Accessing and using Business Track

As a Lloyds Bank Cardnet merchant, you get free access to Business Track, an online portal that shows your key account information, including gross card sales, account fees, disputed transactions and monthly statements.

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This guide shows you how to log in and find your way around the Business Track online portal.

Logging into Business Track

Step 1: Go to www.BusinessTrack.com

Step 2: Click the 'Merchant Login' button

Step 3: Enter your user ID and password.

Using Business Track

After logging into Business Track, you'll be taken to the portal homepage. This provides a snapshot view of your card transactions over the last seven days.

User preferences

Click the 'User Preferences' tab in the top navigation to:

- Request to use the ClientLine application (our more detailed reporting tool, available for a small monthly fee)

— And / Or —

- Amend your user profile

Card processing summary

Your portal homepage automatically displays gross sales and expenses over the last seven days. You can choose to view this data for any seven-day period within the last 12 months.

Choose the seven-day period you want to review
Enter the start date in the box or click on the calendar icon to select the start date of the seven-day period you'd like to display. Business Track will automatically adjust the end date.

View gross sales
The portal will display the gross sales data from your chosen seven-day period in the first tab of the card processing summary, which is selected by default.

View expenses
To view expenses, click on the 'Expenses' tab within the card processing summary. This will show you adjustments, third-party adjustments, interchange charges, service charges, fees and chargebacks, and reversals.

Statements

Your monthly card statement will be available 48 hours after month end.

Open the statements window
Click on the 'Card Processing Statements' link under the 'Statement' section on the right-hand side of the portal homepage. This will open a new window.

Enter a date range and statement type
Enter a date range for the statement you require, as well as the type of statement, which will depend on your user access level.

Select and view statements
To view a statement, highlight the one required and click on the 'Get Statement' button.

Disputes

You can review disputed transactions at any time using Business Track.

View chargebacks and retrievals
Look under the 'Disputes' section on the right-hand side of the portal homepage. Here you can view all the chargebacks and retrievals open and

available for you to defend at the current time, at the access level you're enrolled under.

Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.