund amount
5	Batch Subtotal	Total count and amount within a single batch for sales and refunds during the reporting period
6	Total Terminal #	Total count and amount for sales and refunds for all batches processed through a single POS terminal or similar device
7	Total Transaction Division	Total count and amount for sales and refunds for all terminals associated with a single transaction division
	Total (not shown on sample report)	Total count and amount for sales and refunds for all batches, terminals and transaction divisions associated with the entity being reported on during the reporting period

## Terminal/Batch Detail (ACT-0027)

---

**Description**

The ACT-0027, Terminal/Batch Detail Report provides transaction level detail (both sales and refunds) received from a POS terminal or similar device presented by batch. This report is specific to retail merchants.


You can use this report to compare and identify discrepancies between transaction detail reports from your terminal and those reported in this report.

---

*Continued on next page*

# Terminal/Batch Detail (ACT-0027), Continued

[TOC](#) [First](#) [Prev](#) [Next](#) [Last](#) [Goto](#) Page  of 3  [Search](#) [Download](#) [Print](#) [Help](#) X



4 Northeastern Boulevard, Salem, NH 03079-1952  
 Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

## Terminal/Batch Detail (ACT-0027)

ABC Company, Inc. - CO# 123456

Currency Pair: Presentment: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars  
 Reporting Period: From 04/01/XXXX through 04/30/XXXX

Account#	Encrypt	Merchant Order #	Transaction Date	Action Type	Auth Code	Amount
XXXXXXXXXXXXXXXXXX	N	000001	3/24/2011	Sale	#####	5.00
XXXXXXXXXXXXXXXXXX	Y	000002	3/24/2011	Sale	#####	6.00
<b>Total</b>						<b>11.00</b>

Account#	Encrypt	Merchant Order #	Transaction Date	Action Type	Auth Code	Amount
XXXXXXXXXXXXXXXXXX	Y	000001	3/24/2011	Sale	#####	8.00
XXXXXXXXXXXXXXXXXX	Y	000002	3/24/2011	Sale	#####	9.00
<b>Total</b>						<b>17.00</b>

## Terminal/Batch (ACT-0027) Definitions

Header	Field	Definitions
	Transaction Division #	6-digit unique identifier for the transaction division associated with the identified terminals
	Terminal #	Number identifying the POS terminal or similar device through which the transaction was processed
	Batch #	Number identifying a group of sale and refund transactions processed through the POS terminal or similar device indicated above
Columns	Field	Definitions
	Account #	Unique number identifying a consumer's account i.e. credit card, checking account, gift card account. Account # will appear masked if encryption is set-up on the POS device (with the exception of unsupported BIN Ranges).
	Encrypt	Indicates whether Encryption is engaged (Please note that specific BIN Ranges are not supported for this service. These will show up like in the example as a complete account number and the encrypt column will show an N)
	Merchant Order #	Unique identifier assigned to the transaction by the merchant
	Transaction Date	Date the sale or refund transaction was entered into the POS terminal or similar device
	Action Type	Identifies if the transaction was a sale or refund
	Auth Code	6-character code related to the positive authorization response
	Amount	Monetary value of the transaction
Bottom of each section	Field	Definitions
	Total	Sum of values in the Amount column. This represents the total of all transactions in the Batch # for the Terminal # for the Transaction Division # identified above

## Debit Adjustment Summary (PDE-0036)

---

**Description** Debit adjustments are transactions that were originally presented to the debit networks for settlement and have been disputed by the cardholder or refused by the bank. This report will provide transaction level details about each Debit Adjustment (Merchant Initiated) and Debit Chargeback (Issuer Initiated) transaction.

The PDE-0036, Debit Adjustment Summary Report provides a detailed listing of Debit Adjustment transactions by division at each stage of the Debit Adjustment life cycle. These stages are:

- Received
  - This is the stage where Chase Paymentech receives the item from the issuing bank. There may be nothing for you to do at this stage; however there is a financial impact to you as the funds are taken at this stage to cover the amount being adjusted. Chase Paymentech will investigate all data stored in their systems to determine if it is something that can be represented on your behalf.
- Returned to Merchant
  - This is the stage where Chase Paymentech has determined that there is additional information required to handle this item, so it is given to you to gather the internal documentation needed to represent. **OR** it is being sent to you because it is an adjustment that cannot be represented and it is being sent to you so you can accept it and collect the owed monies based on your internal policies.
- Represented to the Depository Financial Institution
  - The item is being sent to the depository financial institution along with supporting documentation in an effort to have the item overturned and have the monies for it returned to you.

You can use this report to trigger your own ECP return management process. This may include research, updates to your customer databases, gathering documentation for representment, pursuing alternate methods of payment, etc.

---

*Continued on next page*

# Debit Adjustment Summary (PDE-0036), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

## Debit Adjustment Detail (PDE-0036)

ABC Company - CO# 123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/26/XXXX through 10/26/XXXX

Sequence #	TD #	Merchant Order #	Account #	MOP Code	Action Code	Debit or Credit	Cardholder	Reason Code	Auth Date	Original Transaction Date	Activity Date	Adjustment Number	Amount	
181218315	#####	#####	XXXXXXXXXXXXXXXXXX	NP	CR	C		A08	09/21/xx	09/21/XX	10/26/XX	#####	21.35	
181218316	#####	#####	XXXXXXXXXXXXXXXXXX	PP	CR	C		A06	10/05/xx	10/05/XX	10/26/XX	#####	289.77	
181218317	#####	#####	XXXXXXXXXXXXXXXXXX	NP	CR	C		A08	10/09/xx	10/09/XX	10/26/XX	#####	152.55	
181218318	#####	#####	XXXXXXXXXXXXXXXXXX	NP	CR	C		A08	10/10/xx	10/10/XX	10/26/XX	#####	153.00	
181218319	#####	#####	XXXXXXXXXXXXXXXXXX	SP	CR	C		A04	10/13/xx	10/13/XX	10/26/XX	#####	488.52	
181218320	#####	#####	XXXXXXXXXXXXXXXXXX	NP	CR	C		A14	10/17/xx	10/17/XX	10/26/XX	#####	138.90	
181218321	#####	#####	XXXXXXXXXXXXXXXXXX	SP	CR	C		A08	10/18/xx	10/18/XX	10/26/XX	#####	449.84	
181218322	#####	#####	XXXXXXXXXXXXXXXXXX	PP	CR	C		A06	08/20/xx	08/20/XX	10/26/XX	#####	244.49	
181218323	#####	#####	XXXXXXXXXXXXXXXXXX	SP	CR	C		A04	09/12/xx	09/12/XX	10/26/XX	#####	236.67	
181218324	#####	#####	XXXXXXXXXXXXXXXXXX	PP	CR	C		A06	10/10/xx	10/10/XX	10/26/XX	#####	170.12	
181218325	#####	#####	XXXXXXXXXXXXXXXXXX	NP	CR	C		A14	10/14/xx	10/14/XX	10/26/XX	#####	602.03	
181218326	#####	#####	XXXXXXXXXXXXXXXXXX	NP	CR	C		A08	10/15/xx	10/15/XX	10/26/XX	#####	121.30	
181218327	#####	#####	XXXXXXXXXXXXXXXXXX	SP	CR	C		A04	08/30/xx	08/30/XX	10/26/XX	#####	88.00	
181218328	#####	#####	XXXXXXXXXXXXXXXXXX	NP	CR	C		A08	10/05/xx	10/05/XX	10/26/XX	#####	280.00	
181218329	#####	#####	XXXXXXXXXXXXXXXXXX	NP	CR	C		A08	10/06/xx	10/06/XX	10/26/XX	#####	200.00	
181218331	#####	#####	XXXXXXXXXXXXXXXXXX	NP	CR	C		A04	10/09/xx	10/09/XX	10/26/XX	#####	250.00	
181218343	#####	#####	XXXXXXXXXXXXXXXXXX	NP	CR	C		A04	10/09/xx	10/09/XX	10/26/XX	#####	185.00	
181218344	#####	#####	XXXXXXXXXXXXXXXXXX	PP	CR	C		A06	10/14/xx	10/14/XX	10/26/XX	#####	318.59	
181218345	#####	#####	XXXXXXXXXXXXXXXXXX	SP	CR	C		A08	09/15/xx	09/15/XX	10/26/XX	#####	50.00	
181218347	#####	#####	XXXXXXXXXXXXXXXXXX	PP	CR	C		A06	10/01/xx	10/01/XX	10/26/XX	#####	196.13	
181218348	#####	#####	XXXXXXXXXXXXXXXXXX	SP	CR	C		A08	10/02/xx	10/02/XX	10/26/XX	#####	234.34	
181218350	#####	#####	XXXXXXXXXXXXXXXXXX	SP	CR	C		A08	10/05/xx	10/05/XX	10/26/XX	#####	174.99	
181218352	#####	#####	XXXXXXXXXXXXXXXXXX	NP	CR	C		A04	09/29/xx	09/29/XX	10/26/XX	#####	216.78	
181218354	#####	#####	XXXXXXXXXXXXXXXXXX	SP	CR	C		A04	10/18/xx	10/18/XX	10/26/XX	#####	60.00	
<b>Total number of Adjustments:</b>												<b>24</b>	<b>Total:</b>	<b>5,322.37</b>

## Debit Adjustment Summary (PDE-0036) Definitions

---


Field	Definitions
Sequence #	Number assigned by Chase Paymentech to the debit adjustment transaction
TD #	Transaction Division number
Merchant Order #	Order number assigned by the merchant and submitted to Chase Paymentech with the original sale transaction
Account #	Debit card account number
<a href="#">MOP Code</a>	Method of Payment used for the transaction. A hyperlink to the MOP Help Guide which lists all payment methods and their abbreviations
<a href="#">Action Code</a>	Identifies the requested action for the transaction, i.e., A=Authorize, B=Conditional Deposit, D=Deposit, R=Refund, H=Validate and Deposit (ECP), etc.
Debit or Credit Cardholder	Single Digit Code indicating if the cardholder used a Debit Cardholder (D) or a Credit Cardholder (C).
<a href="#">Reason Code</a>	Three-digit code representing the reason the transaction was being adjusted. A hyperlink to the Debit adjustment Codes Help guide that lists the reason codes and their descriptions
Auth Date	Date the original authorization for the transaction was received
Original Transaction Date	Date the original sale transaction was deposited with Chase Paymentech
Activity Date	Date that action was taken on the item
Adjustment Number	A reference number assigned by the Debit Network for the debit adjustment. It is used to research the adjustment transaction
Amount	Amount of the original transaction

---

## Interchange Qualification Detail (ANS-0013)

**Description** The ANS-0013, Interchange Qualification Detail Report provides transaction detail information for front end downgrades to facilitate further research.

You can use this report to see if you are qualifying for the best possible rates based on your business environment.

		4 Northeastern Boulevard, Salem, NH 03079-1952 Tel (603) 896-8333. Email: Merchant_Services@Paymentech.com					
Interchange Qualification Detail (ANS-0013)							
ABC Company - CO# 123456							
Currency Pair: Presentment: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars							
Reporting Period: From 10/26/XXXX through 10/26/XXXX							
PID#	Transaction Division	Interchange MOP Qualification	Front End Downgrade Reason Code and Description	Account#	Merchant Order#	Deposit Date	Amount
#####	#####	VI V234	651 No Level 2 Data	XXXXXXXXXXXXXXXXXX	#####	10/26/XXXX	239.56
#####	#####	VI V234	651 No Level 2 Data	XXXXXXXXXXXXXXXXXX	#####	10/26/XXXX	124.84
#####	#####	VI V234	651 No Level 2 Data	XXXXXXXXXXXXXXXXXX	#####	10/26/XXXX	179.28
#####	#####	VI V234	651 No Level 2 Data	XXXXXXXXXXXXXXXXXX	#####	10/26/XXXX	240.16
#####	#####	VI V234	651 No Level 2 Data	XXXXXXXXXXXXXXXXXX	#####	10/26/XXXX	245.72
#####	#####	VI V234	651 No Level 2 Data	XXXXXXXXXXXXXXXXXX	#####	10/26/XXXX	160.54
#####	#####	VI V234	651 No Level 2 Data	XXXXXXXXXXXXXXXXXX	#####	10/26/XXXX	274.57
#####	#####	VI V231	651 No Level 2 Data	XXXXXXXXXXXXXXXXXX	#####	10/26/XXXX	262.61
#####	#####	MC MM1D	681 Division Not Set up for Service Industries Program	XXXXXXXXXXXXXXXXXX	#####	10/26/XXXX	76.64
#####	#####	MC MM1D	681 Division Not Set up for Service Industries Program	XXXXXXXXXXXXXXXXXX	#####	10/26/XXXX	175.49
#####	#####	VI VRKD	614 PS2000 data invalid for CPS Retail 2	XXXXXXXXXXXXXXXXXX	#####	10/26/XXXX	119.25



## Interchange Qualification Detail (ANS-0013) Definitions

---

Field	Definitions
PID# (Presenter ID)	Unique 6-digit number assigned by Chase Paymentech to a presenter for identification purposes
Transaction Division	Transaction Division (TD) number under which the transaction was processed
<a href="#">MOP</a>	Method of payment associated with the transaction, i.e. Visa, MasterCard, etc. A hyperlink to a HELP guide listing the full names of all MOPS
Interchange Qualification	Interchange Qualification rate for which the transaction qualified
Front End Downgrade Reason Code and Description	Reason Code and description of the front end downgrade for the transaction
Account #	Unique number identifying the consumer's account
Merchant Order #	Number assigned by the merchant and submitted to Chase Paymentech with the original sale transaction
Deposit Date	Date the transaction was deposited to Chase Paymentech
Amount	Amount of transaction

<b>Note:</b>	<b>For each Transaction Division, transactions are sorted by MOP, Interchange Qualification Code and Front End Downgrade Reason Code</b>
--------------	--

---

## Interchange Downgrade Summary (ANS-0017)

---

**Description**

The ANS-0017, Interchange Downgrade Summary Report provides a summary of front end interchange downgrades for which your transactions have qualified for in a specific time frame.

The report will show downgrade reasons within each interchange code and Method of Payment (MOP). This should assist you to identify your most common Front End Downgrade reasons within each interchange code.

---

*Continued on next page*

## Interchange Downgrade Summary (ANS-0017), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Paymentech.com

### Interchange Downgrade Summary (ANS-0017)

ABC Company - CO# 123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/26/XXXX through 10/26/XXXX

Front End Downgrade Summary					
<b>Visa (VI)</b>					
Interchange Level-Count	Front End Downgrade Reason	Sales Count	Count %	Sales Amount	Amt %
<b>V195 - 49</b>					
	601 Amounts invalid for PS2000	31	63.27%	2,631.77	74.74%
	630 No PS2000 Data	18	36.73%	889.57	25.26%
Interchange Level-Count	Front End Downgrade Reason	Sales Count	Count %	Sales Amount	Amt %
<b>V232 - 886</b>					
	651 No Level 2 Data	673	75.96%	23,503.89	74.36%
	669 Level 2 Data Invalid for Purchasing Level II	213	24.04%	8,103.15	25.64%
Interchange Level-Count	Front End Downgrade Reason	Sales Count	Count %	Sales Amount	Amt %
<b>V235 - 20</b>					
	651 No Level 2 Data	12	60.00%	386.36	61.84%
	669 Level 2 Data Invalid for Purchasing Level II	8	40.00%	238.38	38.16%
Interchange Level-Count	Front End Downgrade Reason	Sales Count	Count %	Sales Amount	Amt %
<b>V238 - 12</b>					
	651 No Level 2 Data	11	91.67%	381.50	85.78%
	669 Level 2 Data Invalid for Purchasing Level II	1	8.33%	63.23	14.22%
Interchange Level-Count	Front End Downgrade Reason	Sales Count	Count %	Sales Amount	Amt %
<b>VBS - 13</b>					
	651 No Level 2 Data	13	100.00%	948.27	100.00%

Continued on next page

## Interchange Downgrade Summary (ANS-0017), Continued

Front End Downgrade Summary					
<b>MasterCard (MC)</b>					
Interchange Level-Count	Front End Downgrade Reason	Sales Count	Count %	Sales Amount	Amt %
<b>M60G - 6</b>					
	703 Invalid or Missing Tiered ID	6	100.00%	113.35	100.00%
Interchange Level-Count	Front End Downgrade Reason	Sales Count	Count %	Sales Amount	Amt %
<b>M67B - 11</b>					
	626 IC Data Invalid for US Corp Face-to-Face	11	100.00%	511.47	100.00%
Interchange Level-Count	Front End Downgrade Reason	Sales Count	Count %	Sales Amount	Amt %
<b>M67E - 17</b>					
	626 IC Data Invalid for US Corp Face-to-Face	17	100.00%	524.13	100.00%
Interchange Level-Count	Front End Downgrade Reason	Sales Count	Count %	Sales Amount	Amt %
<b>M67G - 491</b>					
	326 Enriched Data Invalid for US Corp Face-to-Face	1	.20%	10.00	.06%
	626 IC Data Invalid for US Corp Face-to-Face	490	99.80%	17,329.74	99.94%
Interchange Level-Count	Front End Downgrade Reason	Sales Count	Count %	Sales Amount	Amt %
<b>M67L - 9</b>					
	626 IC Data Invalid for US Corp Face-to-Face	9	100.00%	341.69	100.00%

## Interchange Downgrade Summary (ANS-0017) Definitions

---

Field	Definitions
Interchange Level-Count	Code that identifies the interchange rate at which the transaction was qualified on the front end and how many received for the reporting period
Front End Downgrade Reason	Code and code description of the interchange rate for which the transaction qualified
Sales Count	Total number of successful sales transactions submitted for the reporting entity that qualified for the specified reason code for the specified interchange qualification and card type
Count%	Percentage of Sales Count that qualified for the specified reason code for the specified interchange qualification and card type
Sales Amount	Total amount of successful sales transactions submitted for the reporting entity that qualified for the specified reason code for the specified interchange qualification and card type
Amt %	Percentage of Sales Amount that qualified for the specified interchange qualification and card type

---

## Reserve Balance Summary (RES-0003)

---

**Description** The RES-0003, Reserve Balance Summary Report provides summary information regarding adjustments and activity that affects the reserve balance by day.

You can use this report to substantiate adjustments and activity that affect your reserve balance during the reporting period.

---

*Continued on next page*

## Reserve Balance Summary (RES-0003), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Paymentech.com

### Reserve Balance Summary (RES-0003)

ABC Company - CO# 123456

Currency: USD/U.S. Dollars

Reporting Period: From 10/01/XXXX through 10/31/XXXX

Reserve Category	Date	Reserve Beginning Balance	Reserve Prepayments	Chargebacks /Returns From Reserves	Reserve Rebates	Other Reserve Adjustments	Ending Reserve Balance
Bankcard	10/01/XXXX	477,487.71	2,888.33	0	0	0	480,376.04
	10/02/XXXX	480,376.04	2,434.59	0	0	0	482,810.63
	10/03/XXXX	482,810.63	2,267.16	0	0	0	485,077.79
	10/04/XXXX	485,077.79	1,320.75	0	0	0	486,398.54
	10/05/XXXX	486,398.54	3,346.67	0	0	0	489,745.21
	10/06/XXXX	489,745.21	1,906.81	0	0	0	491,652.02
	10/07/XXXX	491,652.02	2,426.43	0	0	0	494,078.45
	10/08/XXXX	494,078.45	2,255.85	0	0	0	496,334.30
	10/09/XXXX	496,334.30	2,457.79	0	0	0	498,792.09
	10/10/XXXX	498,792.09	2,288.44	0	0	0	501,080.53
	10/11/XXXX	501,080.53	2,326.34	0	(69,654.69)	0	433,752.18
	10/12/XXXX	433,752.18	2,357.91	0	0	0	436,110.09
	10/13/XXXX	436,110.09	2,286.16	0	0	0	438,396.25
<b>Totals:</b>			<b>30,563.23</b>	<b>0</b>	<b>(69,654.69)</b>	<b>0</b>	

1

Continued on next page

# Reserve Balance Summary (RES-0003), Continued

Reserve Category	Date	Reserve Beginning Balance	Reserve Prepayments	Chargebacks /Returns From Reserves	Reserve Rebates	Other Reserve Adjustments	Ending Reserve Balance	
Electronic Check (ECP)	10/01/XXXX	0	0	0	0	0	0	
	10/02/XXXX	0	0	0	0	0	0	
	10/03/XXXX	0	0	0	0	0	0	
	10/04/XXXX	0	0	0	0	0	0	
	10/05/XXXX	0	0	0	0	0	0	
	10/06/XXXX	0	0	0	0	0	0	
	10/07/XXXX	0	0	0	0	0	0	
	10/08/XXXX	0	0	0	0	0	0	
	10/09/XXXX	0	0	0	0	0	0	
	10/10/XXXX	0	0	0	0	0	0	
	10/11/XXXX	0	0	0	0	0	0	
	10/12/XXXX	0	0	0	0	0	0	
	10/13/XXXX	0	0	0	0	0	0	
	10/14/XXXX	0	0	0	0	0	0	
	10/15/XXXX	0	0	0	0	0	0	
	10/16/XXXX	0	0	0	0	0	0	
	10/17/XXXX	0	0	0	0	0	0	
	10/18/XXXX	0	0	0	0	0	0	
	10/19/XXXX	0	0	0	0	0	0	
	10/20/XXXX	0	0	0	0	0	0	
	10/21/XXXX	0	0	0	0	0	0	
	10/22/XXXX	0	0	0	0	0	0	
	10/23/XXXX	0	0	0	0	0	0	
	10/24/XXXX	0	0	0	0	0	0	
	10/25/XXXX	0	0	0	0	0	0	
	10/26/XXXX	0	0	0	0	0	0	
	10/31/XXXX	0	0	0	0	0	0	
	<b>Totals:</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	





## Reserve Balance Summary (RES-0003) Definitions

---

Field	Definitions
Reserve Category	Defines the type of reserve balance, 1. Bankcard 2. ECP
Date	Date the reserve activity occurred
Reserve Beginning Balance	Amount of Ending Reserve Balance for previous day
Reserve Prepayments	Financial adjustments made to withhold funds from a merchant's sales
Chargebacks/Returns From Reserve	Face value of chargebacks or ECP returns taken from the reserve balance
Reserve Rebates	Prepayments returned to the merchant
Other Reserve Adjustments	Miscellaneous adjustments to reserve balances
Ending Reserve Balance	Balance in the reserve following credits/debits for Reserve Prepayments, Chargebacks/ Returns, Rebates and miscellaneous adjustments
Totals	Totals for columns representing Reserve Prepayments, Chargebacks/Returns from Reserve, Rebates and Other Reserve Adjustments

---

## Reserve Balance Detail (RES-0004)

---

**Description**

The RES-0004, Reserve Balance Detail Report provides reserve adjustments and activity detail that affects the reserve balance by day. It shows which of your hierarchy entities contributed to the reserve balance during the reporting period.

You can use this report to substantiate adjustments and activity for each entity that affects the reserve balance during the reporting period.

---

*Continued on next page*

# Reserve Balance Detail (RES-0004), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Paymentech.com

## Reserve Balance Detail (RES-0004)

ABC Company - CO# 123456 1

Reserve Category: Bankcard

Currency: USD/U.S. Dollars 2

Reporting Period: From 10/26/XXXX through 10/26/XXXX 8

10

Date	Entity Label/Number <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">4</span>	Entity Name	Reserve Prepayments	Chargebacks/ Returns From Reserves	Reserve Rebates	Other Reserve Adjustments	Total Reserve Activity
10/26/XXXX	TD # #####	abccompany-depta	1,430.28	0	0	0	1,430.28
	TD # #####	abccompany-depta	55.23 <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">5</span>	0 <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">6</span>	0	0	55.23
<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">3</span>	TD # #####	abccompany-depta	6.00	0 <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">7</span>	0	0	6.00
	TD # #####	abccompany-depta	2.88	0	0	0	2.88
	TD # #####	abccompany-depta	22.64	0	0	0 <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">9</span>	22.64
	TD # #####	abccompany-depta	4.92	0	0	0	4.92
	TD # #####	abccompany-depta	68.15	0	0	0	68.15
	TD # #####	abccompany-depta	211.56	0	0	0	211.56
	TD # #####	abccompany-depta	7.00	0	0	0	7.00
	TD # #####	abccompany-depta	2.06	0	0	0	2.06
	TD # #####	abccompany-depta	5.62	0	0	0	5.62
	<b>Daily Total CO # #####</b>		<b>1,816.34</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,816.34</b>

## Reserve Balance Detail (RES-0004) Definitions

---

	Field	Definitions
1	Header: Reserve Category	Type of reserve - Bankcard or ECP
2	Reporting Period	Date range of data included in the report
3	Date	Date the reserve activity occurred
4	Entity Label/Number	Entity hierarchy level (BU, TD) and entity number impacted by the reserve activity
5	Entity Name	Name of the entity impacted by the reserve activity
6	Reserve Prepayments	% of days net activity set aside in the Reserve
7	Chargebacks>Returns from Reserves	Amount of Chargebacks and/or ECP Returns paid from the Reserve account
8	Reserve Rebates	Reserve amount rebated to the merchant
9	Other Reserve Adjustments	Any other debits or credits applied to the Reserve account during the reporting period
10	Total Reserve Activity	Total of reserve activity for the day calculated as follows Reserve Prepayments CB>Returns paid Reserve rebate amounts +/- Other adjustments

<b>Note:</b>	<b>The sample report shows only “Reserve Category: Bankcard”. Information pertaining to ECP reserves in the same categories would be reported for “Reserve Category: ECP”</b>
--------------	---

## Chargeback History to Sales – VISA (RSK-0002)

---

**Description** The RSK-0002, Chargeback History to Sales – VISA Report is used to monitor chargeback statistics for you in relation to the VISA USA and VISA International's monitoring program guidelines. The report shows chargebacks and chargeback percentages to sales and groups data by acquirer and Card issuer. The report will generate a list of offending merchant descriptors or MCC groupings of transactions (by descriptor/MCC). Data should include regarding chargebacks and sales for a reporting period (typically one month).

---

*Continued on next page*

# Chargeback History to Sales – VISA (RSK-0002), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Paymentech.com

Chargeback History To Sales Detail - VISA (RSK-0002)  
ABC Company - CO# 123456

Currency: ALL/All Currencies  
Reporting Period: From 10/26/XXXX through 10/26/XXXX

Samples of the linked pages "[Reason Code Breakdown](#)" appear on the following page for the two circled line items.

Please note the "*# of First VISA Chargebacks*" and the "*% of First VISA Chargebacks to Sales*" columns.

Summary of Chargebacks to Sales									
MCC	Cardholder Descriptor / Prefix	Acquirer	Issuer Group	# of VISA Sales	# of First VISA Chargebacks	% of First VISA Chargebacks to Sales	# of Consumer Dispute Chargebacks	% of Consumer Dispute Chargebacks to Sales	Link to Detail
	ABC	ABC	Non-US Issuers	351	1	0.28%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC	ABC	Non-US Issuers	232	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC	ABC	Non-US Issuers	630	2	0.32%	1	0.16%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	126,587	2	0.00%	1	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	2	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	1	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	4	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	4	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	8	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	2	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	2	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	2	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	2	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	1	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	2	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	3	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	2	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	2	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	12	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>
	ABC AFFILIATE #####	ABC	All Issuers	7	0	0.00%	0	0.00%	<a href="#">Reason Code Breakdown</a>

Continued on next page

# Chargeback History to Sales – VISA (RSK-0002), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Paymentech.com

## Chargeback History To Sales Detail - VISA (RSK-0002) ABC Company - CO# 123456

Currency: ALL/All Currencies  
Reporting Period: From 10/02/XXXX through 10/02/XXXX

### Breakdown of Chargebacks by Reason

MCC	Cardholder Descriptor / Prefix	Acquirer	Issuer Group	Reason Code	Reason Code Description	# of First Chargebacks	% of First VISA Chargebacks to Sales
	ABC	ABC	Non-US Issuers	75	*Cardholder Does Not Recognize Trans	1	0.16%
				83	*Fraudulent Transaction - Card Not Present	1	0.16%
<b>Totals</b>						2	0.32%



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Paymentech.com

## Chargeback History To Sales Detail - VISA (RSK-0002) ABC Company - CO# 123456

Currency: ALL/All Currencies  
Reporting Period: From 10/02/XXXX through 10/02/XXXX

### Breakdown of Chargebacks by Reason

MCC	Cardholder Descriptor / Prefix	Acquirer	Issuer Group	Reason Code	Reason Code Description	# of First Chargebacks	% of First VISA Chargebacks to Sales
	ABC AFFILIATE #####	ABC	All Issuers	75	*Cardholder Does Not Recognize Trans	1	0.00%
				83	*Fraudulent Transaction - Card Not Present	1	0.00%
<b>Totals</b>						2	0.00%

## Chargeback History to Sales – VISA (RSK-0002) Definitions

Section Name	Column Heading	Description
<b>1. Summary of Chargebacks to Sales</b>	MCC	Merchant Category Code used for the transaction. Only High Risk MCCs are displayed
	Cardholder Descriptor/Prefix	Information preceding the asterisk in the cardholder descriptor field. If no asterisk exists, the entire descriptor will be indicated
	Acquirer	Acquirer that processed the transactions
	Issuer Group	Jurisdiction of the card issuer related to the identified transactions
	# of VISA Sales	Number of VISA sales deposited during the report period for the entity being reported on (CO, BU or TD)
	# of First VISA Chargebacks	Number of VISA first time chargebacks received during the report period (based on the initiated date of the chargeback) for the entity being reported on
	% of First VISA Chargebacks to Sales	Total first time chargebacks divided by the # of VISA sales, displayed as a percentage
	# of Consumer Dispute Chargebacks	Subset of # of First VISA Chargebacks that have specific Customer Dispute reason codes
	% of Consumer Dispute Chargebacks to Sales	Number of Consumer Dispute Chargebacks divided by the number of VISA Sales, displayed as a percentage
	Link to Detail	Column header for the breakdown links that appear on subsequent pages of the report

*Continued on next page*



## Chargeback History to Sales – VISA (RSK-0002) Definitions, Continued

Section Name	Column Heading	Description
<b>2. Breakdown of Chargebacks by Reason Code</b>	MCC	Merchant Category Code used for the transaction. Only High Risk MCCs are displayed
	Cardholder descriptor/Prefix	Information preceding the asterisk in the cardholder descriptor field. If no asterisk exists, the entire descriptor will be indicated
	Acquirer	Acquirer that processed the transactions
	Issuer Group	Jurisdiction of the card issuer related to the identified transactions
	Reason Code	Code representing the reason for the chargeback. There may be multiple rows of reason codes for the items in the grouping
	Reason Code Description	Description of the reason code appearing in the previous column
	# of First Chargebacks	Number of VISA first time chargebacks for the reason code listed in the row
	% of First VISA Chargebacks to Sales	Number of VISA first time chargebacks for that reason code divided by the total deposited sales for the entity being reported on
<b>3. Totals</b>		Number of first chargebacks and percentage of First Visa Chargebacks to Sales are totaled

## Refund Exception Detail (RSK-0007)

---

**Description** The RSK-0007, Refund Exception Detail Report identifies refunds that don't match to prior sales currently stored in our database that may be representative of fraud or processing issues (for example: duplicated refunds or data entry errors when entering refund transactions).

---

*Continued on next page*

# Refund Exception Detail (RSK-0007), Continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Paymentech.com

## Refund Exception Detail (RSK-0007) ABC Company - CO#123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/01/XXXX through 10/31/XXXX

Account#	MOP	Merchant Order#	TD #	TD Name	Action Type	Refund Activity Date	Sale Activity Date	Refund Amount
<b>Refund with No Matching Sale</b>								
#####	AX	1	#####	abccompany	Refund	10/27/XXXX		467.98
#####	VI		#####	abccompany	Refund	10/27/XXXX		356.03
#####	VI		#####	abccompany	Refund	10/15/XXXX		39.95
#####	VI		#####	abccompany	Refund	10/26/XXXX		16.11
#####	BL		#####	abccompany	Refund	10/26/XXXX		11.00
#####	BL		#####	abccompany	Refund	10/26/XXXX		15.00
<b>Refunds with Amount Greater than Sale Amount</b>								
#####	VI	2	#####	abccompany	Refund	10/23/XXXX		95.98
#####			#####	abccompany	Sale		10/22/XXXX	
<b>Refunds Received After Chargeback Returned to Merchant</b>								
#####	VI		#####	abccompany	Refund	10/1/XXXX		31.49
#####			#####	abccompany	Sale		9/1/XXXX	
#####	VI		#####	abccompany	Refund	10/30/XXXX		49.17
#####			#####	abccompany	Sale		10/20/XXXX	
#####	VI		#####	abccompany	Refund	10/1/XXXX		72.99
3			#####	abccompany	Sale		9/1/XXXX	
			#####	abccompany	Sale		9/1/XXXX	

Continued on next page

## Refund Exception Detail (RSK-0007), Continued

Sale Amount	Refund/Sales Variance	Chargeback Amount	RTM Date	PID	Company Name
				#####ABCCompany	
				#####ABCCompany	
				#####ABCCompany	
				#####ABCCompany	
				#####ABCCompany	
				#####ABCCompany	
	15.99			#####ABCCompany	
79.99				#####ABCCompany	
				#####ABCCompany	
31.49		(31.49)	10/1/XXXX	#####ABCCompany	
				#####ABCCompany	
49.17		(49.17)	10/26/XXXX	#####ABCCompany	
				#####ABCCompany	
31.49		(31.49)	10/1/XXXX	#####ABCCompany	
72.99		(72.99)	10/1/XXXX	#####ABCCompany	

## Refund Exception Detail (RSK-0007) Definitions

Section Name	Column Heading	Definitions
<b>1. Refund with no Matching Sale in the database for the 90 days prior to the refund date</b> (sorted in account number order)	Account #	Account number of consumer's credit card, checking account or savings account
	<a href="#">MOP</a>	Method of payment associated with the transaction A hyperlink to a HELP guide listing the full names of all MOPS
	Merchant Order #	Unique number supplied by the merchant for the transaction
	TD #	Transaction Division number for which the transaction was processed
	TD Name	Name of the Transaction Division for which the transaction was processed
	<a href="#">Action Type</a>	Type of transaction: Sale or Refund
	Refund Activity Date	Date the refund transaction was processed by Chase Paymentech
	Refund Amount	Amount of the refund
	PID	Presenter ID identified who submitted the refund transaction to Chase Paymentech
	Company Name	Name of the Merchant
<b>2. Refunds with Amount Greater than Sale Amounts in the database for the 90 days prior to the refund date</b> (sorted by decreasing Variance amount)	<b>Additional Column Headings Unique to this Section</b>	<b>Definitions</b>
	Sale Activity Date	Date the matching sale transaction was processed by Chase Paymentech
	Sale Amount	Amount of the matching sale transaction
	Refund/Sales Variance	Refund amount minus sum of matched sales for the specified account number for the 90 days prior to the Refund Activity Date
<b>3. Refunds Received After Chargeback Returned to Merchant</b> (sorted by chargeback amount in descending order)	<b>Additional Column Headings Unique to this Section</b>	<b>Definitions</b>
	Chargeback Amount	Amount of the identified chargeback that was returned to the merchant
	RTM Date	Date the identified chargeback was returned to the merchant

## Multi-Currency Reports

---

**Introduction** The Multi-Currency product allows merchants to present and settle transactions to Chase Paymentech in the following 13 currencies:

Australian Dollar (AUD)	Great British Pound (GBP)	Norwegian Krone (NOK)	US Dollar (USD)
Canadian Dollar (CAD)	Hong Kong Dollar (HKD)	South African Rand (ZAR)	
Danish Krone (DKK)	Japanese Yen (JPY)	Swedish Krona (SEK)	
Euro (EUR)	New Zealand Dollar (NZD)	Swiss Franc (CHF)	

Reporting for Multi-Currency activity at the CO (Company), BU (Business Unit) and TD (Transaction Division) hierarchy levels will indicate a Currency Pair: Presentment Currency / Settlement Currency in the report header. Reports run at the FTI (Funds Transfer Instruction) level will show only Settlement Currency.

---

*Continued on next page*

## Multi-Currency Reports, Continued

### Deposit Activity Summary (FIN-0010)



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

#### Deposit Activity Summary (FIN-0010)

ABC Company, Inc - TD# 123456

CU# XXXXXXXX / CO# XXXXXXXX / BU# XXXXXXXX

Currency Pair: Presentment: CHF - Swiss Franc / Settlement: CHF - Swiss Franc

Reporting Period: From 02/02/XXXX through 02/02/XXXX

Presentment and Settlement currencies are both in Swiss Francs (CHF)

Thus all AMOUNTS listed in the report are in Swiss Francs

#### Activity Summary

	Submitted Transactions	Count	Amount
Submissions Received = 4	Credit Card Auth ONLY	24	8,491.50
Submissions Accepted = 4	Credit Card Deposits	22	7,811.50
Submissions Cancelled = 0	Successful Deposits	22	7,811.50

#### Financial Summary

Successful Deposits	Sales Count	Sales Amount	Refund Count	Refund Amount	Total Deposit	Total Net Deposit
<b>Total Successful Deposits</b>	<b>22</b>	<b>7,811.50</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>7,811.50</b>
<b>Settled Deposits</b>						
VISA	10	4,613.00	0	0	10	4,613.00
MasterCard	12	3,198.50	0	0	12	3,198.50
<b>Settled Deposits</b>	<b>22</b>	<b>7,811.50</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>7,811.50</b>

#### Fees & Adjustment Summary

Total Settled Deposits Net Amount	7,811.50
Interchange & Assessment Fees	(164.05)
Paymentech Fees	(14.46)
Total Fees & Adjustments	(178.51)
Net Financial Activity	7,632.99

Continued on next page

## Multi-Currency Reports, Continued

### Deposit Activity Summary (FIN-0010), continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
 Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

### Deposit Activity Summary (FIN-0010)

ABC Company, Inc - TD# 123456

CO# XXXXXXXX/ CO# XXXXXXXX/ BU# XXXXXXXX

Currency Pair: Presentment: CHF - Swiss Franc/ Settlement: CHF - Swiss Franc

Reporting Period: From 02/02/XXXX through 02/02/XXXX

The Transfer Amounts listed are all in Swiss Francs


Transfer Summary					
	FTI #	FT #	Net Activity Date Range	Effective Date	Transfer Amount
Pending Transfers	#####	#####	01/29/XXXX thru 01/29/XXXX	2/3/XXXX	854.35
	#####	#####	01/30/XXXX thru 01/31/XXXX	2/4/XXXX	5,879.64
	#####	#####	02/01/XXXX thru 02/01/XXXX	2/4/XXXX	2,160.10
	#####	#####	02/02/XXXX thru 02/02/XXXX	2/5/XXXX	7,632.99
Effective Transfers	#####	#####	01/28/XXXX thru 01/28/XXXX	2/2/XXXX	1,521.37
<b>Total Effective Transfer</b>					<b>1,521.37</b>

Continued on next page



## Multi-Currency Reports, Continued

### Service Charge Detail (FIN-0011)

CHASE  Paymentech		4 Northeastern Boulevard, Salem, NH 03079-1952 Tel (603) 896-8333. Email: Merchant_Services@Chasepaymentech.com		
Service Charge Detail (FIN-0011)				
ABC Company, Inc - TD# 123456				
CO#XXXXXXXX/ CO#XXXXXXXX/ BU# XXXXXXXX				
Currency Pair: Presentment: CHF - Swiss Franc/ Settlement: CHF - Swiss Franc				
Reporting Period: From 02/02/xxxx through 02/02/xxxx				
Category/Description	Action Type	MOP	Interchange Qualification	Fee Schedule
<b>Interchange &amp; Assessment Fees</b>				
Bank Discount	Sale	VISA	VINT	22828278
Bank Discount	Sale	MasterCard	MINT	22828278
<b>Total Interchange &amp; Assessment Fees</b>				
<b>Paymentech Fees</b>				
<b>Authorization Fees</b>				
Online Authorization	Sale	VISA		22828278
Online Authorization	Sale	MasterCard		22828278
<b>Sub Total</b>				
<b>Deposit Fees</b>				
Settled Dep. Fee	Sale	VISA		22828278
Settled Dep. Fee	Sale	MasterCard		22828278
<b>Sub Total</b>				
<b>Total Paymentech Fees</b>				
<b>Total All Fees</b>				

This report is a multi-currency report as you can see the presentment and settlement are both in Swiss Francs. Other TDs in this merchant's report will show different currencies if they process in more than one currency.

Continued on next page

## Multi-Currency Reports, Continued

### Service Charge Detail (FIN-0011), continued

All fields in the report are the same as described earlier in this manual.

Unit	Quantity	Unit Fee	Amount	Rate	Total Charge
	10	0.000000000	4,613.00	0.021000000	(96.88)
	12	0.000000000	3,198.50	0.021000000	(67.17)
					<b>(164.05)</b>
	10	0.080000000	4,613.00	0.000000000	(0.80)
	14	0.080000000	3,878.50	0.000000000	(1.12)
					<b>(1.92)</b>
	10	0.570000000	4,613.00	0.000000000	(5.70)
	12	0.570000000	3,198.50	0.000000000	(6.84)
					<b>(12.54)</b>
					<b>(14.46)</b>
					<b>(178.51)</b>

Continued on next page

# Multi-Currency Reports, Continued

## Financial Activity Summary (FIN-0025)



4 Northeastern Boulevard, Salem, NH 03079-1952  
 Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

### Financial Activity Summary (FIN-0025)

ABC Company, Inc - TD# 123456

CO# XXXXXXXX/ CO# XXXXXXXX/ BU# XXXXXXXX

Currency Pair: Presentment: CHF - Swiss Franc/ Settlement: CHF - Swiss Franc

Reporting Period: From 02/02/XXXX through 02/02/XXXX

Merchant Activity Date	Net Conveyed Deposits in Presentment	Net Settled Deposits in Presentment	Foreign Exchange Rate	Net Settled Deposits in Settlement Currency	Chargeback/ECP Return/Debit Adjustments (Net)	Interchange & Assessment Fees	Paymentech Fees
2/1/XXXX	0	2,210.99		2,210.99	0	(46.42)	(4.47)
2/2/XXXX	0	7,811.50		7,811.50	0	(164.05)	(14.46)
<b>T</b>		<b>10,022.49</b>		<b>10,022.49</b>	<b>0</b>	<b>(210.47)</b>	<b>(18.93)</b>

All Fees and Assessments are shown in the Settlement Currency

These two columns are in the Presentment Fee

The Exchange Rate is shown only in Cross-Currency Reports

The Settled Deposits shown in the Settlement Currency

Continued on next page

## Multi-Currency Reports, Continued

### Financial Activity Summary (FIN-0025), continued

	Other Adjustments	Reserve Adjustments	Net Financial Activity	Rejected Transfers	Daily Ending Balance
(7)	0	0	2,160.10	0	0
(6)	0	0	7,632.99	0	0
(3)	0	0	9,793.09		

All Fees and Assessments are shown in the Settlement Currency

Daily Ending Balance	Pending Transfer	Effective Transfer	Reserve Balance
0	10,415.46	5,038.77	0
0	16,527.08	1,521.37	0
		6,560.14	

Continued on next page

# Multi-Currency Reports, Continued

## Chargeback Activity (PDE-0017)



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

### Chargeback Activity (PDE-0017)

ABC Company, Inc - TD# 123456

CO# XXXXXX/ CO# XXXXXX/ BU# XXXXXX

Currency Pair: Presentment: EUR - Euro/ Settlement: EUR - Euro

Reporting Period: From 02/02/XXXX through 02/02/XXXX

#### FINANCIAL SUMMARY

			Chargeback Count	Chargeback Amount Presentment Currency	Chargeback Amount Settlement Currency
BEGINNING WORK IN PROCESS			3	279.39	279.39
FINANCIAL ADJUSTMENTS					
Received	+	0		0.00	0.00
Re-Presented	-	0		0.00	0.00
Partial Representments	-	0		0.00	0.00
Paymentech Adjustments	-	0		0.00	0.00
Subtotal		0		0.00	0.00
NON-FINANCIAL ADJUSTMENTS					
Returned to Merchant	-	0		0.00	0.00
Partial Return to Merchant	-	0		0.00	0.00
Recourse	+	0		0.00	0.00
Subtotal		0		0.00	0.00
ADJUSTMENT TO CHARGEBACK COUNT FOR PARTIAL REPRESEN	+	0			
TOTAL WORK IN PROCESS ADJUSTMENT			0	0.00	0.00
ENDING WORK IN PROCESS			3	279.39	279.39

Chargeback Amounts are broken out into the Presentment and Settlement Currencies

Continued on next page

# Multi-Currency Reports, Continued

## Chargeback Activity (PDE-0017), continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

### Chargeback Activity (PDE-0017)

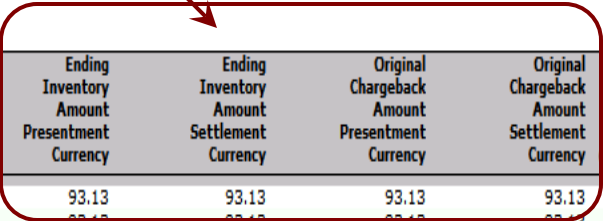
ABC Company, Inc - TD# 123456

CO#XXXXXXXX/ CO#XXXXXXXX/ BU#XXXXXXXX

Currency Pair: Presentment: EUR - Euro/ Settlement: EUR - Euro

Reporting Period: From 02/02/XXXX through 02/02/XXXX

Amounts are broken out into Presentment and Settlement Currencies for both the Ending Inventory Amount and the Original Chargeback Amount columns



DETAIL - ENDING INVENTORY											Ending Inventory Amount Presentment Currency	Ending Inventory Amount Settlement Currency	Original Chargeback Amount Presentment Currency	Original Chargeback Amount Settlement Currency	CB Cycle
Sequence #	TD #	Merchant Order #	Account #	MOP Code	Reason Code	MCC	Auth Date	Original Transaction Date	Chargeback Received Date	Activity Date					
185974306	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	5999	10/31/xx	10/31/xx	01/28/xx	01/28/xx	93.13	93.13	93.13	93.13	1
185974307	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	5999	11/30/xx	11/30/xx	01/28/xx	01/28/xx	93.13	93.13	93.13	93.13	1
185974308	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	5999	12/31/xx	12/31/xx	01/28/xx	01/28/xx	93.13	93.13	93.13	93.13	1
ENDING INVENTORY TOTALS:										3	279.39	279.39	279.39	279.39	

## Cross Currency

---

**Introduction** The Cross Currency product allows merchants to present transactions to Chase Paymentech in more than 130 regional and local currencies and receive settlement in one of the following twelve currencies:

Australian Dollar (AUD)	Great British Pound (GBP)	Norwegian Krone (NOK)	US Dollar (USD)
Canadian Dollar (CAD)	Hong Kong Dollar (HKD)	South African Rand (ZAR)	
Danish Krone (DKK)	Japanese Yen (JPY)	Swedish Krona (SEK)	
Euro (EUR)	New Zealand Dollar (NZD)	Swiss Franc (CHF)	

---

*Continued on next page*

# Cross Currency, Continued

## Deposit Activity Summary (FIN-0010)



4 Northeastern Boulevard  
Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

**Deposit Activity Summary (FIN-0010)**  
ABC Company, Inc. - CO# 123456

The Presentment Currency and Settlement Currency are different

These sections show the Presentment Currency

**Currency Pair: Presentment: HUF - Hungarian Foint/ Settlement: EUR - Euro**  
**Reporting Period: From 02/02/xxxx through 02/02/xxxx**

Activity Summary			
	Submitted Transactions	Count	Amount
Submissions Received = 2	Credit Card Auth ONLY	5	403,325.00
Submissions Accepted = 2	Credit Card Deposits	5	403,325.00
Submissions Cancelled = 0	Successful Deposits	5	403,325.00

Financial Summary						
Successful Deposits	Sales Count	Sales Amount	Refund Count	Refund Amount	Total Deposit	Total Net Deposit
<b>Total Successful Deposits</b>	5	403,325.00	0	0	5	403,325.00
<b>Settled Deposits</b>						
MasterCard	5	403,325.00	0	0	5	403,325.00
<b>Settled Deposits</b>	5	403,325.00	0	0	5	403,325.00

Fees & Adjustments Summary	
Currency Pair: Presentment: HUF Hungarian Foint/Settlement: EUR Euro	
Foreign Exchange Rate	0.003656564
Total Settled Deposits Net Amount	1,474.78
Interchange & Assessment Fees	(30.97)
Paymentech Fees	(2.25)
Total Fees & Adjustments	(33.22)
Net Financial Activity	1,441.56

This section is in the Settlement Currency  
Note the Exchange Rate.

Continued on next page



## Cross Currency, Continued

### Deposit Activity Summary (FIN-0010), continued



4 Northeastern Boulevard, Salem, NH 03079-1952  
 Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

### Deposit Activity Summary (FIN-0010) ABC Company, Inc. - CO# 123456

Currency Pair: Presentment: HUF - Hungarian Forint/ Settlement: EUR - Euro  
 Reporting Period: From 02/02/XXXX through 02/02/XXXX


The Transfer Amount is in the Settlement Currency

Transfer Summary					
	FTI #	FT #	Net Activity Date Range	Effective Date	Transfer Amount
Pending Transfers	#####	#####	01/29/XXXX thru 01/29/XXXX	2/3/XXXX	348.67
	#####	#####	01/30/XXXX thru 01/30/XXXX	2/4/XXXX	150.58
	#####	#####	02/01/XXXX thru 02/01/XXXX	2/4/XXXX	1,321.52
	#####	#####	02/02/XXXX thru 02/02/XXXX	2/5/XXXX	1,441.56
Effective Transfers	#####	#####	01/28/XXXX thru 01/28/XXXX	2/2/XXXX	431.85
<b>Total Effective Transfer</b>					<b>431.85</b>

Continued on next page

## Cross Currency, Continued

### Service Charge Detail (FIN-0011)

		4 Northeastern Boulevard, Salem, NH 03079-1952 Tel (603) 896-8333. Email: Merchant_Services@Chasepaymentech.com			
<b>Service Charge Detail (FIN-0011)</b> ABC Company, Inc. - CO# 123456					
Currency Pair: Presentment: HUF - Hungarian Forint/ Settlement: EUR - Euro Reporting Period: From 02/02/xxxx through 02/02/xxxx					
Category/Description	Action Type	MOP	Interchange Qualification	Fee Schedule	Unit Quantity
<b>Interchange &amp; Assessment Fees</b>					
Bank Discount	Sale	MasterCard	MINT	22828282	
<b>Total Interchange &amp; Assessment Fees</b>					
<b>Paymentech Fees</b>					
<b>Authorization Fees</b>					
Online Authorization	Sale	MasterCard		22828282	5
<b>Sub Total</b>					
<b>Deposit Fees</b>					
Settled Dep. Fee	Sale	MasterCard		22828282	5
<b>Sub Total</b>					
<b>Total Paymentech Fees</b>					
<b>Total All Fees</b>					

Continued on next page

## Cross Currency, Continued

### Service Charge Detail (FIN-0011), continued

All charges and fee calculations are listed in the Settlement Currency

Unit Quantity	Unit Fee	Amount	Rate	Total Charge
5	0.000000000	1,474.78	0.021000000	(30.97)
				<b>(30.97)</b>
5	0.060000000	403,325.00	0.000000000	(0.30)
				<b>(0.30)</b>
5	0.390000000	1,474.78	0.000000000	(1.95)
				<b>(1.95)</b>
				<b>(2.25)</b>
				<b>(33.22)</b>

Continued on next page

## Cross Currency, Continued

### Financial Activity Summary (FIN-0025)



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

### Financial Activity Summary (FIN-0025) ABC Company, Inc. - CO#123456

All Fees and Assessments are shown in the Settlement Currency

Currency Pair: Presentment: HUF - Hungarian Forint/ Settlement: EUR - Euro

Reporting Period: From 02/02/XXXX through 02/02/XXXX

Merchant Activity Date	Net Conveyed Deposits in Presentment	Net Settled Deposits in Presentment	Foreign Exchange Rate	Net Settled Deposits in Settlement Currency	Chargeback/ECP Return/Debit Adjustments (Net)	Interchange & Assessment Fees	Paymentech Fees
2/1/XXXX	0	372,553.11	0.003633202	1,353.51	0	(28.43)	(3.60)
2/2/XXXX	0	403,325.00	0.003656564	1,474.78	0	(30.97)	(2.25)
<b>Totals</b>	<b>0</b>	<b>775,878.11</b>		<b>2,828.33</b>	<b>0</b>	<b>(59.40)</b>	<b>(5.85)</b>

These two columns are in the Presentment Fee

The Exchange Rate is shown only in Cross-Currency Reports

The Settled Deposits are multiplied by the Exchange Rate and then shown converted into the Settlement Currency

*Continued on next page*

## Cross Currency, Continued

### Financial Activity Summary (FIN-0025), continued

Paymentech Fees	Other Adjustments	Reserve Adjustments	Net Financial Activity	Rejected Transfers	Daily End
(3.60)	0	0	1,321.52	0	
(2.25)	0	0	1,441.56	0	
<b>(5.85)</b>	<b>0</b>	<b>0</b>	<b>2,763.08</b>		

All Fees and Assessments are shown in the Settlement Currency

Transfers	Daily Ending Balance	Pending Transfer	Effective Transfer	Reserve Balance
0	0	2,252.62	655.52	0
0	0	3,262.33	431.85	0
			<b>1,087.37</b>	

Continued on next page

# Cross Currency, Continued

## Deposit Activity CrossCurrency (FIN-0114)



4 Northeastern Boulevard, Salem, NH 03079-1952  
Tel (603) 896-8333. Email: Merchant\_Services@Chasepaymentech.com

**Deposit Activity CrossCurrency (FIN-0114)**  
ABC Company, Inc. - CO# 123456

Settlement Currency : EUR  
Reporting Period: From 02/02/XXXX through 02/02/XXXX

Entity Number	Entity Name	VISA				NET SAL	
		Presentment		Settlement		Presentment	
		Currency	Amount	Amount	Currency	Amount	Ma
BU# #####	TNI - Czech Republic	EUR	0	0	EUR		
BU# ##### Total							
BU# #####	Morinda - Hungary	EUR	0	0	EUR		
BU# ##### Total							
BU# #####	TNI UK Limited	EUR	0	0	EUR		
TD# #####	TNI-Belgium	EUR	296.92	296.92	EUR		
BU# ##### Total				296.92			
BU# #####	TNI - Italy	EUR	0	0	EUR		
TD# #####	TNI - Italy	EUR	2,223.70	2,223.70	EUR		
BU# ##### Total				2,223.70			
BU# #####	TNI - Latvia LVL - EUR	EUR	0	0	EUR		
BU# ##### Total				0			
CO# ##### Total				23,505.30			
TD# #####	TNI - Hungary	HUF	0	0	HUF		
BU# ##### Total				0			
CO# ##### Total				0			
TD# #####	TNI - Lithuania LTL - EUR	LTL	0	0	LTL		
BU# ##### Total				0			
CO# ##### Total				0			
TD# #####	TNI - Poland	PLN	14,146.85	3,499.70	PLN	3,499.70	
BU# ##### Total				3,499.70			
CO# ##### Total				3,499.70			
CO# ##### Total				27,005.00			

VISA and MasterCard MOPs are broken out into Presentment Currency Code, Presentment Amount and Settlement Amount

Continued on next page

# Cross Currency, Continued

## Deposit Activity CrossCurrency (FIN-0114), continued

NET SALES										
MasterCard			American Express		Other Settled MOPs		Other Conveyed MOPs		Foreign Exchange Rate	Net Settled Sales Amount
Presentment		Settlement	Presentment		Presentment		Presentment			
Currency	Amount	Amount	Currency	Amount	Currency	Amount	Currency	Amount		
EUR	0	0	EUR	0	EUR	0	EUR	0		0
EUR	0	0								0
EUR	0	0								0
EUR	148.46									445.38
EUR	0									445.38
EUR	0	0	EUR	0	EUR	0	EUR	0		0
EUR	960.40	960.40	EUR	0	EUR	0	EUR	0		3,184.10
EUR	0	960.40								3,184.10
EUR	0	0	EUR	0	EUR	0	EUR	0		0
		0								0
		28,440.37								51,945.61
HUF	403,325.00	1,474.78	HUF	0	HUF	0	HUF	0		1,474.78
		1,474.78								1,474.78
		1,474.78								1,474.78
LTL	0	0	LTL	0	LTL	0	LTL	0		0
		0								0
		0								0
PLN	3,588.24	887.67	PLN	0	PLN	0	PLN	00.247383866		4,387.37
		887.67								4,387.37
		887.67								4,387.37
		30,802.82								57,807.87

All other Settled and Conveyed MOPs are broken out into Presentment Currency and Presentment Amount

The Foreign Exchange Rate column shows the factor used to convert the amount from Presentation to Settlement Currency

Continued on next page

# Cross Currency, Continued

## Deposit Activity CrossCurrency (FIN-0114), continued

Net Settled Sales Amount	Settlement Currency						Net Financial Activity
	Interchange & Assessment Fees	Paymentech Fees	Reserve Adjustments	Chargeback/ECP Return/Debit Adjustments	Other Adjustments	Rejected Transfers	
0	0	(39.93)	0	0	0	0	(39.93)
0	0	(39.93)	0	0	0	0	(39.93)
0	0	(26.62)	0	0	0	0	(26.62)
0	0	(26.62)	0	0	0	0	(26.62)
0	0	(39.93)	0	0	0	0	(39.93)
445.38	(9.36)	(1.41)	0	0	0	0	434.61
	<b>(9.36)</b>	<b>(41.34)</b>	<b>0</b>			<b>0</b>	<b>394.68</b>
	0	(39.93)	0			0	(39.93)
	(66.84)	(8.16)	0	0	0	0	3,109.10
	<b>(66.84)</b>	<b>(48.09)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,069.17</b>
	0	(26.62)	0	0	0	0	(26.62)
0	0	(26.62)	0	0	0	0	(26.62)
<b>51,945.67</b>	<b>(1,090.80)</b>	<b>(588.30)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>50,266.57</b>
1,474.78	(30.97)	(2.25)	0	0	0	0	1,441.56
<b>1,474.78</b>	<b>(30.97)</b>	<b>(2.25)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,441.56</b>
<b>1,474.78</b>	<b>(30.97)</b>	<b>(2.25)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,441.56</b>
0	0	(0.12)	0	0	0	0	(0.12)
0	0	(0.12)	0	0	0	0	(0.12)
0	0	(0.12)	0	0	0	0	(0.12)
4,387.37	(92.13)	(8.49)	0	0	0	0	4,286.75
<b>4,387.37</b>	<b>(92.13)</b>	<b>(8.49)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4,286.75</b>
<b>4,387.37</b>	<b>(92.13)</b>	<b>(8.49)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4,286.75</b>
<b>57,807.82</b>	<b>(1,213.90)</b>	<b>(599.28)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>55,994.64</b>

Total net sales amount in settlement currency for all entities

All remaining columns are in Settlement Currency