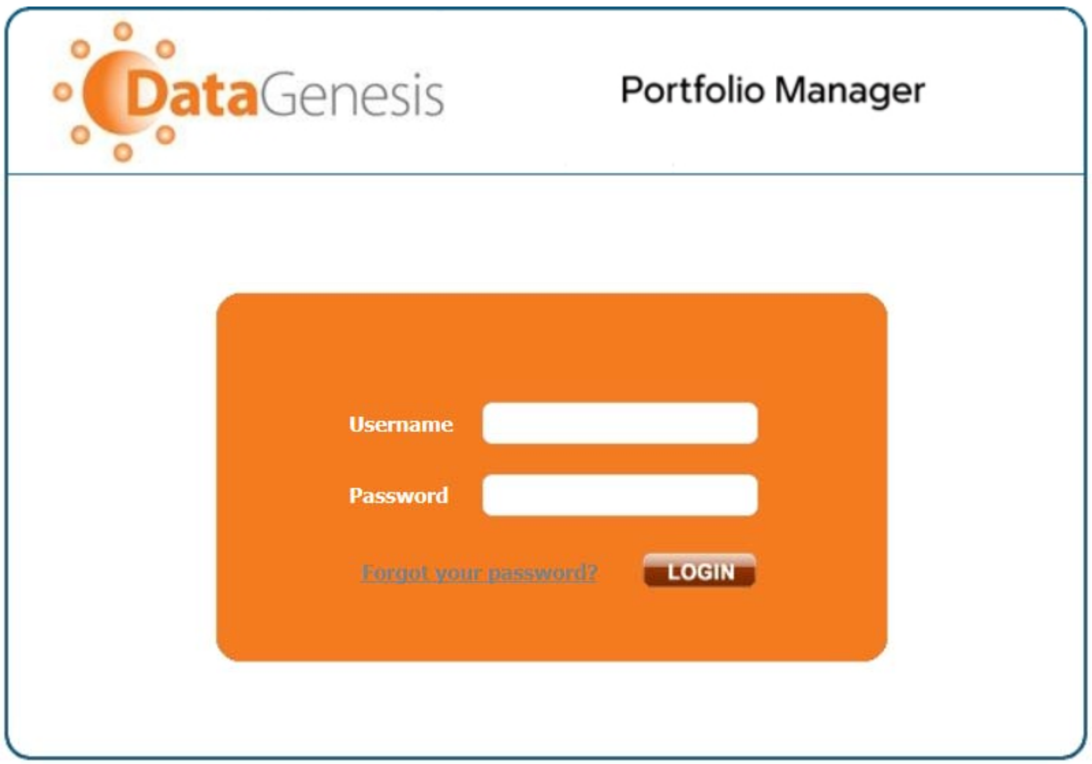
# Business Management
# FD Portfolio Manager$^{SM}$
## User Guide




Revised March 2012

# Overview

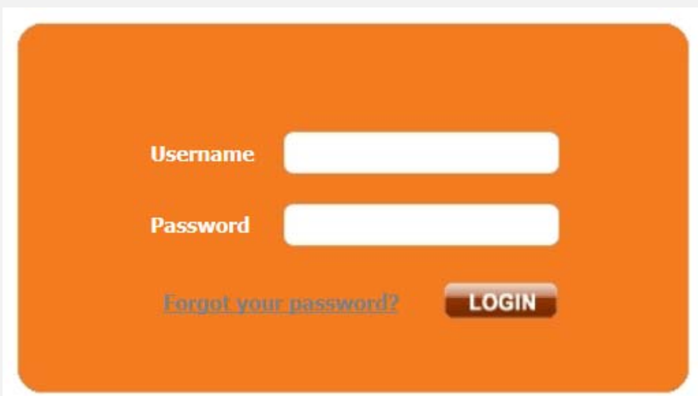
Data Genesis™ provides you with 24/7 password protected access to everything you need to monitor and manage your merchant processing business.

Utilizing this powerful online tool is easy with the user friendly screens. Reconciling your bank account with your daily deposits and knowing what your monthly charges will be before you receive your paper statement just became easier. The ability to export reports decreases accounting efforts, saving time and money. Filtering options allow you to customize your reports by daily or monthly date ranges.

# Portfolio Manager Features

- » **Authorization Log**
- » **Voids, Rejects & Declines**
- » **Returns**
- » **Payment History**
- » **Daily Batch Details & Totals**
- » **Individual Transaction Information**
- » **Chargebacks & Retrieval Information**
- » **Current & Previous Monthly Statements**

## How to Sign-in

| Step | Action |
| --- | --- |
| **1** | **Access site: [https://www.fdportfoliomanager.com/1142datagenesis](https://www.fdportfoliomanager.com/1142datagenesis)** |
| **2** |  <br>**Key your User Name (Merchant Number)**<br>**Key your Password**<br>**Click LOGIN button** |

# Home Screen

## Portfolio Manager

Welcome: MERCHANT'S NAME
Home | Log out

Last Login: 03/01/2012 12:57:25 PM

Processing Data | Statements | Messages | Contact Us | User Maint | Tax Reports

The home screen provides a quick snapshot of the overall picture of card volume by net volume and number of transactions from last cycle, monthly and year-to-date totals. Each display is further broken down by card type.

If you have more than one location we can set up a Headquarters Site Access which allows access to view all of the accounts that are chained together. The headquarters home screen combines all transaction information listed above for a complete corporate picture, as well as access to each individual merchant location.

### The menu bar has drop-down choices for the following options:

| Field | Description |
|---|---|
| **Processing Data** | Provides (i) Payment History, (ii) Batch History, (iii) Voids/Rejects/Declines, (iv) Returns, (v) Card Service Information and (vi) Retrievals/Chargebacks.<br>This section is covered in more detail in the following pages. |
| **Statements** | Provides up to the last 18 months of statements. |
| **Messages** | *New menu feature as of 3/13/12. See last page for more detail. |
| **Contact Us** | Provides the merchant with customer service contact information. |
| **User Maint** | Provides the capability to update profile and change password. |
| **Tax Reports** | Displays the merchant tax validation status response. |

# Processing Data Tab: Payment History

**The Payment History screen provides deposit information.**
**You will see in the middle of the screen a Daily Deposit graph of the time frame selected.**

Processing Data | Statements | Messages | Contact Us | User Maint | Tax Reports

- Payment History
- Batch History
- Voids/Rejects/Declines
- Returns
- Card Search
- Retrievals/Chargebacks

**Filtering Options**

○ Daily ○ Monthly ● Date Range From 3/1/2012 To 3/2/2012 Search

**Payment Summary – 510165500xxxxxx: Merchant Name (3/1/2012 – 3/2/2012)**

Export:

| Report Date | Deposit Date | Routing # | DDA # | # Deposits | Deposits | # Debits | Debits | Net Deposit |
|---|---|---|---|---|---|---|---|---|
| 03/02/2012 | 03/01/2012 | xxxx1234 | xxxx0123 | 1 | $7,493.44 | 0 | $0.00 | $7,493.44 |
| 03/01/2012 | 02/29/2012 | xxxx1234 | xxxx0123 | 1 | $2,572.56 | 0 | $0.00 | $2,572.56 |
| **Report Total** | | | | **2** | **$10,066.00** | **0** | **$0.00** | **$10,066.00** |

**Click Net Deposit amount to view Payment Details.**

**Screen displays:**

» Report Date
» Deposit Date
» Routing Number
» DDA Number
» Number of Deposits
» Amount of the Deposits
» Number of Debits
» Amount of the Debits
» Net Deposit

## Steps to access the Payment History screen:

| Step | Action |
|---|---|
| 1 | Click the Processing Data tab. Select Payment History. |
| 2 | Set your search filter: Daily, Monthly or Date Range. Click Search. |
| 3 | View the Payment Summary information located at the bottom of the screen shot. |

# Processing Data Tab: Batch History

**The Batch History screen provides transaction information on all settled transaction activity.**
**You will see in the middle of the screen graphs (Volume by Card Type, Daily Volume & Keyed vs. Swiped) of the time frame selected.**

Processing Data | Statements | Messages | Contact Us | User Maint | Tax Reports

- Payment History
- Batch History
- Voids/Rejects/Declines
- Returns
- Card Search
- Retrievals/Chargebacks

**Filtering Options**

○ Daily ○ Monthly ● Date Range From 3/1/2012 To 3/2/2012 Search

**Batch Summary – 510165500xxxxxx: Merchant Name (3/1/2012 – 3/2/2012)** Export:

| Report Date | Terminal # | Batch # | % Keyed | Avg. Trans | # Trans | Sales | Returns | Net |
|---|---|---|---|---|---|---|---|---|
| 03/02/2012 | 001 | 05221967 | 100.00% | $162.56 | 15 | $2,438.40 | $0.00 | $2,438.40 |
| 03/02/2012 | 002 | 76231698 | 98.00% | $253.67 | 32 | $8,117.44 | $0.00 | $8,117.44 |
| 03/02/2012 | 003 | 08241264 | 100.00% | $99.00 | 9 | $891.00 | $0.00 | $891.00 |
| **Report Total** | | | **99.33%** | **$171.74** | **56** | **$11,446.84** | **$0.00** | **$11,446.84** |

**Select the desired batch**

**Screen displays:**

- Report Date
- Terminal Number
- Batch Number
- Percentage Keyed Transactions
- Average $ Transaction in the Batch
- Number of Transactions
- Sales Volume
- Returns Volume
- Net Deposit

## Steps to access the Batch History screen:

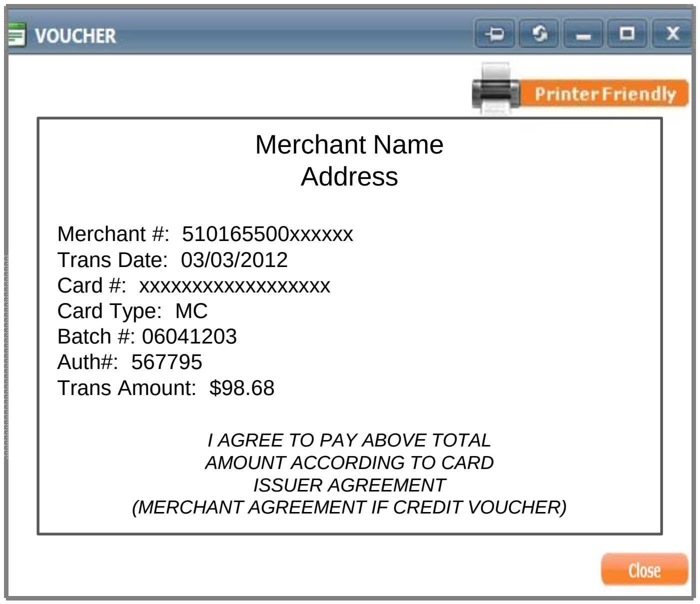
| Step | Action |
|---|---|
| 1 | Click the Processing Data tab. Select Batch History. |
| 2 | Set your search filter: Daily, Monthly or Date Range. Click Search. |
| 3 | View the Batch Information located at the bottom of the screen shot. |
| 4 | Select the desired batch (click the underlined batch #) on the Batch History screen. Result: the Batch Detail screen appears. See the next page for details on how to print a voucher (receipt). |

# Processing Data Tab: Batch History – Voucher Reprint

**BATCH DETAILS**

**510165500xxxxxx: Merchant Name** **Batch :06151287 Terminal #: 2010 Report Date: 3/3/2012** Export:

| Trans Date | Trans Time | Trans Code | Keyed | Card Type | Card # | Auth # | Trans Amount | Voucher |
|---|---|---|---|---|---|---|---|---|
| 03/03/2012 | 16:15:39 | SALE | Y | VI | xxxxxxxxxxxxxxx | 023456 | $152.75 | Voucher |
| 03/03/2012 | 13:13:06 | SALE | Y | VI | xxxxxxxxxxxxxxx | 123658 | $234.58 | Voucher |
| 03/03/2012 | 12:01:15 | SALE | Y | MC | xxxxxxxxxxxxxxx | 567795 | $98.68 | Voucher |
| **Report Total** | | | | | | | **$486.01** | |




Click VOUCHER.
Sample voucher reprint per transaction.

Click printer friendly to print a copy of the merchant receipt.
The card number is truncated.

## Steps to access the Voucher link to reprint a receipt:

| Step | Action |
|---|---|
| 1 | Select the Batch Detail you wish to reprint. Result: the Batch Detail screen appears. See previous page to access the Batch History screen. |
| 2 | Click the VOUCHER hyperlink. Result: The reprint receipt appears. |
| 3 | Click the PRINTER FRIENDLY LINK to print a receipt. |

# Processing Data Tab: Voids/Rejects/Declines

**The Voids/Rejects/Declines screen provides a list of all transactions that were voided, rejected or declined within a specific batch.**

Processing Data | Statements | Messages | Contact Us | User Maint | Tax Reports

- Payment History
- Batch History
- Voids/Rejects/Declines
- Returns
- Card Search
- Retrievals/Chargebacks

**Filtering Options**

○ Daily ○ Monthly ● Date Range From 3/1/2012 To 3/2/2012 Search

**Voided/Rejected/Declined – 510165500xxxxxx: Merchant Name (3/1/2012 – 3/2/2012)**

Export:

| Trans Date | Trans Time | Trans Code | Keyed | Card Type | Card # | Auth # | RC | Trans Amount |
|---|---|---|---|---|---|---|---|---|
| 03/02/2012 | 12:32:00 | SALE | Y | VI | xxxxxxxxxxxx | | DECLINED | $125.11 |
| 03/02/2012 | 12:30:47 | SALE | Y | VI | xxxxxxxxxxxx | | DECLINED | $125.11 |
| 03/02/2012 | 11:30:57 | SALE | Y | VI | xxxxxxxxxxxx | | DECLINED | $545.23 |
| **Report Total** | | | | | | | | **$795.45** |

**Screen displays:**

- Transaction Date
- Transaction Time
- Transaction Code
- Keyed (N = swiped transaction, Y = keyed transaction)
- Card Type
- Card Number
- Authorization Number
- RC (Reason Code)
- Transaction Amount

## Steps to access the Voids/Rejects/Declines screen:

| Step | Action |
|---|---|
| 1 | Click the Processing Data tab. Select Voids/Rejects/Declines. |
| 2 | Set your search filter: Daily, Monthly or Date Range. Click Search. |
| 3 | If there are any Voids/Rejects/Declines they will be located at the bottom of the screen shot. |

# Processing Data Tab: Returns

**The Returns screen provides return transaction information for a specific batch.**
**You will see in the middle of the screen graphs (Sales vs. Return Ratio and Matched Returns) of the time frame selected.**

Processing Data | Statements | Messages | Contact Us | User Maint | Tax Reports

- Payment History
- Batch History
- Voids/Rejects/Declines
- Returns
- Card Search
- Retrievals/Chargebacks

**Filtering Options**

○ Daily ○ Monthly ● Date Range From 3/1/2012 To 3/2/2012 Search

**Returns – 510165500xxxxxx: Merchant Name (3/1/2012 – 3/2/2012)** Export:

| Report Date | Terminal # | Batch # | Trans Date | Trans Time | Keyed | Card Type | Card # | Trans Amt | Matched |
|---|---|---|---|---|---|---|---|---|---|
| 03/02/2012 | 1122 | 06041105 | 03/01/2012 | 14:10:28 | Y | VI | xxxxxxxxxxxxxxx | ($80.00) | NO MATCH |
| **Report Total** | | | | | | | | **($80.00)** | |

The Matched column provides information on whether the returns yield a:
- NO MATCH: no sale within the last 90 days match the search criteria
- PARTIAL MATCH: a portion of the sale matches the search criteria
- FULL MATCH: the card number and transaction match the search criteria

**Screen displays:**
- Report Date
- Terminal Number
- Batch Number
- Transaction Date
- Transaction Time
- Keyed (N = swiped transaction, Y = keyed transaction)
- Card Type
- Card Number
- Transaction Amount
- Matched information

## Steps to access the Returns screen:

| Step | Action |
|---|---|
| 1 | Click the Processing Data tab. Select Returns. |
| 2 | Set your search filter: Daily, Monthly or Date Range. Click Search. |
| 3 | If there are any Returns they will be located at the bottom of the screen shot.<br>Note: Merchants have up to 90 days worth of history. |

# Processing Data Tab: Card Search

**The Card Search screen allows you to search 18 months back for transaction activity for a specific card number.**
**The search criteria requires the first six OR the last four digits of a card number.**

Processing Data | Statements | Messages | Contact Us | User Maint | Tax Reports

- Payment History
- Batch History
- Voids/Rejects/Declines
- Returns
- Card Search
- Retrievals/Chargebacks

**Filtering Options**

O Daily O Monthly ● Date Range | From 3/1/2012 To 3/2/2012

Card Number (First 6) | and/or (Last 4) *required

Merchant Number |

Transaction Amount | (+/- $5.00)

Search

**Screen displays:**
- Merchant Number
- Merchant Name
- Batch Number
- Transaction Date
- Transaction Code
- Card Type
- Card Number
- Authorization Number
- Transaction Amount

| Merchant # | Merchant Name | Batch # | Trans Date | Trans Time | Trans Code | Card Type | Card # | Auth # | Trans Amount |
|---|---|---|---|---|---|---|---|---|---|

## Steps to access the Card Search screen:

| Step | Action |
|---|---|
| 1 | Click the Processing Data tab. Select Card Search. |
| 2 | Set your search filter: Daily, Monthly or Date Range / key the first six or last four digits of the card number. Click Search. |
| 3 | The Card Search List will appear at the bottom of the screen shot.<br>Note: Merchants have up to 18 months worth of history. |

# Processing Data Tab: Retrievals/Chargebacks

**The Retrievals/Chargebacks screen allows you to search 18 months history of any retrieval requests or chargebacks.**

Processing Data | Statements | Messages | Contact Us | User Maint | Tax Reports

- Payment History
- Batch History
- Voids/Rejects/Declines
- Returns
- Card Search
- Retrievals/Chargebacks

**Filtering Options**

○ Daily ○ Monthly ● Date Range From 3/1/2012 To 3/2/2012 Search

**Retrieval Detail – 510165500xxxxxx: Merchant Name (3/1/12 – 3/2/12)**

| Report Date | Trans Date | Date Received | Due Date | Card Type | Card # | Reference # | RC | Request Type | Trans Amount |
|---|---|---|---|---|---|---|---|---|---|

**Chargeback Detail – 510165500xxxxxx: Merchant Name (3/1/12 – 3/2/12)**

| Report Date | Trans Date | Card Type | Cardholder Number | CB Type | CB Type Description | CB Reason Code | Reason Text | Disposition | Ref # | CB Amount | 1st CB Amount |
|---|---|---|---|---|---|---|---|---|---|---|---|

**Screen displays:**

» Retrieval Detail
» Chargeback Detail

## Steps to access the Retrieval/Chargeback screen:

| Step | Action |
|---|---|
| 1 | Click the Processing Data tab. Select Retrievals/Chargebacks. |
| 2 | Set your search filter: Daily, Monthly or Date Range / key the first six or last four digits of the card number. Click Search. |
| 3 | The Retrieval and Chargeback Detail section will appear at the bottom of the screen shot. Note: Merchants have up to 18 months worth of history. |

# Messages

**This new function allows Data Genesis to communicate with you regarding general customer service matters.**

Processing Data | Statements | Messages | Contact Us | User Maint | Tax Reports

View Messages

Printer Friendly

*You have the following unread messages. Please check the box in the "Read" column once you have reviewed these messages. All past messages can be reviewed at any time on the Messages tab of the site. If you would like to view all past messages now, click the View Past Messages button below.*

**Messages**

| Read | Date /Time | Posted By | Message Text |
|---|---|---|---|
| ☐ | 03/02/2012 10:36:38 AM | Data Genesis | A new menu tab labeled "Messages" has been created. |

Click Box after you have reviewed message.

View Past Messages

Close

Click button to view all past messages.

## Frequently Asked Questions:

| Question | Answer |
|---|---|
| How do I change my password, email address and/or security question and answer. | Go to the "User Maint" tab and click "User Profile". |
| How do I get back to the main screen and/or log out? | Click the word "Home" in the upper right hand corner of the screen. |
| Why was an amount adjusted in my deposit? | To research this answer, you can go to the "Batch History" tab and find the related transaction. If you cannot find your answer there then double check to make sure there weren't any recent "Voided/Returned/Declined" transactions or any "Retrievals/Chargebacks".<br>For further assistance, please contact us. |