Reporting Solutions
The Easy, Effective Way to Manage Your Payments.

Whether you are looking for an online tool for a single location or a powerful reporting solution to manage your enterprise, Elavon provides information that’s right on the money.

Information That’s Right on the Money
No matter your business, or how sophisticated your accounting infrastructure, chances are, you could manage your payment activity more efficiently and effectively.

The key is having the right information when you need it, so you can make adjustments, manage unexpected issues, and take advantage of promising opportunities.

Elavon offers a comprehensive range of flexible, effective reporting solutions to help you maximize the profits from your payment activity, track the status of specific transactions, and reduce your expenses.
MerchantConnect — The Online Window to Your Payment Processing Account

MerchantConnect, our web-based real-time tool, provides the streamlined and secure reporting you need. You can quickly and easily access payment information, while protecting cardholder and account data. It’s at your fingertips when you need it.

MerchantConnect offers three service levels: Basic, Premium and Premium with OCM

**MerchantConnect Basic**

MerchantConnect Basic provides a single log-in for a single location and features the ability to manage your account and have convenient access to important reporting and support information.

**My Account**

My Account provides you with fast access to all the information you need to manage your account. Reviewing your merchant profile, viewing your statements, and maintaining account information is just a few clicks away.

**My Reports**

My Reports shows you timely and secure accounting information including deposit summaries, transaction activity, chargeback and retrieval status and links to reporting sites for Elavon’s Electronic Gift Card and Electronic Check Service programs.

You also have free access to ScoreBoard, a tool designed for small business owners that provides data tracking of key business metrics for up to 36 months, including analysis of volume, payment type, average ticket and transaction count.

**Support**

The Support Area makes it easy to find comprehensive information about transaction processing, industry mandates, product support and practical tips for how to control processing costs and improve your bottom line.

- The Interchange Information Area helps you better understand the rules and regulations that determine transaction pricing. Included are charts that outline qualification categories and helpful information on how to prevent downgrades.

- The Compliance and Data Security section provides valuable payment industry guidelines and best practices to help you safeguard your customer account information.

**MerchantConnect Premium**

MerchantConnect Premium provides a flexible solution for managing payments across multiple locations.

In addition to all the features provided in our Basic service, MerchantConnect Premium provides hierarchical reporting and the ability to aggregate data from multiple locations. This enables an individual store manager to access reports on a single outlet, while a regional or corporate executive could use one log-on to view consolidated payment information on all the stores or geographic regions under his or her authority.

MerchantConnect Premium offers more comprehensive and versatile reports. For example, most reports cover a year’s worth of activity rather than the six months provided with the Basic service level. Data is searchable, and can be exported to a spreadsheet or another application for further analysis.

**Other services include:**

- Informative interchange qualification reports that summarize your payments, classify qualification rates, and provide insight as to why transactions are downgrading.

- The ability to easily “drill down” to view batches of transactions grouped by card type or batch reference number, or to find additional detail such as authorization information and truncated card numbers.

- An innovative transaction search feature that enables you to search by credit card number, invoice number or other criteria.

**Online Case Management (OCM)**

Managing chargebacks and retrievals can be a difficult, confusing and burdensome part of payment processing. Mailed or faxed notifications often get misplaced, overlooked or forgotten, resulting in unnecessary losses for your business. Elavon’s OCM solution allows you to easily receive, view, respond to and manage all your chargeback and retrieval activity through this optional service available with our online MerchantConnect Premium reporting tool.
Manage All Payment Activity

Elavon’s reporting solutions are designed to provide you with critical information that can have a big impact on your bottom line. You can access:

1. **Settlement & Batch Summaries**
   Daily summaries for batch settlement and transaction detail, card types (including credit, debit, and fleet), and electronic checks.

2. **Online Case Management***
   Receive and respond to chargebacks and retrieval requests online. Featuring event-driven notification, you can stay up-to-date on your account activity and save valuable time and money.

3. **Interchange Summary***
   Understand how your transactions are qualifying and minimize processing expenses by recognizing downgrades.

4. **Transaction Search***
   Search for authorization and settlement detail by credit card number.

*Available exclusively on MerchantConnect Premium

Easy Access to Information

Online account information and robust reporting give your business the tools needed to manage your payment processing more efficiently and effectively. Here are just a few of the valuable reports available through MerchantConnect.

Settlement Report

Transaction Search

Chargeback Detail

Interchange Qualification Summary
Custom Reporting — The Reporting Solution Matched to Your Specific Needs

For retailers with specific report requirements, Elavon offers fully customized solutions. Providing in-depth analysis of virtually any information that you might need — produced for any time period, in any format. Data can be summarized or detailed through a variety of hierarchies - from chain, to region, to store and to individual batch. Integration with enterprise systems eases overall accounting functions.

Our Professional Services team is also available to discuss an Elavon-managed case management program that allows you to outsource the process, while sharing in the recovered revenue.

Another Reason to Count on Elavon

Whatever reporting solution suits your needs, you can count on Elavon. All of our offerings comply with card association requirements related to data security. Equally important, our easy, flexible reporting solutions will grow as your payment needs expand — from credit and debit card processing to electronic check processing and electronic gift cards.

For more information, please visit: www.elavon.com