VALUTEC.NET INTERNET REPORTING INSTRUCTIONS

Step 1
Establish a Password: In order to log on to the Valutec web site to access your reports, you will fi rst need to establish a user name and password with Valutec. You may establish your user name and password by submitting the Internet Reporting Setup form found in your Valutec Welcome packet. You may fax this form directly to Valutec at 615-771-3500. If you do not have a copy of this form, then you may request one by contacting our Merchant Support Center at 1-888-381-8258.

Step 2
Log In: In order to request a gift card report on the web, you will need to access the Valutec web site at www.valutec.net . In the top left portion of your screen you'll see the Customer Login area. Enter your User ID and Password here and click the "Login" button. (Please be aware that these fields are case sensitive).

Step 3
Select the Reports Button: Once you have logged in, the REPORTS button will appear, select that button and you'll then be able to view the reports menu.

*You'll see either a **Merchant Reports** or **Reseller Reports** button depending on which type of loggin you have.*

Step 4
Select a Report: Once you have logged in, the REPORTS button will appear, select that button and you'll then be able to view the reports menu. Select the report that you would like to request from the menu.

Step 5
Select a Delivery Address: You will now need to confi rm your delivery address. By default, the e-mail address that was submitted on the Internet Reporting Setup Form will be displayed in the Delivery Address fi eld. If you would like your report to be delivered to a different address, simply delete the displayed address and enter the new address. The default e-mail address will be displayed again the next time you log in. If you would like multiple delivery addresses, place a semicolon in between each e-mail address.

Step 6
Format & Parameters: Some reports may be available in different file formats. You may select the desired format from the displayed drop-down menu. Depending on the report you have selected, you will also be prompted to fill in some additional parameters such as dates, date ranges or card numbers. Fill in the appropriate parameters and click on "Request Report". You will then receive a confi rmation screen indicating that your report will be delivered to your e-mail address.

Internet Reporting Matrix

REPORTS	DESCRIPTION
A List of Location ID's	Provides a list of all merchant locations and their corresponding Valutec ID's.
Active Cardholder Information Report	Contains demographic information regarding the customer if this information was recorded on the Virtual Terminal.
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 dollar amount or more.
Cards Redeemed ## Points or More	Contains a list of all cards that have been redeemed with at least x points or more.
* Cards With No Activity Since MM-DD-YY	Contains a list of all cards that have no activity since x date.
Corporate Pooling	Contains credit and debit detail for those merchants that have elected to participate in Corporate Pooling.
* Corporate Pooling; Individual Location	Contains credit and debit detail specific to locations participating in Corporate Pooling.
Location Pooling	Contains credit and debit detail for merchants that have elected Location Pooling.
* Location Pooling; Individual Location	Contains credit and debit detail specific to locations participating in Location Pooling.
Merchant Card Balance	Contains a list of all outstanding card numbers and balances.
Merchant Daily Totals	Contains a listing of Store Transaction Totals by Location.
* Monthly Franchise Summary	Contains location summaries by account number.
* Monthly Location G/L Statement	Contains gift loyalty monthly statement for one location.
Monthly Merchant G/L Statement	Contains gift loyalty monthly statement overview for all locations.
* Monthly Merchant Location G/L Statement	Contains gift loyalty monthly statement overview as well as an individual statement for each location.
* Transaction Detail By Card	Contains a transaction history for one card number.
* 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 VRU	Contains transaction detail of all transactions done on the voice response by date range.
* Unformatted Transactions by Location	Contains transaction detail by location. This report is unformatted and can easily be sorted in excel.
Unformatted Transactions by Merchant	Contains transaction detail by merchant. This report is unformatted and can easily be sorted in excel.

*Indicates reports that are available to individual locations.

Q&A:

1. Are there system requirements for accessing Internet Reporting?
Internet Reporting must be accessed via the latest version of Internet Explorer. For Windows OS you must be using Internet Explorer 6 and if you're using a Mac you'll need to be running Internet Explorer 5 (In either Mac OS 9 or Mac OS X).

2. How long will it take to get my report?
You may expect to receive your report within 10 - 20 minutes. During high volume request times, it may take longer to receive your reports.

3. What do I do if I don't receive my report within the expected time frame?
During statement periods, (between the 5th and the 10th of the month) statements may take longer to run. If during this period, you do not receive your report within 24 hours, please contact merchant support for assistance at 1-888-381-8258.

4. I am not receiving my report. What should I do?
a. Check your e-mail program to verify if spam protection is enabled. Valutec reports are generated by an automated mail delivery system and may be identified by some e-mail providers or fire walls as junk mail/spam. You may need to add our automated mail delivery address (OpalisRobot@Valutec.net) to the programs permissions in order to receive your report. Please contact your e-mail service provider for assistance. If you are accessing from an office with a network, you may need to contact your network administrator regarding e-mail permissions.

b. Try requesting the delivery of your report to multiple e-mail addresses including a web mail address such as yahoo. This will help to determine if the report is in fact being sent.

c. If you are still unable to receive your report, then you may contact merchant support for assistance at 1-888-381-8258.

5. Who do I contact with questions about my report?
If you have questions on how to read your statement or on the content of your statement, please contact merchant support at 1-888-381-8258. If your question is regarding amounts debited to your account, please have a copy of your Valutec statement and a copy of the corresponding bank statement when you call.

6. Can Valutec customize a report if the data I would like is not available?
Custom merchant reports require that additional code be written and implemented. If custom reporting is needed, a custom report fee will be assessed for each report.