

# Business Track<sup>SM</sup>

We understand that as a busy merchant you value the convenience of accessing and managing all processing data through a consolidated, user-friendly web portal. Business Track provides key information on all of your payment streams, including credit, debit, prepaid/giftcard and check, in a single, consolidated web tool.

## Key Data at a Glance

The newly designed user interface has key applications organized by popular use, so frequently accessed applications are prominently located. Easy to read charts visually depict daily sales and deposit data by payment type, along with new SpendTrend® excerpts to help you quickly understand monthly consumer spending by industry.

## Key Features and Data

- **Card Processing Summary**- Displays 7 day processing summaries
- **SpendTrend**- View same store dollar volume growth by merchant industry
- **Statements**- Link to monthly statements for credit and debit card activity
- **Disputes**- View summary information on open disputes with link to online tool

## Self Service & Online Support

- **Account Maintenance**- Update statement delivery method, address and contact information
- **User Preferences**- Change Password, Request Additional Applications and Update User Profile
- **Contacts**- Handy reference of bank contact information
- **Resources**- Convenient links to training demos, industry news, and business glossary
- **What's New**- Keep informed with latest announcements and time-sensitive information

## Links to Popular Applications

- **ClientLine Reporting**- View payment processing information such as sales, bank deposits, and statements. Access over 150 scheduled reports, online or via email
- **eIDS**- Receive, view and respond to chargeback and retrieval disputes online
- **Alerts**- Receive notifications by email for events related to Reconciliation and Dispute activities
- **Data File Manager**- Self-service tool to create, test, manage, and generate raw data files daily or on demand as needed
- **Gift Card Reporting**- Convenient access to your prepaid program data



Welcome John Smith | Change Password | Logout

123 Bank | Business Track<sup>SM</sup>

Home Applications User Preferences

**Applications**- access applications unique to your user profile

**Alerts**- email notification of key account information

**Card Processing Summary**

Reporting Period  
Begin Date: [calendar icon] Submit End Date: 00/00/00  
Data displays in 7-day increments from the begin date entered.

**Card Processing Summary**- displays seven day summaries for Net Sales and Expenses

**SpendTrend**- quickly understand monthly consumer spending by industry

**Alerts**

Register now to receive account activity notifications by email or text.  
**Register Now**

**Statements**

Card Processing Statements

**Disputes (12)**

	Count	Amount
Chargebacks	6	\$162.84
Retrievals	6	\$461.55

**Disputes**- displays total count and amount for outstanding Retrievals and Chargebacks, with hyperlinks to eIDS

Net Sales

Reporting Period	Net Sales
12/1/2011	\$20,765.73
12/2/2011	\$14,227.04
12/3/2011	\$15,232.99
12/4/2011	\$14,227.04
12/5/2011	\$19,256.80
12/6/2011	\$22,274.66
12/7/2011	\$20,765.74
<b>Total:</b>	<b>\$126,750.00</b>

For more detailed information regarding your credit/debit transactions, access ClientLine Reporting.

**SpendTrend®**

SpendTrend® is a macro-economic indicator that provides aggregated data and analysis which tracks U.S. consumer spending by industry, region and payment type.

**DOLLAR VOLUME GROWTH HELD STEADY AT 8.0% IN APRIL DESPITE RISING GAS PRICES**

Same Store Dollar Volume Growth by Industry—Apr '11

Legend: Total, Food+Bev Stores, Food Srv+Drinking Plc, Gasoline Stations, Hotels, Leisure, Retail, Services, Travel

**Account Maintenance**

Want to GO GREEN? Enroll in eStatements today! Select a preferred statement delivery method and manage merchant account profile information including phone, address, and more.  
**Update**

**Account Maintenance**- make changes to your account

**Data File Manager**

Schedule data files through Data File Manager's easy to use self-service features  
• Create a New File

**Data File Manager**- customize the data you want, when you want it

**Resources**

- Gift Card Reporting Support Materials
- Business Glossary
- Industry News
- Training Demos

**What's New**

Welcome to Business Track  
Check out our new, improved layout, with handy links to key tools and resources.  
**Learn More**

**Contacts**

- Customer Service: 1-800-555-5555
- Authorization Assistance: 1-800-555-5555
- Terminal Help Desk: 1-800-555-5555

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## Payment Solutions for Maximum Performance

Around the world every day, First Data makes payment transactions secure, fast and easy for merchants, financial institutions and their customers. We leverage our unparalleled product portfolio and expertise to deliver processing solutions that drive customer revenue and profitability. Whether the payment is by debit or credit, gift card, check or mobile phone, online or at the point of sale, First Data helps you maximize value for your business.

To enroll, visit [www.busesstrack.com](http://www.busesstrack.com).

For information contact [sales@fdnorthamerica.com](mailto:sales@fdnorthamerica.com) or call (855) 365-3473

beyond the transaction<sup>SM</sup>