CARDNET

# CLIENTLINE®
# ENTERPRISE
# USER GUIDE

September 2022

LLOYDS BANK

# Contents

# 1. Overview

Clientline® Enterprise is designed to help you manage your transactions digitally. It's a quick and easy tool designed to provide you with the data you need to manage their business and help grow their business through information and insights.

# 2. Getting Started

Clientline® Enterprise is a simple-to-use web-based tool that allows you to access key financial data and reporting for transactions processed through point-of-sale devices and e-commerce. Clientline® Enterprise can be accessed 24/7 and gives you up to 36 months of detailed and summary data.

# 3. Updates

We are making continuous updates to Clientline® Enterprise to ensure we can bring you the best-in-class tool. Any updates, enhancements, and bug fixes can be viewed when you login. The release notes will be updated on an on-going basis to keep you informed of any changes. You can check these changes by clicking on the middle link in the bottom left corner, next to 'All rights reserved'.

You can also see previous changes by clicking on 'Previous Versions'.
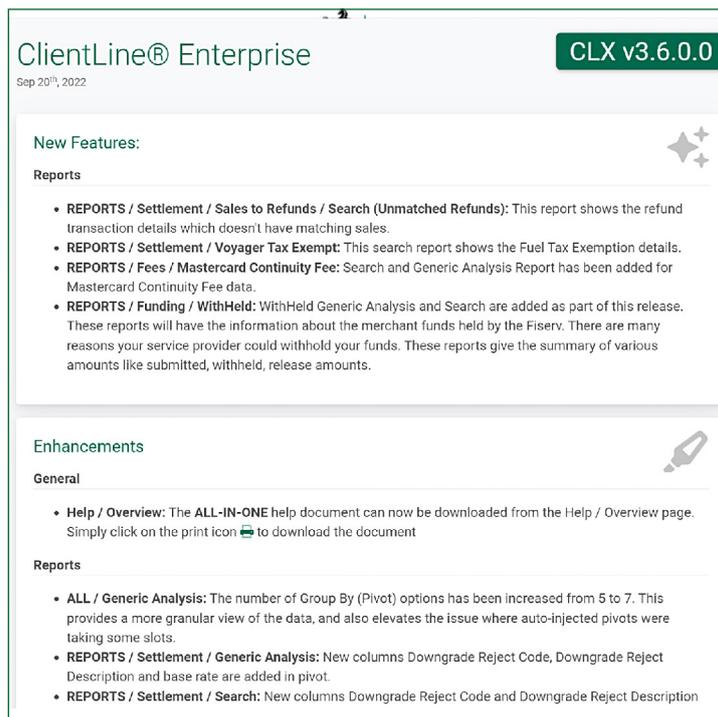


# 4. Login

You log into Clientline® Enterprise by following the steps below:

**Step 1:** Enter the URL **https://www.businesstrack.com/manage/landing**

**Step 2:** Click on 'Merchant Login'

**Step 3:** Enter your user ID and password, and click 'Sign In'

**Step 4:** You will need to complete a second factor of authentication

- A one-time passcode will be emailed to the registered email address.

**Step 5:** Enter your one-time passcode, and click 'Submit'

**Step 6:** Once you are successfully logged in, you will see the Business Track dashboard (homepage). You will need to click on 'Applications' and choose 'Clientline® Enterprise' to access your new reporting tool.

**Step 7:** The Clientline® Enterprise homepage will be displayed.
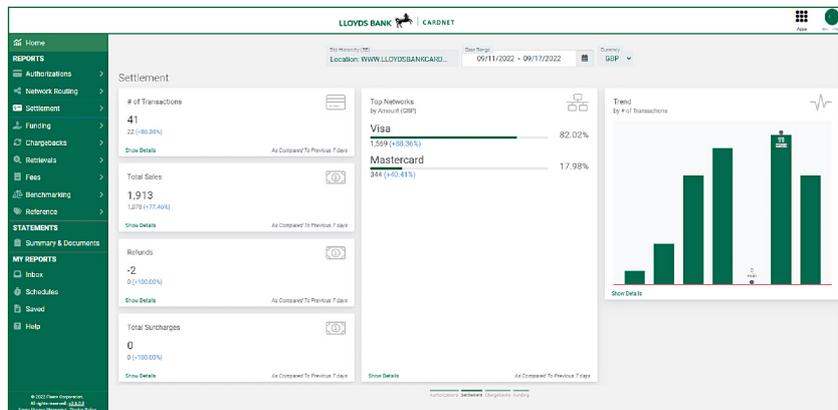


# 5. Home

The Home section provides an overview of: Authorisations, Settlement, Chargebacks and Funding. You can see data from yesterday, previous week, last month, month-to-date, year-to-date and last quarter with a comparison to the same previous period.

Note: You can see the data for up to 36 months in your default currency. To choose a different currency select the currency from the dropdown on the menu bar (next to the date range).

## 5.1. Authorisations

The Authorisation section on the homepage shows the following data:

1. Total number of approved sales
2. Total sales value
3. Average sale size (transaction value)
4. Top 5 networks (card brands)
5. Approval rate
6. Trend – total number of transactions by day
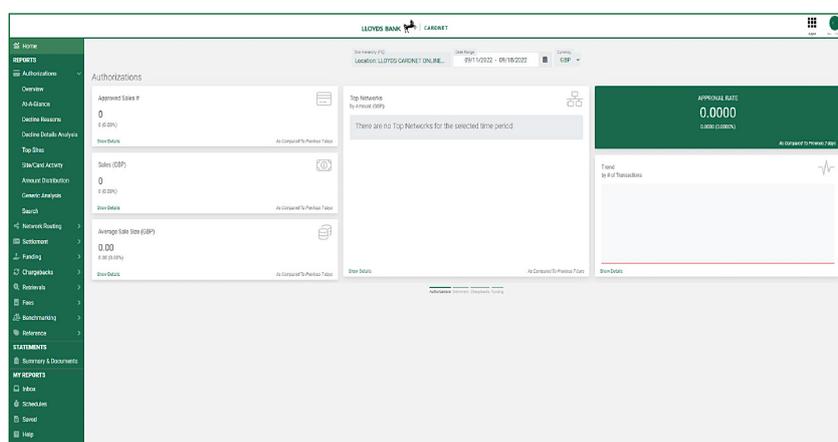
## 5.2. Settlement/Transactions

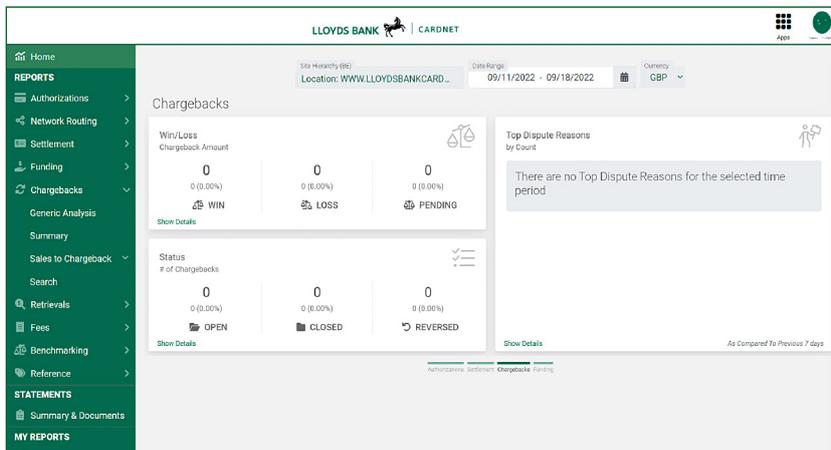The Settlement section on the homepage shows the following data:

1. Total number of approved transactions
2. Total sales value
3. Total refunds
4. Total surcharges
5. Top networks (card brands)
6. Trends – total number of transactions by date
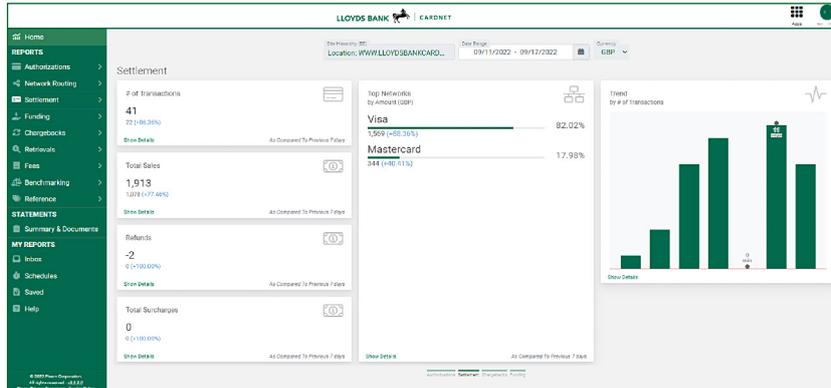


## 5.3. Chargebacks

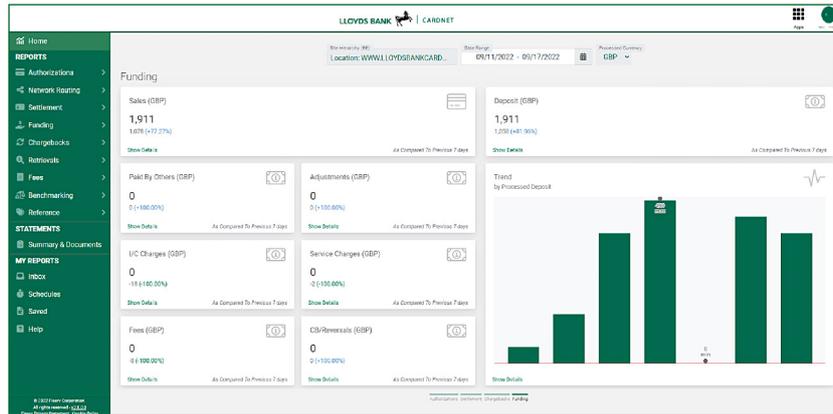The Chargebacks section on the homepage shows the following data:

1. Chargeback win/loss total
2. Status of chargeback
3. Top dispute reasons



## 5.4. Funding

The Funding section on the homepage shows the following data:

1. Total amount funded
2. Total adjustments
3. IC charges/fees
4. Fees
5. Service charges
6. Chargebacks/Reversals
7. Total deposits
8. Trend

# 6. Transactions Search

The search feature allows you to perform searches on specific card information. This report will give you a list of all transactions associated with the card information. This data will be for up to 36 months. To search for a transaction, follow the below steps:

**Step 1:** Click on 'Settlement' in the lefthand menu

**Step 2:** Click on 'Search'

**Step 3:** Enter your merchant ID in the hierarchy to search for a specific location or hierarchy level other than what you have been viewing

**Step 4:** You can choose additional filters such as:

- Account #
- Account # (First 6)
- Account # (Last 4)
- Customer Name
- Partner Order ID: only applicable if being sent with the transaction
- Approval Status
- Network
- Type: Purchase, Refund, Void, etc.
- Payment Method: Method in which transaction was accepted at your Point-of-Sale device (POS). For example, Swiped, Hand Keyed, CHIP, etc.)

- Decline Reason: Reason/Description of the decline
- Currency
- CAVV Response: Reason/Description of CAVV verification
- AVS Response: Reason/Description of AVS verification
- CVV Result: Reason/Description of CVV verification
- Auth Code
- Amount Minimum: Minimum transaction dollar amount
- Amount Maximum: Maximum transaction dollar amount

**Step 5:** Click 'Go' to perform search



You can view the transaction details by clicking on the expand option once the data has downloaded.
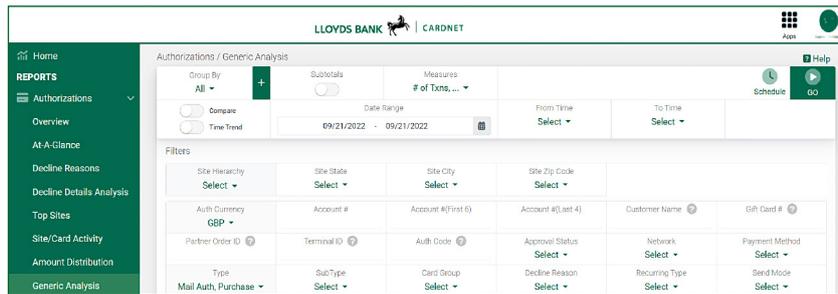
# 7. Reports

## 7.1. Run a Report

The 'Reports' section lists all the report categories available to you. In this section you can create, preview, run and schedule several reports. To create a report, follow the below steps:

**Step 1:** Click on the report category from the left-hand menu

**Step 2:** Enter your merchant ID in the hierarchy for a specific location or hierarchy level is different than what you have been viewing

**Step 3:** Choose your filter options for the data you wish to see

**Step 4:** Click 'Go' to generate the report
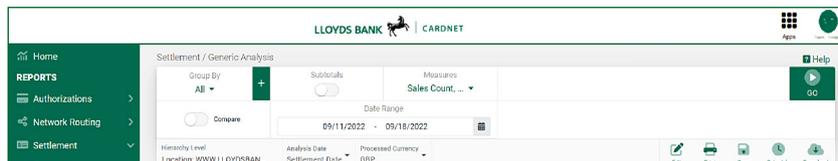


## 7.2. Save a Report

You can save a report to your saved folder. The report will be saved until you delete it. To save a report, follow the below steps:

**Step 1:** Click on the report you would like to save

**Step 2:** Click on the save option

**Step 3:** Enter a report name

**Step 4:** Click 'Save'
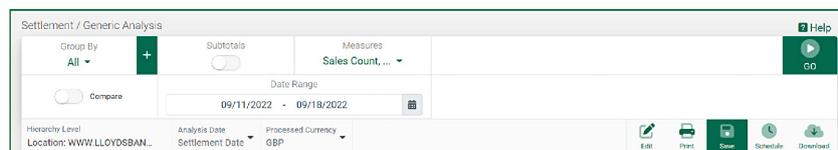


## 7.3. Saved Reports

You can view or delete saved reports from the 'Saved' folder. To view reports, you have saved follow the following steps:

**Step 1:** Click on 'Saved' from the left-hand menu bar

**Step 2:** Click on 'Open' to view the report

Note: If the report is more than 1000 lines you will need to view the data offline. To delete Saved reports simply click on the delete button.

## 7.4. Schedule a Report

You can schedule a report by following the below steps:

**Step 1:** Choose the report type for example Authorisation > Decline Reason

**Step 2:** Click on schedule

**Step 3:** Enter schedule name

**Step 4:** Choose the frequency

**Step 5:** Choose day of week or month (note this is only applicable for weekly, monthly or quarterly reports)

**Step 6:** Enter file name

**Step 7:** Choose file type (CSV or XLS)

**Step 8:** Choose to compress files (this will zip the file, files more than 10MB will automatically be zipped)

**Step 9:** Choose file summary to see the number of records, file format and when the file was created

**Step 10:** Click schedule to confirm



## 7.5. Download a Report

You can download a report from the download dropdown. Once you have clicked on the download icon you will need to enter the following information:

1. Choose a file name
2. Choose the file type (CSV or XLS)
3. Choose if you would like the file to be compressed

Note: any files over 10MB will automatically be compressed.

# 8. Statements

You can download your statement from Clientline® Enterprise. To download your statement(s) follow the below steps:
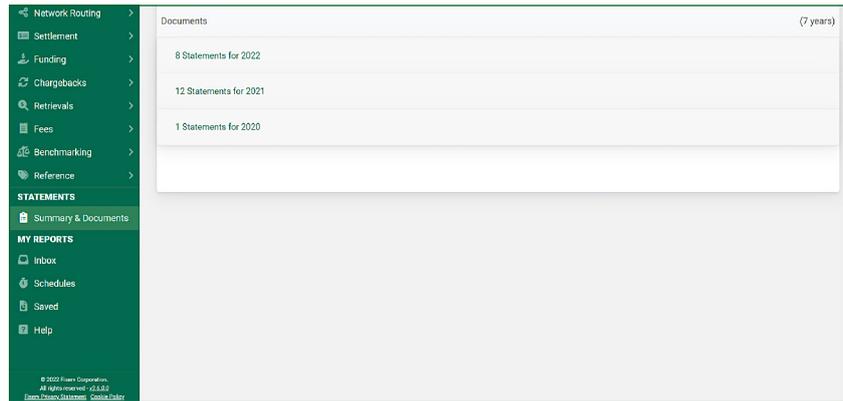
**Step 1:** Click on Statements > Summary & Documents

**Step 2:** Choose the year you would like to view your statement from

**Step 3:** Choose the month

**Step 4:** Download will appear at the bottom or in the downloads section

Note: you can see up to 7 years of statements.



# 9. My Reports

The 'My Reports' section includes the following:

1. Inbox – you can view all saved and scheduled reports here
2. Schedules – you can edit and delete scheduled reports
3. Saved – you can delete or open saved reports
4. Help – gives users more information and content
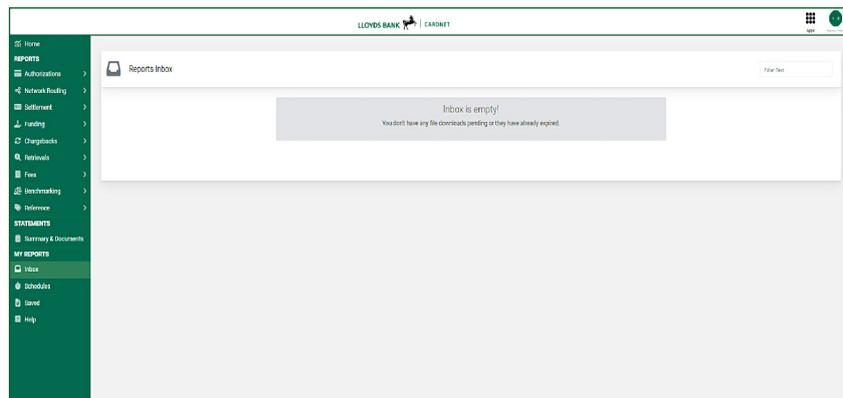
# Find out more

Go to lloydsbankcardnet.com

Call us on 01268 567100
lines open from 8am to 9pm
Monday to Saturday

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

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