



TRUSTCOMMERCE
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TC Vault™ Reporting Addendum

Version 2.0.0



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Reporting Addendum

Summary

The purpose of this document is to provide merchants and users with updated details relating to TC Vault™ reporting enhancements.

Intended Audience

This guide assumes that you have:

- A basic understanding of electronic payment processing
- Previous experience with TC Vault Reporting

Where to Go for More Information

Additional documentation is available in the TC Vault **Downloads** page.

Other documents of interest are:

- TC Vault User Guide
- TC Link API™ Developer Guide



Note: The screenshots in this document are for example purposes only and may differ for various reasons, such as a device's operating system, an application's version, or a device's product type.

Topics

[Introduction](#)

[Accessing Dynamic Reporting](#)

[Creating Saved Reports](#)

[Modifying Saved Reports](#)

[Importing TC Reports into QuickBooks](#)

[Access Controls](#)

[Report Data Fields](#)

[Troubleshooting](#)

[Getting Help](#)

Revision

Revision History		
Date	Version	Comments
10/20/2012	1.0	Initial publication.
11/13/2012	1.1	Updated Customizing Data Formatting Fields section to include information regarding default display of client-specified custom fields and customized client fields; added blank field to tables in Report Data Fields section.
04/04/2013	2.0	Added new section Importing TC Reports into QuickBooks to document CSV to IIF conversion and import into QB. Rebranded feature from Manage Reports to Dynamic Reporting .

Introduction

Overview

The TC Vault **Reporting** page provides users with search capabilities and report generation functions. In addition to static reporting options, such as monthly summaries and bank settlements, there is a **Dynamic Reporting** tab that provides customizable reporting capabilities.

What is New?

Extended Functions

The **Dynamic Reporting** tab allows users to design and save custom reports using data collected from several TrustCommerce product lines, and then view history, run, edit, and delete these saved reports.



FYI: The TrustCommerce product lines included in report data collection are: TC Link™, TC Trustee® Host, TC Trustee® API, and TC Citadel®.

When creating new reports, users can do the following:

- Label report names and include brief descriptions
- Select the report type (Transactions or Billing IDs), the delivery format (CSV, XLS, XML), and delivery method (Vault Download or Email)
- Specify which data fields populate the report, in what order the chosen data appears, and filter the chosen data fields to include or exclude specific items
- Establish the report frequency (On-Demand, Daily, Weekly, Monthly) and set other schedule information
- Set up encryption (PGP/GnuPG Public Keys)
- Define report accessibility

Report Scheduling Information

Reports created using the **Dynamic Reporting** feature allow for both scheduled generation and on-demand access. The reports use the **Time Zone** field setting in the TC Vault, which is associated with your custID (customer ID).



Important: Only completed transactions appear as report data. As only completed transactions appear as report data, reports contain information from the previous cutoff period. For example, if a daily report is set up to run from Monday through Friday, then Monday's report contains the completed transaction information from Friday. Then, Tuesday's report contains the completed transaction information from Monday, and so on. The same is true for weekly and monthly reports.

Accessibility


The **Dynamic Reporting** feature is available to all TC Vault clients with access to the **Reporting** page. For accounts with users, each user with access to the **Reporting** page can assign report rights for their own saved reports by role access as a group (Operator, Manager, Limited Controller, and Controller) or by individual users (see [Access Controls](#)).

Stored Reporting Capacity

Saved reports that are generated with the **Vault Download** delivery method occupy server storage space. Every custID account has a data storage space allocation of at least 150 MB. Your total shared usage is displayed in a percentage bar on the **Saved Reports** page.















Note: The percentage bar represents the total amount of shared usage per custID, not individual usage.


Saved Reports

Shared Usage (15 MB of 150 MB)

10%

Report Name	Type	Creation Date	Last Updated	Size	Modify
Test Report #1	Transactions	09-28-2012 14:09 PDT	10-09-2012 14:54 PDT	6.075MB	   
Test Report #2	Transactions	09-26-2012 14:36 PDT	10-09-2012 14:53 PDT	1.900MB	   
Test Report #3	BillingIDs	09-26-2012 14:35 PDT	10-09-2012 14:53 PDT	7.025MB	   

Total Reports: 3
Displayed: 1 - 3
1

Create New Report



Important: If your account reaches the maximum storage capacity, scheduled reports for **Vault Download** delivery will run, but not save. To access this data, after freeing enough storage space or changing the delivery method to **E-mail**, you must re-run the report.

If storage space availability becomes an issue, coordinate with other report users, if applicable, and remove reports no longer needed. Also, changing the delivery method to **E-mail** helps maintain shared usage availability. Additionally, if you are interested in increasing the amount of storage capacity, please contact your Account Manager or Client Services.



Note: For generated reports that are delivered via email, in addition to saving a copy of the report to a local or network drive, the message attachment is stored on your email server. The storage capacity parameters for your email server are defined and controlled by your company or the organization hosting your email server.



Accessing Dynamic Reporting

The **Dynamic Reporting** feature allows you to create and save new reports, modify and delete existing reports, view report run history, download reports, and run on-demand reports.

Procedure

To access the Dynamic Reporting feature:

1. From a Web browser, navigate to the TC Vault URL.
<https://vault.trustcommerce.com>
2. In **Customer ID** and **Password**, type your credentials, and then click **Continue**.



Note: Passwords are case sensitive. If unable to sign in, verify that the caps lock option is turned off and re-type the password. For assistance, contact TrustCommerce Client Services (see [Getting Help](#)).

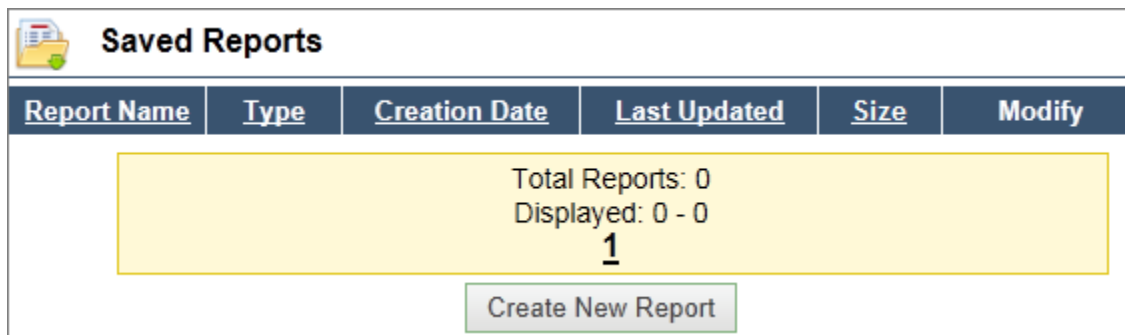
3. From the navigation panel, under **Virtual Terminal and Reporting**, click **Reporting**.



4. Click the **Dynamic Reporting** tab.



The **Saved Reports** page displays.



FYI: For first-time users, the **Saved Reports** page appears empty until you create and save a report.

You are now ready to create and save new reports and modify existing reports, if applicable.



Creating Saved Reports



Note: The **Report Name** is a required field. However, after typing the report name you have the option of saving the report with all default settings so that you can define the parameters at a later time (see [Editing Saved Reports](#)).



Important: The available data fields, under the **Data Formatting** section, vary between report types. Avoid changing the **Report Type** field after defining the **Data Formatting** section, as doing so removes all of the settings.

Procedures

Creating and Saving New Custom Reports

To create and save a new custom report:

1. Access the **Dynamic Reporting** feature (see [Accessing Dynamic Reporting](#)).
2. From the **Saved Reports** page, click **Create New Report**.

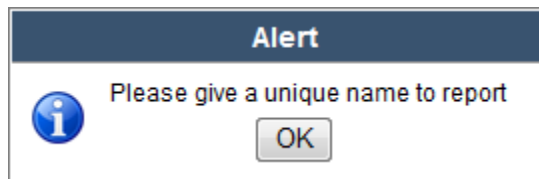
The **Report Details** section is expanded by default.

3. Under **Report Details**, in **Report Name**, type the title of the report, using up to 140 characters maximum.



Important: The **Report Name** field is a required element.

- If a duplicate report name is entered, an alert message appears. Click **OK** to return to the **Reporting** page.





4. In **Description**, type a detailed summary of the report, using up to 1500 characters maximum (optional).
 - To view the saved description, from the **Saved Reports** page, place your pointer over the name of the report and hover until the description appears.



Report Name	Type	Creation Date
Ex. Report	Transactions	09-28-2012 14:09 PD
Tran	Ex. Report: This is an example report that contains daily transaction information.	

5. Complete the **Report Details** section or use the default settings.
 - a. In the **Report Type** list, click one of the following:
 - **Transactions** (default), to run a transaction data report
 - **BillingIDs**, to run a billingID data report
 - b. In the **Report Format** list, click of one of the following:
 - **CSV** (default), to generate a comma-separated values file
 - **XLS**, to generate a Microsoft® Excel® 97-2003 Worksheet file
 - **XML**, to generate an extensible markup language file
6. Expand each additional section, as needed, to define additional report parameters.



Note: To expand and collapse each section individually, use the  (expand) and  (collapse) icons. Alternately, click the **Expand All / Collapse All** button to expand and collapse all of the sections at the same time.


7. Complete the following sections, as needed, or use the default settings.
 - a. Under **Data Formatting**, select, define, and arrange the data with which to populate the report (see [Customizing Data Formatting Fields](#)).
 - b. Under **Data Ordering**, define how the report data is sorted, such as descending or ascending (see [Customizing Data Ordering Fields](#)).
 - c. Under **Filter Criteria**, define specific data that should or should not be included in the report. There is no default setting. For more detailed information about the data fields, see [Filtering Report Criteria](#); otherwise, to create a filter:
 - i. Under **Filter Criteria**, click **Add**.
 - ii. From the **Add Additional Filters** list, click the data field or fields by which to filter the report, and then click **Add**.

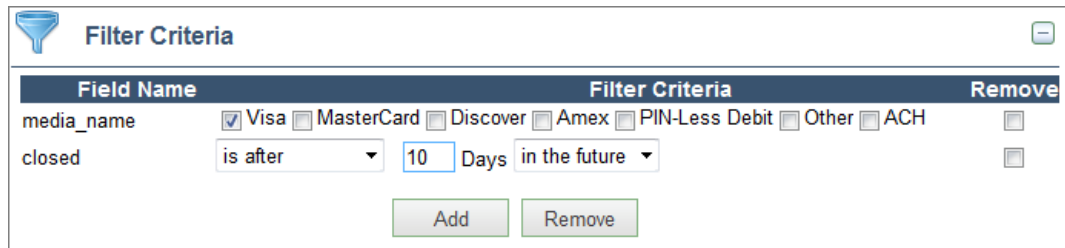
Add Additional Filters

☐ cc
☐ exp
☐ media_name
☐ transid
☐ ref_transid
☒ amount
☐ auth_amount
☐ bank_amount
☐ credit_amount
☐ chargeback_amount
☐ action_name
☐ status_name

Add



- To exit the window without adding fields, click the  (close) icon.
- iii. In the **Filter Criteria** column, select the comparison operators that best describe the type of filter you are applying. Include any additional operators in the provided fields (see [Filtering Report Criteria](#)).



Field Name	Filter Criteria	Remove
media_name	<input checked="" type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Discover <input type="checkbox"/> Amex <input type="checkbox"/> PIN-Less Debit <input type="checkbox"/> Other <input type="checkbox"/> ACH	<input type="checkbox"/>
closed	is after 10 Days in the future	<input type="checkbox"/>

Add Remove

- To remove a filter, in the **Remove** column, select the appropriate check box, and then click **Remove**.
- d. Under **Schedule Information**, define the frequency with which the report is generated. The default setting is **On-Demand**. To change this setting:
 - i. In the **Frequency** list, click **Daily**, **Weekly**, or **Monthly**.
 - ii. In **Begin Date**, type or select from the calendar the date for which the report is to begin capturing data.
 - iii. In **End Date**, leave this field blank to indicate no end date; otherwise, type or select from the calendar the date for which the report is to end capturing data.
 - iv. In the **Runs At** list, click the hour of the day at which the report is to begin capturing transaction data (usually at the beginning of a business day).
 - v. In the **Report Cutoff At** list, click the hour of the day at which the report is to stop capturing data (usually at the end of a business day).

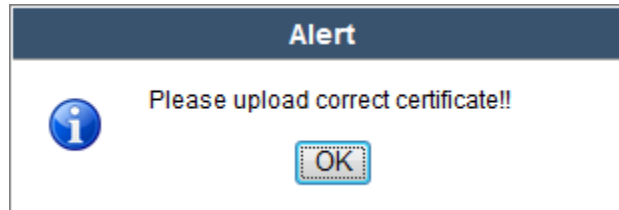


Note: The **Runs At** and **Report Cutoff At** times run on the hour and are expressed in a 24-hour clock (also known as military time). For midnight, type 00:00 and for noon, type 12:00. For more information, see Troubleshooting, [24-Hour Clock](#).

- vi. Do one of the following based on the frequency type selected:
 1. For **Daily**, in **Select Days**, select all of the appropriate check boxes for the days on which the report should run.
 2. For **Weekly**, in the **Run Every** list, click the weekday on which the report should run.
 3. For **Monthly**, in the **Runs On** list, click the day of the month on which the report should run.
- e. Under **Encryption**, define whether or not the generated report is encrypted. The default setting is **No**. To activate encryption:
 - i. In the **Encrypt** list, click **Yes**.
 - ii. In **PGP/GnuPG Public Key**, type or paste a copy of the PGP or GnuPG key required to decrypt the report.
 - iii. Click **Upload**.



- If an invalid key format is entered, an alert message appears. Click **OK** to return to the **Reporting** page.



- iv. In **Select Users**, under **User List**, click user names to move them to the **Selected User** column, if applicable.
- f. Under **Delivery Information**, define how the report is retrieved (download or email). The default setting is **Vault Download**. To send reports via email:
 - i. In the **Delivery Method** list, click **E-mail**.
 - ii. In **To**, type the email addresses for the primary recipients using a comma separator between addresses, if applicable.

Delivery Information

Delivery Method: E-Mail

To: joe@work.com,jan@work. *

Cc:

Subject: Weekly Transaction Repo *

- iii. In **Cc** type the email addresses for the carbon copy recipients using a comma separator between addresses, if applicable.
- iv. In **Subject**, type the information that you want to appear in the email subject line.
- g. Under **Access Controls**, if applicable, define who can and cannot view, run, and edit the report being created. For more information, see [Access Controls](#).




















Note: To view the **Access Controls** section, you must log in as a user.

- 8. Click **Save**.



The saved report appears on the **Saved Reports** page.

 Saved Reports					
Shared Usage (0 MB of 150 MB)			0%		
Report Name	Type	Creation Date	Last Updated	Size	Modify
Only Defaults	Transactions	09-28-2012 14:09 PDT	09-28-2012 14:09 PDT	0.000MB	   
Transactions	Transactions	09-26-2012 14:36 PDT	09-26-2012 16:33 PDT	0.000MB	   
BillingID	BillingIDs	09-26-2012 14:35 PDT	09-26-2012 16:35 PDT	0.000MB	   
Weekly Operator	Transactions	09-25-2012 17:36 PDT	09-25-2012 18:16 PDT	0.000MB	   

You are now ready to create additional or modify existing reports.

Customizing Data Formatting Fields

The **Data Formatting** section lists default data fields based on the selected report type (Transactions or BillingIDs) from the **Report Details** section. Client-specified custom fields also appear by default, if applicable, and are labeled in the **Field Name** column according to the number of custom fields present. For example, if you created three custom fields, they appear as customfield1, customfield2, and customfield3.

Each of these data fields represents one column of data in a report. You can customize or remove the default fields, add different or additional fields, and organize the data fields by column to best fit your reporting needs. You can also revise how the field name appears in the generated report by editing the **Display Name** column.









FYI: By default the **Display Name** is the same as the **Field Name**, except for clients who have had TrustCommerce customize their TC Vault fields. In these instances, the customized field name appears in the **Display Name** column.

For more detailed information about the data fields, see [Formatting Report Fields](#).

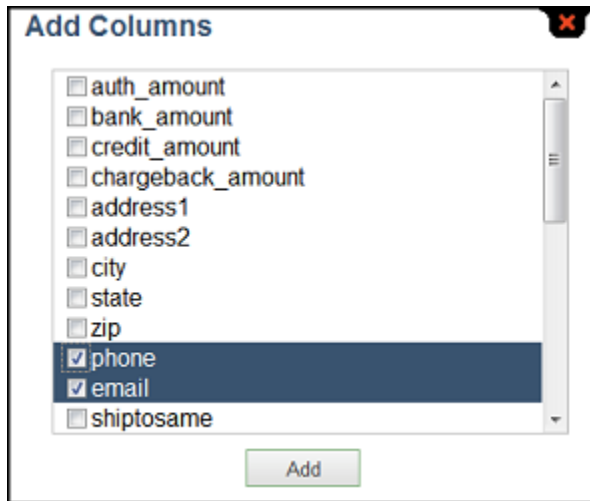
To add a data field:

1. Under **Data Formatting**, click **Add**.


 Data Formatting			
Field Name	Display Name	Format	Remove
cc	cc	Last 4 Digits	
exp	exp	MMYY (0713)	
media name	media name	Short Card Name(Visa , MC)	
customfield6	field6		
blank	blank		
		<input type="button" value="Add"/> <input type="button" value="Remove"/>	



2. From the **Add Columns** list, click the data field or fields that you want to add to the report, and then click **Add**.

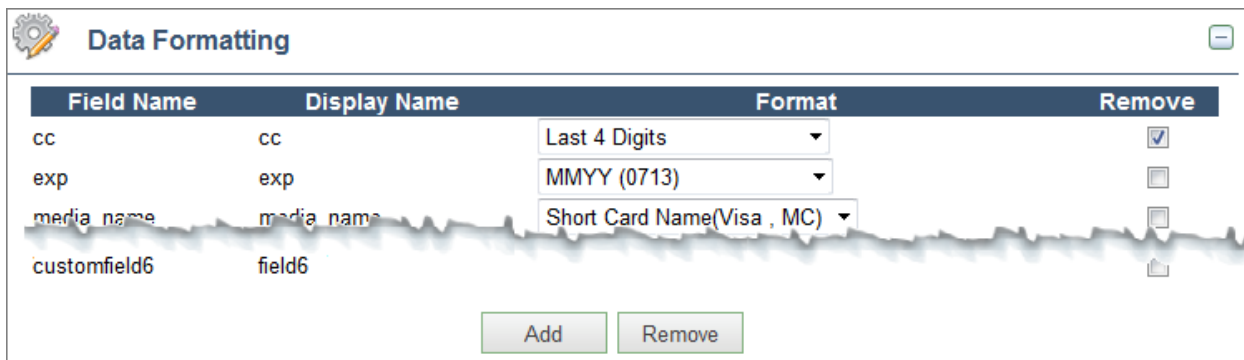


The 'Add Columns' dialog box shows a list of fields with checkboxes. The fields are: auth_amount, bank_amount, credit_amount, chargeback_amount, address1, address2, city, state, zip, phone, email, and shiptosame. The 'phone' and 'email' fields are selected with checked checkboxes. An 'Add' button is at the bottom right. A close icon (red X) is in the top right corner.

- To exit the window without adding fields, click the  (close) icon.

To remove a data field:

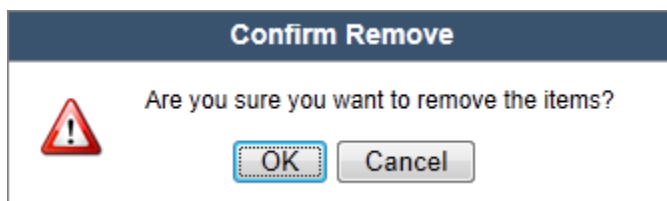
1. In the **Remove** column, select the check box next to the data field that you want to remove from the report, and then click **Remove**.



The 'Data Formatting' dialog box contains a table with columns: Field Name, Display Name, Format, and Remove. The table lists four fields: cc, exp, media name, and customfield6. The 'Remove' column has checkboxes. The 'cc' field's 'Remove' checkbox is checked. Below the table are 'Add' and 'Remove' buttons. A close icon is in the top right corner.

Field Name	Display Name	Format	Remove
cc	cc	Last 4 Digits	<input checked="" type="checkbox"/>
exp	exp	MMYY (0713)	<input type="checkbox"/>
media name	media name	Short Card Name(Visa , MC)	<input type="checkbox"/>
customfield6	field6		<input type="checkbox"/>

2. Click **OK**.



The 'Confirm Remove' dialog box has a warning icon (triangle with exclamation mark) and the text 'Are you sure you want to remove the items?'. It has 'OK' and 'Cancel' buttons.



To customize the display name and format of a data field:



FYI: You can edit the display name for all data fields, but not all data fields have available formatting to customize.

1. In the **Display Name** column, click the data field that you want to customize to activate edit mode.

Field Name	Display Name	Format	Remove
cc	cc	Last 4 Digits	<input type="checkbox"/>
exp	exp	MMYY (0713)	<input type="checkbox"/>
media_name	media_name	Short Card Name(Visa , MC)	<input type="checkbox"/>
trans_date	trans_date	MM/DD/YY HH:MM 24hr (07/21/13 15:52)	<input type="checkbox"/>

2. In the edit area, type the column name that you want displayed in the report, using up to 50 characters maximum.

Field Name	Display Name	Format	Remove
cc	Card Number	Last 4 Digits	<input type="checkbox"/>
exp	exp	MMYY (0713)	<input type="checkbox"/>
media_name	media_name	Short Card Name(Visa , MC)	<input type="checkbox"/>
trans_date	trans_date	MM/DD/YY HH:MM 24hr (07/21/13 15:52)	<input type="checkbox"/>

3. In the **Format** column, from the available format list, click how you want the data to display in the report, if applicable.

Field Name	Display Name	Format	Remove
cc	Card Number	Last 4 Digits	<input type="checkbox"/>
exp	exp	Last 4 Digits	<input type="checkbox"/>
media_name	media_name	Last 6 and Last 4 Digits	<input type="checkbox"/>
trans_date	trans_date	Truncated to Last 4 Digits	<input type="checkbox"/>


4. Repeat as needed.









To organize the data fields by column:









FYI: The column sequence reads from left to right. Therefore, the first data field in **Data Formatting** appears to the far left of the report. The second data field appears to the immediate right of the first data field, the third data field appears to the immediate right of the second data field, and so on.





1. Position the pointer over the data field that you want to move until the sort icon  appears.

Data Formatting			
Field Name	Display Name	Format	Remove
cc	cc	Last 4 Digits	
exp	exp	MMYY (0713)	
 media_name	media_name	Short Card Name(Visa , MC)	
trans_date	trans_date	MM/DD/YY HH:MM 24hr (07/21/13 15:52)	

2. Position the pointer so that it is hovering over the sort icon until the move pointer  appears.

Data Formatting			
Field Name	Display Name	Format	Remove
cc	cc	Last 4 Digits	
exp	exp	MMYY (0713)	
  media_name	media_name	Short Card Name(Visa , MC)	
trans_date	trans_date	MM/DD/YY HH:MM 24hr (07/21/13 15:52)	

3. Drag and drop the field into the desired position.

Data Formatting			
Field Name	Display Name	Format	Remove
media_name	media_name	Short Card Name(Visa , MC)	
exp	exp	MMYY (0713)	
cc	cc	Last 4 Digits	
trans_date	trans_date	MM/DD/YY HH:MM 24hr (07/21/13 15:52)	

4. Repeat as needed.



Customizing Data Ordering Fields

The **Data Ordering** section is used to define the sequence in which the data is displayed by row, in either ascending (smallest, lowest, or oldest) or descending (largest, highest, or newest) order. The default setting is by transaction date in descending order (newest to oldest). You can customize or remove the default field, add a different field or add additional fields, and organize the data fields by row to best fit your data ordering needs.

To add a data field:

1. Under **Data Ordering**, click **Add**.

Field Name	Direction	Remove
trans_date	Descending	<input type="checkbox"/>

2. From the **Add Order By** list, click the data field or fields by which you want to sort to the report data, and then click **Add**.

Add Order By

- ☐ cc
- ☐ exp
- ☐ media_name
- ☐ transid
- ☐ ref_transid
- ☒ amount
- ☐ action_name
- ☐ status_name
- ☐ name
- ☐ phone
- ☐ email
- ☐ ticket

- To exit the window without adding fields, click the (close) icon.



To remove a data field:

1. In the **Remove** column, select the check box next to the data field that you want to remove, and then click **Remove**.

The 'Data Ordering' dialog box contains a table with three columns: 'Field Name', 'Direction', and 'Remove'. The 'trans_date' field is listed with 'Descending' as its direction and a checked checkbox in the 'Remove' column. Below the table are 'Add' and 'Remove' buttons.

Field Name	Direction	Remove
trans_date	Descending	<input checked="" type="checkbox"/>

Buttons: Add, Remove

2. Click **OK**.

The 'Confirm Remove' dialog box displays a warning icon and the text 'Are you sure you want to remove the items?'. It includes 'OK' and 'Cancel' buttons.

Are you sure you want to remove the items?

Buttons: OK, Cancel

To customize the order direction of a data field:

1. In the **Direction** column, click one of the following options:
 - **Ascending** (smallest/lowest/oldest to largest/highest/newest)
 - **Descending** (largest/highest/newest to smallest/lowest/oldest)

The 'Data Ordering' dialog box shows the 'trans_date' field with the 'Direction' dropdown menu open. The menu lists 'Descending', 'Ascending', and 'Descending' options. The 'Add' button is visible below the dropdown.

Field Name	Direction	Remove
trans_date	Descending	<input checked="" type="checkbox"/>

Buttons: Add, Remove


2. Repeat as needed.

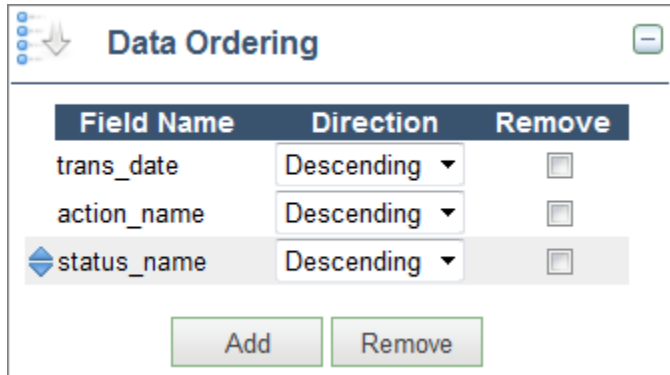



To organize the data fields by row:




FYI: If ordering your report data using multi-level sorting, remember that the first data field is the first sort parameter. Then, the data is sorted by the second data field, and then the third data field, and so on.

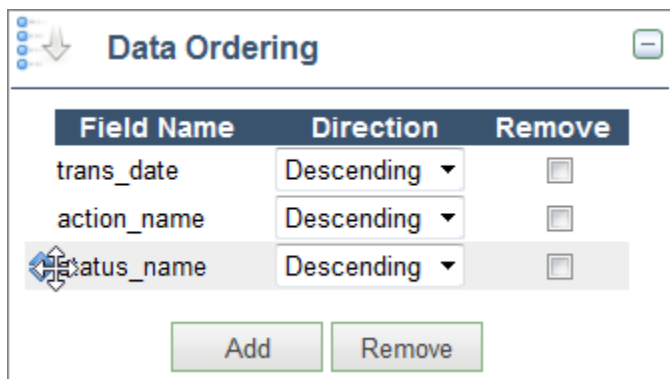
1. Position the pointer over the data field that you want to move until the sort icon  appears.





Field Name	Direction	Remove
trans_date	Descending	<input type="checkbox"/>
action_name	Descending	<input type="checkbox"/>
 status_name	Descending	<input type="checkbox"/>

Add Remove

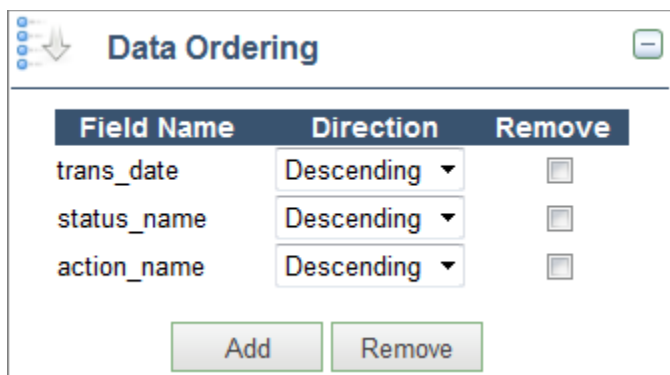
2. Position the pointer so that it is hovering over the sort icon until the move pointer  appears.



Field Name	Direction	Remove
trans_date	Descending	<input type="checkbox"/>
action_name	Descending	<input type="checkbox"/>
  status_name	Descending	<input type="checkbox"/>

Add Remove

3. Drag and drop the field into the desired position.



Field Name	Direction	Remove
trans_date	Descending	<input type="checkbox"/>
status_name	Descending	<input type="checkbox"/>
action_name	Descending	<input type="checkbox"/>

Add Remove

4. Repeat as needed.

Modifying Saved Reports

Once you have created saved reports, you can view the run history for a report, run reports on-demand, edit the architecture of a report to streamline its contents, and delete unused or duplicate reports.

Using the Modify Icons

The following icons are available for each saved report.



History Use this icon to open the report's **Report History** page.



Run Use this icon to run the report on-demand.



Edit Use this icon to edit the report.



Delete Use this icon to delete an unwanted report.

Using Report History

The **Report History** page allows you to view the report's run history including (but not limited to) when the report ran, who ran it, and if the run is complete or still in process. Additionally, from the **Report History** page you can download and re-run reports.

Downloading Reports

To download a Vault Download delivery report:

1. Click the **History** icon that corresponds to the report that you want to access.
2. From the **Report History** page, locate the appropriate report and click **Download**.
3. Select one of the following options:
 - **Open**, to immediately open and view the report
 - **Save**, to save the report to your local **Downloads** folder
 - **Save As**, to save the report to the folder of your choice

Re-running Email Delivery Reports

To re-run an email delivery report:

1. Click the **History** icon that corresponds to the report that you want to send/receive via email.
2. From the **Report History** page, locate the appropriate report and click **Re-Run**.
3. Check your email for the report attachment.



Using Run On-Demand

The **Run** option allows you to override the frequency setting of a saved report without modifying it so that you can view reports as needed.

To run a report on-demand:

1. Click the **Run** icon that corresponds to the report that you want to run on-demand.
2. Under **Report Date Limits**, select a date range, such as **Today**, **Yesterday**, **This Week**, and so on. To search a specific date range, click **Other**, and then type a beginning and an ending date and time.



Note: Beginning and ending times are expressed in a 24-hour clock (also known as military time). For midnight, type 00:00 and for noon, type 12:00. For more information, see Troubleshooting, [24-Hour Clock](#).

3. Click **Run**.
4. Based on the delivery setting, either download the report from the **Report History** page or check your email for the report attachment.

Editing Saved Reports

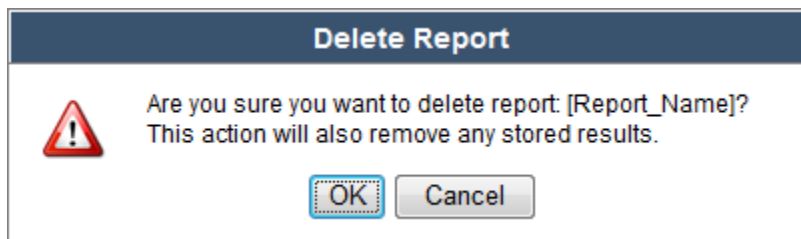
The **Edit** option allows you to refine your report to better fit your needs. Clicking the **Edit** icon opens the same create and save page used to originate the report.

For more information, see [Creating and Saving New Custom Reports](#), [Customizing Data Formatting Fields](#), and [Customizing Data Ordering Fields](#).

Deleting Saved Reports

To remove reports from the Saved Reports page:

1. Click the **Delete** icon that corresponds to the report that you want to remove.
2. Click **OK**.



3. Repeat as needed.

Importing TC Reports into QuickBooks

Overview

Currently, importing TC Vault™-generated reports into QuickBooks® requires you to convert reports from a CSV file (comma-separated values) to an IIF file (Intuit Interchange Format), which is an ASCII text, CSV file format that is proprietary to the QuickBooks program.

Although file conversion can be accomplished manually, a third-party product, such as a CSV/IIF file convertor or a data-import product, helps make the process more accurate and efficient. Several file converter products are installed as Microsoft® Excel® add-ins, so there may be a moderate learning curve.



Important: TrustCommerce does not control, and is not responsible for, the compatibility, performance, reliability, or any other aspect, of third-party products used in conjunction with any TrustCommerce application or associated device.

You are solely responsible for determining whether or not to use third-party products and should verify that such products do not (1) violate your company's policy regarding the installation and/or use of third-party products, and (2) interfere with your company's authorized software and/or devices.

If you choose to purchase any products or services from a third party, your relationship is directly with the third party.

About Converting Files for Import

In general, the conversion process requires a CSV file with columns that mimic your lists in QuickBooks. Although the order of the columns in the CSV file is not relevant, the column names and the type of data entered into each column (for example, text, numbers, dates, and so on) must be identical to the list information in QuickBooks.

Additionally, all CSV files must have columns labeled **Type**, **Account**, and **Detail Account**, which are required for import into QuickBooks. These columns must also contain specific row data, which is (respectively) **Payment**, **Undeposited Funds**, and **Accounts Receivable**.



Important: Currently, **Dynamic Reporting** cannot auto-populate the necessary row data for the **Type**, **Account**, and **Detail Account** columns; you must manually type this data into the CSV file for each row in the report, and you must capitalize the first letter of each word in the row data.



Note: If using the copy and paste function to enter multiple rows of data, ensure that there are no extra spaces before, after, or in-between the text, as this may cause import errors or result in importing empty fields.

Depending on the number and frequency of reports that you want to import into QuickBooks, you can either create and save reports in the TC Vault that generate conversion-ready CSV files, or you can manipulate CSV reports in Excel after they are generated.

Special Offer Discount

If you elect to use a third-party IIF converter, Big Red Consulting is offering TrustCommerce clients a 15% discount to purchase their product, the IIF Transaction Creator.

To purchase the product, or for product information and support, go to Big Red Consulting's Web site (<http://bigredconsulting.com/>).

To use the special offer discount, enter **TRUSTCOMMERCE15** during checkout.

Before You Begin

The procedure for converting CSV files into the IIF format assumes that you have:

- Chosen to use Big Red Consulting's IIF Transaction Creator
- Installed the product on the same device with which you use QuickBooks
- Read the product instructions provided by Big Red Consulting



Note: Always read the instructions provided by the third-party to help ensure your understanding of the product and how it works.

Procedures

Creating Conversion-Ready Reports in the TC Vault

To create a CSV/IIF conversion-ready report:

1. Log in to the TC Vault and click the **Dynamic Reporting** tab.
2. Create a new report, or modify an existing one, based on the data that you want to import into QuickBooks.
 - a. Under **Report Details**, in **Report Format**, select **CSV**.
 - b. Under **Data Formatting**, click **Add**.
 - c. From the **Add Columns** list, click **blank**, and then click **Add**. Repeat as needed to include all necessary columns.



Data Formatting

Field Name	Display Name	Format	Remove
trans_date	Date	MM/DD/YY HH:MM 24hr (07/21/13 15:52)	<input type="checkbox"/>
name	Name		<input type="checkbox"/>
descr	Description		<input type="checkbox"/>
customfield1	Doc Num		<input type="checkbox"/>
media_name	Payment Method	Short Card Name(Visa , MC)	<input type="checkbox"/>
amount	Amount	Dollar and cents (1200.33)	<input type="checkbox"/>
blank	Type		<input type="checkbox"/>
blank	Account		<input type="checkbox"/>
blank	Detail Account		<input type="checkbox"/>

Add
Remove

- d. In the **Display Name** column, click **blank** to activate edit mode and name the columns appropriately; repeat as needed for each required column.



FYI: You need to add three blank columns and name them **Type**, **Account**, and **Detail Account** as noted in the *About Converting Files for Import* section.

- e. Customize any additional parameters, if applicable.
3. Click **Save**.
4. Open the generated report in Excel and do the following:

	A	B	C	D	E	F	G	H	I
1	Date	Name	Description	Doc Num	Payment Method	Amount	Type	Account	Detail Account
2	3/12/2013 10:15	Joe Test	123456	025-0050024979	VISA-D	1	Payment	Undeposited Funds	Accounts Receivable
3	3/12/2013 10:11	Joe Test	123456	025-0050024714	VISA-D	1	Payment	Undeposited Funds	Accounts Receivable
4									

- a. In the Type column, type Payment.
- b. In the Account column, type Undeposited Funds.
- c. In Detail Account column, Accounts Receivable.
- d. For additional rows, copy and paste

Once the report is generated, the CSV file is ready for conversion without additional formatting.

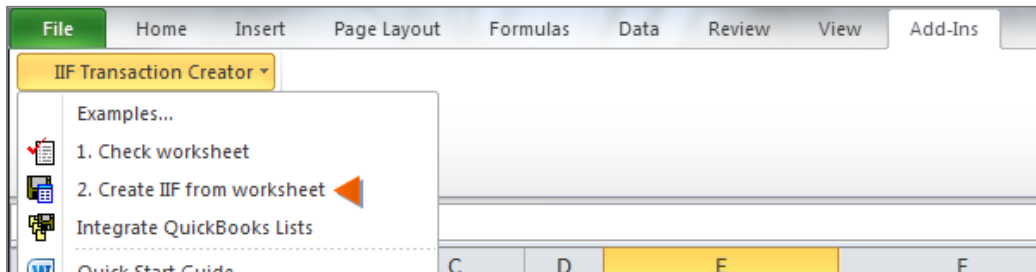
Converting CSV Files Using the IIF Transaction Creator



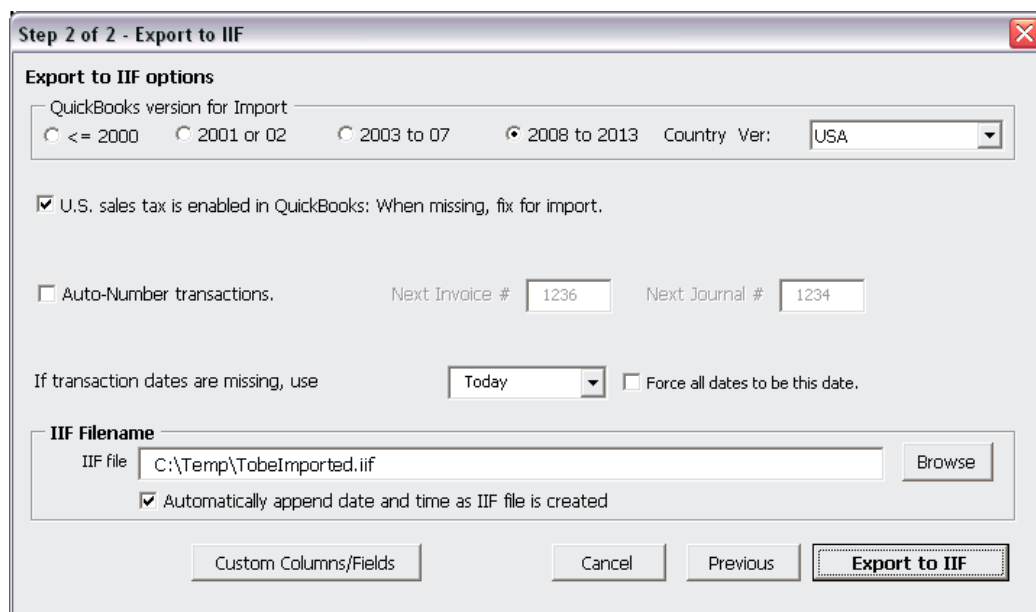
Important: If you are using a different file conversion product, skip this section and refer to the documentation that came with your product.

To convert a CSV file using the IIF Transaction Creator:

1. Open the report in Excel.
2. Verify that the **Type**, **Account**, and **Detail Account** columns are present with the corresponding row values (**Payment**, **Undeposited Funds**, and **Accounts Receivable**). Make any corrections, if needed.
3. From the **Add-Ins** tab, click **IIF Transaction Creator > Create IIF from worksheet**.



4. Click **Accept**.
5. Pull your lists from QuickBooks following the instructions that came with the add-in, if this is the first time you are importing an IIF file; otherwise, click **Skip**.
6. Completed the following, and then click **Export to IIF**.
 - a. Under **Export to IIF options**, select the appropriate QuickBooks settings.
 - b. Under **IIF Filename**, type or browse to the location where you want to save the IIF file, and then name the file.



Step 2 of 2 - Export to IIF

Export to IIF options

QuickBooks version for Import: ☐ <= 2000 ☐ 2001 or 02 ☐ 2003 to 07 ☒ 2008 to 2013 Country Ver:

☒ U.S. sales tax is enabled in QuickBooks: When missing, fix for import.

☐ Auto-Number transactions. Next Invoice # Next Journal #

If transaction dates are missing, use ☐ Force all dates to be this date.

IIF Filename

IIF file

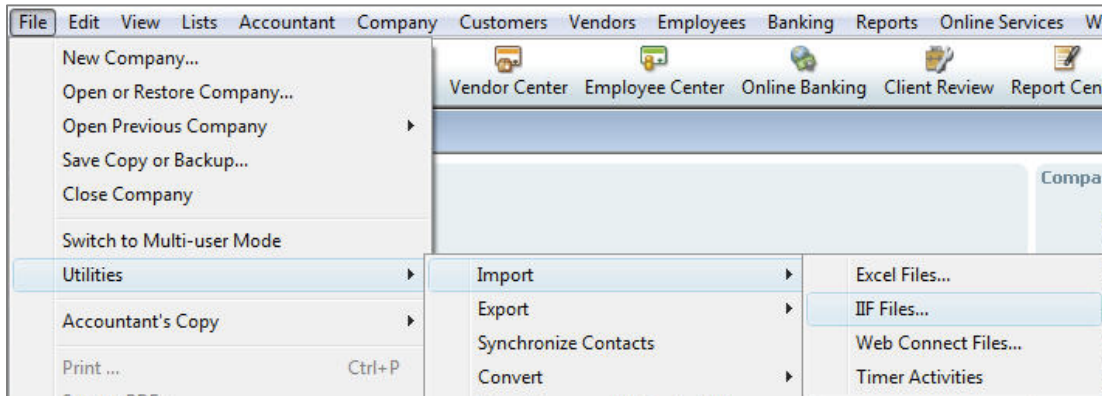
☒ Automatically append date and time as IIF file is created

The IIF file is now ready for importation into QuickBooks.

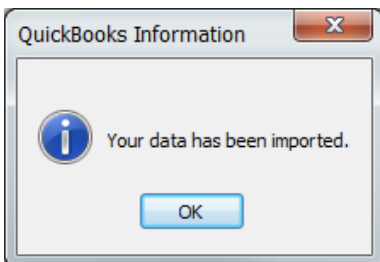
Importing IIF Files into QuickBooks

To import an IIF file into QuickBooks:

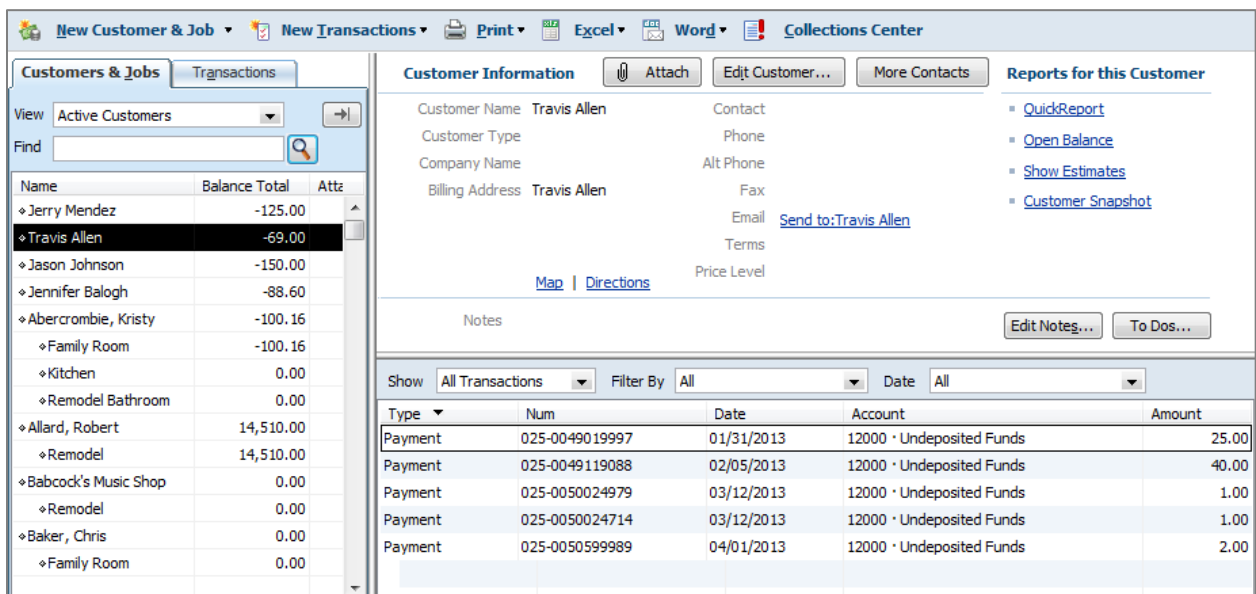
1. Open QuickBooks.
2. Click **File > Utilities > Import > IIF Files**.



3. Locate and select your saved IIF file, and then click **Open**.
4. Click **OK**.



5. Open the **Customer Center** in QuickBooks and verify that the imported list of names and transactions are present. To view a customer's specific transaction information, select a name from the **Customers & Jobs** pane.



Access Controls

The **Access Controls** feature is designed for those custID accounts with multiple users. Therefore, not all clients will see this option. For more information or additional assistance regarding adding users to your custID, contact your Support Team or Client Services (see [Getting Help](#)).

All users with access to the **Reporting** page can use **Dynamic Reporting** to create and save customized reports, and grant or deny access rights to these saved reports. These rights are defined by role access as a group (Operator, Manager, Limited Controller, and Controller) or by individual users.



Important: Individual user report rights supersede role access report rights. For example, if the report rights are set to **None** for **Operator** access levels, but John Doe, who is an Operator, is added to the individual list with **Run Only** report rights, then John Doe is the only Operator who can run your saved reports.

Assigning Group Level Access Controls

To assign group level access controls to a report:

1. Click **Create New Report**, or click the **Edit** icon for an existing report.
2. Under **Access Controls**, in the **Report Rights** column, select one of the following options for each access level:
 - **None**, the user has no access to the report
 - **Run Only**, the user can run a report and view the report results
 - **Edit and Run**, the user can run, view, and edit the architecture of the report
3. Click **Save**.

Assigning Individual Access Controls

To assign individual access controls to a report:

1. Click **Create New Report**, or click the **Edit** icon for an existing report.
2. Under **Access Controls**, click **Add User**.
3. In **Select Users**, under **User List**, click user names to move them to the **Added User** column.
4. Click **Add**.
5. In the **Report Rights** column, select one of the following options for each user:
 - **None**, the user has no access to the report
 - **Run Only**, the user can run a report and view the report results
 - **Edit and Run**, the user can run, view, and edit the architecture of the report
6. To remove a user, in the **Remove** column, select the check box next to the user that you want to remove, and then click **Remove**.
7. Click **Save**.



Report Data Fields

This section lists all of the available fields, the formats for these fields, and a field description for creating saved reports and defining filters for saved reports.



FYI: In the following tables, an italic, lowercase letter *n* indicates an unknown number and an italic, lowercase letter *x* indicates an unknown letter.

Formatting Report Fields

Transaction Report Type

The following table lists information for the data fields available for transaction reports.



Note: Field names displayed in **bold** appear as default values when creating a transaction report; all other fields are available via the **Add** function. Also, available formats displayed in **bold** appear as default values within the corresponding drop-down menu.

Available Data Fields for Transaction Reports		
Field Name	Available Formats	Description
cc	<ul style="list-style-type: none">Last 4 Digits (1111)First 6, Last 4 Digits (123456XXXXXX1111)Truncated to last 4 Digits (XXXXXXXXXXXX1234)	Cardholder primary account number (PAN)
exp	<ul style="list-style-type: none">MMYY (0713)YYMM (1307)MM/YY (07/13)YY/MM (13/07)Month, YYYY (July, 2013)	Payment card expiration date
media_name	<ul style="list-style-type: none">Short Card Name (Visa, MC)Full Card Name (Visa, MasterCard)	Payment card brand name



Available Data Fields for Transaction Reports		
Field Name	Available Formats	Description
trans_date	<ul style="list-style-type: none">• MM/DD/YY HH:MM 24hr (07/21/13 15:52)• MM/DD/YY HH:MM 12hr (07/21/13 03:52PM)• MM/DD/YY (07/21/13)• DD/MM/YY (21/07/13)• Month, DD/YY (July 21, 13)• DD Month, YYYY (21 July 13)	Date and time of each transaction
transid	<i>nnn-nnnnnnnnnnn</i>	A 14-digit transaction identifier (ID) assigned by TrustCommerce
ref_transid	<i>nnn-nnnnnnnnnnn</i>	A 14-digit reference transaction identifier (ID) assigned by TrustCommerce for credit transactions
amount	<ul style="list-style-type: none">• Dollar and cents (1200.33)• Dollar and cents (\$1200.33)• Dollar and cents (1,200.33)• Dollar and cents (\$1,200.33)• Cents (120033)	Dollar amount of the transaction
auth_amount	<ul style="list-style-type: none">• Dollar and cents (1200.33)• Dollar and cents (\$1200.33)• Dollar and cents (1,200.33)• Dollar and cents (\$1,200.33)• Cents (120033)	Amount authorized by a preauth or sale action
bank_amount	<ul style="list-style-type: none">• Dollar and cents (1200.33)• Dollar and cents (\$1200.33)• Dollar and cents (1,200.33)• Dollar and cents (\$1,200.33)• Cents (120033)	Amount authorized by a postauth or sale action



Available Data Fields for Transaction Reports		
Field Name	Available Formats	Description
credit_amount	<ul style="list-style-type: none">• Dollar and cents (1200.33)• Dollar and cents (\$1200.33)• Dollar and cents (1,200.33)• Dollar and cents (\$1,200.33)• Cents (120033)	Amount returned to the customer through a credit action
chargeback_amount	<ul style="list-style-type: none">• Dollar and cents (1200.33)• Dollar and cents (\$1200.33)• Dollar and cents (1,200.33)• Dollar and cents (\$1,200.33)• Cents (120033)	Adjustment amount for your books if the bank has processed a chargeback
action_name	Varies	Action type that originated the transaction
status_name	Varies	Approved/accepted or declined status of the transaction
name	Varies	Cardholder name submitted with the transaction or captured from track data
address1	Varies	Cardholder billing information
address2	Varies	Cardholder billing information
city	Varies	Cardholder billing information
state	Varies	Cardholder billing information
zip	Varies	Cardholder billing information
phone	Varies	Cardholder telephone number
email	Varies	Cardholder email address
shiptosame	Varies	Indicates whether or not the cardholder shipping address is the same as the billing address



Available Data Fields for Transaction Reports		
Field Name	Available Formats	Description
shipto_name	Varies	Shipping name submitted with the level II or level III transaction
shipto_address1	Varies	Shipping address submitted with the level II or level III transaction
shipto_address2	Varies	Shipping address submitted with the level II or level III transaction
shipto_city	Varies	Shipping address submitted with the level II or level III transaction
shipto_state	Varies	Shipping address submitted with the level II or level III transaction
shipto_zip	Varies	Shipping address submitted with the level II or level III transaction
expired	<ul style="list-style-type: none"> • T or F • True or False • Yes or No • Y or N 	Indicates whether or not an authorization is expired; preauth only
reauth	<ul style="list-style-type: none"> • T or F • True or False • Yes or No • Y or N 	Indicates whether or not a re-authorization was submitted; preauth only
chain	<i>nnn-nnnnnnnnnnn</i>	A 14-digit transaction chain identifier assigned by TrustCommerce that links to an original transaction and all other associated transactions
chain_head	<ul style="list-style-type: none"> • T or F • True or False • Yes or No • Y or N 	Indicates whether or not the transaction is the first (original) in a chain
ticket	Varies	Discretionary field used for merchant-specified transaction identification
batchnum	<i>nnn</i>	A 3-digit batch number assigned to settled transactions; postauth only
authcode	<ul style="list-style-type: none"> • <i>nnnnnnn</i> • <i>nnnnnnnn</i> 	A 6- or 7-digit authorization code assigned by the issuer to identify successfully authorized transactions



Available Data Fields for Transaction Reports		
Field Name	Available Formats	Description
billingid	xxxxxx	A 6-character, alphanumeric billing identifier (ID) used to retrieve customer payment information for future, one-time, and recurring transactions
custid	<ul style="list-style-type: none">• <i>nnnnnn</i>• <i>nnnnnnnn</i>	A 6- or 7-digit customer identifier (ID) number assigned by TrustCommerce that identifies a merchant account
fail_name	Varies	Display code that indicates the reason a transaction is declined
avs	A through Z	Single letter Address Verification System response code indicating a match, partial match, not a match, or service not available
operator	Varies	A 20-character, free form text value saved with the transaction at the time of entry
country_code	Varies	Country information saved with the transaction at the time of entry
tax	<ul style="list-style-type: none">• Dollar and cents (12.33)• Dollar and cents (\$12.33)• Dollar and cents (\$1,123.00)• Dollar and cents (\$1123.00)• Cents (1234)	Total amount of tax calculated for level II or level III transactions
purchaseordernum	Varies	Purchase order number assigned by customer for level II or level III transactions
batchid	<i>nnnn</i>	A 4-digit batch identification number



Available Data Fields for Transaction Reports		
Field Name	Available Formats	Description
closed	<ul style="list-style-type: none">• MM/DD/YY HH:MM 24hr (07/21/13 15:52)• MM/DD/YY HH:MM 12hr (07/21/13 03:52PM)• MM/DD/YY (07/21/13)• DD/MM/YY (21/07/13)• Month, DD/YY (July 21, 13)• DD Month, YYYY (21 July 13)	Date and time of when the batch closed
entry_mode	Varies	Method used to process the transaction
responsecode	<ul style="list-style-type: none">• <i>nn</i>• <i>nnn</i>	A 2- or 3-digit authorization response code assigned by the issuer
demo	Varies	Indicates whether or not the transaction is a non-funding test
voided	<ul style="list-style-type: none">• T or F• True or False• Yes or No• Y or N	Indicates whether or not the transaction was voided
customfield#	Varies	Custom field used for custID-specified information saved with the transaction at the time of entry
blank	NA	Field with unlimited use that inserts a blank column for system report generation, such as CSV formatting



Note: The number of custom fields (customfield#) listed, if any, varies depending on the setup of the custID. The actual field names are labeled according to how many custom fields are present. For example, if your custID is setup with three custom fields, they appear as customfield1, customfield2, and customfield3.



BillingID Report Type

The following table lists information for the data fields available for billingID reports.



Note: Field names displayed in **bold** appear as default values when creating a billingID report; all other fields are available via the **Add** function. Also, available formats displayed in **bold** appear as default values within the corresponding drop-down menu.

Available Data Fields for BillingID Reports		
Field Name	Available Formats	Description
billingid	xxxxxxx	A 6-character, alphanumeric billing identifier (ID) used to retrieve customer payment information for future, one-time, and recurring transactions
custid	<ul style="list-style-type: none"> nnnnnn nnnnnnn 	A 6- or 7-digit customer identifier (ID) number assigned by TrustCommerce that identifies a merchant account
cc	<ul style="list-style-type: none"> Last 4 Digits (1111) First 6, Last 4 Digits (123456XXXXXX1111) Truncated to last 4 Digits (XXXXXXXXXXXX1234) 	Cardholder primary account number (PAN)
exp	<ul style="list-style-type: none"> MMYY (0713) YYMM (1307) MM/YY (07/13) YY/MM (13/07) Month, YYYY (July, 2013) 	Payment card expiration date
trans_date	<ul style="list-style-type: none"> MM/DD/YY HH:MM 24hr (07/21/13 15:52) MM/DD/YY HH:MM 12hr (07/21/13 03:52PM) MM/DD/YY (07/21/13) DD/MM/YY (21/07/13) Month, DD/YY (July 21, 13) DD Month, YYYY (21 July 13) 	Date and time of each transaction
name	Varies	Cardholder name submitted with the transaction or captured from track data



Available Data Fields for BillingID Reports		
Field Name	Available Formats	Description
address1	Varies	Cardholder billing information
address2	Varies	Cardholder billing information
city	Varies	Cardholder billing information
state	Varies	Cardholder billing information
zip	Varies	Cardholder billing information
phone	Varies	Cardholder telephone number
email	Varies	Cardholder email address
shiptosame	Varies	Indicates whether or not the cardholder shipping address is the same as the billing address
shipto_name	Varies	Shipping name submitted with the level II or level III transaction
shipto_address1	Varies	Shipping address submitted with the level II or level III transaction
shipto_address2	Varies	Shipping address submitted with the level II or level III transaction
shipto_city	Varies	Shipping address submitted with the level II or level III transaction
shipto_state	Varies	Shipping address submitted with the level II or level III transaction
shipto_zip	Varies	Shipping address submitted with the level II or level III transaction
media_name	<ul style="list-style-type: none"> • Short Card Name (Visa, MC) • Full Card Name (Visa, MasterCard) 	Payment card brand name
count	<ul style="list-style-type: none"> • <i>n</i> • <i>nn</i> • <i>nnn</i> 	A 1- to 3-digit number indicating the number of transactions run on a billingID



Available Data Fields for BillingID Reports		
Field Name	Available Formats	Description
bank	<ul style="list-style-type: none">• Dollar and cents (12.33)• Dollar and cents (\$12.33)• Dollar and cents (\$1,123.00)• Dollar and cents (\$1123.00)• Cents (1234)	Amount collected using a billingID
last_date	<ul style="list-style-type: none">• MM/DD/YY HH:MM 24hr (07/21/13 15:52)• MM/DD/YY HH:MM 12hr (07/21/13 03:52PM)• MM/DD/YY (07/21/13)• DD/MM/YY (21/07/13)• Month, DD/YY (July 21, 13)• DD Month, YYYY (21 July 13)	Date and time of the last transaction run on a billingID
active	<ul style="list-style-type: none">• T or F• True or False• Yes or No• Y or N	Indicates whether or not the billingID is active for use
verify	<ul style="list-style-type: none">• T or F• True or False• Yes or No• Y or N	Indicates whether or not TrustCommerce should check the validity of the card number provided
demo	Varies	Indicates whether or not the transaction is a non-funding test
status_name	Varies	Approved/accepted or declined status of the transaction
fail_name	Varies	Display code that indicates the reason a transaction is declined
cycles	Varies	Total count of scheduled recurring payment transactions
cycles_completed	Varies	Number of scheduled recurring payment transactions processed



Available Data Fields for BillingID Reports		
Field Name	Available Formats	Description
next_cycle	<ul style="list-style-type: none"> • MM/DD/YY HH:MM 24hr (07/21/13 15:52) • MM/DD/YY HH:MM 12hr (07/21/13 03:52PM) • MM/DD/YY (07/21/13) • DD/MM/YY (21/07/13) • Month, DD/YY (July 21, 13) • DD Month, YYYY (21 July 13) 	Date of the next billing cycle
cycle_amount	<ul style="list-style-type: none"> • Dollar and cents (12.33) • Dollar and cents (\$12.33) • Dollar and cents (\$1,123.00) • Dollar and cents (\$1123.00) • Cents (1234) 	Dollar amount of recurring payment transactions
cycle	<ul style="list-style-type: none"> • Number followed by character (7d, 1m) • Number followed by word (7 Day(s), 4 Month(s)) 	Time interval between recurring payment transactions scheduled for processing
next_payment	<ul style="list-style-type: none"> • MM/DD/YY HH:MM 24hr (07/21/13 15:52) • MM/DD/YY HH:MM 12hr (07/21/13 03:52PM) • MM/DD/YY (07/21/13) • DD/MM/YY (21/07/13) • Month, DD/YY (July 21, 13) • DD Month, YYYY (21 July 13) 	Date and time of the next payment transaction attempt if a billing ID is delinquent
last_payment	<ul style="list-style-type: none"> • MM/DD/YY HH:MM 24hr (07/21/13 15:52) • MM/DD/YY HH:MM 12hr (07/21/13 03:52PM) • MM/DD/YY (07/21/13) • DD/MM/YY (21/07/13) • Month, DD/YY (July 21, 13) • DD Month, YYYY (21 July 13) 	Date and time of the most recent payment transaction processed in a cycle



Available Data Fields for BillingID Reports		
Field Name	Available Formats	Description
last_update	<ul style="list-style-type: none">• MM/DD/YY HH:MM 24hr (07/21/13 15:52)• MM/DD/YY HH:MM 12hr (07/21/13 03:52PM)• MM/DD/YY (07/21/13)• DD/MM/YY (21/07/13)• Month, DD/YY (July 21, 13)• DD Month, YYYY (21 July 13)	Date and time when the last account modification occurred
last_unstored	<ul style="list-style-type: none">• MM/DD/YY HH:MM 24hr (07/21/13 15:52)• MM/DD/YY HH:MM 12hr (07/21/13 03:52PM)• MM/DD/YY (07/21/13)• DD/MM/YY (21/07/13)• Month, DD/YY (July 21, 13)• DD Month, YYYY (21 July 13)	Date and time when payment information is unstored for a billingID
blank	NA	Field with unlimited use that inserts a blank column for system report generation, such as CSV formatting

Filtering Report Criteria

Transaction Report Type

The following table lists information for the filter criteria fields for transaction reports.



Note: Comparison operators (filter criteria) and expressions (values) displayed in **bold** appear as default values within the corresponding drop-down menu.

Filter Criteria Fields for Transaction Reports		
Condition (Field Name)	Comparison Operators (Filter Criteria)	Expressions (Values)
cc	is	Text



Filter Criteria Fields for Transaction Reports		
Condition (Field Name)	Comparison Operators (Filter Criteria)	Expressions (Values)
exp	<ul style="list-style-type: none"> • is after • is before • is between • is 	<ul style="list-style-type: none"> • <i>n</i> Days in the future • <i>n</i> Days in the past
media_name	<ul style="list-style-type: none"> • Visa • MasterCard • Discover • Amex • PIN-Less Debit • Other • ACH 	Check box selections
transid	is	Integer
ref_transid	is	Integer
amount	<ul style="list-style-type: none"> • greater than • less than • equal to 	Integer
auth_amount	<ul style="list-style-type: none"> • greater than • less than • equal to 	Integer
bank_amount	<ul style="list-style-type: none"> • greater than • less than • equal to 	Integer
credit_amount	<ul style="list-style-type: none"> • greater than • less than • equal to 	Integer
chargeback_amount	<ul style="list-style-type: none"> • greater than • less than • equal to 	Integer
action_name	<ul style="list-style-type: none"> • Sale • Preauth • Postauth • Reversal • Void • Credit • Chargeback • Verify 	Check box selections
status_name	<ul style="list-style-type: none"> • Approved • Declined • Rejected 	Check box selections



Filter Criteria Fields for Transaction Reports		
Condition (Field Name)	Comparison Operators (Filter Criteria)	Expressions (Values)
name	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
address1	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
address2	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
city	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
state	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
zip	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
phone	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text



Filter Criteria Fields for Transaction Reports		
Condition (Field Name)	Comparison Operators (Filter Criteria)	Expressions (Values)
email	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
shiptosame	<ul style="list-style-type: none">• is true• is false	Boolean
shipto_name	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
shipto_address1	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
shipto_address2	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
shipto_city	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
shipto_state	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text



Filter Criteria Fields for Transaction Reports		
Condition (Field Name)	Comparison Operators (Filter Criteria)	Expressions (Values)
shipto_zip	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
expired	<ul style="list-style-type: none"> • is true • is false 	Boolean
reauth	<ul style="list-style-type: none"> • is true • is false 	Boolean
chain	is	Integer
chain_head	<ul style="list-style-type: none"> • is true • is false 	Boolean
ticket	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
batchnum	is	Integer
authcode	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
billingid	is	Integer
custid	<ul style="list-style-type: none"> • is greater than • is less than • is 	Integer
fail_name	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text



Filter Criteria Fields for Transaction Reports		
Condition (Field Name)	Comparison Operators (Filter Criteria)	Expressions (Values)
avs	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
operator	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
country_code	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
tax	<ul style="list-style-type: none"> • greater than • less than • equal to 	Integer
purchaseordernum	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
batchid	is	Integer
closed	<ul style="list-style-type: none"> • is after • is before • is between • is 	<ul style="list-style-type: none"> • <i>n</i> Days in the future • <i>n</i> Days in the past
entry_mode	<ul style="list-style-type: none"> • Card Swiped • MICR • Manual Entry 	Check box selections
responsecode	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text



Filter Criteria Fields for Transaction Reports		
Condition (Field Name)	Comparison Operators (Filter Criteria)	Expressions (Values)
demo	<ul style="list-style-type: none"> • is live • is demo 	Boolean
voided	<ul style="list-style-type: none"> • is true • is false 	Boolean
customfield<n>	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text

BillingID Report Type

The following table lists information for the filter criteria fields for billingID reports.



Note: Comparison operators (filter criteria) and expressions (values) displayed in **bold** appear as default values within the corresponding drop-down menu.

Filter Criteria Fields for BillingID Reports		
Condition (Field Name)	Comparison Operators (Filter Criteria)	Expressions (Values)
billingid	is	Integer
cc	is	Text
exp	<ul style="list-style-type: none"> • is after • is before • is between • is 	<ul style="list-style-type: none"> • <i>n</i> Days in the future • <i>n</i> Days in the past
name	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text



Filter Criteria Fields for BillingID Reports		
Condition (Field Name)	Comparison Operators (Filter Criteria)	Expressions (Values)
address1	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
address2	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
city	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
state	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
zip	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
phone	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
email	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text



Filter Criteria Fields for BillingID Reports		
Condition (Field Name)	Comparison Operators (Filter Criteria)	Expressions (Values)
shiptosame	<ul style="list-style-type: none">• is true• is false	Boolean
shipto_name	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
shipto_address1	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
shipto_address2	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
shipto_city	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
shipto_state	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text
shipto_zip	<ul style="list-style-type: none">• contains• doesn't contain• is• isn't• begins with• ends with	Text



Filter Criteria Fields for BillingID Reports		
Condition (Field Name)	Comparison Operators (Filter Criteria)	Expressions (Values)
media_name	<ul style="list-style-type: none"> • Visa • MasterCard • Discover • Amex • PIN-Less Debit • Other • ACH 	Check box selections
count	<ul style="list-style-type: none"> • is greater than • is less than • is 	Integer
bank	<ul style="list-style-type: none"> • greater than • less than • equal to 	Integer
last_date	<ul style="list-style-type: none"> • is after • is before • is between • is 	<ul style="list-style-type: none"> • <i>n</i> Days in the future • <i>n</i> Days in the past
active	<ul style="list-style-type: none"> • is true • is false 	Boolean
verify	<ul style="list-style-type: none"> • is true • is false 	Boolean
demo	<ul style="list-style-type: none"> • is live • is demo 	Boolean
status_name	<ul style="list-style-type: none"> • Approved • Declined • Rejected 	Check box selections
fail_name	<ul style="list-style-type: none"> • contains • doesn't contain • is • isn't • begins with • ends with 	Text
cycles	<ul style="list-style-type: none"> • is greater than • is less than • is 	Integer
cycles_completed	<ul style="list-style-type: none"> • is greater than • is less than • is 	Integer
next_cycle	<ul style="list-style-type: none"> • is after • is before • is between • is 	<ul style="list-style-type: none"> • <i>n</i> Days in the future • <i>n</i> Days in the past



Filter Criteria Fields for BillingID Reports		
Condition (Field Name)	Comparison Operators (Filter Criteria)	Expressions (Values)
cycle_amount	<ul style="list-style-type: none">• greater than• less than• equal to	Integer
cycle	<ul style="list-style-type: none">• greater than• less than• equal to	Text
next_payment	<ul style="list-style-type: none">• is after• is before• is between• is	<ul style="list-style-type: none">• <i>n</i> Days in the future• <i>n</i> Days in the past
last_payment	<ul style="list-style-type: none">• is after• is before• is between• is	<ul style="list-style-type: none">• <i>n</i> Days in the future• <i>n</i> Days in the past
last_update	<ul style="list-style-type: none">• is after• is before• is between• is	<ul style="list-style-type: none">• <i>n</i> Days in the future• <i>n</i> Days in the past
last_unstored	<ul style="list-style-type: none">• is after• is before• is between• is	<ul style="list-style-type: none">• <i>n</i> Days in the future• <i>n</i> Days in the past

Troubleshooting

This section describes some common error messages and their solutions. For additional assistance, contact your Support Team or Client Services (see [Getting Help](#)).

Messages and Errors

Dynamic Reporting Messages and Errors			
Item	Issue	Message or Error	Action
1	New report will not save.	* Missing	A required field is missing. Correct the indicated field, and then click Save .
2	When creating or modifying a report, the Save button is not working.	System Error: Your report was not scheduled / modified. Please re-try again.	Refresh your browser session and try again. If the error returns contact your Support Team or Client Services.
3	Re-running reports from the Saved Reports page.	Your report run has started. File will be available for download under 'Report History' upon successful report generation. The status can be verified in the 'Report History' or Running report successful. Please check your email inbox after the cutoff time.	No action required. Informational only.
4	Re-running reports from the Saved Reports page.	System Error: Re-running reports failed. Please re-try again.	Refresh your browser session and try again. If the error returns contact your Support Team or Client Services.
5	Daily report will not save.	Error: Please select a day.	A required field is missing. Correct the indicated field, and then click Save .
6	The Delete icon is not working.	System Error: [Report Name] was not deleted. Please re-try again.	Refresh your browser session and try again. If the error returns contact your Support Team or Client Services.





Dynamic Reporting Messages and Errors			
Item	Issue	Message or Error	Action
7	The History icon is not working.	System Error: Unable to display the report history for [Report Name]. Please re-try again.	Refresh your browser session and try again. If the error returns contact your Support Team or Client Services.
8	When creating a report, value selected for End Date (Schedule Information) is prompting an error.	The End Date should be greater than the Begin Date.	Change the value in End Date to a day or month after the Begin Date .
9	Cannot save a (new or modify) report.	Alert – Please correct the errors and resubmit.	Find and correct the field causing the error.

24-Hour Clock


24-Hour Clock Conversion Chart	
24-Hour clock	12-Hour Clock
00:00	12:00 a.m. (midnight, start of day)
01:00	1:00 a.m.
02:00	2:00 a.m.
03:00	3:00 a.m.
04:00	4:00 a.m.
05:00	5:00 a.m.
06:00	6:00 a.m.
07:00	7:00 a.m.
08:00	8:00 a.m.
09:00	9:00 a.m.
10:00	10:00 a.m.
11:00	11:00 a.m.
12:00	12:00 p.m. (noon)
13:00	1:00 p.m.
14:00	2:00 p.m.
15:00	3:00 p.m.
16:00	4:00 p.m.
17:00	5:00 p.m.
18:00	6:00 p.m.
19:00	7:00 p.m.
20:00	8:00 p.m.
21:00	9:00 p.m.
22:00	10:00 p.m.
23:00	11:00 p.m.
24:00	12:00 a.m. (midnight, end of day)

Getting Help

Contact your Support Team or Client Services for more information or additional assistance. For contact information ( and/or ) and hours of operation, see the bottom of any TC Vault page.



Note: You may be asked for the IP address from which you are connected; this information follows the contact information at the bottom of any TC Vault page.

Look for the  icon followed by **You're connected from *nn.nnn.nnn.nn***; the numerical sequence is the IP address.

Documentation

Additionally, for more information, see the latest version of the TC Vault User Guide or review the online Vault Help topics.

User Guide




To access the latest version of the TC Vault User Guide:

1. From a Web browser, navigate to the TC Vault URL.
<https://vault.trustcommerce.com>
2. In **Customer ID**, type your login. Then, in **Password**, type your password and click **Login**.



Note: Passwords are case sensitive. If unable to sign in, verify that the caps lock option is turned off and re-type the password.


3. From the navigation panel, under **Product Support**, click **Downloads**.
4. Click the **Documentation** tab.
5. Click the **PDF** icon, located in the **Format** column, to open the appropriate document file.

Downloads		
	TCLink API	Documentation
Title	Version	Format
TC Vault User Guide	4.5	
TC Link® Developer Guide	4.0	
TC Trustee Merchant Host Developer Guide	1.1	

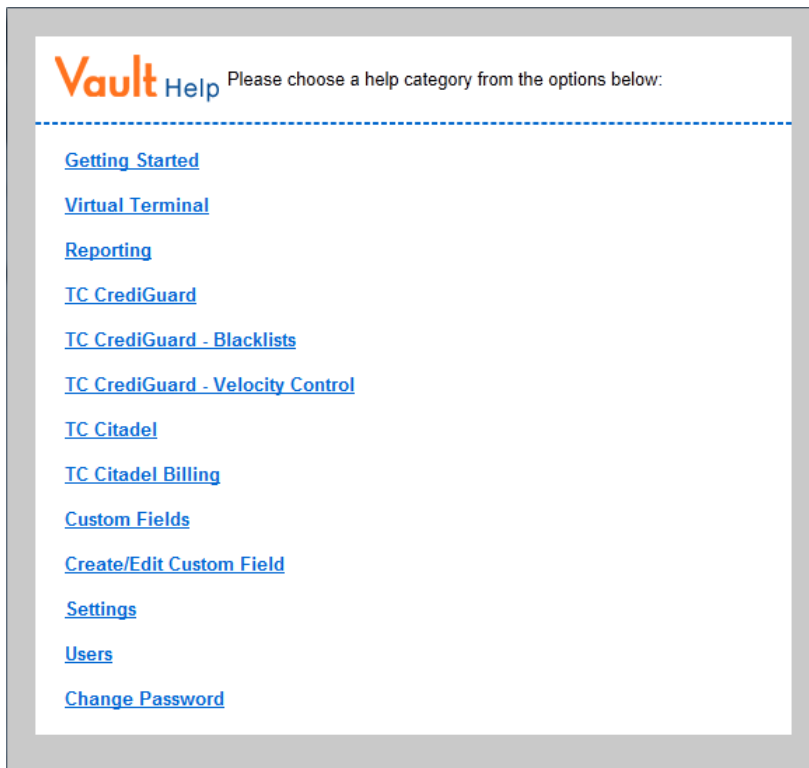


Help Files

To access the online Help topics from the TC Vault:

1. Log in to the [TC Vault](#).
2. Click the [Help](#)  icon, located toward the upper-right of the page.

Vault Help opens in a new window.



3. Click a blue help category link to expand the section.
4. Click an orange question link to view its answer.

