

MerchantConnect Service Level Comparison



Solution Description	Basic		Premium	
Distribution	Web-based			
Type of Application	Service, Support, and Reporting			
Minimum Requirements	Microsoft Internet Explorer 5.5+			
Pricing	Free		Fee Based on # of Users	
User Access	One User ID = One MID		One User ID = One Entity, or Five Chains or MID	
Target User	Single Location or Small Merchant		Multi-Location or High Volume Merchant	
Functionality				
Date Availability	Real-time			
Detail Level	Simple, High Level		Detailed, Drill Down Oriented	
Report Download/Export			✓	
Clear Card Access (Full CC number) ¹			✓	
Search Filters			✓	
Pending Chargeback & Retrieval Fax Cover Sheet			✓	
Reports	Available	Data History	Available	Data History
Batch Settlement			✓	Rolling 365 days
Batch Summary	✓	60 Days	✓	Rolling 365 days
Batch Detail	✓	60 Days	✓	Rolling 365 days
Transaction Summary			✓	Rolling 365 days
Transaction Detail			✓	Rolling 365 days
Authorization Detail			✓	Rolling 365 days
Settlement By Card Type			✓	Rolling 365 days
Interchange & Qualification			✓	Rolling 365 days
Chargeback List	✓	6 Months	✓	2 Years
Chargeback Profile			✓	2 Years
Retrieval List	✓	6 Months	✓	2 Years
Retrieval Profile			✓	2 Years
Merchant Billing (One location)	✓	6 Months	✓	Rolling 365 days
Merchant Billing Summary (Chain)			✓	Rolling 365 days
Equipment Shipping	✓	Unlimited	✓	Unlimited
Location Profile	✓		✓	All Locations
Issuer (BIN) Look Up ²	✓		✓	
Solution Features				
Product Support Content (QRG's)		✓		✓
Industry Information		✓		✓
Merchant Newsletter		✓		✓
Account Update Information		✓		✓
Product Information		✓		✓
Account Information (e.g. statement guide, operating guide, etc...)		✓		✓

¹ Must be specifically requested and merchant must sign additional disclosure.

² Visa® and MasterCard® only.