Merchant Web User Quick Reference Guide

Account Access- To access your online merchant account, go to www.GiftCardReporting.com
Enter your assigned company code, login ID and password.

Web Login- this function allows you to add, display, modify or delete web logins. If you are a corporate user, you can perform web login maintenance for any store. If you are a store user, you can perform maintenance for your store only.

   a.   To add a new Login ID, click on the Add New Login link and enter the following information:

      1.   Enter new Login ID.
      2.   Enter information in description field.
      3.   Enter password.
      4.   Re-enter password.
      5.   Select user type- either corporate or store login.
      6.   Enter division, area and store number information. (corporate users only)
      7.   Select privileges by clicking on those boxes.
      8.   Click on Submit button to enter new ID.

   b.   To modify or delete an existing ID, enter the ID into the login ID field and select the Submit button. You can also view a list of the current login ID's by clicking on either the List by Name or List by Login links.

      1.   To modify an ID, edit the fields you would like to change and click on the Submit button.
      2.   To delete an ID, click on the Delete ID button.
      3.   If you've entered an incorrect login ID, click on the reset button and re-enter the ID information.

Clerk Login- this function allows you to add, display, modify or delete clerk terminal login IDs. If you are a corporate user, you can perform clerk maintenance for any store. If you are a store user, you can perform maintenance for your store only.

   c.   To add a new login ID, click on the Add New Login link and enter the following information:
      1.   Enter the new clerk login ID.
      2.   Enter the clerk's name (this will be printed on the receipt).
      3.   Enter the password
      4.   Re-enter the password.
      5.   Enter division, area and store number information. (corporate users only)
      6.   If you are adding a manager to the list, click on the manager button.
      7.   If you are adding a clerk, select desired privileges by clicking on those boxes.
      8.   Click on Add ID button.

   d.   To modify or delete an existing ID: corporate users must enter the clerk's division, area, store number, and login ID and then click on the Submit button. Store users enter the login ID and then click on the Submit button you can also view a list of the current login ID's by clicking on either the List by Name or List by Login links. When viewing either list, just click on the name or ID you would like to modify.

      1.   If modifying a clerk login, edit the fields you would like to change and click on the Submit button.
      2.   If you are removing an ID, click on the Delete ID button.
      3.   If you've entered an incorrect login ID, click on the reset button and re-enter the ID information.

Log Out- When you are finished, click on this link to log out.

Card Inquiry- this function allows you to check to see if a card has been issued, and if so, what the balance is on the card. Enter the card number and select submit.

Card Issuance- this function allows you to issue either a single card or a batch of cards.
- For corporate users, enter the division, area and store information. Store users will not be able to view these fields.
- If issuing a single card, enter the card number in the first card number field.
- If issuing a batch of cards, then enter the first and last card numbers in their respective fields. Note: The cards must be sequential and must all be for the same amount.
- If issuing a batch, enter total number of cards being issued.
- Enter the single card value. If you are issuing a batch of cards, the value entered will be applied to each of the cards in that batch.
- The Program-System-Principal-Agent fields allow you to issue the card or batch of cards to specific pre-defined program configurations. The default (leaving all four field blank) results in the card being issued to the standard Gift Card program. To issue cards to a different configuration group, specify the information (supplied by your Opticard account manager)
- Once you have entered all of the information above, select submit.

Add Value- this function allows you to add value to a card that has already been issued.
- For corporate users, enter the division, area and store information. Store users will not be able to view these fields.
- Enter the card number.
- Enter the amount that will be added to the card.
- Once you have entered all of the information above, select submit.

Balance Transfer- this function allows you to transfer the balance from one card to another.
- Enter the card number that you will be transferring the balance from.
- Enter the card number that you will be transferring the balance to.
- Once you have entered all of the information above, select submit.

Card Purchase- this function allows you to deduct value from the balance on the card.
- For corporate users, enter the division, area and store information. Store users will not be able to view these fields.
- Enter the card number.
- Enter the amount to deduct from the card's balance.
- Once you have entered all of the information above, select submit.

Reports- On demand reports can be generated by two criteria's: *Company*, *Division, Area, and Store (CDAS)* or by *Program, System, Principal, and Agent (PSPA)*. Reports by CDAS allows for all stores or individual store information to be displayed. Reports by PSPA can be generated to display data for an individual Group Id such as RMC, or all Group ID's.

Report data can be further defined by using the *Start Date* and *End Date* parameters. A date range is not applicable for all reports. To display data for a specific Store or Program enter the appropriate information in the Division-Area- Store Id fields or the Program-System-Principal-Agent fields. To display data for all Stores or all Group Id's, leave these fields blank. The following is a list of the reports available to you. Each report is available for the entire company, a division, an area, or a single store.

Reports by Division, Area, and Store:

Corporate Reconciliation Report:

- The Corporate Reconciliation Report provides settlement information for one day or a range of days. The data is summarized by Store. The Settlement amount is calculated by adding Issuance and Add Value activity, minus Purchase activity. Note: To print, change paper orientation to "landscape" and under the "View" tab on the tool bar, choose "text size" and "smaller" to fit the report on the width of the page.

Corporate Averages Report:

- The Corporate Averages Report provides information summarized by Store, concerning the number of cards issued, the average dollar amount issued, the number of cards redeemed, and the average dollar amount redeemed.

Transaction Summary Report:

- The Transaction Summary Report can be generated for a specific day or a date range. The report summarizes, for the entire program, the number of cards and dollar amount for each of the following PPC transaction types: Issuance, Add Value, Purchases, and Transfers.

Issuer Summary Report:

- The Issuance Summary Report summarizes Issuance data for a specified day or a date range. The Issuance data is summarized for each Group Id (Program, Principal, System, and Agent) by store.

Redemption Summary Report:

- The Redemption Summary Report summarizes Redemption data for a specified day or a date range. The Redemption data for each Group Id (Program, Principal, System, and Agent) by store.

Issuer Detail Report:

- The Issuer Detail Report provides Issuance detail data for a specific day only. The detail data is listed by Group Id for each Store. The following information is provided: execution time, card number, dollar amount, transaction authorization code, settlement amount, clerk id, reference number, and a denial code if applicable.

Redemption Detail Report:

- The Redemption Detail Report provides Redemption data for a specific day only. The detail data is listed by Group Id for each Store. The following information is provided: execution time, card number, dollar amount, transaction authorization code, settlement amount, clerk id, reference number, and a denial code if applicable.

Reports by Program, Principal, System and Agent:

Outstanding Gift Certificate Balance Report:

- The Outstanding Gift Certificate Balance Report provides outstanding balance data for a specific day or a date range. The outstanding balances for a specific PSPA or all PSPA's can be displayed. The following outstanding balance information is provided: total number of cards, total dollar amount, and the current outstanding dollar amount.

Pre-Paid Card Issuer Summary Report:

- The PPC Issuer Summary Report can be generated for a specific day or with a date range and a specific PSPA or for all PSPA's. Issuance activity is summarized by PSPA for each store. For each PSPA the following PPC information is provided: the total number of issuances, add values, and transfers.

Pre-Paid Card Redemption Summary Report:

- The PPC Redemption Summary Report can be generated for a specific day or with a date range and a specific PSPA or for all PSPA's. Redemption activity is summarized by PSPA for each store. The information provided is the total number of redeemed cards and the corresponding dollar amount.

Pre-Paid Card Issuer Detail Report:

- The Pre-Paid Card Issuer Detail Report is generated for a specific day only. Issuance detail data by PSPA is listed for each store. The information provided is: execution time, card number, dollar amount, transaction authorization code, settlement amount, clerk id, reference number, and a denial code if applicable.

Pre-Paid Card Redemption Detail Report:

- The PPC Redemption Detail Report is generated for a specific day only. The PSPA redemption detail is listed for each store. The following information is provided: execution time, card number, dollar amount, transaction authorization code, settlement amount, clerk id, reference number, and a denial code if applicable.

Note: Customized reports are available from OPT for an additional cost.