

# ClientLine<sup>®</sup> Reporting

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## ClientLine Reporting User Guide

Version 2.0  
April 2021

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## Sales/Funding Reports

This option displays all transaction and/or funding activity for a location or a rollup of multiple locations. The Sales Reports will allow you to balance at a transaction or summary level to your POS. The Funding reports will allow you to complete your reconciliation to your bank account.

### How Do I View:

| Steps | Action  |
|-------|---|
| 1     | Click <b>Reports</b> from the toolbar           |
| 2     | Select <b>Create a Report</b> from the dropdown |
| 3     | Select Sales/Funding as the Report Category     |

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The screenshot displays the 'Create a Report' interface. Panel 1, 'Report Category', has 'Sales/Funding' selected. Panel 2, 'Filter Criteria', shows 'Activity Type' as 'Transactions', 'Hierarchy ID' as '0000000000', and 'Date Range' as 'Summary'. Panel 3, 'Available Reports', contains buttons for 'CUSTOMIZE', 'View Sample', 'Run Now', and 'Schedule Report'.

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There are six types of Reports available within the Sales/Funding Report Category

- 1. Transactions** – Transactional reports for reconciling to a POS or looking at overall transaction volume/pounds
- 2. Bank Deposits** – Funding reports for reconciling to your bank account
- 3. Adjustments** – Deductions made from your Total Sales (chargebacks, fees, interchange charges, and so on.
- 4. Refunds** – Refund data for monitoring of potential fraud
- 5. Debit Suspense\*** – For merchants accepting PIN debit will show PIN debit transactions which were authorized however, payment could not be received from the Issuer
- 6. Today's Data\*** – For merchants setup for same day funding to view the total funding amount to be paid today

\*Depending on your account setup, some of these options may not be available in your activity types.

- 5 Select the Activity Type that applies to the information you would like to view. Depending on the Activity Type selected, various filter criteria will apply. Enter the filter criteria that apply to your specific selections.

The screenshot displays a software interface for ClientLine Reporting, organized into three main panels:

- 1. Report Category:** A list of report categories including "Money Reporting", "UNPAGED", "Client Line", and "Customer Data".
- 2. Filter Criteria:** A section for defining search parameters. It includes:
  - Activity Type:** A dropdown menu with options like "Transaction", "ATM Withdrawal", "ATM Deposit", "Bill Payment", and "Bill Statement".
  - Filter Type:** A dropdown menu with options like "Range", "Exact", and "Contains".
  - Filter Value:** A text input field.
  - Filter Operator:** A dropdown menu with options like "Greater Than", "Less Than", "Equal To", "Not Equal To", "Contains", and "Does Not Contain".
- 3. Available Reports:** A list of reports with corresponding action buttons:
  - Client Line Summary:** Button: "Client Line Summary"
  - Client Line Detail Report:** Button: "Client Line Detail Report"
  - Client Line History Report:** Button: "Client Line History Report"
  - Client Line Balance Report:** Button: "Client Line Balance Report"

## Monthly Statement

The Monthly Statement option allows you to view a copy of your monthly statement. This option allows you to view your statement days before you receive your statement through the mail. There is seven years' worth of statements available to view anytime.

### How Do I View:

| Steps | Action  |
|-------|---|
| 1     | Click <b>Reports</b> from the toolbar   |
| 2     | Select <b>Monthly Statement</b> from the dropdown                                   |
| 3     |  |

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**Monthly Statements**

Hierarchy ID:  Corporate

2013

Recap

Statements (in PDF format)

| Month                      | Size     |
|----------------------------|----------|
| <a href="#">01/31/2013</a> | 2.37 KB  |
| <a href="#">02/28/2013</a> | 139.4 KB |
| <a href="#">03/31/2013</a> | 230.7 KB |
| <a href="#">04/30/2013</a> | 119.5 KB |
| <a href="#">05/31/2013</a> | 82 KB    |
| <a href="#">06/30/2013</a> | 61.3 KB  |
| <a href="#">07/31/2013</a> | 59.5 KB  |
| <a href="#">08/31/2013</a> | 59.9 KB  |
| <a href="#">09/30/2013</a> | 104.6 KB |
| <a href="#">10/31/2013</a> | 57.4 KB  |
| <a href="#">11/30/2013</a> | 106.8 KB |

- Enter ID and select corresponding level, if you would like to view a statement for a specific location or hierarchy level other than for what you have been viewing. This field is required, if you are logged in at a level of hierarchy higher than Corporate
- Year – Enter the year you wish to view available statements for (up to seven years)
- Statement Type (Recap or Location)
  - Select Recap only if you would like to view a statement for a specific location
  - Select Location, if you are logged in at a level of hierarchy higher than Corporate

## 4 Click Search

Click on the **Statement Month** you wish to open

## 5 Result: The Monthly Statement appears

MERCHANT CARD PROCESSING STATEMENT CORPORATE RECAP

Page 1 of 6 **THIS IS NOT A BILL**

|                    |                     |
|--------------------|---------------------|
| Statement Period   | 07/01/20 - 07/31/20 |
| Merchant Number    |                     |
| Locations Included | 3                   |
| Customer Service   |                     |

CORPORATE SUMMARY An overview of activity for the statement period.

|        |                               |                     |
|--------|-------------------------------|---------------------|
| Page 1 | Total Amount Submitted        | 0.00                |
|        | Third Party Transactions      | 0.00                |
|        | Adjustments                   | 0.00                |
|        | Interchange Charges           | \$413.24            |
|        | Service Charges               | 0.00                |
|        | Fees                          | -\$2,623.00         |
|        | Chargebacks/Reversals         | -\$22,202.43        |
|        | <b>Total Amount Processed</b> | <b>-\$24,412.19</b> |

All amounts shown are in U.S. funds.

IMPORTANT INFORMATION ABOUT YOUR ACCOUNT




## Helpful Hints:

- Use this option to access your statement before it arrives through the mail
- Save a copy to your hard drive to retain for future documentation purposes
- The Recap option is not available at the location level
- Depending on your account setup, your statement may not be available
- The size limit for Monthly Statement is 4 MB, anything over this size will not be available through ClientLine Reporting

# Connect With Us

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