



AIB Merchant Services

**AIBMS insight
User Guide**

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GENERAL INFORMATION

This document is designed to give you a functional overview of AIBMS insight.

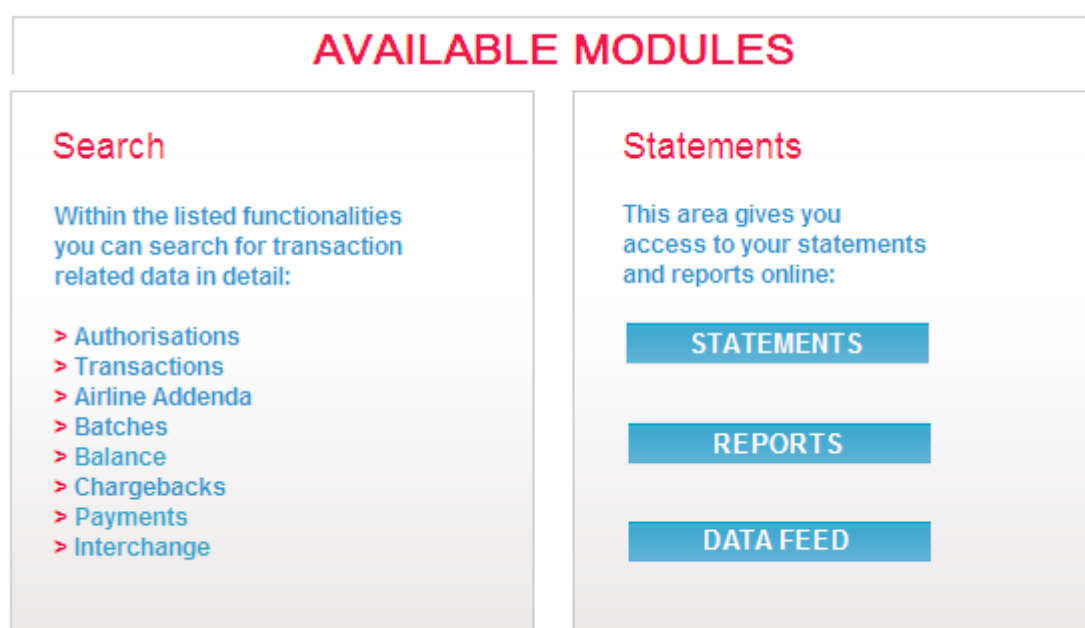
Introduction

AIBMS insight is a globally available online merchant data management system that offers you fast and easy access to your credit and debit card business activities¹, statements and reports.

System Structure

As illustrated below, you can interrogate your data in 3 different modules.²

Every module is a self-contained unit which carries out a specific function and which can be used alone or combined with other AIBMS insight modules due to our highly flexible user authorisation concept. In this way AIBMS insight provides a tailor-made solution aligned to your business needs.



¹ such as analysis of transaction-related data and chargeback processing

² Each of the modules and functionalities available are explained in more depth later in this document.

Availability of Data

Data is available online 24/7.

Transactional data is updated on regular basis several times a day and it is available for at least 180 days. Within the data availability time the search period is limited as follows:

- Authorisations: 7 days
- Transactions: 7 days
- Airline Addenda: 7 days
- Payments: 31 days

The date of the last update is displayed on every search and result screen.

Glossary of Commands

This is the comprehensive view of commands which may be displayed when navigating through AIBMS insight.

CANCEL

Abandon the search

CHANGE MERCHANT

Change the Merchant ID

CHANGE SEARCH

Change the search request by choosing other search parameters

DETAILS

View detailed information – all columns of the selected transaction at one glance



Display all columns



Display main columns



Export to CSV file

GO TO

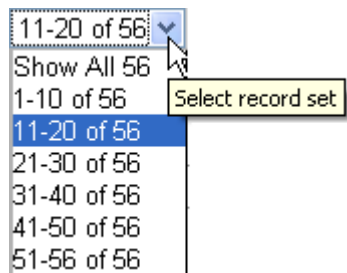
Go to (special section)



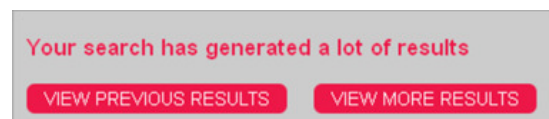
Help/ tool tip available

Last Update:

Last data upload



Load next 10 or all results per page



Load next 100 results



Exit AIBMS insight



Pick up a date from the calendar

mandatory fields

Required fields



Show next 10 results



Show previous 10 results



Set the search criteria to zero



Run a search

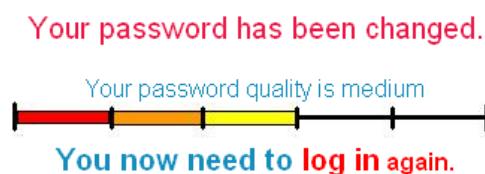
Login

AIBMS insight is accessed via Weblogin. You need to use web browsers such as MS Explorer 7 or later versions, and Firefox 3.0.

Once your application has been approved and processed by AIBMS, you will receive an e-mail containing detailed instructions how to access AIBMS insight. It is important that you keep that e-mail and that you read it carefully before attempting to log in.

When access is activated, you will be prompted to change your password. Your new password must meet the complexity rules.³

Please note that the initial password⁴ can only be changed in conjunction with your application password.⁵ The password change will be confirmed with the information given below:



You will be redirected in five seconds. If you are not redirected automatically, please click on this text.

Afterwards you will be required to log in again using your new password.

A screenshot of the 'WebLogin' form. The title 'WebLogin' is in red. Below it, the text 'Please enter the following login information:' is in black. There are two input fields: 'User ID' with the value 'aib-test.user' and 'Password' with masked characters. At the bottom, there are two blue buttons: 'LOGIN' and 'RESET'. A mouse cursor is pointing at the 'LOGIN' button.

As soon as your password is expired, you will be prompted to create a new one.

³ your password must have at least 8 alphanumeric characters, case sensitive

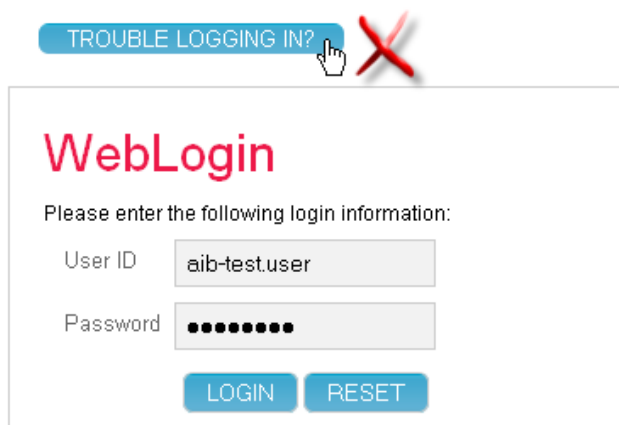
⁴ The initial password is your one time password contained in your welcome e-mail.

⁵ The application password is a permanent security password you specified at the time of your registration. It will be required for any account changes or if you forget your day-to-day password.

Trouble Logging In

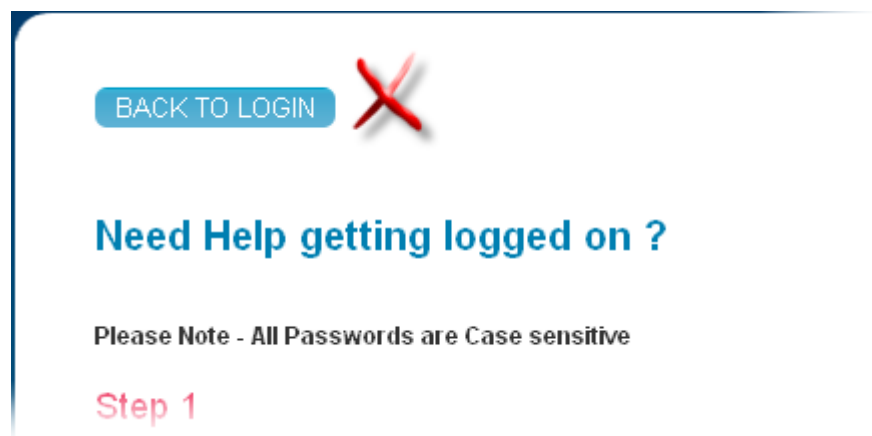
If you need help getting logged on, click on the button **TROUBLE LOGGING IN** to be informed about steps which need to be taken to access AIBMS insight. Follow the instructions and/or refer to your welcome email.

The contact details for the AIBMS Merchant Support Centre can also be located here.



The screenshot shows a web login interface. At the top, there is a blue button labeled "TROUBLE LOGGING IN?". A red "X" is drawn over this button, and a hand cursor icon is pointing at it. Below this button is a white box with the title "WebLogin" in red. Inside the box, it says "Please enter the following login information:". There are two input fields: "User ID" with the text "aib-test.user" and "Password" with masked characters "••••••••". At the bottom of the box are two blue buttons: "LOGIN" and "RESET".

Once you have resolved your logon issues, please click on **BACK TO LOG IN** icon to return to the AIBMS insight home page.



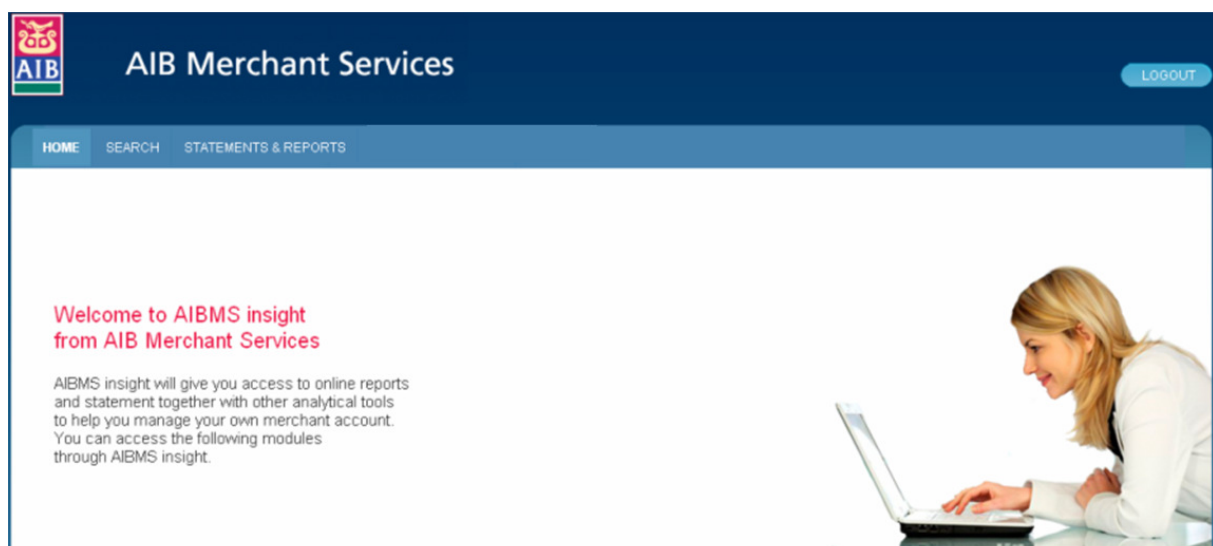
The screenshot shows a page titled "Need Help getting logged on ?" in blue. Above the title is a blue button labeled "BACK TO LOGIN". A red "X" is drawn over this button. Below the title, it says "Please Note - All Passwords are Case sensitive". At the bottom, it says "Step 1" in red.

HOME

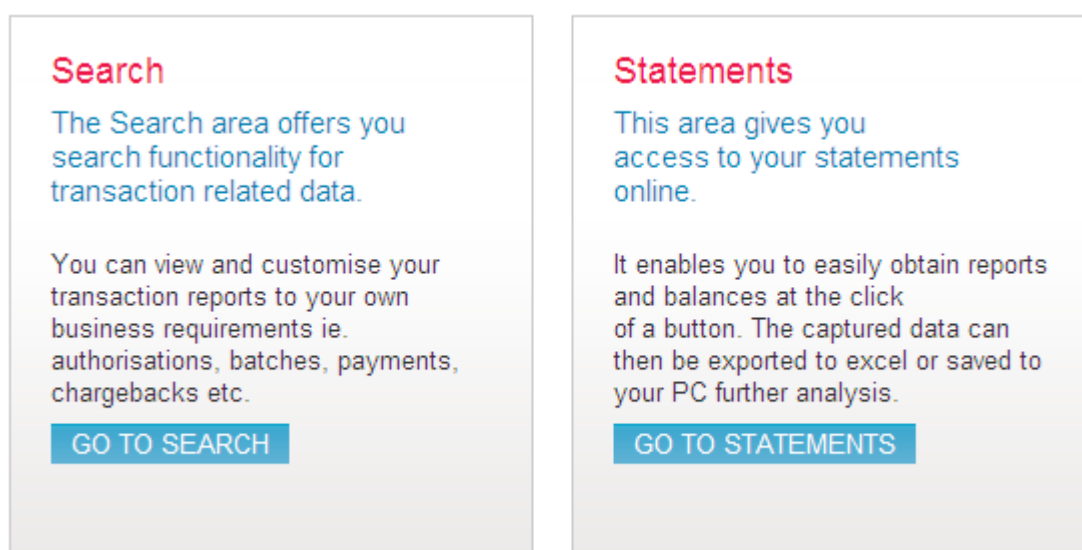
After you login successfully, the AIBMS insight home page is displayed.

You can select a module from the navigation bar at the top of the page (please note that you may not have access to all modules displayed in the image below).

To facilitate ease of use, the navigation link which you clicked last, will be highlighted.



Alternatively, you can select a module by clicking on the module description – see below:



Helpful Information

In the bottom left corner you will find some helpful information:

Need Help? | **Contact Us**

www.aibms.com | [Privacy Policy](#) | [Disclaimer](#) | www.aib.ie

Within the **NEED HELP?** area, the following information is available:

- **FAQ** - a list of frequently asked questions,
- **AIBMS insight User Guide** and
- **Contact** information.

FAQ

Browse or search on your topic or issue.

You can view a comprehensive list of frequently asked questions on AIBMS insight. This section will cover everything from logging in to using the application.

[DOWNLOAD](#)

User Guide

Review the detailed user guide for more information on how to use AIBMS insight.

The AIBMS insight user guide contains detailed information on how to use your AIBMS insight account. It contains screenshots and detailed instructions on how to access all areas of the application.

[DOWNLOAD](#)

Contact Us

Get in touch today.

To find out more about AIB Merchant Services or for more information on AIBMS insight, go to our contact us page.

[GO TO CONTACT](#)

Logout

To exit AIBMS insight, click on the button **LOGOUT** located in the upper right corner of the web page.



SEARCH

The **SEARCH** module enables you to search for transactional data and to display the search results of the whole transaction processing cycle to the last detail.⁶

Therefore you can search in seven different domains of data, hereinafter referred as functionalities:

- authorisations
- transactions
- airline addenda
- batches
- balances
- payments
- chargebacks
- interchange⁷

Choose one of the search functionalities to continue.

Please note that each of the search functionalities is explained in more detail later in this document.

⁶ such details as MSC or additional information attached to a transaction (e. g. chip addendum)

⁷ for Interchange Plus merchants only

Merchant Selection

You will need a valid Merchant ID to access the different search functionalities on the navigation bar on the left.

Depending on the data access rights granted, you are authorised to view your accounts by branch or by chain. If you are allowed to view at branch level only, the Merchant ID you have access to, is selected automatically, so you can start your search without being asked to enter a value. If you are authorised to view accounts at chain level, you must select a merchant first.

For that, enter the appropriate merchant number into the field **MERCHANT ID** and confirm by clicking on **SEARCH** or abandon via **CANCEL**.

The screenshot shows the 'Merchant Selection' screen. On the left is a navigation menu with links: > Authorisations, > Transactions, > Airline Addenda, > Batches, > Balances, > Payments, > Chargebacks, and > Interchange. The main content area has a header 'Merchant Selection' and a sub-header 'No merchant selected yet'. Below this is a large empty text box. Underneath is a label '* Merchant ID' followed by a text input field. To the right of the input field is the text 'mandatory fields'. At the bottom are two buttons: 'CANCEL' and 'SEARCH'. A link '> Don't know your Merchant ID?' is located below the input field.

Click on the link **>DON'T KNOW YOUR MERCHANT ID?** to search for the Merchant ID. Populate the fields with available information and confirm via **SEARCH**.

This screenshot shows the 'Merchant Selection' screen after clicking the link '>DON'T KNOW YOUR MERCHANT ID?'. The main content area now displays a form with the following fields: 'Merchant Name:' (text input), 'Address:' (text input), 'City:' (text input), and 'Country:' (dropdown menu). A blue question mark icon is positioned above the 'Merchant Name' field, with a tooltip that reads 'Enter all or part of the merchant name'. To the right of the form is the text 'mandatory fields'. At the bottom are two buttons: 'CANCEL' and 'SEARCH'.

Either select the proper entry from the '**Merchant ID Results**' list or go [BACK TO MERCHANT ID SELECTION](#) or [CHANGE SEARCH](#):

The screenshot shows the AIBMS insight user interface. At the top, there is a navigation bar with 'HOME', 'SEARCH', and 'STATEMENTS & REPORTS'. On the left, a sidebar menu lists various transaction types: Authorisations, Transactions, Airline Addenda, Batches, Balances, Payments, Chargebacks, and Interchange. The main content area is titled 'Merchant ID Results' in red. Below the title, it says 'No merchant selected yet'. There is a large empty rectangular box for search input. Below this, there is a blue button labeled 'BACK TO MERCHANT ID SELECTION'. A table displays the results of the search, with columns for Merchant ID, Merchant Name, Address, City, and Country. Each row has a blue 'SELECT' button to its left. Below the table, there is a blue button labeled 'CHANGE SEARCH'.

	Merchant ID	Merchant Name	Address	City	Country
SELECT	010000408	Case 3 Top Merchant		Dublin	Ireland
SELECT	010000410	Case 3 Top Merchant		Dublin	Ireland
SELECT	010000535	Merchant Online Portal 1		Dublin 4	Ireland
SELECT	010000544	Merchant Online Portal 2		Dublin 4	Ireland

As soon as a valid Merchant ID is selected, you will be routed to the search functionality of your choice. The core data of the selected Merchant ID is displayed within the requested search screen. You will also receive a confirmation message that you selected a Merchant ID.

The search results displayed will always refer to the selected Merchant ID.

In case you want to switch to another Merchant ID, click on [CHANGE MERCHANT](#).

Please note that you can only search for Merchant ID's you are authorised to view.

The date of last update is located in the top right hand corner of the screen.

Authorisations

The menu item **AUTHORISATIONS** shows the authorisation information data for the merchant you have selected. By clicking on the **AUTHORISATIONS** link, you will be directed to the search screen.

Search

The authorisation search offers different search criteria.

HOME SEARCH STATEMENTS & REPORTS

> Authorisations **Authorisation Search** Last Update: 17/08/2011

> Transactions

> Airline Addenda

> Batches

> Balances

> Payments

> Chargebacks

> Interchange

Currently you have selected the following merchant

Luxemburg Shop Europa St. 1 1234 Luxemburg Luxembourg	Phone: Fax: Merchant IDs: [010000535]	CHANGE MERCHANT
--	--	-----------------

mandatory fields

Transaction Date ?

* From To

Transaction Time ?

From : To :

Transaction Amount ?

From To Transaction Currency

Other Details

Merchant Reference No. ? Authorisation Code ?

Terminal ID ?

CANCEL RESET SEARCH

Please note that it is necessary to complete all mandatory fields⁸, otherwise the search cannot be run and you will get an error message.

⁸ All mandatory fields are marked with a red asterisk.

MANDATORY FIELDS:

You have to populate both **TRANSACTION DATE** fields (*from – to*):

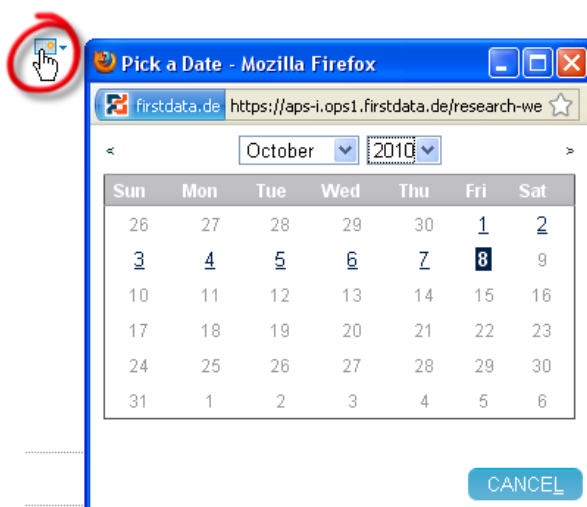
Transaction Date ?

* From To

Transaction date is the original date of the sale/ transaction.

You can enter the date manually using the following format: DD/MM/YYYY.

Alternatively, you can select the time period from the calendar:



Please note that within the authorisation search, you are able to perform the search by date AND time. The time is automatically set from 00:00 a. m. to 23:59 p. m. if another time is not set. This means, that if you are looking for data from a specific day, you just need to populate both fields with the same date:

- Transaction Date From AND
- Transaction Date To.

Transaction Date ?

* From To

Transaction Time ?

From : To :

OPTIONAL FIELDS:

- Transaction time (time of the authorisation request),
- Transaction amount (amount of the sale/ transaction),
Please note that searching for an amount, you also need to select the currency as it becomes mandatory then.
- Other search parameters such as Merchant Reference Number, Authorisation Code and Terminal ID.

To narrow the search you can combine the search parameters and you will receive more precise results.

If you are authorised for, you can also expand your search to the 'sub hierarchy' by selecting the radio button 'yes'. All results for your Merchant ID as well as for all Merchant ID's attached to your branch are shown within the same outcome list.

Expand search to sub hierarchy of merchant: ☒ Yes ☐ No

Result

The search result screen displays the outcome of the requested search.

HOME SEARCH STATEMENTS & REPORTS

> Authorisations **Authorisation Search - Result** Last Update: 08/10/2010

> Transactions Currently you have selected the following merchant

> Airline Addenda Merchant Online Portal 1
Block 6, Bellfield Office Park
Dublin 4
Ireland Phone:
Fax:
Merchant IDs:
[010000535] CHANGE MERCHANT

> Batches

> Balances

> Payments

> Chargebacks

> Interchange

	Transaction Time (Local)	Merchant ID	Transaction Currency	Transaction Amount	Action Code	Cardholder No.
DETAILS	29/09/2010 12:00 AM	010000535	EUR	1,100.02	Approved	514735*****0000
DETAILS	29/09/2010 12:00 AM	010000535	EUR	2,100.02	Approved	514735*****0000
DETAILS	29/09/2010 12:00 AM	010000535	EUR	2,100.02	Approved	514735*****0000
DETAILS	29/09/2010 12:00 AM	010000535	EUR	3,100.02	Approved	514735*****0000

With the icon ('display all columns'), you can expand the table to see additional (all available) columns. The main columns displayed are:

- transaction time (local),
- Merchant ID,
- transaction currency and amount,
- action code and encrypted cardholder number,

A number of additional columns are also available on request, including but not limited to:

- brand,
- transaction type,
- card present,
- card data input mode

To return to the main column display, collapse the expanded table by clicking on .

Use 'export to CSV file' item to pull data from the AIBMS insight and save it into a CSV file.

Result Details

Another option to see all columns of the selected transaction at one glance is to display **DETAILS**. For that, click on the **DETAILS** button.

--	Transaction Time (Local)	Merchant ID	Transaction Currency	Transaction Amount	Action Code	Cardholder No.
DETAILS	29/09/2010 12:00 AM	010000535	EUR	1,100.02	Approved	514735*****0000
DETAILS	29/09/2010 12:00 AM	010000535	EUR	2,100.02	Approved	514735*****0000

Authorisation Search - Result Details

Currently you have selected the following merchant

Merchant Online Portal 1 Block 6, Belfield Office Park Dublin 4 Ireland	Phone: Fax: Merchant IDs: [010000535]
--	--

[BACK](#)

Transaction Time (Local):	29/09/2010 12:00 AM
Merchant ID:	010000535
Merchant Name:	
Terminal ID:	01000053
Transaction Currency:	EUR
Transaction Amount:	2,100.02
Action Code:	000 : Approved
Authorisation Code:	568735
Cardholder No.:	514735*****0000
Brand:	MasterCard
Transaction Type:	A : authorisation request
Transaction Sort:	
Merchant Reference No.:	
Card Present:	0 : unknown
Card Data Input Mode:	9 : magnetic stripe
Cardholder Authentication Method:	U : not delivered
DCC:	
Authorisation Life Cycle Code:	000
Security Capability:	
Security Level Indicator:	
Certificates and Chip Cryptogram:	
Security Attempted:	
Security Results:	
CVC 2:	no validation necessary
PIN:	PIN check not provided
AVS:	No AVS data existing.
CFT - Currency:	
CFT - Maximum Amount:	
CFT - Daily Limit:	
CFT - Daily Total:	
CFT - Trx Amount:	
Acquiring Type:	G : GICC

[BACK](#)

Transactions

The menu item **TRANSACTIONS** shows the transaction information data for the selected Merchant ID.

Search

There is a basic and an advanced search within the transaction functionality.

The **basic search** contains search parameters as shown below:

The screenshot displays the 'Transaction Search' page within the AIBMS insight application. The top navigation bar includes 'HOME', 'SEARCH', and 'STATEMENTS & REPORTS'. A left sidebar lists menu items: 'Authorisations', 'Transactions' (highlighted), 'Airline Addenda', 'Batches', 'Balances', 'Payments', 'Chargebacks', and 'Interchange'. The main content area is titled 'Transaction Search' and shows the 'Last Update: 12/10/2010'. It displays the currently selected merchant: 'Merchant Online Portal 1, Block 6, Belfield Office Park, Dublin 4, Ireland', along with contact details and a 'CHANGE MERCHANT' button. Below this, there are options to 'Expand search to sub hierarchy of merchant' (Yes/No) and a 'MORE SEARCH CRITERIA' button. The search criteria section includes 'Transaction Date' (From/To), 'Transaction Amount' (From/To), and 'Transaction Currency'. Under 'Other Details', there are dropdowns for 'Category' and 'Brand', and input fields for 'Processing State', 'ARN', 'Merchant Reference No.', 'Batch ID', 'Cardholder No.', 'Terminal ID', and 'Authorisation Code'. Red asterisks mark mandatory fields. At the bottom, there are 'CANCEL', 'RESET', and 'SEARCH' buttons, and links for 'Need Help?' and 'Contact Us'.

Please note that it is necessary to complete all mandatory fields⁹, otherwise the search cannot be run and an error message will appear.

⁹ All mandatory fields are marked with a red asterisk.

MANDATORY FIELDS:

You have to populate both **TRANSACTION DATE** fields (*from – to*):

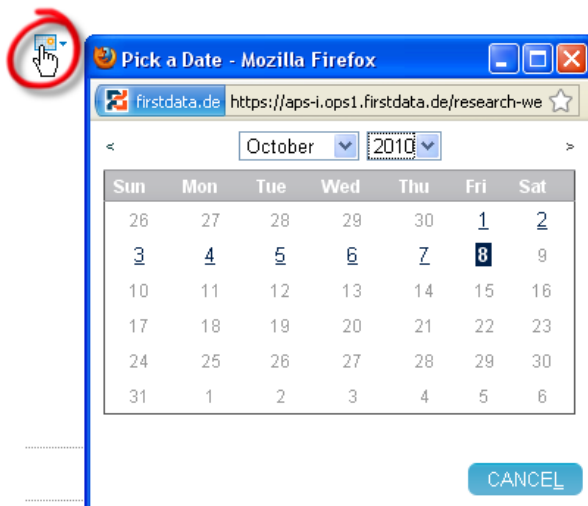
Transaction Date ?

* From  * To 

Transaction date is the original date of the sale/ transaction.

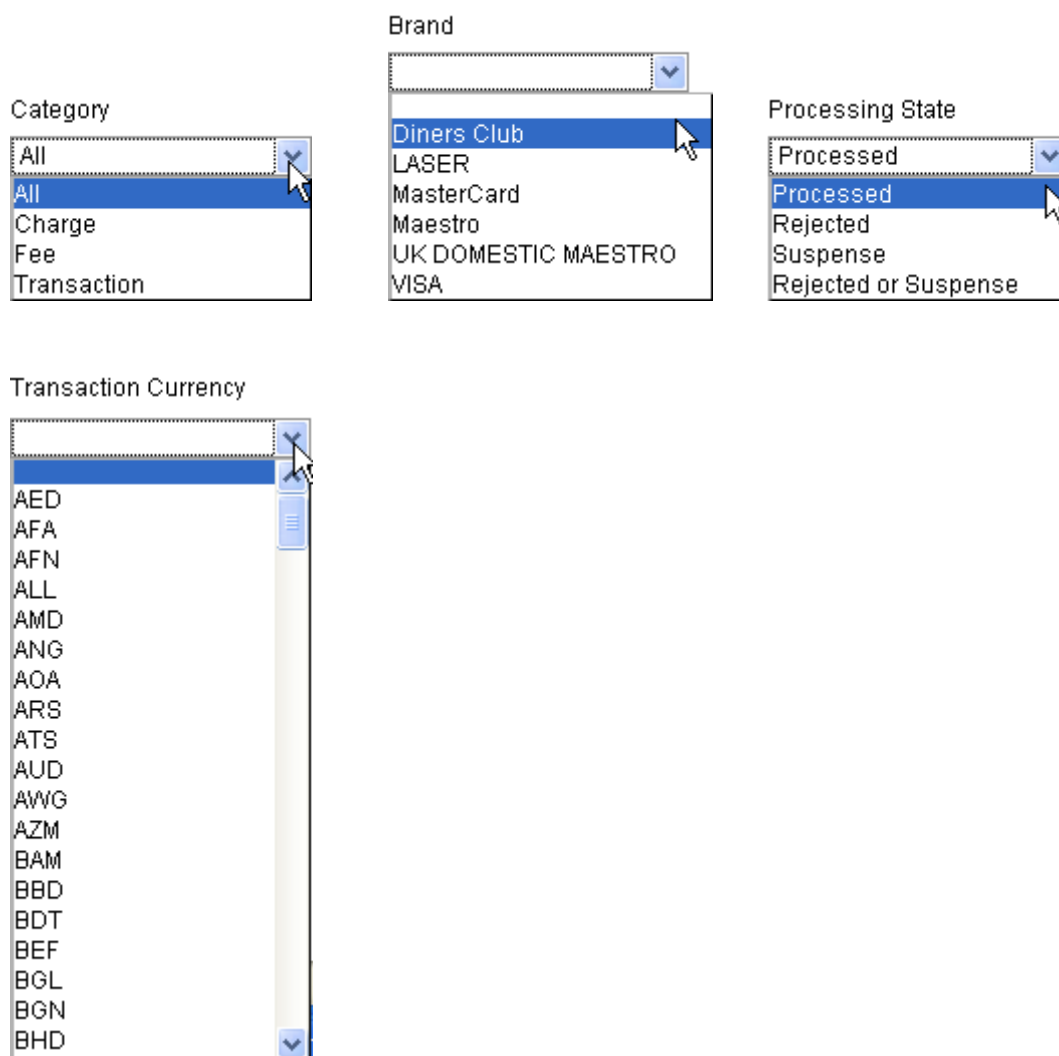
You can enter the date manually using the following format: DD/MM/YYYY.

Optionally you can select the time period from the calendar:



OPTIONAL FIELDS:

Additionally there are some fields offering the following pre-defined choices:



Please note that the three letter currency codes generally used within the AIBMS insight are based on the ISO 4217.

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To yield more precise results narrow your search with the help of additional parameters offered within the advanced search.

For the **advanced search** please click on the button **MORE SEARCH CRITERIA**.

Please note that it is mandatory to complete at least one of the date fields:

- transaction date,
- processing date or
- funding date.

Expand search to sub hierarchy of merchant: ☐ Yes ☒ No

*mandatory fields

LESS SEARCH CRITERIA

Transaction Date ?

From To

Processing Date ?

From To

Funding Date ?

From To

Transaction Amount ?

From To

Transaction Currency

Transaction Amount in Funding Currency ?

From To

Funding Currency

Other Details

Category

Brand

Processing State

ARN ?

Merchant Reference No. ?

Batch ID ?

Cardholder No. ?

Terminal ID ?

Authorisation Code ?

CANCEL

RESET

SEARCH

Result

The search result displays the outcome of the requested search.

For security purposes the card holder number is encrypted.

Please note:

If you limit your search criteria to a single brand, the **BRAND** information will not be repeated within the result list.

Within the result list display you can expand the table to see more columns, sort the results per column and change your search parameters via the **CHANGE SEARCH** button.

[HOME](#)
[SEARCH](#)
[STATEMENTS & REPORTS](#)

> Authorisations

> **Transactions**

> Airline Addenda

> Batches

> Balances

> Payments

> Chargebacks

> Interchange

Transaction Search - Result

Currently you have selected the following merchant

Merchant Online Portal 1
 Block 6, Bellfield Office Park
 Dublin 4
 Ireland

Phone:
 Fax:
 Merchant IDs:
 [010000535]

CHANGE MERCHANT

Last Update:
12/10/2010

	Transaction Date	Processing State	Posting Code	Merchant ID	Brand	Cardholder No.	Transaction Currency	Transaction Amount
DETAILS	19/07/2010	Processed	Minimum Monthly Charge	010000535	MasterCard		EUR	-5.00
DETAILS	20/07/2010	Processed		010000535	MasterCard	514735*****0000	EUR	100.60
DETAILS	20/07/2010	Processed		010000535	Maestro	502148*****0032	EUR	120.60
DETAILS	20/07/2010	Processed		010000535	Maestro	502148*****0032	EUR	1,120.60
DETAILS	20/07/2010	Processed		010000535	MasterCard	514735*****0000	EUR	1,100.60
DETAILS	20/07/2010	Processed		010000535	LASER	670695*****3026	EUR	910.60
DETAILS	20/07/2010	Processed		010000535	Diners Club	300000****0103	EUR	900.60

PREVIOUS

1-10 of 20

NEXT 10

Result Details

Moreover AIBMS insight offers a detailed look at a single transaction by clicking to the **DETAILS** icon. The selected transaction will be shown including all available information:

Transaction Search - Result Details

Currently you have selected the following merchant

Merchant Online Portal 1
Block 6, Belfield Office Park
Dublin 4
Ireland

Phone:
Fax:
Merchant IDs:
[010000535]

CHANGE MERCHANT

BACK

Transaction Date:	16/03/2010
Processing State:	P : Processed
Posting Code:	
Merchant ID:	010000535
Merchant Name:	MOP 1
Brand:	Maestro
Brand Product:	S : Standard
Cardholder No.:	502148*****0032
Transaction Currency:	EUR
Transaction Amount:	1,120.40
VAT (Amount):	0.00
MSC Amount:	-26.25
VAT (MSC):	0.00
Funding Currency:	EUR
Presentment Amount:	1,120.40
VAT (Amount):	0.00
Funding Currency:	EUR
Presentment Amount:	1,120.40
VAT (Amount):	0.00
Funding Currency (MSC):	EUR
MSC Amount:	-26.25
VAT (MSC):	0.00
Submitted Date:	17/03/2010
Processing Date:	17/03/2010
Funding Date:	19/04/2010
Authorisation Code:	345779
Terminal ID:	01000053
Exchange Rate:	1.00000
Exchange Rate (MSC):	1.00000
Merchant Reference No.:	
Submission Method:	F : Batch
Authorisation Status:	STAN : Electr. Authorization
Chip Usage:	CB : Chip Card, Chip Terminal
CVV2 CVC2:	No check planned
Card Type Group:	D : Debit
Error:	
Contactless:	No
DCC Status:	
Submission Time:	0000
Cashback:	No
Travel Addendum:	No
Chip Addendum:	Yes
Airline Addendum:	No
Purchase Addendum:	No
Batch ID:	0000001
ARN:	15316150076000055950017
Interchange Currency:	EUR
Interchange:	-1.17
Interchange Program:	MAESTRO-CHIP

BACK

Related Information

When viewing the column of displayed results, you can access additional information by clicking on **TRANSACTION DATE** to view related **BILLED BATCHES**.

From there you can follow the links to view other related information:

- Via **SUBMITTED DATE** to the related **BATCH**,
- Via **SETTLEMENT DATE** to the related **PAYMENT**

Billed Batch Details

Currently you have selected the following merchant

Merchant Online Portal 1 Block 6, Belfield Office Park Dublin 4 Ireland	Phone: Fax: Merchant IDs: [010000535]	CHANGE MERCHANT
--	--	-----------------

Related Transaction

Transaction Date	16/03/2010
Transaction Currency:	EUR
Transaction Amount:	1,120.40
MSC Amount:	-26.25
VAT (Amount):	0.00
Funding Currency:	EUR
Presentment Amount:	1,120.40
MSC Amount:	-26.25
VAT (Amount):	0.00

Billed Batch Search - Results

Merchant ID	Merchant Name	Brand	Batch ID	Billed Batch ID	Submitted Date	Settlement Date	Funding Currency	Sale / Fee	VAT (Sale / Fee)	Settlement Date (MSC)	Currency (MSC)	MSC Amount
010000535	MOP 1	Maestro	0000001	2010076000055953	17/03/2010	19/04/2010	EUR	1,240.80	0.00	19/04/2010	EUR	-30.25

Related Batch Related Payment Related Transaction

Expanding the view to all columns, you can monitor the **MSC AMOUNT**.

You can have a detailed look at the Merchant Service Charge (MSC) for each transaction.

Transaction Date	Processing State	Posting Code	Merchant ID	Merchant Name	Brand	Brand Product	Cardholder No.	Transaction Currency	Transaction Amount	VAT (Amount)	MSC Amount
16/03/2010	Processed		010000535	MOP 1	Maestro	Standard	502148*****0032	EUR	1,120.40	0.00	-26.25
16/03/2010	Processed		010000535	MOP 1	MasterCard	Standard	514735*****0000	EUR	100.40	0.00	-5.71
16/03/2010	Processed		010000535	MOP 1	Maestro	Standard	502148*****0032	EUR	120.40	0.00	-4.29
16/03/2010	Processed		010000535	MOP 1	MasterCard	Standard	514735*****0000	EUR	1,100.40	0.00	-47.71
16/03/2010	Processed		010000535	MOP 1	LASER	Standard	670695*****3026	EUR	910.40	0.00	-19.79
16/03/2010	Processed		010000535	MOP 1	Diners Club	Standard	300000****0103	EUR	900.40	0.00	-19.51

Click on the MSC amount to view the MSC details.

In the displayed view **MSC DETAILS** the first line is related to the transaction you have selected. In the second line you can identify how the amount is made up:

MSC Details

Currently you have selected the following merchant

Merchant Online Portal 1 Block 6, Belfield Office Park Dublin 4 Ireland	Phone: Fax: Merchant IDs: [010000535]	CHANGE MERCHANT
--	--	---------------------------------

Transaction Date	Transaction Currency	Transaction Amount	MSC Amount	VAT (Amount)	Funding Currency	Presentment Amount	MSC Amount	VAT (Amount)
16/03/2010	EUR	1,100.40	-47.71	0.00	EUR	1,100.40	-47.71	0.00

MSC Rule	Interchange	Surcharge	Percentage	%-Amount	Minimum Amount	Maximum Amount	Total	Funding Currency
B,MasterCard,Sales,Credit,Interchange	-12.10	0.00	2.000	-22.01	0.00	0.00	-34.11	EUR
MU,Interchange	-12.10	-1.50	0.000	0.00	0.00	0.00	-13.60	EUR

[BACK](#)

Furthermore additional information can be delivered with a transaction, e. g. a chip or an airline addendum. Follow the drill down link within the transaction search result list to review this information in detail.

Airline Addenda

The menu item **AIRLINE ADDENDA** shows all air travel related data for the merchant you have selected. By clicking on the **AIRLINE ADDENDA** link you will be directed to the search screen.

Search

You can search for airline addendum using the following search parameter offered:

HOME SEARCH STATEMENTS & REPORTS

> Authorisations

> Transactions

> **Airline Addenda**

> Batches

> Balances

> Payments

> Chargebacks

> Interchange

Airline Addendum Search

Last Update: 29/07/2011

Currently you have selected the following merchant

Merchant Online Portal Block 6, Belfield Office Park Dublin 4 Ireland	Phone: Fax: Merchant IDs: [280002561]	CHANGE MERCHANT
--	--	-----------------

Information

Merchant selected.

mandatory fields

Transaction Date ?

* From * To

Transaction Amount ?

From To Transaction Currency

Other Details

Passenger Name Cardholder No.

Ticket No.

CANCEL RESET SEARCH

MANDATORY FIELDS:

You have to populate both **TRANSACTION DATE** fields (*from – to*) using the following format: DD/MM/YYYY:

Transaction Date ?

* From * To

Optionally you can select the time period from the calendar:

Please note that the search period is limited to 7 days.

OPTIONAL FIELDS:

- **Transaction Amount**

You can search for the amount range but solely in connection with the according currency. Searching for a specific exact amount you need to populate the amount range from – to with the same value.

- **Transaction Currency**

You can search for data transacted in a specific currency by selecting the search period in connection with one of the currencies available within the drop down list.

- **Passenger Name**

Like search is available, which means that you are able to search using

- the complete passenger name or
- part of name
- lower case or
- upper case

For example:

Looking for passenger name Smith, you can either populate the field with Smith or with Sm or it and the name will be listed in the search result.

- **Cardholder No.**

You can search for the credit card number used for a transaction.

Please note that you can only run this search successfully having the full credit card number.

- **Ticket No.**

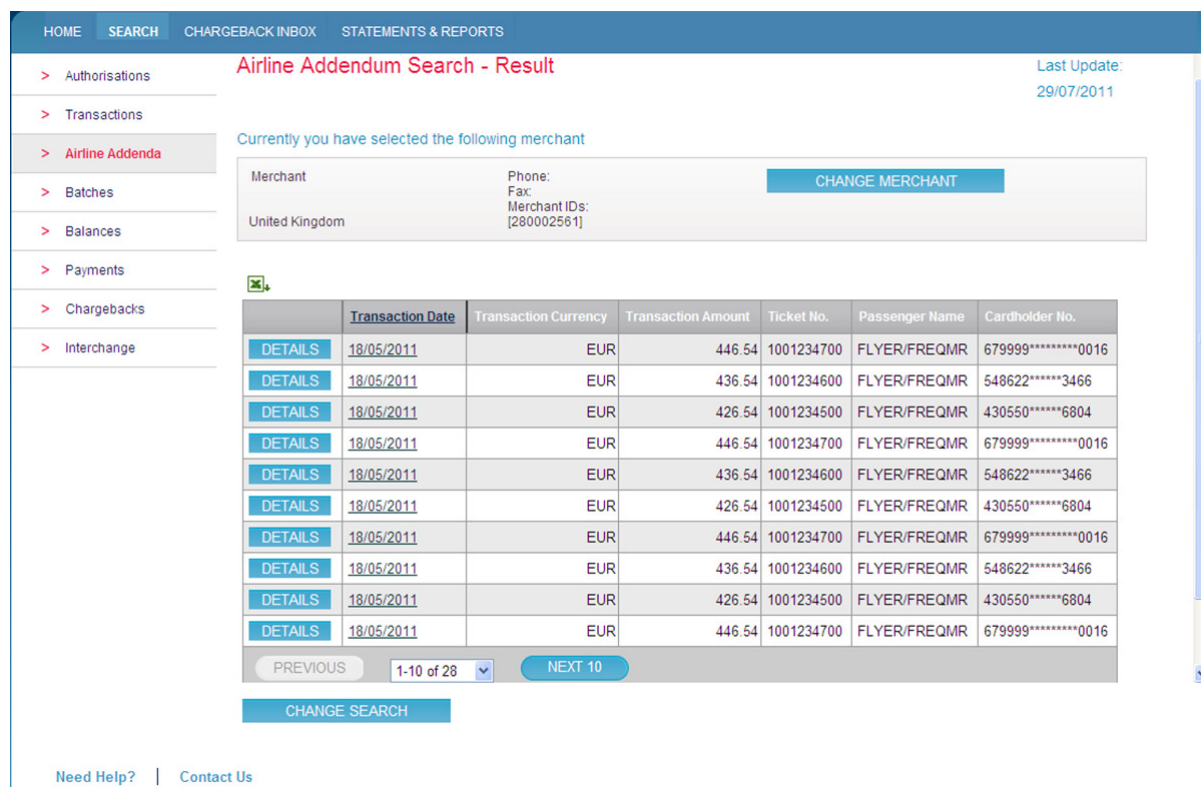
You can search for the ticket number if the number is complete.

Please note that there is no search with partly populated values possible.

Result

The search result displays the outcome of the requested search.

Specific air travel related data can be inspected here:




HOME SEARCH CHARGEBACK INBOX STATEMENTS & REPORTS

> Authorisations
> Transactions
> **Airline Addenda**
> Batches
> Balances
> Payments
> Chargebacks
> Interchange

Airline Addendum Search - Result Last Update: 29/07/2011

Currently you have selected the following merchant

Merchant: United Kingdom Phone: [280002561] Fax: [280002561] Merchant IDs: [280002561] [CHANGE MERCHANT](#)



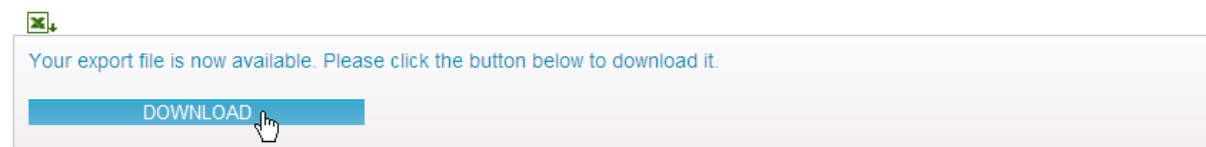
	Transaction Date	Transaction Currency	Transaction Amount	Ticket No.	Passenger Name	Cardholder No.
DETAILS	18/05/2011	EUR	446.54	1001234700	FLYER/FREQMR	679999*****0016
DETAILS	18/05/2011	EUR	436.54	1001234600	FLYER/FREQMR	548622*****3466
DETAILS	18/05/2011	EUR	426.54	1001234500	FLYER/FREQMR	430550*****6804
DETAILS	18/05/2011	EUR	446.54	1001234700	FLYER/FREQMR	679999*****0016
DETAILS	18/05/2011	EUR	436.54	1001234600	FLYER/FREQMR	548622*****3466
DETAILS	18/05/2011	EUR	426.54	1001234500	FLYER/FREQMR	430550*****6804
DETAILS	18/05/2011	EUR	446.54	1001234700	FLYER/FREQMR	679999*****0016
DETAILS	18/05/2011	EUR	436.54	1001234600	FLYER/FREQMR	548622*****3466
DETAILS	18/05/2011	EUR	426.54	1001234500	FLYER/FREQMR	430550*****6804
DETAILS	18/05/2011	EUR	446.54	1001234700	FLYER/FREQMR	679999*****0016


PREVIOUS 1-10 of 28 NEXT 10

[CHANGE SEARCH](#)

[Need Help?](#) | [Contact Us](#)

You can export the result list to a CSV file by clicking on the excel icon. As soon as you did that, the following message is displayed. Click on **DOWNLOAD** to proceed:





Your export file is now available. Please click the button below to download it.

[DOWNLOAD](#)

Content of the csv file includes all columns available allowing you to sort the outcome comfortably:

	A	B	C	D	E	F	G
1	Transaction Date	Transaction Currency	Transaction Amount	Ticket No.	Passenger Name	Cardholder No.	
2	18.05.2011	EUR	446.54	1001234700	FLYER/FREQMR	679999*****0016	
3	18.05.2011	EUR	436.54	1001234600	FLYER/FREQMR	548622*****3466	
4	18.05.2011	EUR	426.54	1001234500	FLYER/FREQMR	430550*****6804	
5	18.05.2011	EUR	446.54	1001234700	FLYER/FREQMR	679999*****0016	
6	18.05.2011	EUR	436.54	1001234600	FLYER/FREQMR	548622*****3466	
7	18.05.2011	EUR	426.54	1001234500	FLYER/FREQMR	430550*****6804	
8	18.05.2011	EUR	446.54	1001234700	FLYER/FREQMR	679999*****0016	
9	18.05.2011	EUR	436.54	1001234600	FLYER/FREQMR	548622*****3466	
10	18.05.2011	EUR	426.54	1001234500	FLYER/FREQMR	430550*****6804	
11	18.05.2011	EUR	446.54	1001234700	FLYER/FREQMR	679999*****0016	
12	18.05.2011	EUR	436.54	1001234600	FLYER/FREQMR	548622*****3466	
13	18.05.2011	EUR	426.54	1001234500	FLYER/FREQMR	430550*****6804	
14	03.06.2011	EUR	220.00	1001234700	FLYER/FREQMR	679999*****0016	
15	03.06.2011	EUR	210.00	1001234600	FLYER/FREQMR	548622*****3466	
16	03.06.2011	EUR	200.00	1001234500	FLYER/FREQMR	430550*****6804	
17	03.06.2011	EUR	220.00	1001234700	FLYER/FREQMR	679999*****0016	
18	03.06.2011	EUR	210.00	1001234600	FLYER/FREQMR	548622*****3466	
19	03.06.2011	EUR	200.00	1001234500	FLYER/FREQMR	430550*****6804	
20	07.06.2011	EUR	220.00	1001234700	FLYER/FREQMR	679999*****0016	
21	07.06.2011	EUR	210.00	1001234600	FLYER/FREQMR	548622*****3466	
22	07.06.2011	EUR	200.00	1001234500	FLYER/FREQMR	430550*****6804	
23	07.06.2011	GBP	230.00	1001234800	FLYER/FREQMR	400115*****0012	
24	07.06.2011	GBP	250.00	1001235000	FLYER/FREQMR	679999*****0016	
25	07.06.2011	GBP	240.00	1001234900	FLYER/FREQMR	553422*****0002	
26	18.06.2011	EUR	100.19	1122334455	SMITH	403650*****0308	
27	18.06.2011	EUR	100.21	1122334455	SHULTZ	510250*****8627	
28	18.06.2011	EUR	-100.20	1122334456	MEYER	403650*****0308	
29	18.06.2011	EUR	-100.22	1122334456	MILLER	510250*****8627	

Result Details

Moreover you can have a detailed look at a single transaction by clicking to the **DETAILS** button:

Related Transaction

Transaction No.: 000001
Transaction Date: 18/05/2011
Transaction Currency: EUR
Transaction Amount: 446.54
Cardholder No.: 679999*****0016

Master Data

IATA No.:
Airline: 236
Agency Name:
Agency Location:
Passenger Name: FLYER/FREQMR
Ticket No.: 1001234700
Ticket Check Digit: 0
Ticket Issue Mode:
Total Fare Amount: 0.00
Transaction Currency: EUR
ICF Flag:

Details

Sequence No.	Travel Route	Departure Airport	Destination Airport	Carrier Code	Service Class	Stop Over	Fare Basis	Flight No.	Departure Date	Departure Time
00000000001		FRA	CDG	LH		N			18/05/2011	12:00 AM

[BACK](#)

Related Information

When viewing the column of displayed results, you can access additional information by clicking on **TRANSACTION DATE**. Then you will be able to inspect the related transaction.

Batches

The menu item **BATCHES** shows all batches of transaction data (multiple credit card transactions).

Search

Compared to other search screens, the **BATCHES** functionality enables you to search for one additional parameter: **BATCH ID**.

The common mandatory fields (*date from – to*) remain unchanged.

Batches Search

Last Update:
12/10/2010

Currently you have selected the following merchant

Merchant Online Portal 1
Block 6, Belfield Office Park
Dublin 4
Ireland

Phone:
Fax:
Merchant IDs:
[010000535]

CHANGE MERCHANT

Expand search to sub hierarchy of merchant: ☐ Yes ☒ No

mandatory fields

Submitted Date ?

* From To

Other Details

Batch ID

Submitted Batch number

CANCEL

RESET

SEARCH

After you have entered the search parameters, start the **SEARCH**.

Result

The search result screen displays the outcome of the requested search, sortable by **MERCHANT ID** and if you expand the view to all columns, you can also sort by further criteria including **SUBMITTER NO.** and **SUBMITTED DATE**.

Batches Search - Result

Last Update:

12/10/2010

Currently you have selected the following merchant

Merchant Online Portal 1
Block 6, Belfield Office Park
Dublin 4
Ireland

Phone:
Fax:
Merchant IDs:
[010000535]

CHANGE MERCHANT



	Merchant ID	Batch ID	Transaction Currency	Submitted Amount	Processed Amount
DETAILS	010000535	0000001	EUR	0.00	0.00
DETAILS	010000535	0000001	EUR	0.00	0.00
DETAILS	010000535	0000001	EUR	0.00	0.00
DETAILS	010000535	0000003	GBP	1,221.40	1,221.40
DETAILS	010000535	0000004	USD	900.71	900.71
DETAILS	010000535	0000001	EUR	-5.00	-5.00
DETAILS	010000535	0000001	EUR	-900.72	-900.72
DETAILS	010000535	0000001	EUR	0.00	0.00
DETAILS	010000535	0000001	EUR	0.00	0.00
DETAILS	010000535	0000001	EUR	0.00	0.00
PREVIOUS	1-10 of 12	NEXT 2			

Result Details

By clicking on the **DETAILS** icon on the left hand side of each result you can access detailed information per transaction:

Batches Search - Result Details

Currently you have selected the following merchant

Merchant Online Portal 1
Block 6, Belfield Office Park
Dublin 4
Ireland

Phone:
Fax:
Merchant IDs:
[010000535]

CHANGE MERCHANT

BACK

Merchant ID: 010000535
Merchant Name: MOP 1
Batch ID: 0000004
Submitter No.: 0031
Submitted Date: 15/09/2010
Batch Date: 15/09/2010
Transaction Currency: USD
Submitted Amount: 900.71
Processed Amount: 900.71
Submitted Transactions: 1
Invalid Transactions: 00

BACK

Return to the result list by clicking on **BACK**.

Balances

The menu item **BALANCES** shows all open payments for the given Merchant ID.

Search

In the **BALANCES** search there are no mandatory fields.

Therefore you will be able to view balances without any input, just by clicking on **SEARCH**.

Furthermore you can search more precisely by choosing value from one or from both of the two drop-down fields **BRAND** and **CURRENCY**.

The search can also be extended to the sub hierarchy allowing you to inspect results for your Merchant ID as well as for all other Merchant ID's which are linked to yours:

Balances Search

Last Update:
12/10/2010

Currently you have selected the following merchant

Merchant Online Portal 1
Block 6, Belfield Office Park
Dublin 4
Ireland

Phone:
Fax:
Merchant IDs:
[010000535]

CHANGE MERCHANT

Summation over sub hierarchy of merchant: ☒ Yes ☐ No

mandatory fields

Brand

Currency

MasterCard

CANCEL

RESET

SEARCH

Or it can be limited to a single Merchant ID:

Balances Search

Last Update:
12/10/2010

Currently you have selected the following merchant

Merchant Online Portal 1
Block 6, Belfield Office Park
Dublin 4
Ireland

Phone:
Fax:
Merchant IDs:
[010000535]

CHANGE MERCHANT

Summation over sub hierarchy of merchant: ☐ Yes ☒ No

mandatory fields

Brand

Currency

MasterCard

CANCEL

RESET

SEARCH

Result

The search result screen displays the outcome of the requested search giving you an unconfirmed preview of the next bill run. The results are summarised per brand and currency.

If you include the sub hierarchy into your search, you will receive the following results:

Balances Search - Result

Last Update:
12/10/2010

Currently you have selected the following merchant

Merchant Online Portal 1
Block 6, Belfield Office Park
Dublin 4
Ireland

Phone:
Fax:
Merchant IDs:
[010000535]

CHANGE MERCHANT



	Brand	Service Type	Currency	Payment Amount
	MasterCard	Miscellaneous Fee	EUR	2,288.11
	MasterCard	Merchant Service Charge	EUR	-14,102.42
	MasterCard	Presentments	EUR	21,105.11
Σ	MasterCard		EUR	9,290.80

CHANGE SEARCH

For comparison, the below diagram displays the information that would be viewed if the same search criteria was entered for a single merchant, excluding the sub hierarchy from the search:

Balances Search - Result

Last Update:
12/10/2010

Currently you have selected the following merchant

Merchant Online Portal 1
Block 6, Belfield Office Park
Dublin 4
Ireland

Phone:
Fax:
Merchant IDs:
[010000535]

CHANGE MERCHANT



	Merchant ID	Brand	Service Type	Currency	Payment Amount
	010000535	MasterCard	Miscellaneous Fee	EUR	-5.00
	010000535	MasterCard	Merchant Service Charge	EUR	-1,456.82
	010000535	MasterCard	Presentments	EUR	4,400.04
Σ		MasterCard		EUR	2,938.22

CHANGE SEARCH

Payments

PAYMENTS enable you to view all cleared payments for the selected Merchant ID.

Search

To search for payments, it is mandatory to enter a value into both fields:

- **SETTLEMENT DATE FROM** and
- **SETTLEMENT DATE TO**.

The screenshot shows the 'Payment Search' interface. At the top, there is a navigation bar with 'HOME', 'SEARCH', and 'STATEMENTS & REPORTS'. On the left, a sidebar lists various menu items: 'Authorisations', 'Transactions', 'Airline Addenda', 'Batches', 'Balances', 'Payments' (highlighted), 'Chargebacks', and 'Interchange'. The main content area is titled 'Payment Search' and includes a 'Last Update: 12/10/2010' timestamp. Below the title, it states 'Currently you have selected the following merchant' and displays merchant details: 'Merchant Online Portal 1', 'Block 6, Bellfield Office Park', 'Dublin 4', 'Ireland', 'Phone:', 'Fax:', and 'Merchant IDs: [010000535]'. A 'CHANGE MERCHANT' button is present. The search criteria section includes 'Expand search to sub hierarchy of merchant:' with radio buttons for 'Yes' and 'No' (selected). The 'Settlement Date' section has 'From' and 'To' date pickers, with 'From' set to '01/01/2010' and 'To' set to '29/06/2010'. The 'Funding Currency' section has a dropdown menu. The 'Funding Amount' section has 'From' and 'To' input fields. The 'Presentment Volume' section has 'From' and 'To' input fields. At the bottom, there are 'CANCEL', 'RESET', and 'SEARCH' buttons. A red asterisk indicates mandatory fields.

Narrowing your search is possible by entering data into an additional field e. g. a **FUNDING AMOUNT** in connection with the appropriate **FUNDING CURRENCY**.¹⁰

After you entered the search parameters you can start the search by clicking on the **SEARCH** button.

¹⁰ Please note that currency always becomes mandatory when selecting amount.

Result

In accordance with the search parameters selected before, all outstanding as well as all settled payments are displayed in the result list.

By clicking on the underlined column headers you are able to sort through the displayed data.

[HOME](#)
[SEARCH](#)
[STATEMENTS & REPORTS](#)

> Authorisations

> Transactions

> Airline Addenda

> Batches

> Balances

> Payments

> Chargebacks

> Interchange

Payment Search - Result

Currently you have selected the following merchant

Merchant Online Portal 1
Block 6, Bellfield Office Park
Dublin 4
Ireland

Phone:
Fax:
Merchant IDs:
[010000535]

CHANGE MERCHANT

Last Update:
12/10/2010

	Funding Date	Status	Merchant ID	Funding Currency	Funding Amount	Bank Transfer Text
DETAILS	19/04/2010	payment done	010000535	EUR	-5.00	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,147.38	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,147.38	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,147.38	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,299.52	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,299.52	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,319.58	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,210.26	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,210.26	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,210.24	Yes

PREVIOUS

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NEXT 10

Need Help? | Contact Us

Result Details

Furthermore you can get a detailed view into every single transaction displayed within the result list by clicking on the **DETAILS** icon:

Payment Search - Result Details

Currently you have selected the following merchant

Merchant Online Portal 1
Block 6, Belfield Office Park
Dublin 4
Ireland

Phone:
Fax:
Merchant IDs:
[010000535]

CHANGE MERCHANT

BACK

Funding Date : 19/04/2010
Settlement Date: 19/04/2010
Status: payment done
Merchant ID: 010000535
Merchant Name: MOP 1
Funding Currency: EUR
Funding Amount: 1,147.38
Presentment Volume: 1,200.80
Fee: 0.00
VAT (Fee): 0.00
MSC Amount: -53.42
VAT (MSC): 0.00
Bank Account: 78914125
Bank Code: 901183
Funding Method: U : Bank Transfer
Bank Transfer Text: AIB 1904

The button **BACK** redirects you to the payment search results.

Related Information

In addition to the results providing a list of transactions that are matched with the search parameters you have entered, in the **PAYMENTS** search result list you can also access even more information related to your payments:

- By following the **FUNDING DATE** link you can view all related settlements

	Funding Date	Status	Merchant ID	Funding Currency	Funding Amount	Bank Transfer Text
DETAILS	19/04/2010	payment done	010000535	EUR	-5.00	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,147.38	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,147.38	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,147.38	Yes

- By following the **FUNDING AMOUNT** link you can view all related billed batches

	Funding Date	Status	Merchant ID	Funding Currency	Funding Amount	Bank Transfer Text
DETAILS	19/04/2010	payment done	010000535	EUR	-5.00	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,147.38	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,147.38	Yes
DETAILS	19/04/2010	payment done	010000535	EUR	1,147.38	Yes

Chargebacks

The functionality **CHARGEBACKS** allows inspection of your disputes.

Search

Chargebacks and retrievals can be discovered and analysed here.

For this purpose, several search options are available, shown below:

Some of the search parameters like **BRAND** and **CURRENCY** are pre-defined. You can easily select the appropriate value from the drop-down-menus:



Result

The result displays all the relevant data to your search so that you can manage the disputes displayed in a similar structure as another search results described before.

Chargeback Search - Result

Currently you have selected the following merchant

Merchant Online Portal 1 Block 6, Belfield Office Park Dublin 4 Ireland	Phone: Fax: Merchant IDs: [010000535]	CHANGE MERCHANT
--	--	---------------------------------

--	Cardholder No.	Merchant ID	Transaction Date	Original Transaction Currency	Original Transaction Amount	Type of Dispute	Chargeback Reasoncode
DETAILS	526624*****4293	360009502	06/05/2010	EUR	46.97	First Chargeback	4855

[PREVIOUS](#) 1-1 of 1 [NEXT](#)

[CHANGE SEARCH](#)

Result Details

AIBMS insight also offers a detailed look at a single chargeback by clicking on the **DETAILS** icon.

Details like dispute type (*first chargeback, presentment, second chargeback, reversal etc.*) and chargeback reason code provide you with additional insight to get a comprehensive view of the situation.

HOME

SEARCH

STATEMENTS & REPORTS

> Authorisations

> Transactions

> Airline Addenda

> Batches

> Balances

> Payments

> Chargebacks

> Interchange

Chargeback Search - Result Details

Currently you have selected the following merchant

Merchant
Test Street
Test City

Phone:
Fax:
Merchant IDs:
[010001847]

CHANGE MERCHANT

BACK

Cardholder No.:
Merchant ID:
Merchant Name:
Merchant Reference No.:
Transaction Date:
Original Transaction Currency:
Original Transaction Amount:
Type of Dispute:
Reversal:
Authorisation Code:
Chargeback Reasoncode:
Chargeback Claim ID:
Security Level Indicator:
Certificates and Chip Cryptogram:
CVC 1/3:
PIN:
CVC 2:
AVS:
CFT - Currency:
CFT - Maximum Amount:
CFT - Daily Limit:
CFT - Daily Total:
CFT - Trx Amount:
Security Capability:
Security Attempted:
Security Results:
Adjustment Currency:
Adjustment Amount:
Brand:
Chargeback Currency:
Chargeback Amount:
Transaction Type:
MCC:
ARN:
MOTO Index:

526624*****4293
360009502
Merchant

06/05/2010
EUR
46.97
CB1 : First Chargeback

4855 : Nonreceipt of merchandise
0000000200026396330

PIN check not provided
no validation necessary
No AVS data existing.

MasterCard
EUR
46.97
null transaction
7399 : Business services

Space Field not applicable or acquirer did not specify.

BACK

Need Help?

Contact Us

Interchange

Within the **INTERCHANGE** functionality, interchange rates can be discovered and inspected. For this purpose, different search options are available.

Please note that this functionality is only available with special access privileges.

Search

When searching for interchange information, completion of both, the processing date from – to, and the brand field are mandatory.

Interchange Search

Last Update:
12/10/2010

Currently you have selected the following merchant

Merchant Online Portal 1 Block 6, Belfield Office Park Dublin 4 Ireland	Phone: Fax: Merchant IDs: [010000535]	CHANGE MERCHANT
--	--	---------------------------------

Summation over sub hierarchy of merchant: ☐ Yes ☒ No

*mandatory fields

Processing Date ?

* From To

Other Details

* Brand

[CANCEL](#) [RESET](#) [SEARCH](#)

Result

The results of your interchange search are presented brand specific.

Interchange Search - Result

Last Update:
12/10/2010

Currently you have selected the following merchant

Merchant Online Portal 1 Block 6, Belfield Office Park Dublin 4 Ireland	Phone: Fax: Merchant IDs: [010000535]	CHANGE MERCHANT
--	--	---------------------------------



	Merchant ID	Transaction Currency	Transaction Amount	Interchange Currency	Interchange	Interchange Program
DETAILS	010000535	EUR	-5.00			
DETAILS	010000535	EUR	0.00			
DETAILS	010000535	EUR	1,201.40	EUR	-22.220000	IEI
PREVIOUS 1-3 of 3 NEXT						

[CHANGE SEARCH](#)

Result Details

The result details display all columns from the result list at one glance:

Interchange Search - Result Details

Currently you have selected the following merchant

Merchant Online Portal 1 Block 6, Belfield Office Park Dublin 4 Ireland	Phone: Fax: Merchant IDs: [010000535]	CHANGE MERCHANT
--	--	-----------------

BACK

Merchant ID:	010000535
Merchant Name:	MOP 1
No. of Transactions:	2
Transaction Currency:	EUR
Transaction Amount:	1,201.40
Funding Currency:	EUR
Transaction Amount:	1,201.40
Interchange Currency:	EUR
Interchange:	-22.220000
Interchange Program:	IEI
Brand:	MasterCard

BACK

Related Information

Within the interchange result you can skip to the related transactions via **TRANSACTION AMOUNT**.



--	Merchant ID	Transaction Currency	Transaction Amount	Interchange Currency	Interchange	Interchange Program
DETAILS	010000535	EUR	-5.00			
DETAILS	010000535	EUR	0.00			
DETAILS	010000535	EUR	1,201.40	EUR	-22.220000	IEI
PREVIOUS	1-3 of 3	NEXT	Related Transactions			

A transaction list is displayed as a result.

Transaction Search - Result

Last Update:
12/10/2010

Currently you have selected the following merchant

Merchant Online Portal 1 Block 6, Belfield Office Park Dublin 4 Ireland	Phone: Fax: Merchant IDs: [010000535]	CHANGE MERCHANT
--	--	-----------------

Related Interchange

Merchant ID: 010000535
Merchant Name: MOP 1
No. of Transactions: 2
Transaction Currency: EUR
Transaction Amount: 1,201.40
Funding Currency: EUR
Transaction Amount: 1,201.40
Interchange Currency: EUR
Interchange: -22.220000
Interchange Program: IEI
Brand: MasterCard



	Transaction Date	Processing State	Posting Code	Merchant ID	Brand	Cardholder No.	Transaction Currency	Transaction Amount
DETAILS	14/09/2010	Processed		010000535	MasterCard	514735*****0000	EUR	1,100.70
DETAILS	14/09/2010	Processed		010000535	MasterCard	514735*****0000	EUR	100.70

From there you can discover all related billed batches by clicking on the **TRANSACTION DATE**. Moreover, expanding the main columns to all, you can also view the related MSC amount in detail by clicking on the **MSC AMOUNT**:

Transaction Amount	VAT (Amount)	MSC Amount	VAT (MSC)	Funding Currency	Presentment Amount
1,100.70	0.00	-64.23	0.00	EUR	1,100.70

Related MSC details

MSC Details

Currently you have selected the following merchant

Merchant Online Portal 1 Block 6, Belfield Office Park Dublin 4 Ireland	Phone: Fax: Merchant IDs: [010000535]	CHANGE MERCHANT
--	--	-----------------

Transaction Date	Transaction Currency	Transaction Amount	MSC Amount	VAT (Amount)	Funding Currency	Presentment Amount	MSC Amount	VAT (Amount)
14/09/2010	EUR	1,100.70	-64.23	0.00	EUR	1,100.70	-64.23	0.00

MSC Rule	Interchange	Surcharge	Percentage	%-Amount	Minimum Amount	Maximum Amount	Total	Funding Currency
B,MasterCard,Sales,Credit,Interchange	-20.36	0.00	2.000	-22.01	0.00	0.00	-42.37	EUR
MU,Interchange	-20.36	-1.50	0.000	0.00	0.00	0.00	-21.86	EUR

BACK

STATEMENTS & REPORTS

Via the module **STATEMENTS & REPORTS**, you can access statements and reports online as well as download the requested files in various formats.

Like the other modules, **STATEMENTS & REPORTS** is provided the form of a link in the upper navigation bar.

HOME SEARCH **STATEMENTS & REPORTS**

Welcome to the online statement area!

This area gives you access to your statements online. It enables you to easily obtain reports and balances at the click of a button. The captured data can then be exported to excel or saved to your PC for further analysis.





9 items found.

You have authorisation for the following merchants:

1 Leistungspos. Mit E-MONPAU Täglich	Konrad-Adenau-Allee 1	Bad-Vilbel	STATEMENTS	REPORTS	DATA FEED
Merchant Online Portal 1	Block 6, Belfield Office Park	Dublin 4	STATEMENTS	REPORTS	DATA FEED
Merchant Online Portal 2	Block 6, Belfield Office Park	Dublin 4	STATEMENTS	REPORTS	DATA FEED
Merchant Online Portal 3		Dublin 4	STATEMENTS	REPORTS	DATA FEED
MOP 3 - Outlet 1		Dublin 4	STATEMENTS	REPORTS	DATA FEED
MOP 3 - Outlet 2		Dublin 4	STATEMENTS	REPORTS	DATA FEED
MOP 3 - Outlet 3		Dublin 4	STATEMENTS	REPORTS	DATA FEED
Merchant Online Portal 4		derba	STATEMENTS	REPORTS	DATA FEED
Merchant Online Portal 5		London	STATEMENTS	REPORTS	DATA FEED

Once you select a statement, there are several formats for downloading the documents.

Summary of statements

Merchant ID	Date	Statement no.	Type	Actions
789 191 112	12/08/2011	1	PRESENTMENT & CHARGEBACK STATEMENT	 
123 456 789	11/08/2011	1	STATEMENT	 

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After selecting one of the documents, the statement opens showing the information shown below:

Merchant ID 010000535

Date of Statement: 01/12/2009

Statement No.: 011209.000001

Processing Details:

Batch Date	Batch No.	Statement Narratives	Subm. Currency	No. of Credits	Value of Credits	No. of Debits	Value of Debits	Processed Amounts	Funding Currency	Net Total
01/12/2009	000002	000000000	GBP	1	110.00			110.00	EUR	120.22
			GBP	1	110.00	0	0.00	110.00	EUR	120.22

Fees and Charges:

MSC Description				Valid From	No. of Trx	Turnover	MSC Rate (%)	Fixed MSC Rate	Charge Amount	I-Change Fee	Total Charge	Charge Currency
Mark up transaction currency GBP Visa Sales Credit Interchange				16/10/2009	1	120.22	2.0000	-1.50	-3.90	-1.34	-5.24	EUR
TOTAL MSC CHARGE					1	120.22			-3.90	-1.34	-5.24	EUR

Funding Totals:

The following totals were credited to your Bank Account to Bank

Account Number

No.	Payment Creation Date	Bank Statement Text	Payment Amount	Currency
3	01/12/2009	BRANCH SETTLEMENT	114.98	EUR
Totals			114.98	EUR

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Home page

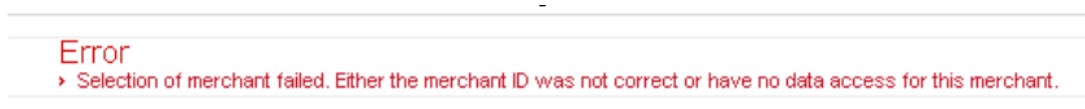
[Back to statements](#)[Home page](#)

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ERROR HANDLING

An overview about possible error messages as well as information how to handle them is given below.

- **Selection of merchant failed**



Error message: Selection of merchant failed. Either the merchant ID was not correct or you have no data access for this merchant.

Reason: This message occurs if you have entered a merchant ID which was not correct or you do not have access to this merchant.

- **Mandatory field is empty**



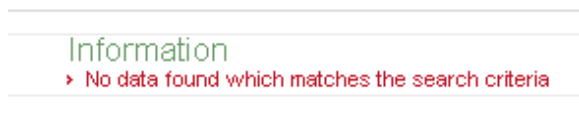
Error message: The search failed.

Reason: The field 'Transaction Date' is mandatory and therefore it has to be populated. The error message appears twice because you have to enter a time period in following fields:

Transaction Date

From	<input type="text"/>	To	<input type="text"/>
------	----------------------	----	----------------------

- **No data found**

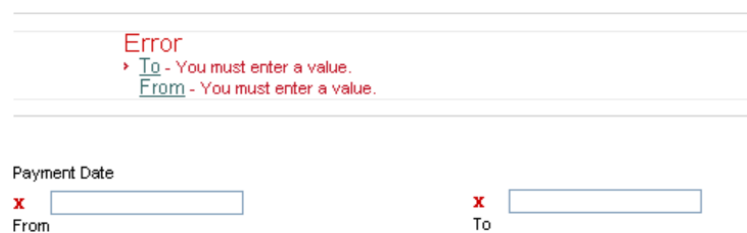


Error message: No data found which matches the search criteria

Error reason: This message occurs if there is no data which matches to the search criteria you have chosen.

You should change your search or maybe enlarge your search.

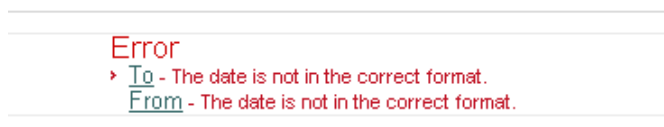
- **Enter a value**



Error message: You must enter a value.

Reason: If you search Authorisation as well as Payment you have to enter search criteria. The fields which have to be filled are marked with a cross.

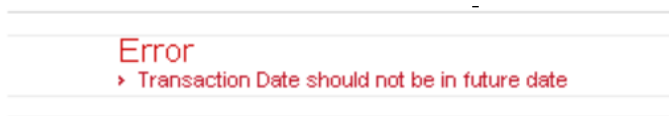
- **Incorrect format**



Error message: The date is not in the correct format.

Reason: The correct date format is dd/mm/yyyy or dd.mm.yyyy

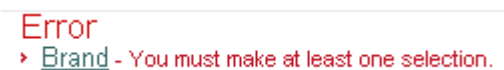
- **Future date**



Error message: Transaction Date should not be a date in the future date.

Reason: It is not possible to enter a date which is in future. Please correct your entered values.

- **At least one selection necessary**



Error message: You must make at least one selection.

Reason: The 'interchange search' requires an additional selection as the 'brand' menu is mandatory. The field to be populated is marked with a cross.

- **You do not receive the chargeback notifications via e-mail**

Please check if you are authorised for using this option and if you are set up correctly (e. g. have you provided the proper e-mail address?).

LIST OF ABBREVIATIONS

Abbreviation	Declaration
ARN	Acquirer Reference Note
Ccy	Currency
CVV 2 / CVC 2	CVV = Card Verification Character (VISA) CVC = Card Verification Value (EC/MC)
DCC	Dynamic Currency Conversion
MID	Merchant ID
MSC	Merchant Service Charge
PAN	Primary Account Number
PIN	Personal Identification Number
VAT	Value Added Tax