

Automating Fiserv Alerts using ClientLine/BusinessTrack

URGENT MESSAGE

New Multi-factor Authentication Login Process is Coming in October
Beginning in October we will be implementing a multi-factor authentication (MFA) login process. Multi-factor authentication enhances the security of your account by using a secondary device to verify your identity. The extra layer of protection that MFA offers ensures that your Business Track account is more secure! Once you have entered your User ID and Password, a one-time passcode will be sent to your email address. You will be required to enter the passcode in order to login to Business Track.

Please ensure your email address is up to date. Click on User Preferences to update your account with any changes to your email address.

Card Processing Summary

Start Date: 03/03/2020 End Date: 03/09/2020
Data displays in 7-day increments from the begin date entered.

Net Sales	Expenses	=	Deposit
\$ 1,527,100.93	\$ -80,891.62		\$ 1,446,209.31

Net Sales

Alerts

Manage alert preferences and receive notifications for activities on your account.

[Manage Preferences](#)

What's New

Visa Claims Resolution
As a result of Visa Claims Resolution (VCR), there will be upcoming changes to the Dispute process.

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 <input checked="" type="radio"/> No <input type="radio"/> Yes	<input checked="" type="checkbox"/> 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 <input checked="" type="radio"/> No <input type="radio"/> Yes	<input checked="" type="checkbox"/> 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 <input type="radio"/> No <input checked="" type="radio"/> Yes	<input checked="" type="checkbox"/> 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