



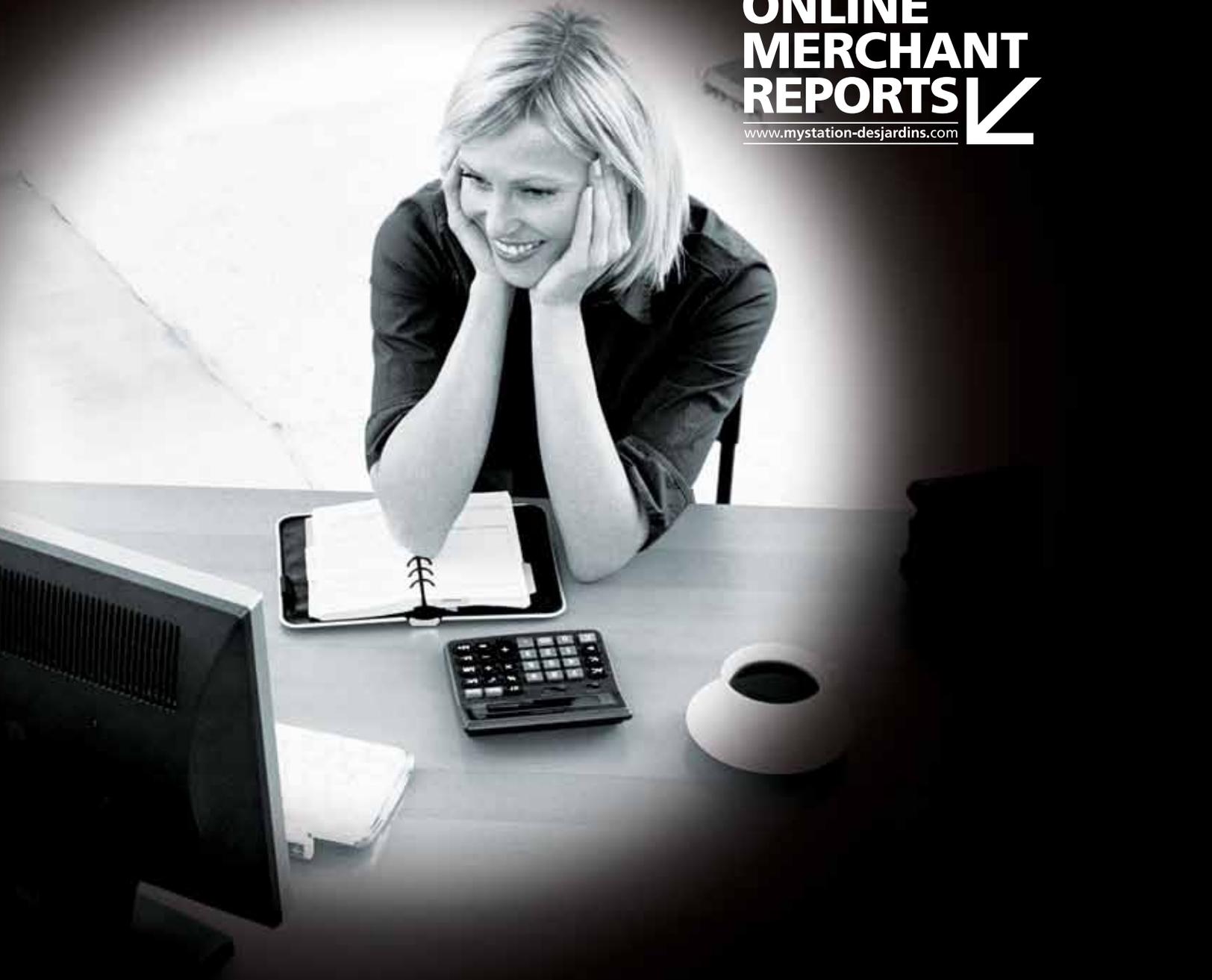
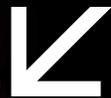
MERCHANT PAYMENT
SOLUTIONS

Desjardins & Co.

User Guide

ONLINE MERCHANT REPORTS

www.mystation-desjardins.com



1 ONLINE MERCHANT REPORTS: LESS MANAGEMENT. MORE ACTION.

1.1 Introduction

Online Merchant Reports is a practical and efficient tool that provides you with a fully secure way to manage your card payment processing data.

- Manage your payment data directly on the Web or import it for analysis.
- You can save time and money thanks to the wide range of available functions.
- Access complete, up-to-date information 24 hours a day, 7 days a week.
- Easily generate the reports you need for your financial analyses.

The many functions of **Online Merchant Reports** have been developed for smart businesses like yours that want a management tool that is tailored to their needs.

Security

- Authentication is mandatory—the user must enter his/her user name and password via the **My Station** portal.
- Credit card numbers are hidden on reports to ensure your security and that of your customers. **Online Merchant Reports'** security thus complies with industry best practices.

Performance

- Requested reports continue to compile even if you log off from **My Station** or shut down your computer! You can continue working on other files while you generate reports.
- Advanced functions enable you to personalize your analyses and improve efficiency.

Simple

- You can click on ? at any time to get more information directly on-screen.
- The tool is user-friendly and easy to navigate thanks to a web interface that complies with web best practices.

1.2 Required configuration

- Internet Explorer 6.0 or later to navigate the site.
- Microsoft Excel or Acrobat Reader to view reports.
- Minimum screen resolution of 800 x 600.

PERFORMANCE TIPS

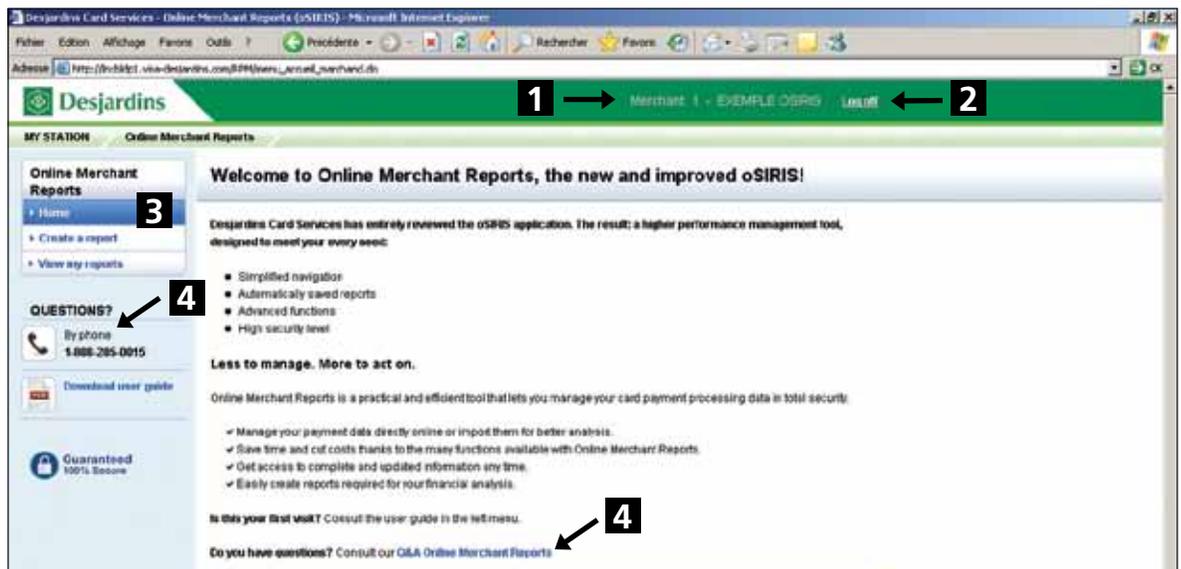
- Add **www.mystation-desjardins.com** to your Favourites in your Web browser, use the shortcut to access the site more quickly.
- Short on time? Simply launch production of your reports at night and shut down your computer. You can retrieve the reports the next morning.

2 PAGE CONTENT DESCRIPTION AND INSTRUCTIONS FOR USE

2.1 Home Page

The **home page** keeps you up-to-date on the latest news and includes tips on how to make the most of **Online Merchant Reports**.

The home page at a glance



- ❶ **Merchant information:** This is the Desjardins merchant number and the merchant name (Desjardins merchant number – Merchant name).
- ❷ **Log off link:** Returns you to the **My Station** home page.
- ❸ **Left-hand menu:** Links to the application's various pages.
- ❹ **Any questions?**
 - Download the **user guide** to learn all about **Online Merchant Reports**.
 - Consult the **FAQ** for answers to users' most frequently asked questions.
 - Contact our Business Customer Service at 1-888-285-0015 for all other questions or for technical support.

2.2 Create a report page

The **Create a report** page enables you to create reports based on your company's specific needs.

Types of reports available



What you need to know:

- **Daily data is available as of 6:00 a.m. the following business day.**
- **Data is available for 90 days.**
- **Generated reports are saved for 45 days.**

- **Details of deposited transactions (POS100):** Displays daily transactions made on point-of-sale terminals and deposited in the bank account. Data updated daily. Report available on a daily, weekly or monthly basis.

Report contents: summary by card type (number of transactions, total amount, grand total for the selected period), batch and sequence number, transaction date and time, card number, card type, transaction amount, withdrawal amount (if applicable) and authorization number.

Additional data (for Accord D financing): transaction type (DPF or EPF), financing plan, plan term, grace period (if DPF), cardholder's reference number*, name and telephone number* and financing limit*.

- **Account statement:** Statement of deposits made to the bank account and fees charged for use of Desjardins payment Solutions for one month. Data updated monthly. Report available only on a monthly basis.

Report contents: daily details of deposits by card type, monthly fees summary, transaction summary by card type (including the total number of transactions and monthly total), monthly discount rate and corresponding fees, total amount debited from the account for the month.

*If this is the first financing application made using the *Financing and VISA Desjardins* card application form only.

- **Details of account deposits and adjustments:** Displays, by merchant, the deposit details and adjustments to the selected bank account. Types of research possible: "Invoicing and credit adjustment", "Debit adjustment", "In-store payment", "MasterCard deposit", "Visa deposit" and "PPC deposit". Data updated daily. Report available on a daily, weekly or monthly basis.
- **Summary of deposited transactions (POS110):** Displays daily total of transactions made on terminals and deposited to the bank account. Data updated daily. Report available on a daily or monthly basis (maximum of 7 days at a time).

Report contents: transaction type, total amount per card type (per day), and the grand total (for the selected period).
- **Chargebacks:** Displays chargebacks made as a result of billing disputes. Data updated monthly. Report available on a daily, weekly or monthly basis.

Report contents: transaction date, card number, amount charged back, reference number (the same as on the letter sent to the merchant at the time of the chargeback).
- **Debit corrections:** Displays corrections to debit card (Interac) transactions. Data updated daily. Report available on a daily, weekly or monthly basis.

Report contents: origin of the adjustment, merchant number, card number, number of the terminal where the transaction was made, transaction date and amount debited or credited.
- **Batch Transactions (POS100trf):** Displays daily transactions deposited during file transfers (batch). Data updated daily. Report available on a daily, weekly or monthly basis.

Report contents: batch and sequence number, transaction date and time, card number, card type, transaction amount and authorization number.
- **Declined Batch Transactions (POSRejet):** Displays transactions that were declined and not deposited during the file transfer (batch). Data updated daily. Report available on a daily, weekly or monthly basis.

Report contents: transactions not deposited transaction date and time, card number, transaction amount, transaction type, code and description of the declined transaction.
- **Gift Card Transactions (PPC221):** Displays gift card transactions.

Report contents: transaction date and time, gift card number, transaction type, authorization number and transaction amount.
- **Gift Card Activity (chain) (PPC220):** Displays the details of gift card activities: personalization, activation, purchase, credit note and recovery of residual amount.

Generating a report



Instead, use the application's buttons to navigate between pages.

STEP 1

Choose the desired **report type**: Only the types of reports with data available for the last 90 days will appear in this section. Once data becomes available for a given report type, it will automatically reappear in the list.

The sections to complete will be displayed according to the chosen report type.

STEP 2

Indicate **the report's start and end dates**: When choosing the period for which you want to produce a report, you must indicate a start and end date for the report, or a month for the report, depending on the chosen report type.

STEP 3

Choose the **report viewing format**: Choose the appropriate viewing format based on how you want to use the data.

- **PDF**: Preserves the original document formatting. Recommended for on-screen report viewing, printing and archiving.

- **CSV:** Displays raw data as comma-separated values. Recommended for importing data into a spreadsheet such as Microsoft Excel, or any other accounting software. Also recommended for chains that have a large number of merchants or a substantial transaction volume.
- **XML:** Used primarily to store/transfer data for processing.

PERFORMANCE TIPS

The .csv and .xml formats make extracting and saving data easier.

Data is then available for consultation or processing with most accounting programs. These formats also enable you to integrate data into your management systems.

STEP 4

Choose the **type of data grouping for the report** (For Transaction Detail (POS100) only): The type of data grouping for the report determines which data are extracted and how they will be presented in the report.

- By batch number for all terminals.
- By batch number for each terminal, if more than one terminal.
- By payment method: VISA, MasterCard, Interac, Accord D financing, etc.

STEP 5

Choose the **merchants in the chain:** If you manage more than one store, you can choose one or more merchants by selecting desired merchants or the entire chain using the **Select All** box.

Merchants are organized in ascending order by Desjardins merchant number.

STEP 6

Select the desired **additional criteria:** Additional criteria are available to further personalize certain reports.

- **Data summary only:** This option provides only the totals, while the detailed report provides transaction or deposit details.

The summary is also included in the detailed report.

- **Accord D financing only:** This option provides only daily transaction details for Accord D financing. This data can also be found in the detailed report.

Both criteria can be selected to obtain a data summary for Accord D financing.

STEP 7

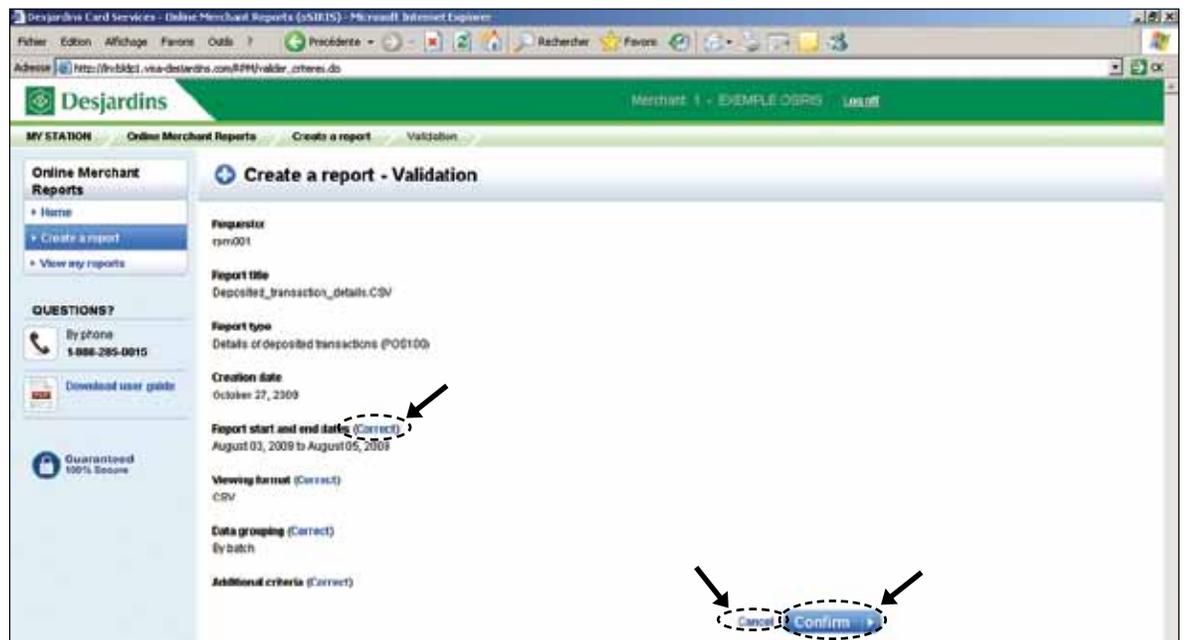
Clicking the **Validate** button will take you to the **Create a report – Validation** page to confirm your criteria.

Click the **Erase** button to clear all selected criteria and create a new report.

STEP 8

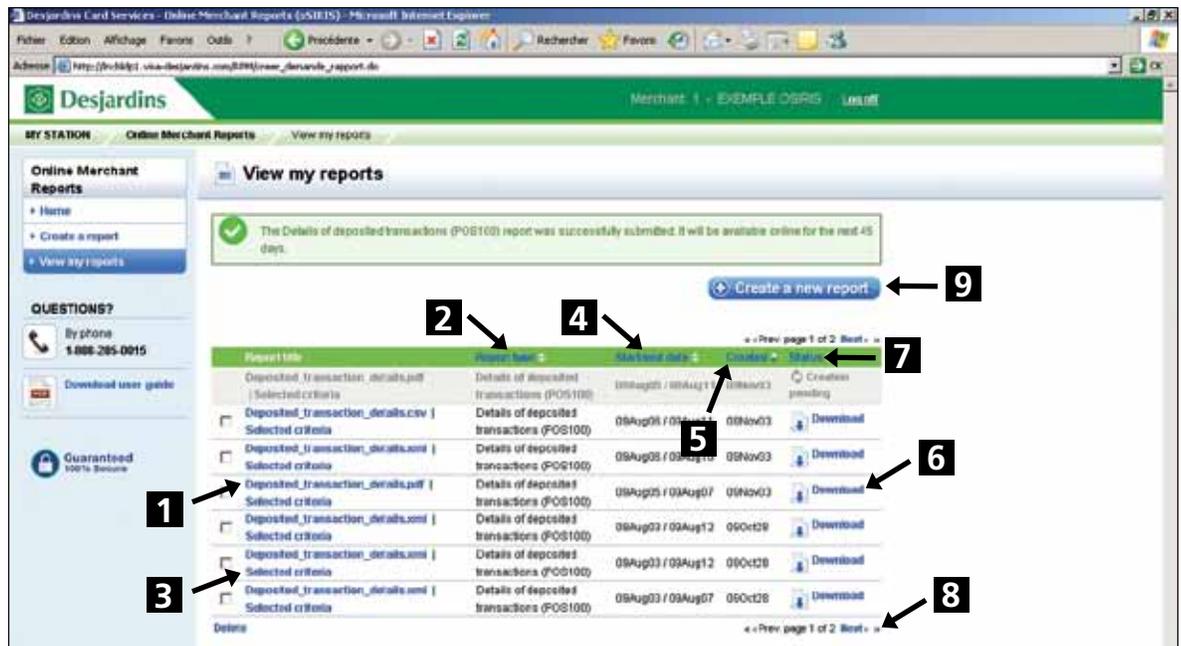
Verify the report's selected criteria on the **Create a report – Validation** page.

- **Confirm the report creation:** click the **Confirm** button to start generating the report.
- **Change a criterion:** click the **Correct** link located next to the criterion to return to the **Create a report** page and make any required corrections.
- **Cancel the report:** click the **Cancel** button to return to the **Create a report** page and create a new report.



2.3 View my reports page

The **View my reports page** shows the generated reports and reports that are currently being generated. It provides all the information you need to easily find the report you want.



Created Reports tab on the View My Reports page

- 1 Report title:** This is the report type and the selected viewing format (reporttype.format).
- 2 Report type:** Indicates the chosen report type.
- 3 Chosen criteria:** The **Chosen Criteria** button lets you see all of the criteria chosen for the report. To determine the report format without having to open it, simply look at the report title's extension: .pdf, .csv, .xml.
- 4 Start/end date:** Indicates the period covered by the report.
- 5 Creation:** Specifies the date when the report was generated.
- 6 Status:** Indicates the report status in real time:
 - **Generating:** The report is being generated. Once created, its status automatically changes to **Download**.
 - **Download:** The report is available. Click on the title of the report or on **Download** to view or import the report.
 - **Error:** Report generation failed; please try again or create a new report.
- 7 Sorting:** Reports can be sorted by any of the table's criteria: Report type, Start/end date, Generated and Status. Simply click on the sort arrows located next to the table's header cell. The selected sort criterion is displayed in a different colour.

8 Navigation arrows: The table can contain several pages, depending on the number of available reports. To navigate between pages, simply use the arrows on the right, at the bottom or at the top of the table.

9 You can generate a new report at any time by clicking on the **Create a new report** button at the top of the table or on **Create a report** in the left-hand menu.

PERFORMANCE TIPS

You do not need to wait for the report to be generated to produce another one.

You can generate several reports at once. Once reports are ready, their status will change to **Download**.

View my reports

Once you have generated a report, you will automatically be directed to the **View my reports** page. To view your reports at any time, click on **View my reports** in the left-hand menu.



The **View my reports** page is automatically refreshed every 10 seconds, informing you of the new reports available. If your report is not generated after 10 minutes, automatic refresh is interrupted for security reasons. The **Refresh** button will then appear. Clicking on this button will force an update of the information and display the current report status.

STEP 1

Click on the report title or the **Download** button.

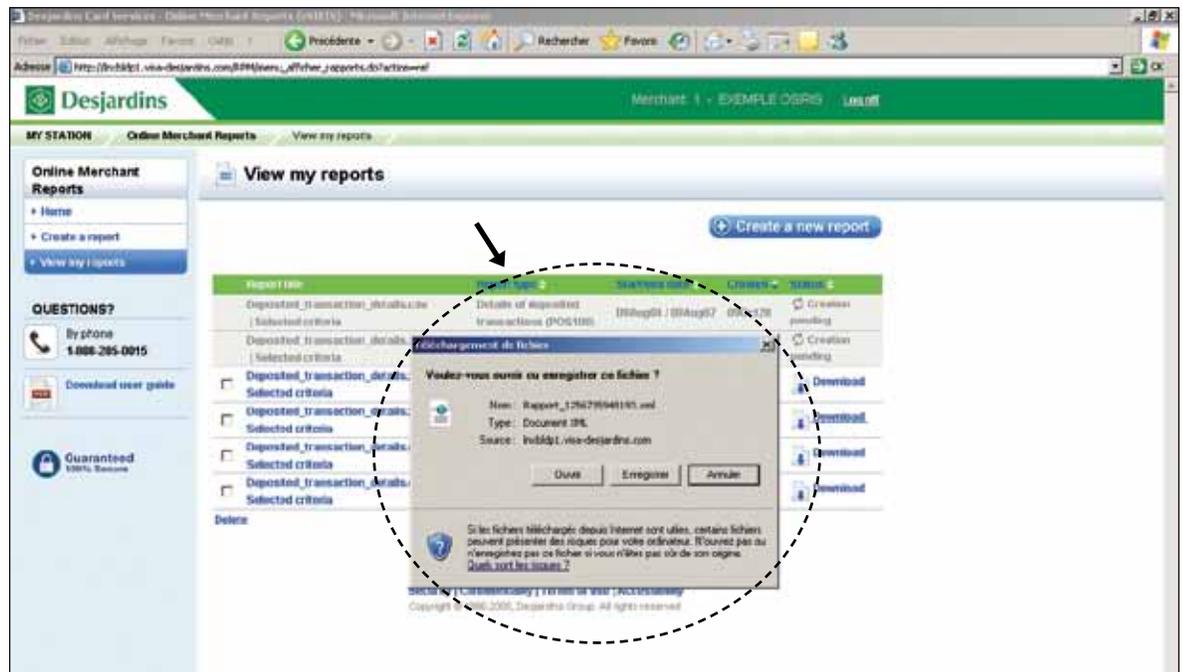
The screenshot shows the Desjardins Online Merchant Reports (eSRS) interface. The page title is "Desjardins Card Services - Online Merchant Reports (eSRS) - Microsoft Internet Explorer". The address bar shows "http://lnkdp1.vis-desjardins.com/RPMover_demande_report.do". The page content includes a navigation menu on the left with "Home", "Create a report", and "View my reports". The main content area is titled "View my reports" and contains a message: "The Details of deposited transactions (FOB100) report was successfully submitted. It will be available online for the next 45 days." Below this message is a "Create a new report" button. A table of reports is displayed with the following columns: Report title, Report type, Submitted on, Created, and Status. The table contains several rows of reports, with the "Download" button highlighted by a dashed circle and an arrow pointing to it. A "Refresh" button is also visible.

Report title	Report type	Submitted on	Created	Status
Deposited_transaction_details.csv Selected criteria	Details of deposited transactions (FOB100)	09Aug04 / 09Aug07	09Oct23	Creation pending
Deposited_transaction_details.xml Selected criteria	Details of deposited transactions (FOB100)	09Aug03 / 09Aug12	09Oct23	Creation pending
Deposited_transaction_details.xml Selected criteria	Details of deposited transactions (FOB100)	09Aug03 / 09Aug12	09Oct23	Download
Deposited_transaction_details.xml Selected criteria	Details of deposited transactions (FOB100)	09Aug03 / 09Aug07	09Oct23	Download
Deposited_transaction_details.csv Selected criteria	Details of deposited transactions (FOB100)	09Aug03 / 09Aug05	09Oct27	Download
Deposited_transaction_details.xml Selected criteria	Details of deposited transactions (FOB100)	09Aug03 / 09Aug05	09Oct27	Download

STEP 2

Select an action from the window that opens:

- **Open** the document to view it on-screen. Once it is open, you can print it or save it on your workstation.
- **Save** the document to your workstation if you have chosen the .csv or .xml format. You can then import the report into an accounting spreadsheet or program to conduct your own analysis.
- **Cancel** the operation.



PERFORMANCE TIPS

- Save important reports on your workstation so they are accessible at any time. You will already have them on hand for your annual balance sheet. Don't forget that generated reports are saved for 45 days.
- Be more eco-friendly! By saving reports on your workstation and viewing them on-screen, you will reduce the amount of paper used.

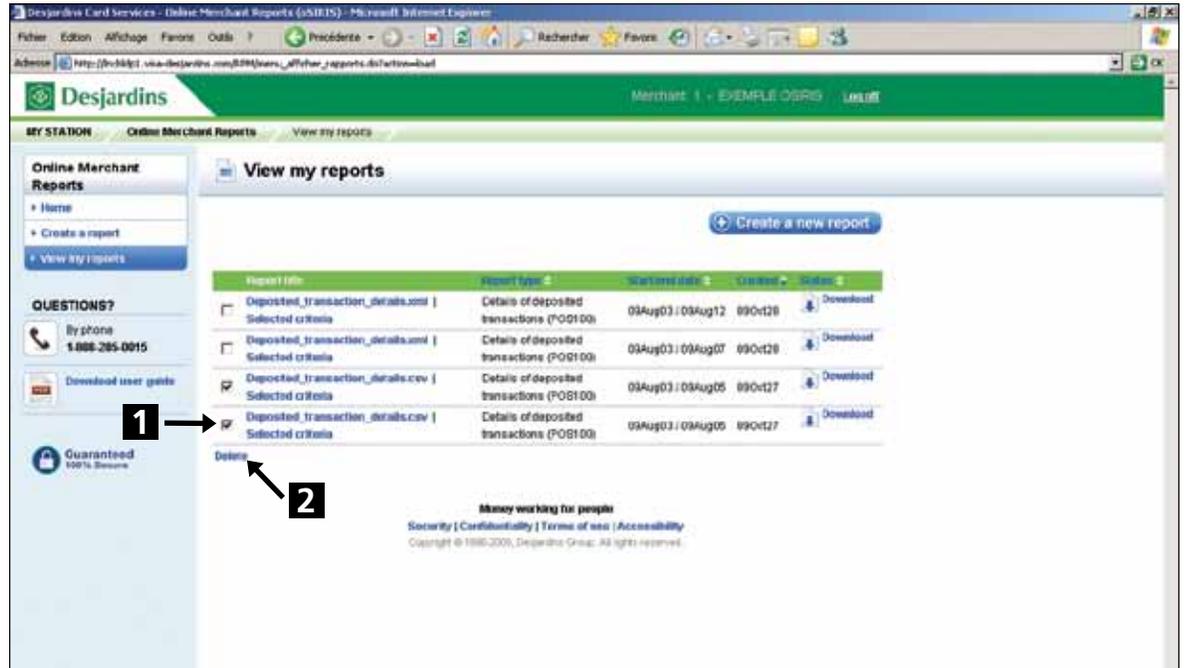
Deleting a report

STEP 1

Check the box next to the report(s) you want to delete.

STEP 2

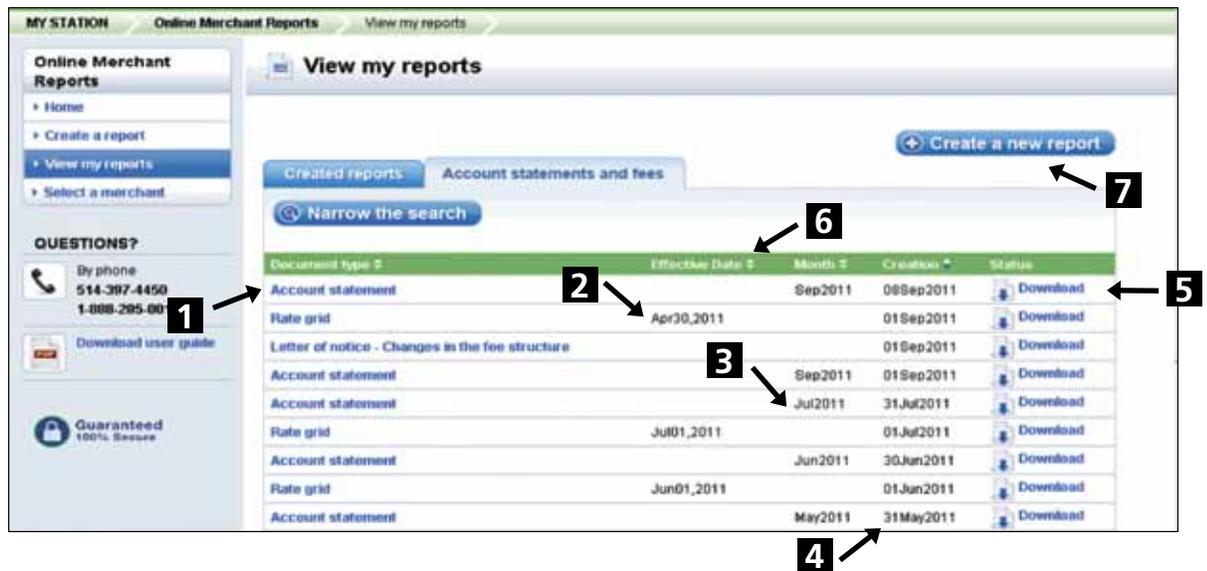
Then click the **Delete** button.



STEP 3

A confirmation message will appear. Click **Delete** again, or **Cancel** if you no longer want to delete the selected report(s).





The Account statements and fees tab on the View My Reports page

- 1 Document title:** Corresponds to the selected document.
- 2 Effective date:** Indicates the date on which the document takes effect.
- 3 Month:** Indicates the month covered by the report.
- 4 Creation:** Specifies when the report was generated.
- 5 Status:** Indicates the report status in real time.
 - **Download:** The report is available, Click on the title of the report or on **Download** to view or import the report.
- 6 Sort arrows:** Reports can be sorted by any of the table's criteria: Report type, Effective date, Month and Creation. Simply click on the sort arrows located next to the each table header cell. The selected sort criterion is displayed in a different sort arrow colour.
- 7** You can generate a new report at any time by clicking on the **Create a new report button** at the top of the table or on **Create a report** in the left-hand menu.

View the desired report type: steps to follow

STEP 1

Click on **Narrow the search**

STEP 2

Select the task you wish to execute in the list of choices that appear in the window:

- Check the desired document types (**Created Reports** or **Account statements and fees**).
- Select the month you wish to view.

The screenshot shows the 'View my reports' page. On the left is a sidebar with 'Online Merchant Reports' and 'QUESTIONS?'. The main area has tabs for 'Created reports' and 'Account statements and fees'. A 'Narrow the search' section is highlighted, containing a 'Type of document' dropdown (labeled 1) and a 'Month' dropdown (labeled 2). Below this is a table of reports with columns for Document type, Effective Date, Month, Creation, and Status.

Document type	Effective Date	Month	Creation	Status
Rate grid	Apr30.2011		03Sep2011	Download
Letter of notice - Changes in the fee structure			03Sep2011	Download
Account statement		Sep2011	03Sep2011	Download
Account statement		Sep2011	01Sep2011	Download
Account statement		Aug2011	28Aug2011	Download
Rate grid	Apr30.2011		27Aug2011	Download
Letter of notice - Changes in the fee structure			27Aug2011	Download

Do you need more information or do you have suggestions? Don't hesitate to contact our Business Customer Service at **1-888-285-0015**.

Your questions and comments are important to us. We use them to constantly improve our tools and update our FAQ!