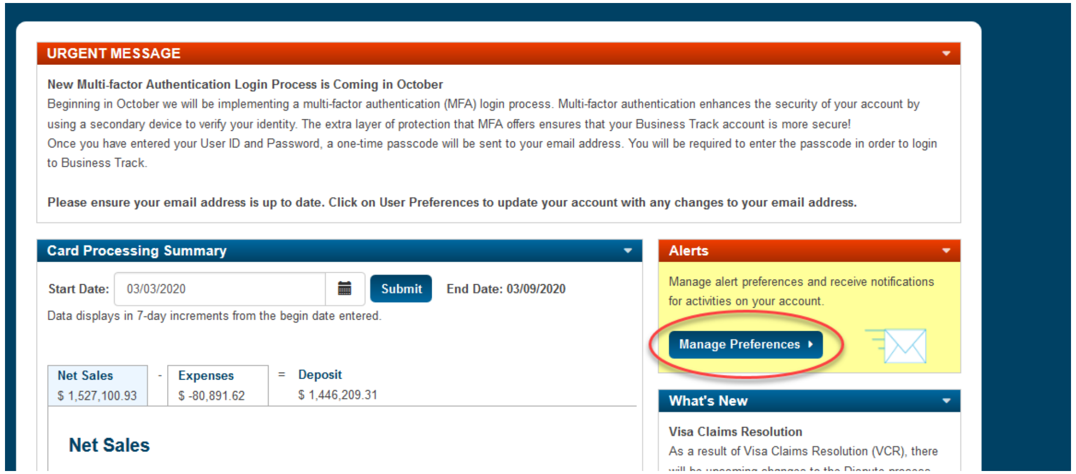
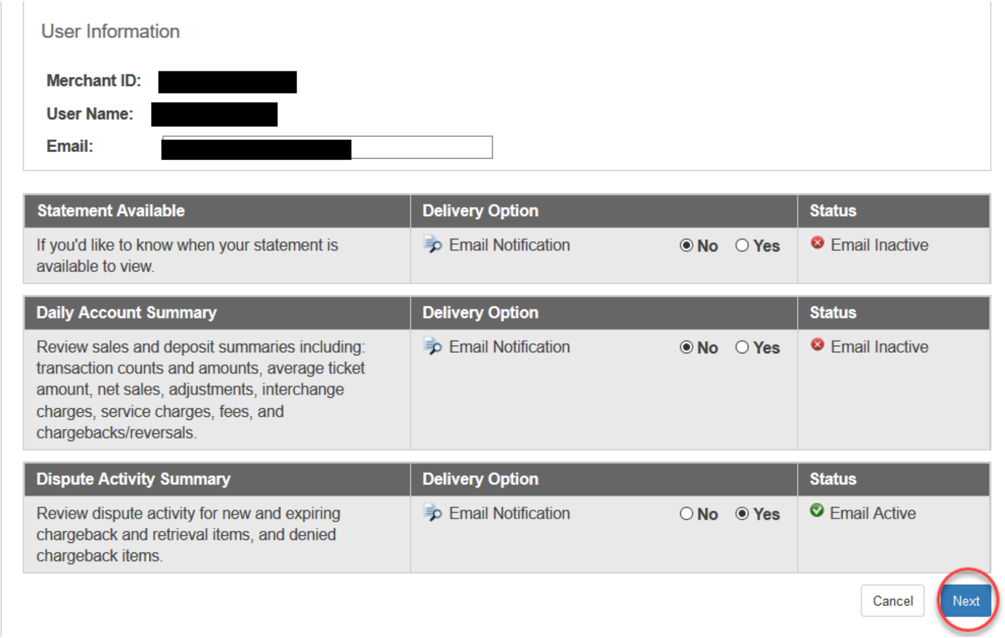
Automating Fiserv Alerts using ClientLine/BusinessTrack



Fiserv Merchant Alerts

Log into ClientLine/BusinessTrack and Click on “Manage Preferences”


User Information

Merchant ID: [redacted]
User Name: [redacted]
Email: [redacted]

Statement Available	Delivery Option	Status
If you'd like to know when your statement is available to view.	Email Notification ◉ No ○ Yes	Email Inactive

Daily Account Summary	Delivery Option	Status
Review sales and deposit summaries including: transaction counts and amounts, average ticket amount, net sales, adjustments, interchange charges, service charges, fees, and chargebacks/reversals.	Email Notification ◉ No ○ Yes	Email Inactive

Dispute Activity Summary	Delivery Option	Status
Review dispute activity for new and expiring chargeback and retrieval items, and denied chargeback items.	Email Notification ○ No ◉ Yes	Email Active

Cancel Next

Fiserv Merchant Alerts

Select the reports you would like to receive

How to Respond to Disputes

- Use ClientLine's online Dispute Manager
- Respond to the request for transaction documentation prior to the due date so that Merchant Services can fulfill the request in a timely manner
- Provide clear and legible copies of all documents that support the validity of the transaction
- Ensure that each response includes the original notification as well as the retrieval case number
- Ensure the case number is written on each page, if multiple pages are being provided
- Retain confirmation that you have fulfilled the request
- Include a letter with specifics about the transaction and the process of collecting payments