FirstView

Merchant User Guide

Version 1.0

Document Control

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FIRSTVIEW

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Introduction

FirstView is a powerful web-based tool that provides reports of payment transaction activity in a variety of formats.

Access to FirstView

Your Welcome Letter for your credit card processing account will contain the initial **User Name** and **Password** for FirstView. In the event you do not receive or cannot find your Welcome Letter, please contact your sales representative for assistance.

Your individual access for FirstView will be set at one of two levels:

- FirstView Standard
- FirstView Premium

FirstView Standard provides month-end statements, yearly 1099K forms, and home page graphs. FirstView Premium provides all of the functions of FirstView Standard plus all other reporting options shown in this document as applies to your elected merchant account services. The level you have is governed by your merchant agreement. If you have Standard and would like to upgrade to Premium, please contact your sales representative.

For the purposes of this manual, we will illustrate the Premium access view.

Accessing and Logging In

To access and log in to FirstView, follow these steps:

1. Open your web browser and go to https://www.firstview.net . The FirstView Log In page opens.
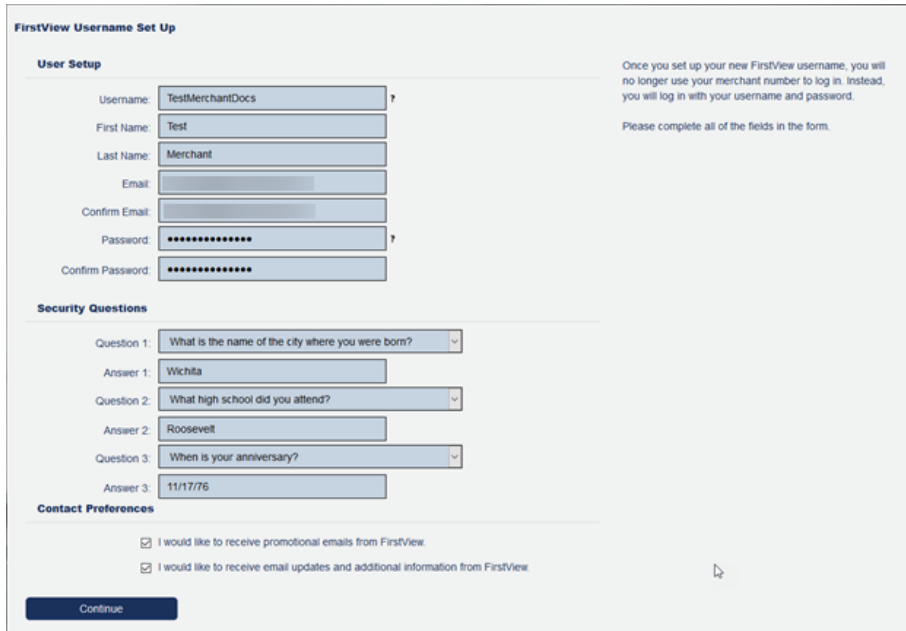

2. For your first login, your temporary **User Name** will be your 16-digit Merchant ID number as shown on your Welcome Letter, and the **Password** will be the temporary password also provided on that document, labeled as "Web Password." Enter that temporary **User Name** and **Password**, then click **Log In**.

Setting Up Your Account

After entering your temporary **User Name** and **Password** and clicking on **Log In**, you will see this page:

3. Fill in all the fields in the **User Setup** and **Security Questions** sections, and select your **Contact Preferences**.

   a. Usernames must contain between 6 and 20 characters with no special characters and at least one letter.

   b. Passwords must contain between 6 and 20 characters with at least one number, one uppercase letter and one lower case letter.

4. Click **Continue**. FirstView will redirect you to the login page where you will now login with your newly chosen Username and Password.

Merchant Home Page

Logging in to FirstView will by default open the Merchant Home Page shown below.
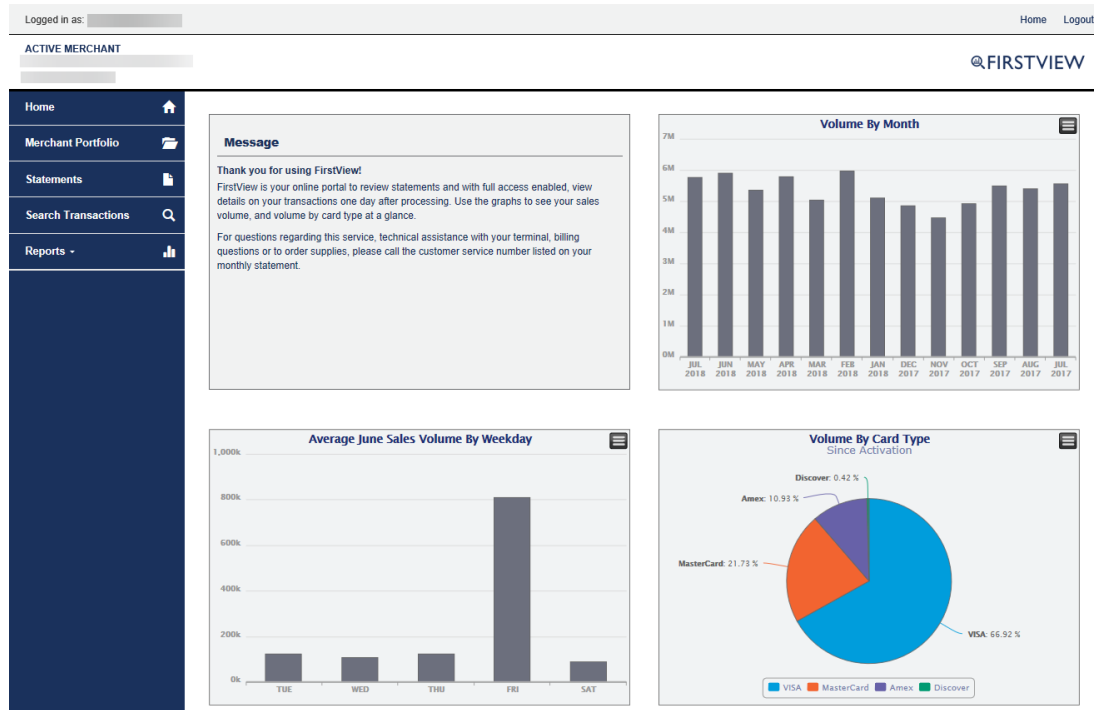
The graphs in the center of this screen provide information on your payment processing activity. Clicking on a specific bar in the **Volume By Month** chart will expand the view to show the detail for that month. You can also click on a pie section in the **Volume By Card Type** chart to separate that section from the rest of the chart.

Downloading Merchant Forms

Using FirstView, you can download merchant forms that you can use to change details of your account, such as your legal name or address, or your bank account.

To download merchant forms, follow these steps:

1. In the left pane, click **Merchant Forms**.
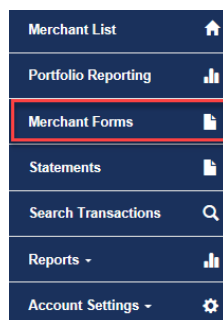
The Merchant Forms page opens.

Merchant Forms

📄	**Legal Name/Business Name/Address Change Form** Use this form to change the legal/business name or the address listed on your merchant account. If your Federal Tax ID has changed, please contact your sales representative as a new merchant application may be needed.	Download PDF
📄	**Bank Account Change Form** Use this form to change the bank account used for your deposits and account fees.	Download PDF
📄	**Wireless Terminal Deactivation/Reactivation Form** Use this form when you need to deactivate or reactivate wireless terminals previously used with your account.	Download PDF
📄	**Gift Card Artwork Specifications** Details the file specifications required for custom gift card submissions.	Download PDF
📄	**Seasonal Merchant Addendum** Use this form if you need request a seasonal setup for your account.	Download PDF

These forms can be used to request certain changes to your merchant account. (If the change you need to make is not possible with the forms listed here, please contact the Customer Service number listed on your month-end statement or your sales representative.)

2. Click **Download PDF** for the form you want to download. The desired PDF opens. The example shown below is the Legal Name/ Business Name/Address Change Form.

Merchant Account Maintenance Form

Please fax completed form to **(817) 317-7385** or mail to **100 Throckmorton, Suite 1800, Fort Worth, TX 76102**

Merchant # (MID): __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

If multiple MIDs are affected by this change, please submit a separate form for each MID.

Business name: _____   Fed Tax ID*: __ __ __ __ __ __ __ __ __

Please apply changes to:†
(check all that apply)
☐ Visa, MasterCard, Discover, PIN-based debit, Secur-Chex and FirstAdvantage gift cards
☐ Merimac Capital Leasing
☐ FirstFund ACH processing

Type of change
Please mark all that apply

Change to DBA information:	☐ Name change	☐ Address change	☐ Phone number change
Change to legal (corporate) information:	☐ Name change*	☐ Address change	☐ Phone number change
Change to mailing information only:		☐ Address change	

Change account information
Please include all applicable changes

DBA information

New name: _____

New address: *Street address:* _____

City, State, Zip: _____

New phone: _____

New legal (corporate) information

New name*: _____

New address: *Address:* _____

City, State, Zip: _____

New phone: _____

Mailing information

3. Some fields within the downloadable PDFs may contain form fields allowing you to type information into the form. However, most forms will require a signature at the bottom. Complete what you can, then print the form to finalize it.

4. Mail or fax the form according to the instructions at the top.
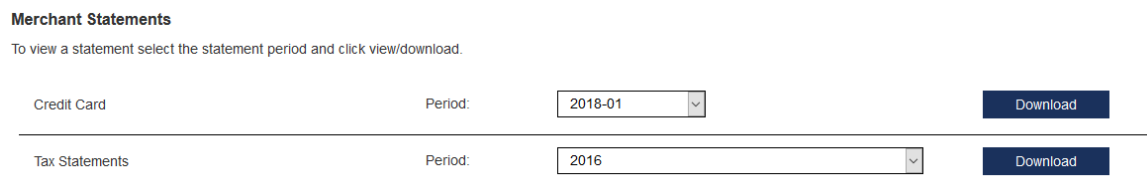
Downloading Statements

Using FirstView, you can download your month-end statements and 1099K forms when available.

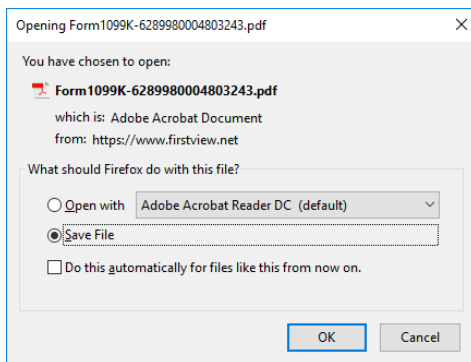To download statements, follow these steps:

1. Click on the **Statements** option in the left pane menu.
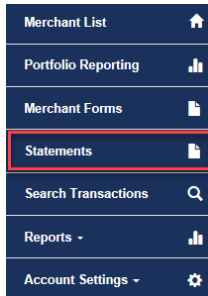
2. The Merchant Statements page opens.

3. If desired, change the **Period** for either **Credit Card** or **Tax Statements**, and click **Download**.

4. The Opening file window opens.

5. Select **Open with** or **Save File**, and click **OK**. The file opens or saves according to your selection.

Merchant-Level Reports

Using FirstView, you can run the following merchant-level reports:

- Authorization Detail
- Captured Batch Summary
- Captured Batch Detail
- Daily Deposit Detail
- Card Number History
- Chargeback Detail
- Retrieval Request Detail

A detail on each of these reports can be found in the sections below.

All Merchant Reports Page

Some of the merchant-level reports are accessible directly from the Reports menu in the left pane. Others require you to select **All Merchant Reports** from the Reports menu.

To open the All Merchant Reports page, follow these steps:

1. Click **Reports** in the left pane navigation menu to expand the Reports menu.
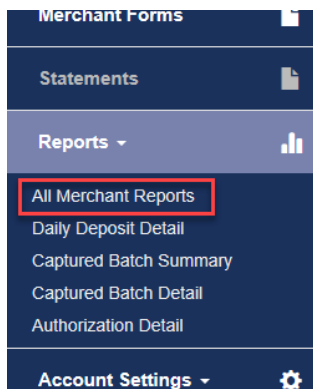
2. Click **All Merchant Reports**. The All Merchant Reports page opens.

3. In addition to end-of-month statements, tax forms and merchant forms, the following reports can be found under the headings listed here:

   a. Under the heading **Auth/Capture Reports**:

      i. Authorization Detail

      ii. Captured Batch Summary

      iii. Captured Batch Detail

b.   Under the heading **Settlement Reports**:

  i.   Daily Deposit Detail

c.   Under the heading **Other Reports**:

  i.   Card Number History

  ii.   Chargeback Detail
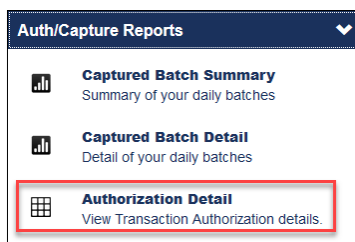
  iii.   Retrieval Request Detail

Authorization Detail

The Authorization Detail report shows a detail of all transactions communicated via your processing terminal for the day selected. This includes all approved, declined or voided transactions, plus all communications regarding the batch (such as a batch inquiry transaction). Because daily transaction data is typically loaded to FirstView the day after processing, the Authorization Detail report will usually show transactions the day after they are authorized.

To run the Authorization Detail report, begin at the All Merchant Reports page and follow these steps:

Note: To access the All Merchant Reports page, see "All Merchant Reports Page" on page 8.

1.   Click the arrow next to **Auth/Capture** Reports and select **Authorization Detail**.

The report page opens with the detail for the default dates.

2.   If desired, change the **From** and **To** dates, then click **Go** to modify the date range.

3. You can use the **First**, **Previous**, Page Number, **Next**, or **Last** buttons to move through the report. You can also use the **Previous Day** or **Next Day** buttons to step through reporting for other days.

4. To view detail for a specific batch, click a number in the **Batch #** column. The detail appears.

5. To download the report in Excel, click on the **Download in Excel** button at the bottom of the page and follow the instructions prompted by your computer.
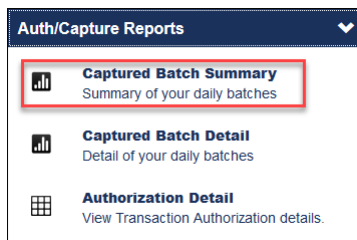

Captured Batch Summary

The Captured Batch Summary report shows a total of all batches submitted for settlement before the daily cut time assigned to your processing front end. Because daily batch data is typically loaded to FirstView the day after your batch has been submitted, the dates in the Captured reports will usually show the day after you closed your batch.

To run the Captured Batch Summary report, begin at the All Merchant Reports page and follow these steps.

Note: To open the All Merchant Reports page, see "All Merchant Reports Page" on page 8.

1. From the All Merchant Reports page, click the arrow next to **Auth/Capture** Reports and select **Captured Batch Summary**.

The report page opens.

Captured Batch Summary

The Captured Batch Summary report provides a summary of your daily batches one day after capture. The date shown will most likely be one day after your batch was captured by your processing equipment.
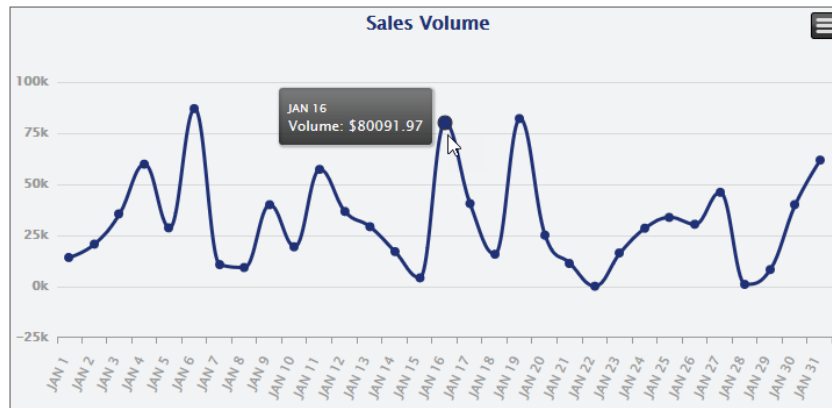
Search

From: 01/01/2018

To: 01/31/2018

GO

Sales Volume

JAN 10
Volume: $19472.15

Merchant #	Captured Date	Batch #	Term ID	Sales Count	Sales Total	Return Count	Return Total	Trans Count	Batch Total
628	1/1/2018	00587	507	10	$14256.91	0	$0.00	10	$14256.91
628	1/2/2018	00588	507	14	$20810.54	0	$0.00	14	$20810.54
628	1/3/2018	00589	507	39	$35548.88	0	$0.00	39	$35548.88
628	1/4/2018	00590	507	36	$60707.66	1	$849.00	37	$59858.66
628	1/5/2018	00591	507	30	$30441.25	4	$1668.85	34	$28772.40
628	1/6/2018	00592	507	38	$87631.43	3	$560.52	41	$87070.91
628	1/7/2018	00593	507	15	$10786.27	0	$0.00	15	$10786.27
628	1/8/2018	00594	507	6	$9393.07	0	$0.00	6	$9393.07
628	1/9/2018	00595	507	37	$40574.42	2	$540.60	39	$40033.82

2. If desired, change the **From** and **To** dates, then click **Go** to see a new date range.

3. To see details in the Sales Volume chart, hover over a data point. The detail appears.

Sales Volume

JAN 16
Volume: $80091.97

To see batch detail, click on either the **Captured Date** or **Batch #**. The detail for that date/batch appears.

Merchant #	Captured Date	Batch #	Term ID	Sales Count	Sales Total	Return Count	Return Total	Trans Count	Batch Total
628	1/1/2018	00587	507	10	$14256.91	0	$0.00	10	$14256.91
628	1/2/2018	00588	507	14	$20810.54	0	$0.00	14	$20810.54
628	1/3/2018	00589	507	39	$35548.88	0	$0.00	39	$35548.88
628	1/4/2018	00590	507	36	$60707.66	1	$849.00	37	$59858.66
628	1/5/2018	00591	507	30	$30441.25	4	$1668.85	34	$28772.40
628	1/6/2018	00592	507	38	$87631.43	3	$560.52	41	$87070.91
628	1/7/2018	00593	507	15	$10786.27	0	$0.00	15	$10786.27
628	1/8/2018	00594	507	6	$9393.07	0	$0.00	6	$9393.07
628	1/9/2018	00595	507	37	$40574.42	2	$540.60	39	$40033.82

4. To download the report in Excel, click on the **Download in Excel** button at the bottom of the page and follow the instructions prompted by your computer.
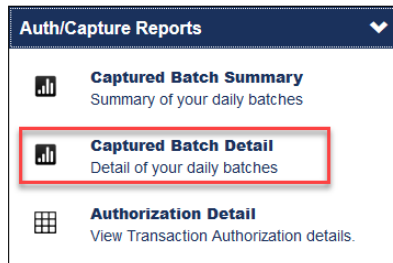
Captured Batch Detail

The Captured Batch Detail report shows all transactions batched before the daily cut time assigned to your processing front end. Because daily batch data is typically loaded to FirstView the day after your batch has been submitted, the dates in the Captured reports will usually show the day after you closed your batch.

To run the Captured Batch Detail report, begin at the All Merchant Reports page and follow these steps:

Note: To open the All Merchant Reports page, see "All Merchant Reports Page" on page 8.

1. Click the arrow next to **Auth/Capture** Reports and select **Captured Batch Detail**.

The report page opens.

2. To see details in the Sales Volume chart, hover over a data point. The detail appears.

The report detail is at the bottom of the page.

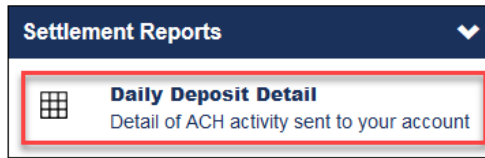| Merchant Number	Auth Date	Auth Time	Capture Date	Batch Number	Term ID	Type	Card Number	Amount	Auth Code	Invoice Number	Trans Type	POS Entry Mode
628	1/5/2018	12:22:48	1/6/2018	00592	507	MC	******6288	$532.85			Sale	Swiped
628	1/5/2018	12:37:11	1/6/2018	00592	507	VS	L******6979	$53.00			Sale	Keyed
628	1/5/2018	12:44:21	1/6/2018	00592	507	MC	******1628	$2,836.16			Sale	Swiped
628	1/5/2018	13:00:54	1/6/2018	00592	507	VS	******7918	$300.49			Sale	Keyed
628	1/5/2018	13:02:55	1/6/2018	00592	507	MC	******0909	$1,866.99			Sale	Swiped
628	1/5/2018	13:05:23	1/6/2018	00592	507	VS	******4448	$48.18			Sale	Keyed
628	1/5/2018	13:22:51	1/6/2018	00592	507	DS	******6170	$4,781.30			Sale	Keyed
628	1/5/2018	13:46:48	1/6/2018	00592	507	MC	******5071	$384.65			Sale	Swiped
628	1/5/2018	14:17:07	1/6/2018	00592	i507	DS	******2090	$313.86			Sale	Keyed
628	1/5/2018	14:26:03	1/6/2018	00592	i507	VS	******8940	$21.07			Sale	Keyed
628	1/5/2018	14:30:44	1/6/2018	00592	507	VS	******4888	$983.01			Sale	Keyed
628	1/5/2018	14:37:34	1/6/2018	00592	507	VS	******8826	$208.00			Sale	Keyed
628	1/5/2018	15:09:15	1/6/2018	00592	507	VS	******9258	$1,638.00			Sale	Keyed
628	1/5/2018	15:49:05	1/6/2018	00592	i507	VS	******6628	$20,363.36			Sale	Keyed
628	1/5/2018	16:22:46	1/6/2018	00592	i507	VS	******2841	$2,866.57			Sale	Keyed
628	1/5/2018	16:28:11	1/6/2018	00592	507	VS	******6282	$7,660.00			Sale	Keyed
628	1/5/2018	16:45:52	1/6/2018	00592	507	VS	******9759	$89.36			Sale	Keyed
628	1/5/2018	17:13:41	1/6/2018	00592	507	MC	******6428	$936.41			Sale	Swiped
628	1/5/2018	17:14:51	1/6/2018	00592	507	VS	******7650	$20,268.25			Sale	Keyed
628	1/5/2018	17:21:11	1/6/2018	00592	507	VS	******1828	$975.00			Sale	Keyed
628	1/5/2018	17:22:08	1/6/2018	00592	507	VS	******4204	($145.93)			Return	Keyed
628	1/5/2018	17:23:47	1/6/2018	00592	i507	VS	******0149	($39.59)			Return	Keyed

3. You can use the **Show entries** field and the **First**, **Previous**, Page Number, **Next**, or **Last** buttons to move through the report. You can also use the **Previous Day** or **Next Day** buttons to move through reporting for other days.

4. To view the Authorization Detail, click a date in the **Auth Date** column. The Authorization Detail report opens.

5. To view the Batch Detail, click a number in the **Batch Number** column. The Captured Batch Detail report opens.

6. To view the Captured Batch Detail by Card Type report, click the card type in the **Type** column. The Capture Batch Detail report opens.

7. To download the report in Excel, click on the **Download in Excel** button at the bottom of the page and follow the instructions prompted by your computer.

Daily Deposit Detail

To run the Daily Deposit Detail, begin at the All Merchant Reports page, follow these steps:

Note: To open the All Merchant Reports page, see "All Merchant Reports Page" on page 8.

1. Click the arrow next to Settlement Reports and select **Daily Deposit Detail**.
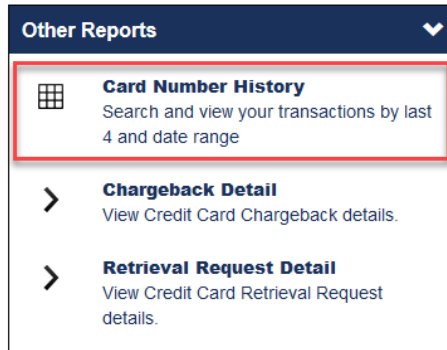

The report page opens.

2. If desired, change the **From** and **To** dates, then click **Go** to modify the date range.

3. You can use the first, previous, page number, next, or last icons (`<< < 1 > >>`) to move through the report.

4. To download the report in Excel, click on the **Download in Excel** button at the bottom of the page and follow the instructions prompted by your computer.

Card Number History

To run the Card Number History, begin at the All Merchant Reports and follow these steps:

Note: To open the All Merchant Reports page, see "All Merchant Reports Page" on page 8.

1. Click the arrow next to Other Reports and select **Card Number History**.

The report page opens.

2. If desired, change the **From** and **To** dates.

3. Enter the last four digits of the card in the **Card # (Last 4)** field and click **Search**. The report populates in the bottom of the screen.

Show 10 entries

Type	Void	Merchant Name	Merchant Number	Card Number	Type	Processed Date	Amount	Auth/Decline Code	POS Entry Mode	Tran Type	Decline	Decline Reason	Batch
AUTH			628	******4937	VS	12/31/2017	$1.01		Keyed	--			
AUTH			628	******4937	VS	12/31/2017	$1.01		Keyed	--			
AUTH			628	******4937	VS	12/31/2017	$3,893.99		Keyed	Sale			00587
CAPTURED			628	******4937	VS	1/1/2018	$3,893.99		--	Sale			00587
SETTLED			628	******4937	VS	1/1/2018	$3,893.99		--	Sale			017005

Showing 1-5 of 5 entries total

First Previous 1 Next Last

Download in Excel

Previous Day   Next Day

4. Line items labeled as **AUTH** denote communication attempts to authorize payment via the card searched. Line items labeled as **CAPTURED** denote previous authorizations submitted for payment via a captured batch. Line items labeled as **SETTLED** denote captured transactions that were paid to you via the settlement system associated with FirstView. (If your American Express or Discover transactions are settled to you directly by those card brands, you will not see a **SETTLED** record for those transactions in this report.)

5. You can use the **Show entries** field and the **First**, **Previous**, Page Number, **Next**, or **Last** buttons to move through the report. You can also use the **Previous Day** or **Next Day** buttons to step through reporting for other days.

6. To download the report in Excel, click on the **Download in Excel** button at the bottom of the page and follow the instructions prompted by your computer.

Chargeback Detail

A chargeback is a transaction that has been disputed by the cardholder.

To run the Chargeback Detail, begin at the All Merchant Reports and follow these steps:

Note: To open the All Merchant Reports page, see "All Merchant Reports Page" on page 8.

1. Click the arrow next to Other Reports and select **Chargeback Detail**.
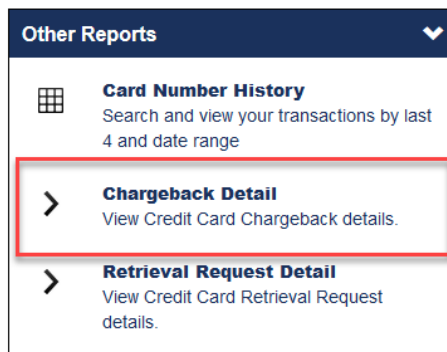
The report page opens.

2. Select **Incoming Chargeback Dates** or **Original Transaction Dates**.

3. If desired, change the **From** and **To** dates.

4. Click **Go**. The report data appears in the bottom of the page.

| Show 20 ▼ entries | | | | | | | | | | | | | << | < | 1 | > | >> |

Merchant Name ▲	Merchant # ⬍	Case # ⬍	Incoming Chargeback Date ⬍	Chargeback Amt ▲	Reason Code ▲	Reason Description ⬍	Chargeback Status ▲	Original Tran Date ⬍	Original Trans Amt ⬍	Card Holder # ⬍	Original Trans Auth ⬍	Original Trans Ref # ⬍
	628	488	03/25/2018	$96.63	53	Not as Described or Defective Merchandise	In Progress	01/13/2018	$226.63	******3177		1729
	628	049	03/24/2018	$117.28	85	Credit Not Processed	In Progress	12/13/2017		******1163		7196
	628	083	03/24/2018	$1,076.67	85	Credit Not Processed	In Progress	03/17/2018	$1,076.67	******1335		3552

5. You can use the **Show entries** field, or the first, previous, page number, next, or last icons
(<< < 1 > >>) to move through the report.

Retrieval Request Detail

A Retrieval Request is a request from a card holder to see a copy of the transaction receipt.

To run the Retrieval Request Detail, begin at the All Merchant Reports and follow these steps:

Note: To open the All Merchant Reports page, see "All Merchant Reports Page" on page 8.

1. Click the arrow next to Other Reports and select **Retrieval Request Detail**.
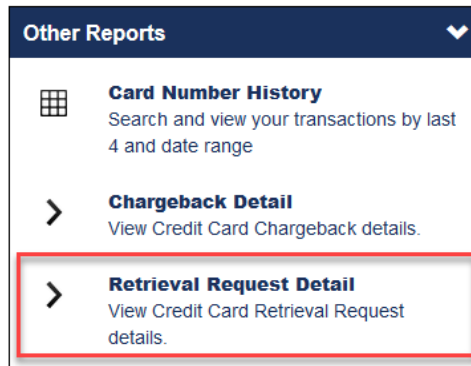
The report page opens.

2. Select **Incoming Retrieval Dates, Retrieval Expiration Dates,** or **Original Transaction Dates**.

3. If desired, change the **From** and **To** dates.

FIRSTVIEW

4. Click **Go**. The report data appears in the bottom of the page.

5. You can use the **Show entries** field, or the first, previous, page number, next, or last icons ( ) to move through the report.

6. To download the report in Excel, click on the **Download in Excel** button at the bottom of the page and follow the instructions prompted by your computer.

Search Transactions Report

The Search Transactions report allows you to search all transactions (that have been authorized, captured or settled at least one day prior) in your merchant portfolio in one report.

To run the Search Transactions report, follow these steps:

1. Click on the **Search Transactions** option in your left pane navigation menu.
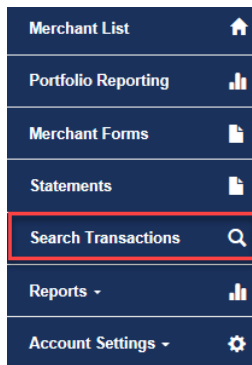
The Search Transactions page opens.

2. Options in the Search Criteria section will default to show Authorizations (similar to the Authorization Detail report seen earlier in this manual) with the previous week as the default **From Date** and **To Date** options. Transactions can also be searched by Capture and Settle date, or can include transactions from all of these reports.

3. Click on **Additional Search Criteria** to expand your search options.

4. In the **Additional Search Criteria** section, you are given the following options, which can be used individually or in any combination. If no search criteria are entered in this section, your search will automatically include all transactions that fall within the options selected in the Search Criteria section.

   a. You can limit your search by **Credit Card Type** (if no options are selected here, the search will return all types).

   b. You can limit your search to only show transactions between an **Amount Min** and/or **Amount Max.**

   c. You can search for a transaction run on a specific card by using the **Credit Card First Six**, **Credit Card Last Four**, **Authorization Code** or Invoice Number fields.

   d. You can search for transactions by a specific merchant under your merchant portfolio by using the **Merchant Name** and **Merchant Number** fields. If you have already selected an Active Merchant (seen in the top left-hand corner of your screen), these fields will be automatically filled with that merchant information, but can be cleared out in order to run the report for your entire portfolio.

   e. You can limit your search to show transactions in a specific batch or run on a specific terminal ID by utilizing the **Batch Number** and **Terminal ID** fields.

5. After all appropriate search criteria are entered, click **Submit** to request the report.

6. The report results can be exported into Excel as needed.

Changing Account Settings

You can use the Account Settings menu to do the following:

- Change your user profile
- Create and manage sub-users
- Manage linked merchants
- Recover your merchant password
- Manage statement preferences
- Change your password
- Change your security questions

Changing Your User Profile

To change your user profile, follow these steps:

1. In the left pane, click **Account Settings**, then select **User Profile**.
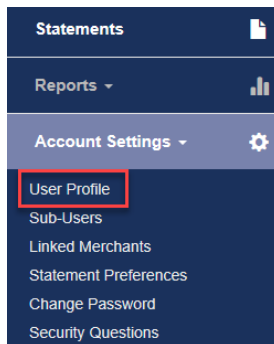
The User Profile page opens.

2. Make the desired changes and click **Save**.

Sub-Users

If you are a primary FirstView user, you can create and manage sub-users, who have differing access to your FirstView merchant information.

Creating a Sub-User

To create a sub-user, follow these steps:

1. In the left pane, click **Account Settings**, then select Sub-Users.

The Sub-User Management page opens.

2. Click **Create New Sub-User**. The **User Setup** and **Linked Merchants** sections appear at the bottom of the page.

3. In the **User Setup** section, enter the **Username**, **First Name**, **Last Name**, and **Email**.

4. In the **Linked Merchants** section, check all merchants you want to associate with this sub-user. If desired, you can use the **Check All** and **UnCheck All** buttons.
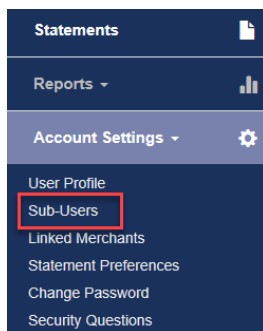

5. Click **Insert** at the bottom of the page. The sub-user is created and appears in the Sub-User Management list.

Editing a Sub-User

To edit a sub-user, follow these steps:

1. In the left pane, click **Account Settings**, then select **Sub-Users**.

The Sub-User Management page opens.
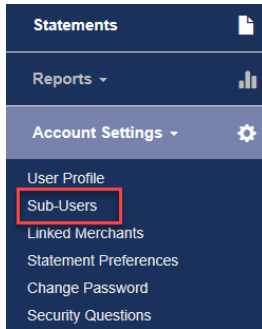

2. Click the edit icon (✏) for the user you want to edit. The **User Setup** and **Linked Merchants** sections appear at the bottom of the page.

3. Make the desired changes and click **Save**.

Disabling or Enabling a Sub-User

To disable a sub-user, follow these steps:

1. In the left pane, click **Account Settings**, then select **Sub-Users**.

The Sub-User Management page opens.

Sub-User Management

Username	Email	Status	Action
▓▓▓▓▓▓	▓▓▓▓▓▓▓▓▓▓	ACTIVE	✏ ✖
Frank001	frankfrank@email.com	ACTIVE	✏ ✖
▓▓▓▓▓▓	▓▓▓▓▓▓	ACTIVE	✏ ✖
▓▓▓▓▓▓	▓▓▓▓▓▓▓▓	ACTIVE	✏ ✖
▓▓▓▓▓▓	▓▓▓▓▓▓	ACTIVE	✏ ✖
▓▓▓▓	▓@email.com	DISABLED	✏ ✔
▓▓▓▓	Test3@email.com	DISABLED	✏ ✔
Salestestmerchant	jon.smith@email.com	DISABLED	✏ ✔

Create New Sub-User

2. Click the disable icon (✖) for the sub-user you want to disable. The sub-user is disabled and moved to the DISABLED section of the list.

    To enable a disabled sub-user, click the enable icon (✔) for the sub-user. The sub-user is enabled and moved to the ACTIVE section of the list.
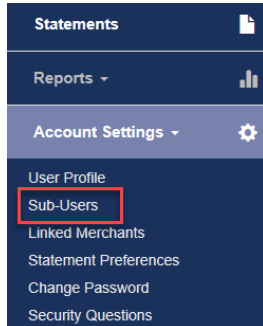
Sub-User Management

Username	Email	Status	Action
▓▓▓▓▓▓	▓▓▓▓▓▓▓▓	ACTIVE	✏ ✖
▓▓▓▓▓▓	▓▓▓▓▓▓	ACTIVE	✏ ✖
▓▓▓▓▓▓	▓▓▓▓▓▓	ACTIVE	✏ ✖
▓▓▓▓▓▓	▓▓▓▓▓▓▓	ACTIVE	✏ ✖
▓▓▓▓	▓@email.com	DISABLED	✏ ✔
Frank001	frankfrank@email.com	DISABLED	✏ ✔
▓▓▓▓	Test3@email.com	DISABLED	✏ ✔
Salestestmerchant	jon.smith@email.com	DISABLED	✏ ✔

Create New Sub-User

Unlocking a Sub-User

If a sub-user tries to log in five times with the wrong password, the sub-user's account will be locked. Locked sub-user accounts will need to be unlocked by the main user. To unlock a locked sub-user, follow these steps:

1. In the left pane, click **Account Settings**, then select **Sub-Users**.

The Sub-User Management page opens.

2. Click the padlock icon (🔒) for the sub-user. The sub-user will be sent a temporary password by email, and will have to create a new password when logging in the first time.
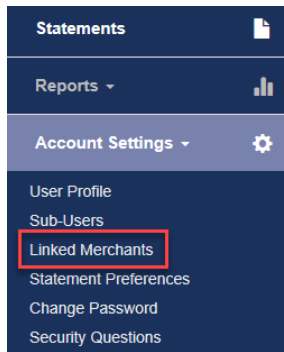
Linked Merchants

Through the Linked Merchants page, you can link and unlink merchant accounts to your primary user name.

Linking a Merchant Account

To link a merchant account, follow these steps:

1. In the left pane, click **Account Settings**, then select **Linked Merchants**.

The Linked Merchant Setup page opens.
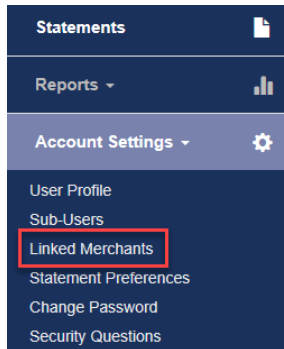

2. Enter the **Merchant Number** and **Merchant Password** as provided in your Welcome Letter for that account.

3. If desired, select **Apply Link to All Sub-Users**.

4. Click **Link Account**.

5. Linking more than one MID to your username will add in a Merchant List option to your left navigation bar along with Portfolio Reports (if the Reports option is currently available to you). See pages 31 and forward for more information.

Unlinking a Merchant Account

To unlink a merchant account, follow these steps:

1. In the left pane, click **Account Settings**, then select **Linked Merchants**.

The Linked Merchant Setup page opens.

2. Click the unlink icon (🔗) for the desired merchant account.

Recovering a Merchant Password

You can recover a merchant password by calling the Support Team at 1-866-524-4117, or by using the Linked Merchant Setup page.

To recover a merchant password using the Linked Merchant Setup page, follow these steps:

1. In the left pane, click **Account Settings**, then select **Linked Merchants**.

The Linked Merchant Setup page opens.

2. Click **Forgot Merchant Password**. The FirstView Password Retrieval page opens.

3. Fill in all fields and click **Request Password**. An email with the password will be sent to the email address on record for the account.

Modifying Statement Preferences

Using the Account Settings, you can modify your statements preferences. To modify your statement preferences, follow these steps:

1. In the left pane, click **Account Settings**, then select **Statement Preferences**.
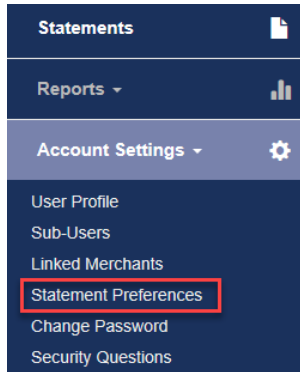
The Statement Preferences page opens.

2. Make the desired changes. Changes are automatically saved.

Changing Your Password

To change your user password, follow these steps:

1. In the left pane, click **Account Settings**, then select **Change Password**.
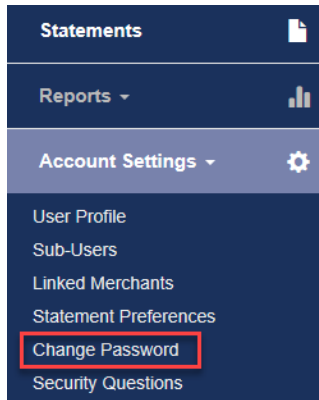
The Change FirstView Password page opens.

2. Fill in all fields and click **Save**. The password is changed.

Updating Your Security Questions

To update your security question, follow these steps:

1. In the left pane, click **Account Settings**, then select **Security Questions**.

The Security Questions page opens.

Security Questions

Security Questions for username:	**testmerchant123**

Question 1

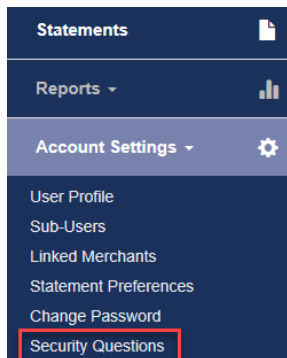Select Question: [What is your favorite food? ▼]

Answer: [   ]

Question 2

Select Question: [What is the name of your elementary school? ▼]

Answer: [   ]

Question 3

Select Question: [What is the name of your favorite movie? ▼]

Answer: [   ]

[**Save**]

2. Make the changes you want, then click **Save**.

Viewing the Merchant List

If you have linked more than one merchant account with your login (see instructions on page 26), an option for Merchant List will be added to your left menu.

Merchant List	🏠
Portfolio Reporting	📊
Merchant Forms	📄
Statements	📄
Reports ▾	📊
Account Settings ▾	⚙
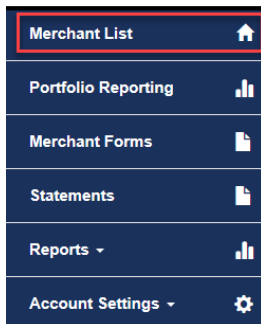
When you log in to FirstView, you will also be presented with your Merchant List automatically, enabling you to choose a merchant from the list to view reporting and statements.

Merchant List

To view a Merchant click the Merchant ID below to view.

Show [25 ▼]   Filter Results: [   ]

Merchant ID ▼	Name	Type
628	PRODDEV TEST 4 1.15.16	MERCHANT
628	PRODDEV TEST #3	MERCHANT
628	PRODDEV TEST #2 1/15/16	MERCHANT
628	PRODDEV TEST 1 1/15/16	MERCHANT
628	NEW PROD TEST MID	MERCHANT
628	TEST FOR	MERCHANT
628	TEST FOR	MERCHANT
628	PCI TESTING	MERCHANT
628	TEST 4	MERCHANT
628	TEST 3	MERCHANT
628	TEST 2	MERCHANT
628	TEST 1	MERCHANT
628	TEST 4	MERCHANT
628	PRODDEV TEST 4	MERCHANT
628		MERCHANT

Showing 1 to 15 of 15 entries   Previous Next

You can filter the list using the **Filter Results** field. If there are more entries than will show on a single page, you can use the **Previous** and **Next** links to move through the list.

Portfolio Reports

If you have linked more than one merchant account with your login (see instructions on page 26), an option for Portfolio Reporting will be added to your left menu.
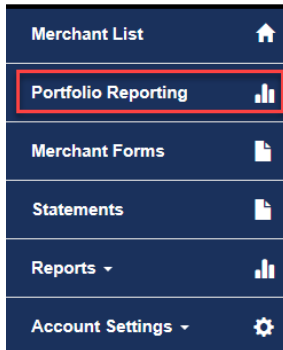
The following portfolio reports are available from FirstView if your login contains more than one merchant ID (MID):

- Portfolio Captured Batch Summary (Daily)
- Portfolio Captured Batch Summary
- Portfolio Authorization Summary
- Portfolio Daily Deposit Summary

All of the portfolio reports are started at the Portfolio Reporting page. To open the Portfolio Page, click Portfolio Reporting in the left pane.

The Portfolio Reporting page opens.
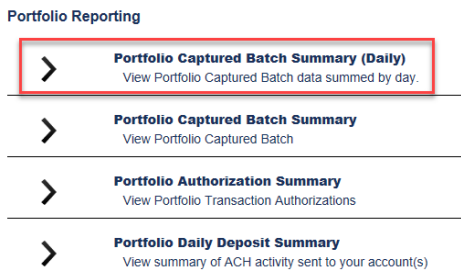
Portfolio Captured Batch Summary (Daily)

To run the Portfolio Captured Batch Summary (Daily), begin at the Portfolio Reporting page and follow these steps:

1. Click **Portfolio Captured Batch Summary (Daily)**. The report page opens.
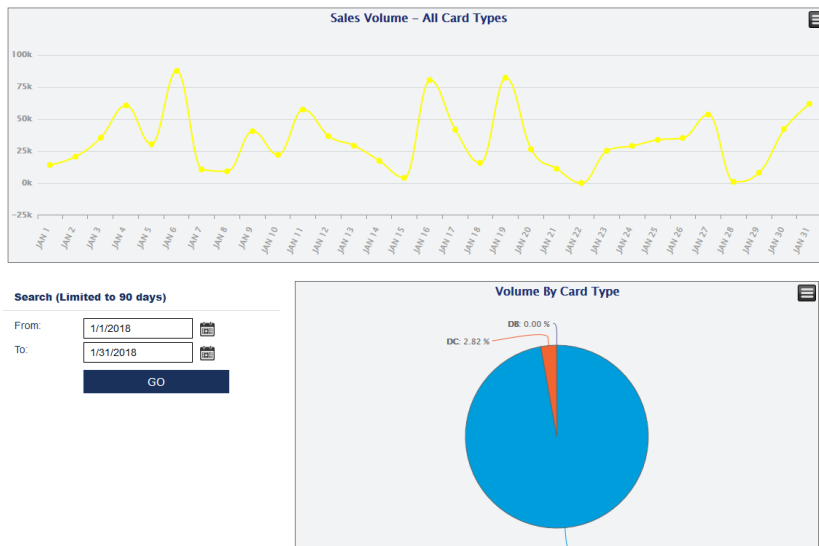
2. If desired, enter or select dates for **From** and **To**, then click **Go**. The changes you made are reflected on the page.

3. In the Sales Volume chart, hover over a date on the line to see the volume for that day.
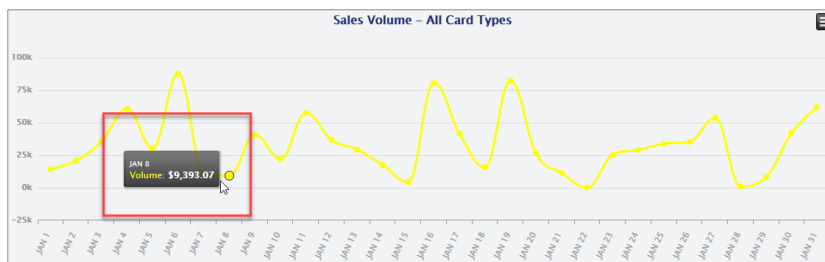
4. Scroll down to see the report detail.

Settle Date	Visa/MasterCard								Other					
	Sales Volume	Sales Count	Returns Volume	Returns Count	Swipe Volume	Swipe Count	Keyed Volume	Keyed Count	AmEx Volume	Disc Volume	Diners Volume	JCB Volume	PayPal Volume	
1/1/2018	$14256.91	10	$0.00	0	$161.45	1	$14095.46	9	$0.00	$0.00	$0.00	$0.00	$0.00	
1/2/2018	$19179.74	13	$0.00	0	$6620.40	5	$14190.14	9	$0.00	$1630.80	$0.00	$0.00	$0.00	
1/3/2018	$34857.63	49	$0.00	0	$8185.74	14	$27363.19	30	$0.00	$691.36	$0.00	$0.00	$0.00	
1/4/2018	$60641.77	38	$849.00	1	$13662.16	7	$47045.50	29	$0.00	$65.93	$0.00	$0.00	$0.00	
1/5/2018	$28789.51	27	$1668.85	4	$9748.74	7	$20692.51	23	$0.00	$1651.74	$0.00	$0.00	$0.00	
1/6/2018	$82501.48	35	$560.52	3	$17827.08	14	$69804.35	24	$0.00	$5129.95	$0.00	$0.00	$0.00	
1/7/2018	$10786.27	15	$0.00	0	$8987.67	7	$1798.60	8	$0.00	$0.00	$0.00	$0.00	$0.00	
1/8/2018	$9393.07	6	$0.00	0	$1708.99	2	$7684.08	4	$0.00	$0.00	$0.00	$0.00	$0.00	
1/9/2018	$39748.44	44	$540.60	2	$19096.45	15	$21477.98	23	$0.00	$826.07	$0.00	$0.00	$0.00	
1/10/2018	$20798.35	29	$2684.29	2	$5448.49	6	$16707.95	26	$0.00	$1358.09	$0.00	$0.00	$0.00	
1/11/2018	$57118.52	36	$116.28	1	$6785.67	5	$50673.85	32	$0.00	$341.00	$0.00	$0.00	$0.00	
1/12/2018	$33217.48	31	$0.00	0	$3196.09	7	$33591.05	26	$0.00	$3569.66	$0.00	$0.00	$0.00	
1/13/2018	$29294.03	36	$0.00	0	$11204.31	9	$18089.72	27	$0.00	$0.00	$0.00	$0.00	$0.00	
1/14/2018	$19121.69	16	$1962.71	2	$4752.34	4	$14369.35	12	$0.00	-$1630.80	$0.00	$0.00	$0.00	
1/15/2018	$4257.29	10	$0.00	0	$0.00	0	$4324.36	10	$0.00	$67.08	$0.00	$0.00	$0.00	
1/16/2018	$73385.62	37	$334.40	2	$36901.11	15	$43526.27	25	$0.00	$7041.76	$0.00	$0.00	$0.00	
1/17/2018	$38432.51	27	$1175.00	2	$11192.63	6	$30589.88	22	$0.00	$3350.00	$0.00	$0.00	$0.00	
1/18/2018	$14769.41	20	$0.00	0	$4066.23	6	$11768.19	14	$0.00	$1065.02	$0.00	$0.00	$0.00	
1/19/2018	$82202.72	41	$104.04	2	$29375.65	12	$52888.24	28	$0.00	$61.20	$0.00	$0.00	$0.00	
1/20/2018	$26463.16	30	$1349.37	1	$7408.26	10	$19097.32	21	$0.00	$42.42	$0.00	$0.00	$0.00	

5. Report can be downloaded into Excel (by clicking on the "Download in Excel" button at the bottom of the page) to view the details by merchant account.

## Portfolio Captured Batch Summary

To run the Portfolio Captured Batch Summary, begin at the Portfolio Reporting page and follow these steps:

1. Click **Portfolio Captured Batch Summary**. The Report page opens.

Portfolio Captured Batch Summary

The Portfolio Captured Batch Summary report provides a summary of your captured batches per merchant for the date range selected.

Search Criteria (Limited to 30 days)

| From: | 2/19/2018 |
| To: | 2/20/2018 |

Search

2. If desired, change the **From** and **To** dates.

3. Click **Search**. The report details appear at the bottom of the page.

Show 20 entries

First Previous 1 Next Last

Merchant Name	Merchant Number	Sales Count	Sales Total	Return Count	Return Total	Trans Count	Trans Total
	628	760	$1,074,996.72	50	$35,472.90	810	$1,039,523.82
TEST 4	628	0	$0.00	0	$0.00	0	$0.00
NEW PROD TEST MID	628	6	$5.75	5	$4.75	11	$1.00
PRODDEV TEST #2 1/15/16	628	0	$0.00	0	$0.00	0	$0.00
PRODDEV TEST #3	628	40	$0.40	4	$45.92	44	($45.52)
PRODDEV TEST 1 1/15/16	628	0	$0.00	0	$0.00	0	$0.00
PRODDEV TEST 4	628	0	$0.00	0	$0.00	0	$0.00
PRODDEV TEST 4 1.15.16	628	2	$0.03	0	$0.00	2	$0.03
		808	$1,075,002.90	59	$35,523.57	867	$1,039,479.33

Showing 1-8 of 8 entries total

First Previous 1 Next Last

Download in Excel

4. You can use the **Show entries** field and the **First**, **Previous**, **Next**, or **Last** buttons to move through the report.

5. Clicking on the Merchant Number will take you to the Captured Batch Summary page for that individual merchant account.

Portfolio Authorization Summary

To run the Portfolio Authorization Summary, begin at the Portfolio Reporting page and follow these steps:

1. Click **Portfolio Authorization Summary**. The Report page opens.

2. If desired, change the **From** and **To** dates.

3. Click **Search**. The report details appear at the bottom of the page.

4. You can use the **Show entries** field and the **First**, **Previous**, **Next**, or **Last** buttons to move through the report. You can also use the **Previous Day** or **Next Day** buttons to step through reporting for other days.

Portfolio Daily Deposit Summary

To run the Portfolio Authorization Summary, begin at the Portfolio Reporting page and follow these steps:

1. Click **Portfolio Daily Deposit Summary**. The report page opens.

2. Click **Search**. The report details appear at the bottom of the page.

3. You can use the **Show entries** field and the **First**, **Previous**, **Next**, or **Last** buttons to move through the report. You can also use the **Previous Day** or **Next Day** buttons to step through reporting for other days.