Valutec®

WELCOME TO VALUTEC

Reporting Guide

Valutec

WE'RE EXCITED TO HELP YOU LAUNCH A SUCCESSFUL GIFT CARD PROGRAM

Read this document for instructions on how to utilize all the reports you can access.

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How to access your Valutec reports

Valutec provides over 30 separate reports to help you track your card program activity. These reports aggregate transaction history in a summary or detailed reports for corporate or location level. Statements, pooling, and all other reports are available 24/7 and can be downloaded from **vtmerchantportal.com**.

These reports provide additional details about transaction and card use activity. Special data mining reports are also available for merchants who are using the Virtual Terminal or Card Registration interface to enter customer demographic information for their cardholders.

New User Merchant Portal set-up process

Step 1 - You will receive a welcome email from **valutecadmin@fisglobal.com** stating an account has been created for you to access the online portal. Follow the URL in the email to complete your registration process. You will have 72 hours to use the link in the email before it expires. If you haven't received the welcome email, please call support at 800-509-0625.
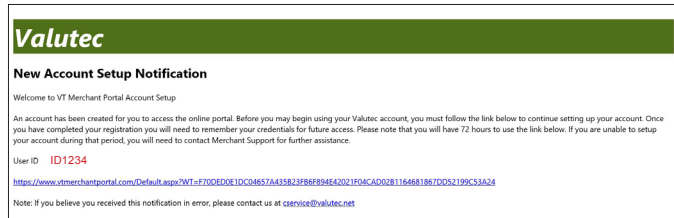
Step 2 - On clicking the registration URL from the email, it will be redirected to "New User Registration" like below
Fill out the New User Registration and click **Complete Registration**. Once you have successfully completed your registration you will receive a confirmation screen.
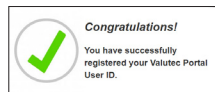
Step 3 - Go back to the log in screen to sign in.

Report access levels

Merchant Level: Universal: or corporate level reporting
Location Level: One specific location/store
Franchise Level: Group of affiliated locations under one Merchant ID

NOTE: If you need to add users to your VTMP account, please call support at 800-509-0625.

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Create New User Merchant Portal Set-Up Process

Welcome to Valutec! Here is the step-by-step process to register your new account. On or after the day of conversion, you will be able to access VTMP through a link in iQ, or directly on the **VTMP website**. Your access to VTMP will be set up using the same email addresses used previously in MercuryView.

If you have any questions or issues setting up your account, please complete a support form at **Gift Card Service Request Form**

Step 1 - Go to VTMP https://www.vtmerchantportal.com and click on Create New User

Step 2 - Enter your email address (the same email address as you used in MercuryView) and the captcha code, and then click on Submit.

Step 3 - If your email address matches an email address in the VTMP system, you will receive an email from valutecadmin@fisglobal.com with registration instructions and the registration link. You should click the link to complete your VTMP registration as soon as you receive the email, as the registration link expires after 72 hours.

If your email address does not match an email address in the VTMP system, you will receive the error: **"Email address does not exist,"** and you'll need to complete a support form at **Gift Card Service Request Form**

Valutec

New Account Setup Notification

Welcome to VT Merchant Portal Account Setup

An account has been created for you to access the online portal. Before you may begin using your Valutec account, you must follow the link below to continue setting up your account. Once you have completed your registration you will need to remember your credentials for future access. Please note that you will have 72 hours to use the link below. If you are unable to setup your account during that period, you will need to contact Merchant Support for further assistance.

User ID : **ID1234**

https://www.vtmerchantportal.com/Default.aspx?WT=F70DED0E1DC04657A435B23FB6F894E42021F04CAD02B1164681867DD52199C53A24

Note: If you believe you received this notification in error, please contact us at cservice@valutec.net

Step 4 - On clicking the registration URL from the email, it will be redirected to "New User Registation" like below Fill out the New User Registration and click Complete Registration. Once you have successfuly completed your registration you will receive a confirmation screen.

Step 5 - Close the Congratulations screen. Registration is complete and you can now go back to login page with your User ID and New password to login.

Note: If you need to add users to your VTMP account, please complete a support form at **Gift Card Service Request Form**

QUESTIONS?
Please call us at 800-509-0625 or via our **Gift Card Service Request Form**

My User Account Info

① **User type**
- Merchant
- Location
- Virtual Terminal

② **User ID -** account username

③ **Email Users -** registered email address

④ **Update My Personal Information -** link

⑤ **Change my Password -** link

By selecting the **Update My Personal Information link** the user can change/update the following account info fields
- First Name
- Last Name
- Primary Telephone
- Mobile (alternate) Phone
- Security Questions for account verification

By selecting **Change My Password** user can update their password by entering current password and creating a new secure password.

Password Requirements: The password must have a minimum of eight characters from at least three of the following four character types: English uppercase characters (A – Z), English lowercase characters (a – z), Base 10 digits (0 – 9) and Non-alphanumeric (any of these special characters: _ * @ ! # + - $)

The first character of the User ID must be alphabetic (letter) The username and password cannot be the same.
Users will need to reset their password every 90 days.

Forgot Password

Users who have forgotten their password can request a change/update password link to create a new secure password by clicking the **"forgot password?"** link on the log in page.

The user will enter their VTMP User ID and the captcha code that appears below that field and then click the **"Send Email"** button. A password reset email will be sent to the registered email for that User ID.

A confirmation message will alert the user to check their email.

The Valutec system then sends a Password Reset Notification email (from valutecadmin@fisglobal.com) to the user's registered email address.

The reset password link will expire after three hours. User will click (or copy URL and paste in their browser) to open the reset password link and enter their new secure password (see password requirements)

Valutec Merchant Portal Home Page
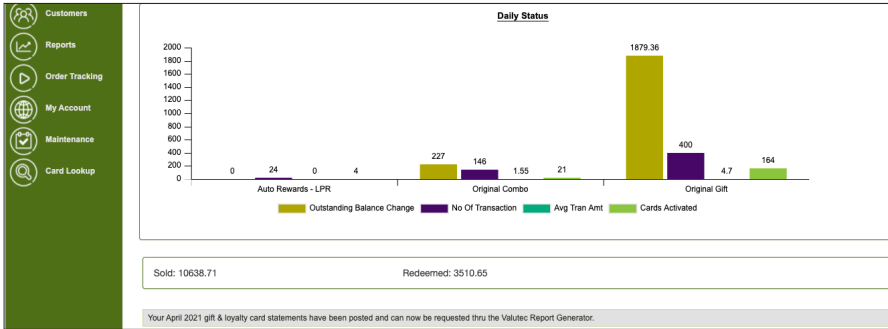
Home Page Header

1. Identifies the Merchant or location name & Valutec ID number
2. Users registered email address
3. User ID
4. Time stamp of last user log in
5. Click here to return to the Home Page
6. View Account information page
   - Users will be automatically signed out if webpage has been idle for more than 2 minutes

Main Menu Tools links
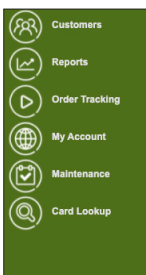
Merchant Level reporting menu   Location Level Main Menu
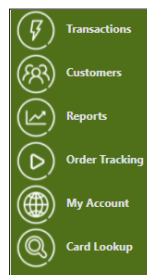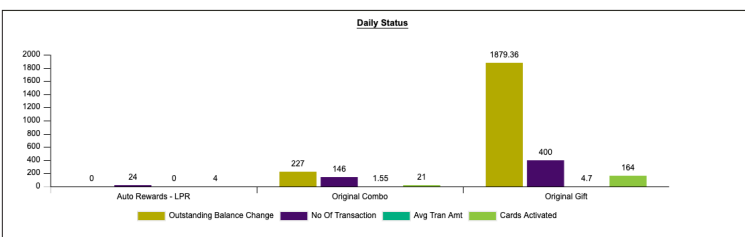
Daily Status Graph - Landing page includes a bar graph that provides a visual snapshot of your previous day's program activity. There are four columns for each card program:

- Outstanding Balance change
- Average Transaction Amount
- Number of Transactions
- Number of Cards Activated

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Card Program Types
- Gift
- Auto Rewards
- Auto Rewards LPR (less Points Redemption)
- Loyalty- Open Rewards (Original loyalty) or multi-level/tier rewards
- Promo – Promotional Value

Below the Newsfeed Daily Status Graph you will occasionally see news and notes from Valutec

Your April 2021 gift & loyalty card statements have been posted and can now be requested thru the Valutec Report Generator.

Main Menu - Card Registration
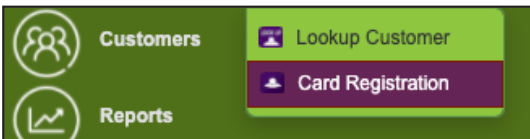
Cardholder registration - Card holder demographics tracking –
First Name, Last Name, Phone, Address, City, State, ZIP, DOB (MM/DD/YYYY), Email

Select **Card Registration** & enter card number, click **Proceed**

Enter or edit the cardholder data fields, when finished click **Save**

To access the ten miscellaneous fields click on **Show More Fields**

To close the ten miscellaneous fields click on **Show Less**

Main Menu - Look up Customer

Lookup Customer - locate registered card or cardholder by card number, first or last name, email address or telephone number
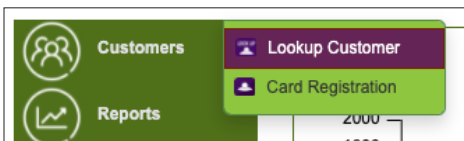
Edit – allows you to update registered card holder information
Transactions – Displays recent transaction history

To access cardholder data go to the Report Generator and select one of the following folders

Balance Reports Dropdown Menu
• Merchant Card Balance Demographic
• Unformatted Merchant Card Balance and demographic

Loyalty & Reward Program Reports Dropdown Menu
• Active Cardholder information
• Active Location Cardholder Information
• Detail Loyalty Card Activity
• Demographic Cardholder Birthdays

Main Menu: Report menu

Real Time Reports Transaction Detail

Transaction Detail – Retrieve activity by card, location or terminal ID by date range

• Date range should be no longer than seven days; for longer timeframes use Report Generator/Transaction Detail report tool

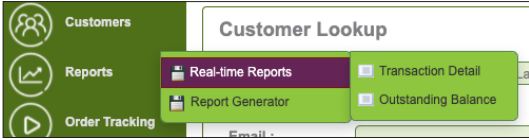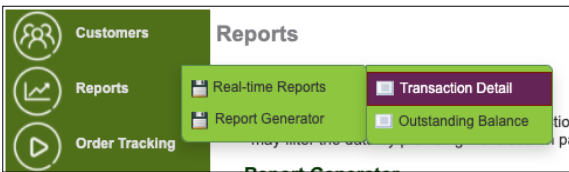| Location	TID	CardNumber	Reg?	Date/Time	WCC	Type	Auth Code	Amount
WebDev_Tumi Website	183176	7018525449680000015	N	5/12/2021 2:46:56 PM	G	SALE - RETAIL APPLICATION	17088147	($500.00)
WebDev_Tumi Website	183176	7018525193950000020	N	5/12/2021 2:46:55 PM	G	SALE - RETAIL APPLICATION	72135468	($200.00)
WebDev_Tumi Website	183176	7018525414200000010	N	5/12/2021 2:46:55 PM	G	SALE - RETAIL APPLICATION	23601968	($200.00)
WebDev_Tumi Website	183176	7018525449680000015	N	5/12/2021 2:45:00 PM	G	BALANCE	24888508	$0.00
WebDev_Tumi Website	664814	7018525449680000015	N	5/12/2021 2:44:46 PM	G	ADD VALUE	76209481	$500.00
WebDev_Tumi Website	183176	7018525193950000038	N	5/12/2021 2:43:15 PM	G	BALANCE	76406098	$0.00
WebDev_Tumi Website	664814	7018525193950000038	N	5/12/2021 2:42:55 PM	G	ADD VALUE	72098815	$1,000.00
WebDev_Tumi Website	183176	7018525193950000020	N	5/12/2021 2:42:19 PM	G	BALANCE	47206904	$0.00
WebDev_Tumi Website	664814	7018525193950000020	N	5/12/2021 2:41:52 PM	G	ADD VALUE	09201573	$200.00
WebDev_Tumi Website	183176	7018525414200000010	N	5/12/2021 2:41:22 PM	G	BALANCE	67378642	$0.00

Real Time Reports Outstanding Balance
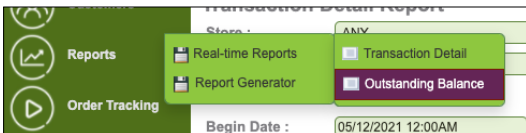
Outstanding Balance Graph – Bar graph illustrating your active card balances by year & card program for past five years
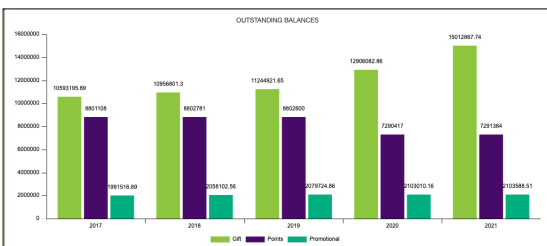
Your card program balances are tracked by program type:
Gift (green)
Points (purple)
Promotional (teal)

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Report Generator - How to request reports

1. Click on **Report Generator**
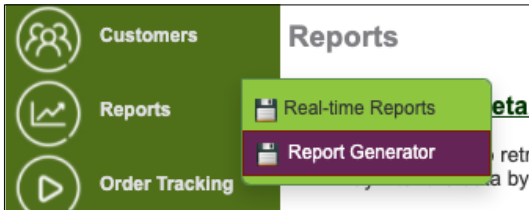
2. Select a **Report Category** from the Dropdown Menu
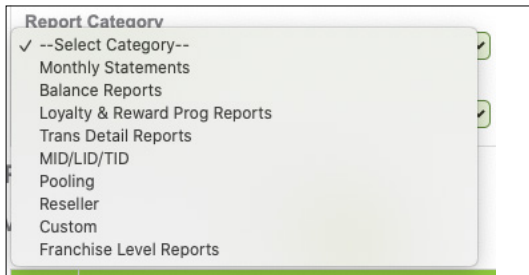
3. Select a **specific report** by clicking on the report name
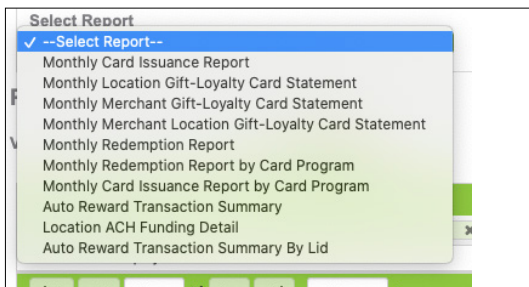
Some reports will require additional information such as dates, location ID or card number
4. Enter any required info and Select a format
5. Click **Request Report** and click **OK**
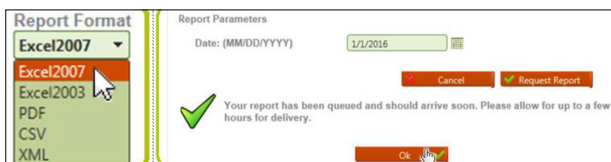
Your report will be posted shortly and you can download directly to your desktop. Report file formats- Reports are posted for downloading in one of the following formats:

Excel 2007   Default file format
Excel 2003   Excel 2003 has the following limitations
CSV   Comma Separate Value
PDF   Portable Data Format
XML   Extensible Markup Language

Main Menu: Order Tracking
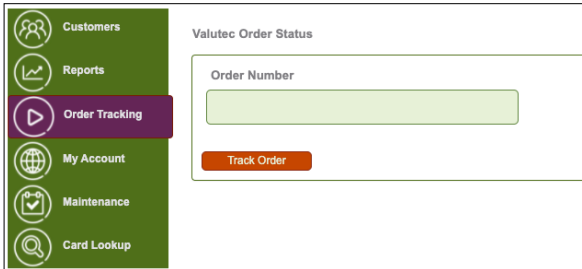
Order status - Proof Sent, Approved, Proof Call, Completed (in production) and Completed (shipped)
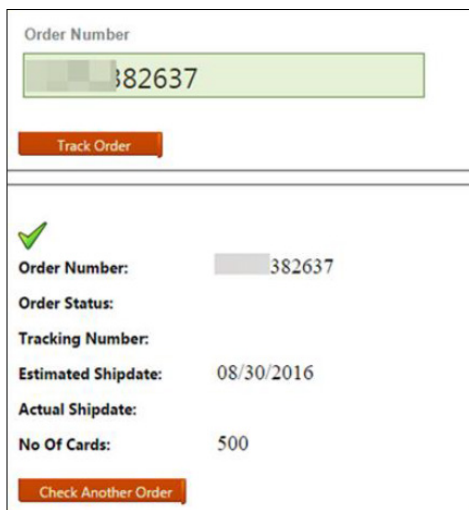
Main Menu: My Account
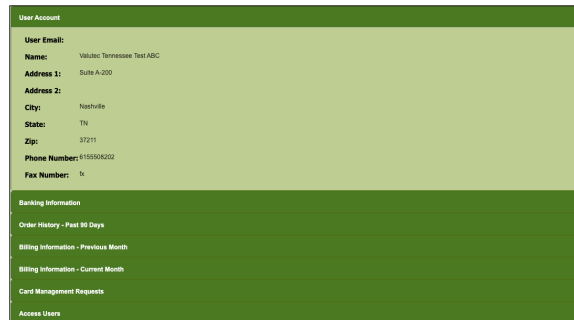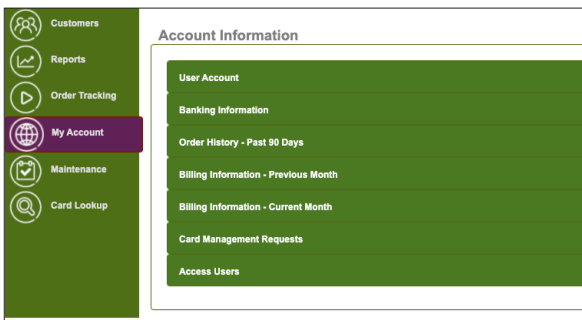
User account - Merchant or Location details (Name, address, phone & fax, email address)
Banking information - Credit card or banking information on file for billing purposes
Order History – Past 90 days
Billing Information - Previous Month: Brief details of fees and transaction counts
Billing Information - Current Month: Brief details of fees and transaction counts
Card Management Requests - Bulk activation or maintenance requests details

Main Menu: Merchant Level Maintenance

Merchant Level –Create reporting names for specific card ranges

Main Menu: Location Level Maintenance

Location level bulk activations & maintenance. Select the task to be performed:
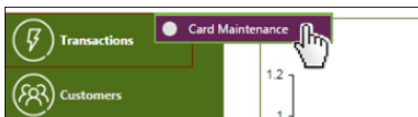
- Change/Remove Expiration Date
- Activate
- Add Value
- Deactivate

Set Expiration Dates for a Card Range

1. Enter the first (lowest) card number
2. Last (highest) card number
3. Email address
4. Select update option
   a. Clear (remove) Expiration date
   b. Rolling Expiration Days
   c. Set Expiration Date
5. Click **Continue** when complete
6. Next a confirmation message will appear "You are about to change expiration date(s) for 5 card(s), are you sure?"
   Click **Continue** when complete

7. If correct then click **Continue** to complete
   The Valutec system will now send the user a summary via email

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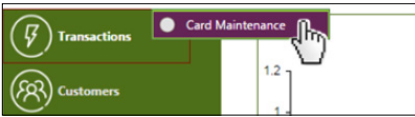
To Bulk Activate A Card Range

1. Enter the first (lowest) card number
2. Last (highest) card number
3. Email Address - The Valutec system will send the user a summary via email
4. Value to be added to cards

5. Click **Continue** when complete
6. Next a confirmation message will appear

   "You are about to activate 6 card(s), are you sure?"

7. If correct then click **Continue** to complete

   The Valutec system will now send the user a summary via email
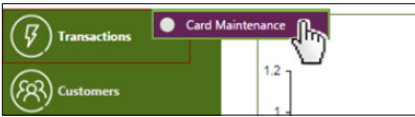
To Add Value

1. Enter the first (lowest) card number
2. Last (highest) card number
3. Email Address - The Valutec system will send the user a summary via email
4. Value to be added to cards

5. Click **Continue** when complete
6. Next a confirmation message will appear

   "You are about to activate 6 card(s), are you sure?"

7. If correct then click **Continue** to complete

   The Valutec system will now send the user a summary via email
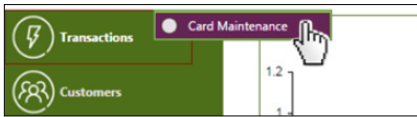
To Bulk Deactivate a Card Range

1. Enter the first (lowest) card number
2. Last (highest) card number
3. Email Address - The Valutec system will send the user a summary via email

4. Click **Continue** to move forward with deactivating card range
5. Next a confirmation message will appear

   "You are about to change expiration date(s) for 4 card(s), are you sure?"

   Click **Continue** to proceed with requested action.

Main Menu: Card Lookup Screen Sections

① Transaction Detail Report Dropdown Menu section
   Card number - Enter the full 19 digit Valutec card number

② Card information section
   Card Number - Full number if data entered in Card Number field
   Merchant: Name of your Valutec merchant account
   **Active Location:** Name of the location where card was first activated
   Status: Current card status - Active, Inactive, Deactivated
   Security Code – Eight digit PIN

③ Options sections
   Denominated Value - Optional feature, if a card has been set to activated for specific amount, that value will be shown here
   Minimum Balance - Optional feature, if a card has been set to activated for a minimum amount, that value will be shown here
   Maximum Balance - card cannot have greater than a specific value/amount
   PIN Number – Requires PIN security code to be entered for any transaction processing
   Add Value – Allows Value to be added to card; (Note: This feature is disabled for promotional value cards)
   Expire Date – Card value expires on a specific date and cannot be redeemed

Rolling Exp Dates - Card value expires after set time frame and limited to specific transaction types.
   • Sale, Activate, Add Value, Balance, Void, Replace
   • Once a card is expired the balance cannot be redeemed

④ Card Value section
   Gift Balance – Current card balance based on card program type
   Promo Dollars – Current card balance based on card program type
   Points – Current card balance based on card program type
   Card Program – Card program type (Original Gift, Original Loyalty, Auto Rewards, Auto Rewards LPR, Promotional)

⑤ Card Activity Summary section
   Created Date - Date card number was generated or added to the Valutec system
   Created By - Date card created in Valutec system
   Modified Date - Date that card status or balance adjusted via the Valutec host
   Activated Date - Date card first activated
   Date Deactivated - If card has been deactivated that transaction date will be shown here
   Last Used Date - date of last transaction of any type

Valutec has transitioned a new billing & statement schedule and process. As of May 2021, Valutec is no longer emailing statements directly to merchants.

Your monthly billing statements can be accessed via the Valutec Reporting Portal **www.vtmerchantportal.com** and are found in the IQ Statement Reports folder.

Valutec monthly fee billing will now be posted on the 4th of each month and your billing statements will be available the VT Merchant Portal within 24-48 business hours after the monthly billing has been debited.
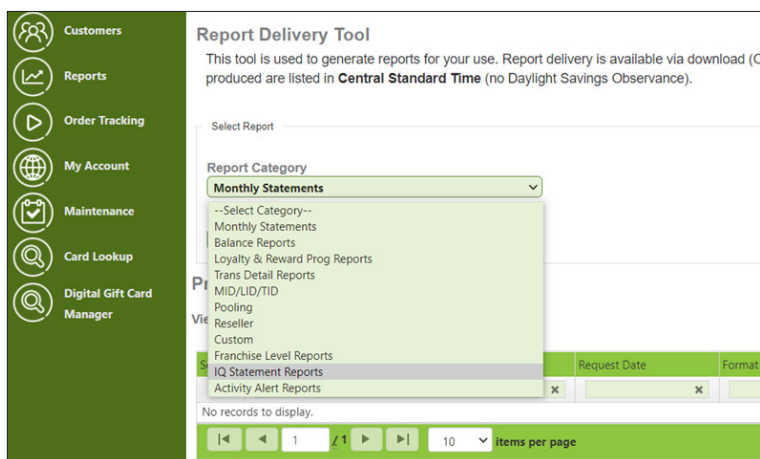
To access your Monthly Statement in VT Merchant Portal follow these directions.
1. Click on **Reports**
2. Select **Report Generator**
3. Category **IQ Statements**
4. Select **Merchant Statement**
5. Key in Merchant ID Number, previously referred to as the Location ID Number.
   - If you are logging in with Merchant Level access, key in each individual Location ID Number, now referred to as Merchant ID Number, to access individual location statements.
6. Select **Month/Year**
   - Select June 2021 to pull the May billing. The new MM/YYYY is when the statement is created, not the date range of the billing cycle.
7. Click **Submit Report**

If the report is available for the given input criteria, it will be displayed in the grid. Click the Download hyperlink to download the report. The PDF will show at the bottom left side of the page. Save or open the document.

Please note: the document will no longer appear in under the Previously Generated Reports section.

To review transaction activity that was included in the previous monthly statements, we would recommend using the Merchant Transaction Summary report for each monthly period.

Monthly Statement Dropdown Menu
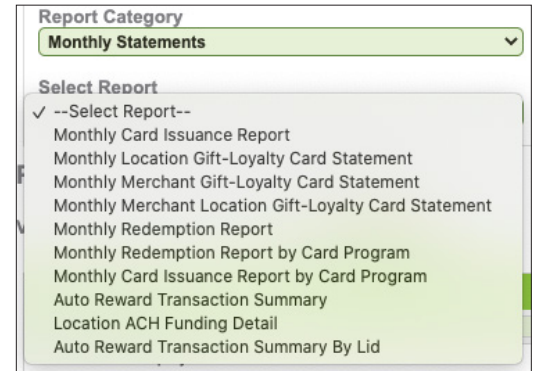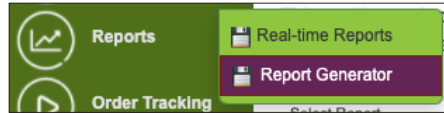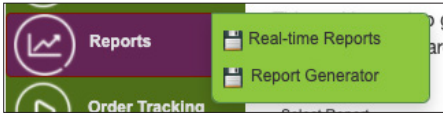
Monthly Card Issuance:	Contains list of cards activated by a merchant during a specified month
Monthly Franchise Card Statement:	Gift loyalty monthly statement overview for franchise group
Monthly Franchise Statement by Account:	Gift loyalty monthly statement overview for franchise group
Transaction Detail by Card Combined:	Shows every transaction related to a specified card number for combination cards
Monthly Redemption Report:	Contains list of cards redeemed by a merchant during a specified month
Monthly Redemption Report by Card Program:	List of cards redeemed by a merchant during a specified month
Monthly Card Issuance by Card Program:	Contains list of card activated by a merchant during a specified month
Auto Reward Transaction Summary:	Summary report of active Auto Reward cards including number of active cards, point balance total, promo reward balance and transaction activity
Location ACH Funding Detail:	Contains credit and debit detail specific to all locations participating in location pooling
Auto Reward Transaction Summary by LID:	Report for a single location summarizing Auto Reward cards including number of active cards, point balance total, promo reward balance and transaction activity
Detail by Location-Demographic:	Version of Transaction Detail by Location-Demographic with no columns or special formatting

Loyalty & Reward Dropdown Menu
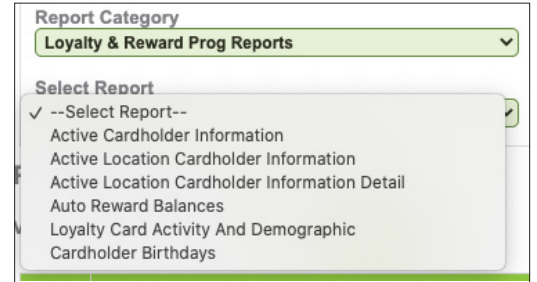
Active Cardholder Information:	Contains customer cardholder demographic information (if information was recorded)
Active Location Cardholder Information:	Active cards by location with demographic information regarding the customer (if information was recorded)
Active Location Cardholder Information Detail:	Active cards by location with cardholder demographic information
Auto Reward Balances:	Lists all active Auto Reward card numbers & balances including card number, active date, last used, active balance, current balance, and points
Loyalty Card Activity and Demographic:	Lists all loyalty cards activated and cardholder information if it was recorded on the virtual terminal or Valutec website.
Cardholder Birthdays:	Registered cardholders birthdays by month

Balance Reports Dropdown Menu
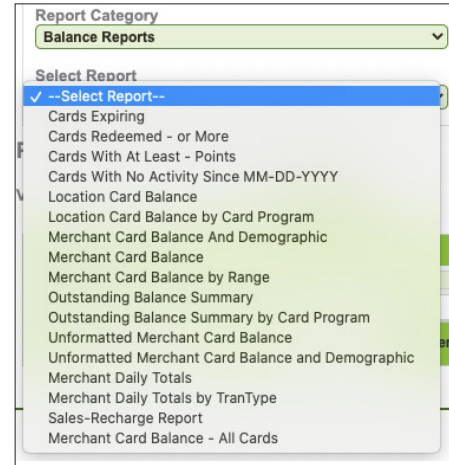
|	
Cards Expiring:	Contains a list of all expired cards and balance
Cards Redeemed – Or More:	Contains a list of all cards that have been redeemed with at least x points/dollars or more
Cards with at Least _ Points:	Contains a list of all cards with a minimum point value/balance.
Transaction Detail by Card Combined:	Shows every transaction related to a specified card number for combination cards
Cards with no activity since MM-DD-YYYY:	Contains a list of all cards that have no activity since a specific date
Location Card Balance:	Lists all outstanding card numbers & balances activated at a specific location/LID
Location Card Balance by Card Program:	Lists all outstanding card numbers & balances activated at a specific location/LID and separated by card program type
Merchant Card Balance Demographic:	Contains card number, active date, last used, active balance, current balance, and points and demographic information for all cards activated by a merchant
Merchant Card Balance:	Lists all outstanding active cards with balances greater than zero
Merchant Card Balance by Range:	Lists card number, date activated, date last used, amount of activation, current balance and points for cards activated by a merchant for each card printing. Required report for merchants that have ordered more than 65,000 cards
Outstanding Card Balance Summary:	Contains totals of active cards, deactivated cards, and points for cards by location
Outstanding Card Balance Summary by Card Program:	Contains totals of active cards, deactivated cards, and points for cards by location.
Unformatted Merchant Card Balance:	Report posted with no columns or special formatting, contains card number, active date, last used, active balance, current balance, points, program type and demographic information for all cards activated by a merchant
Unformatted Merchant Card Balance and Demographic:	Version of report with no columns or special formatting, lists all outstanding active cards with cardholder information
Merchant Daily Totals:	Lists all transactions processed on a specified date or range of dates
Merchant Daily Totals by TranType:	Lists all transactions processed on a specified date or range of dates by transaction type for gift and loyalty cards
Sales-Recharge Report:	Details Recharges (activations, add values, and voids) and Sales (redemptions, deactivations, and voids) for a specified period of time
Merchant Card balance – All Cards:	Lists all outstanding active cards including card number, active date, last used, active balance, current balance, points and program type

Transaction Detail Report Dropdown Menu
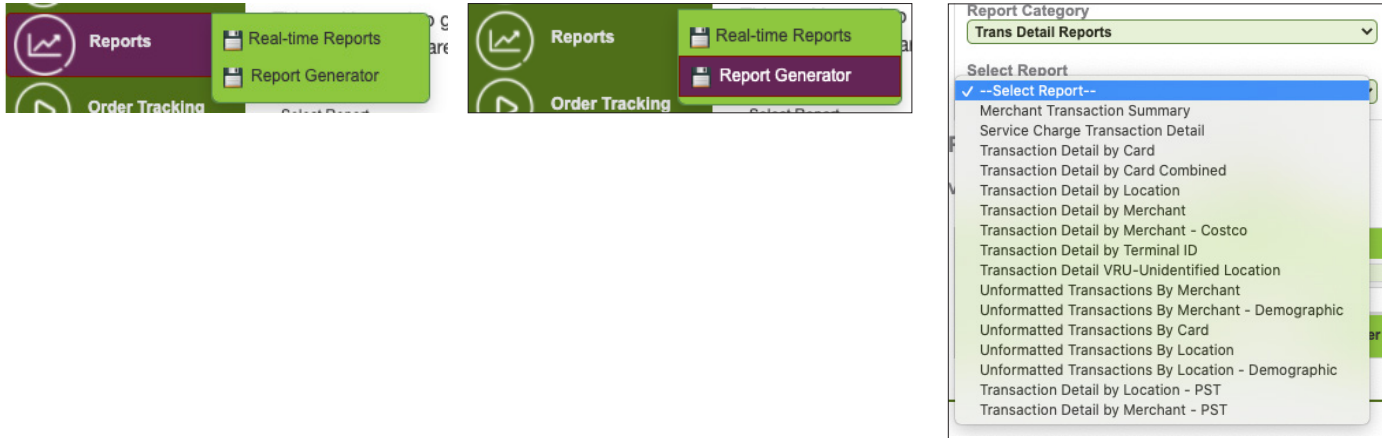
Merchant Transaction Summary:	Lists Transaction types processed by location for specified timeframe
Service Charge Transaction Detail:	Shows list of cards, amount charged for service fee, and balance at a specified date
Transaction Detail by Card:	Contains a transaction history for one card number
Transaction Detail by Card Combined:	Shows every transaction related to a specified card number for combination cards
Transaction Detail by Location:	Contains transaction detail for one location by date range
Transaction Detail by Merchant:	Contains transaction detail for all locations by date range
Transaction Detail by Merchant - Costco	Shows every transaction related to a merchant by location for any given date range for cards sold by Costco
Transaction Detail by Terminal ID:	Contains transaction detail for a specific TID number and date range.
Unformatted Transaction Detail by Merchant:	Version of Transaction Detail by Merchant with no columns or special formatting
Unformatted Transaction Detail by Merchant-Demographic:	Version of Transaction Detail by Merchant-Demographic with no columns or special formatting
Unformatted Transaction Detail by Card:	Version of Transaction Detail by Card with no columns or special formatting
Detail by Location-Demographic:	Version of Transaction Detail by Location-Demographic with no columns or special formatting

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MID/LID/TID Dropdown Menu
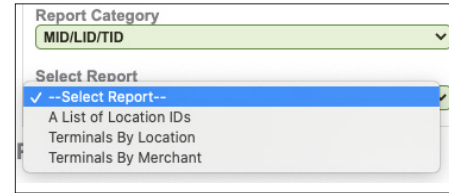
A List of Location IDs:	Lists all merchant locations and their corresponding Valutec ID's
Terminals by Location:	Shows list of terminal identification numbers for a specific location
Terminals by Merchant:	List all terminal types and Valutec Terminal identification numbers for all location attached to primary merchant ID

Pooling Dropdown Menu
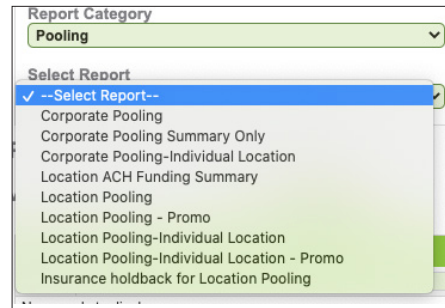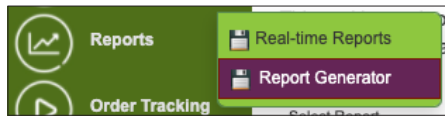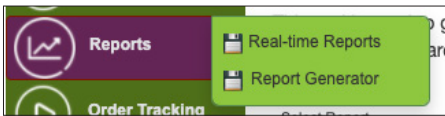
Corporate Pooling:	Details credit and debit for those merchants that have elected to participate in corporate pooling
Corporate Pooling Summary Only:	Summary of corporate pooling credits and debits for specific time period
Corporate Pooling – Individual Location:	Details corporate pooling credits and debits for specific location during a set time period
Franchise Pooling:	Contains Pooling ACH credit and debit totals by franchise groups
Franchise Pooling Detail:	Contains Pooling ACH credit and debit totals by franchise groups including card transaction details
Franchise Pooling Summary Only:	Summary of Pooling ACH credit and debit totals by franchise groups for a specific timeframe
Location ACH Funding Summary:	Contains credit and debit totals specific to all locations participating in location pooling
Location Pooling:	Details credit and debit for those merchants that have elected to participate in location pooling
Location Pooling Promo:	Details credit and debit for location pooling of Promotional Value card program only
Location Pooling – Individual Location:	Details location only pooling credits and debits for specific location during a set time period
Location Pooling – Individual Location – Promo:	Details location Promotional Value card program only pooling credits and debits for specific location during a set time period
Insurance Holdback for Location Pooling:	Shows amount activated at each location and percentage to be moved to the corporate location for insurance holdback

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Valutec Merchant Support

    phone   1.800.509.0625

    email   cservice@valutec.net

If you have any questions or issues setting up your account, please complete a support form at **Gift Card Service Request**

Websites

Valutec:	www.valuteccardsolutions.com
My Card Manager:	www.storecard.com
Valutec Report access:	www.vtmerchantportal.com (reports and virtual terminal website based on credentials used for entering the website)