translink

DATA MANAGEMENT MADE SIMPLE

Frequently Asked Questions

Q. "What is TransLink?"

A. TransLink is a user-friendly, web-based reporting system that helps you manage your merchant payment card business right from your PC.

Q. "What can I do with TransLink?"

A. TransLink puts you in control of the information you need. You can:

- Access merchant statements online
- View all authorizations, transactions and deposits
- Search by individual cardholder activity
- Receive email notifications of all chargebacks and retrievals
- Respond to chargebacks and retrievals online
- Export all reports into Microsoft® Excel or accounting software
- Scan and upload receipts online

Q. "How do I set up a TransLink account?"

A. To get started with TransLink, go to **https://www.TransFirst.com/TransLink** and click on the "Register" tab. You will need your merchant ID number and to verify one of the following: Demand Deposit Account (DDA) number, Social Security number or business tax ID number.

Q. "Is there a fee for TransLink?"

A. Please contact your Merchant Services representative regarding fee information for TransLink.

Q. "What are some of TransLink's features?"

A. Some of the features include:

- User-friendly look and feel for easier navigation
- Merchant statements are accessible in PDF format
- Detailed Transaction History reports – including individual transactions that make up a batch deposit, and separation by card type
- E-mail notifications to you for chargeback and retrievals, with all related documents from card-issuing bank visible
- Upload up to five documents directly to our Chargeback Department
- Sortable columns in all reports

Q. "My point-of-sale equipment gives me reports. Why do I need TransLink, too?"

A. Point-of-sale (POS) equipment offers only authorization and batch reports – information only about transactions. TransLink offers more detailed reports about transactions, along with back-office information that can make a real difference in your financial planning; and it gives you access to these reports for at least one year, while POS devices typically do not store this much history.

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Frequently Asked Questions (cont.)

Q. "Can I have more than one login for my merchant account?"
A. Yes. Because the online registration only allows you to register one login, you will need to speak with a Merchant Services representative to set up additional logins.

Q. "I have more than one merchant ID number (MID). Can I access information for all of them through my login?"
A. Yes. However, as with additional logins, you will need to speak with a Merchant Services representative to have multiple MIDs set up for your login(s).

Q. "How do I set up my account to receive email notifications of chargebacks and retrievals?"
A. You will need to speak to a Merchant Services representative to set this up. We recommend you use a group email address if possible so that multiple people can access the information. We also recommend that you set up your spam filters to accept emails from **chargeback@transfirst.com** to avoid deletion of any notifications.

To register for TransLink, please visit
https://www.TransFirst.com/TransLink

For more information or to set up additional services, please contact your Merchant Services representative.

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