
Heartland

InfoCentral Guide

Heartland Gift

Your Gift and Rewards Reporting Resource

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Thank you for choosing Heartland. To help you get the most out of your program, we've put together this document to guide you through Heartland InfoCentral. InfoCentral is your single location for all of your Heartland program reporting.

To keep your information secure, InfoCentral requires a login and password. If you have not received your login credentials, please contact Heartland at HeartlandGift@e-hps.com or **866.402.8056**. We recommend working with your accountant on best practices for your standard closeout procedures.

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QUICK REFERENCE:

Additional definitions located in the glossary.

Program Type: Currency displayed in the report. Only one may be selected at a time

USD: US Dollars (\$)

Points: Loyalty points/purchases *(where applicable)*

Liability Reports: Displays outstanding balances on cards at a given point in time

Transaction Reports: Displays activity during a range of time

GENERAL INFOCENTRAL WALK-THROUGH


To access reporting from the InfoCentral landing page:

1. Select the “**Reports**” button from the gray bar
This will open a new window or tab in your browser. Please check your browser settings to allow for pop-ups.


Once inside reporting you will see two categories: Chain Reports & Merchant Reports

2. Select  [Chain Reports](#) or  [Merchant Reports](#)
 3. Select the  [Gift and Rewards](#) folder
-

To sort data results:

1. Select the small arrows next to any column header in blue 
 2. Select again to reverse the order
-

To navigate through multiple pages in a report:

Use the page navigation to move within the report 

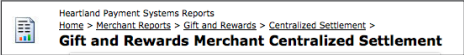
To go to a specific page, enter the page number in the box and press enter

To move forward or backward one page, select the blue arrows

To move to the first or last page, select the blue arrow with the line

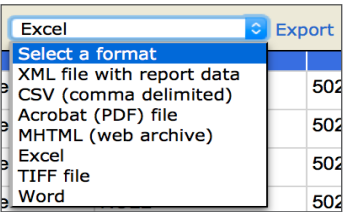
To step backwards:

Select the folder link at the top of the page



To export a report:

1. Select the desired format from the dropdown menu
2. Select Export



FAQ

Q: How do I find out the amount of money out on my gift cards?

A: Via Merchant Reports: [Gift and Rewards Merchant Liability Detail](#)
Via Chain Reports: [Gift and Rewards Chain Liability Detail](#)

Q: Can I see the history of a specific gift/loyalty card?

A: Via Merchant Reports, use [Gift and Rewards Merchant Transaction Detail](#).
Enter the full card number in the field titled "Card Number (*Blank for All*)."
Note: Txn Start Date cannot be earlier than 12/1/2012 for this feature.

Q: How many gift cards have I sold?

A: Via Merchant Reports: [Gift and Rewards Merchant Transaction Summary](#)
Via Chain Reports: [Gift and Rewards Chain Summary](#)
Enter the date range in which you are interested. Select the Program Type USD. Results column titled Load and Activate Count will show the number of cards with money added during the indicated time period.

Q: Where do I find out how much money was moved to another of my group's locations to cover gift card use?

A: Via Merchant Reports: [Gift and Rewards Chain Centralized Settlement](#)
Via Chain Reports: [Gift and Rewards Merchant Centralized Settlement](#)
If your group uses [Decentralized Settlement](#), reports are still manual at this time. Please call our hotline to request a copy at 866-652-6750.

Q: Why are there stars (*) blocking some digits of the card number?

A: Due to security and confidentiality restrictions, full card numbers are never provided on our reporting site.

MERCHANT REPORTS

MERCHANT REPORTS

Merchant-level reports display processing or liability information based on a single location

Gift and Rewards Merchant Transaction Detail: detailed list of all transactions in a date range

Gift and Rewards Merchant Card Summary: detailed list of all transactions by card and transaction type

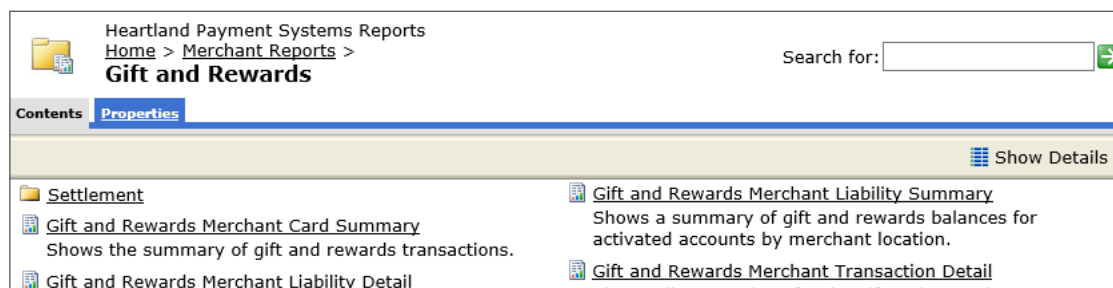
Gift and Rewards Merchant Transaction Summary: summary of transactions subtotaled by date

Gift and Rewards Merchant Liability Detail: list of outstanding cards and current balances based on the location at which a card was first activated

Gift and Rewards Merchant Liability Summary: total of outstanding balances or cards not used by time period based on the location at which a card was first activated

Settlement/Gift and Rewards Merchant Centralized Settlement: Gift and Rewards transactions that have settled to each merchant location if merchant is enrolled in Centralized Settlement Service

Settlement/Gift and Rewards Merchant Decentralized Settlement: Gift and Rewards transactions that have settled to each merchant location if merchant is enrolled in Decentralized Settlement Service (*available soon*)



GIFT AND REWARDS MERCHANT TRANSACTION DETAIL

This report displays a detailed list of all transactions over a date range. It also allows for filtering to show only transactions on a specific card number. This allows review of a customer's activity if there is a dispute.


To run a Gift and Rewards Merchant Transaction Detail report:

1. Select the Gift and Rewards Merchant Transaction Detail link
2. Once the report entry screen opens, select the merchant account from the drop down menu
3. Select a Program Type from the drop down box
4. Enter the starting and ending date for your date range. *Note: dates are inclusive.*
5. Optional filters:
 - Enter terminal number to show only transactions run through a particular terminal
 - Enter card number to show only transactions on a specific card number. *Note: must use full 19-digit card number and filter will not work for start dates prior to 11/15/2012 using program type USD*
6. Select the View Report button

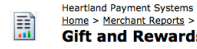
MERCHANT REPORTS CONTINUED

GIFT AND REWARDS MERCHANT TRANSACTION DETAIL CONTINUED

Merchant Transaction Detail

|  Gift and Rewards Merchant Transaction Detail | | | | | | | |
|---|-------------------------|-----------------|-----------------|------------------|-----------------|--|--|
| Report Criteria | | | | | | | |
| Merchant | | | | | | | |
| Txn Start Date | 01/07/2016 | Txn End Date | 01/07/2016 | Program Type | Points | | |
| Txn Date | Transaction Origin Type | Terminal Number | Card Number | Transaction Type | Transaction Sum | | |
| 01/07/2016 | In Store | NULL | 502244*****0812 | HMS Promotion | 7 | | |
| 01/07/2016 | In Store | NULL | 502244*****1968 | HMS Promotion | 7 | | |
| 01/07/2016 | In Store | NULL | 502244*****1966 | HMS Promotion | 3 | | |
| 01/07/2016 | In Store | NULL | 502244*****1545 | HMS Promotion | 2 | | |

Merchant Transaction Detail with Filter

|  Gift and Rewards Merchant Transaction Detail | | | | | | | |
|---|-------------------------|-----------------|-----------------|------------------|-----------------|--|--|
| Report Criteria | | | | | | | |
| Merchant | | | | | | | |
| Txn Start Date | 08/13/2014 | Txn End Date | 01/26/2016 | Program Type | Points | | |
| Txn Date | Transaction Origin Type | Terminal Number | Card Number | Transaction Type | Transaction Sum | | |
| 09/26/2014 | In Store | NULL | 502244*****9996 | HMS Load | 124 | | |
| 09/06/2015 | In Store | NULL | 502244*****9996 | HMS Redeem | (100) | | |
| 09/06/2015 | In Store | NULL | 502244*****9996 | HMS Load | 39 | | |

MERCHANT REPORTS CONTINUED

GIFT AND REWARDS MERCHANT CARD SUMMARY

This report provides an itemized list of transactions displaying transaction types and amounts in columns for easy subtotalling.

To run a Gift and Rewards Merchant Card Summary report:

1. Select the Gift and Rewards Merchant Card Summary link
2. Once the report entry screen opens, select the merchant account from the drop down menu
3. Select a Program Type from the drop down box
4. Enter the starting and ending date for your date range. *Note: dates are inclusive.*
5. Optional filter: Enter terminal number to show only transactions run through a particular terminal.
6. Select the View Report button.

Heartland PAYMENT SYSTEMS® Gift and Rewards Merchant Card Summary

Report Criteria

Merchant

Txn Start Date 10/06/2015 Txn End Date 01/06/2016 Program Type Points

Terminal Number

| Txn Date | Txn Origin Type | Card Number | Load and Activate Count | Load and Activate Sum | Promotion Count | Promotion Sum | Positive Adjustment Count | Positive Adjustment Sum | Redeem Count | Redeem Sum | Negative Adjustment Count | Negative Adjustment Sum | Reversal Count | Reversal Sum | Totals |
|------------|-----------------|-----------------|-------------------------|-----------------------|-----------------|---------------|---------------------------|-------------------------|--------------|------------|---------------------------|-------------------------|----------------|--------------|--------|
| 10/06/2015 | In Store | 502244*****1240 | 1 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/06/2015 | In Store | 502244*****4954 | 0 | 0 | 1 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

GIFT AND REWARDS MERCHANT TRANSACTION SUMMARY

This report displays total transactions/activity for a date range. Transactions for each date are subtotaled on a separate line to provide an overview of the ebb and flow of activity over a period of time.

To run a Gift and Rewards Merchant Transaction Summary report:

1. Select the Gift and Rewards Merchant Transaction Summary link
2. Once the report entry screen opens, select the merchant account from the drop down menu
3. Select a Program Type from the drop down box
4. Enter the starting and ending date for your date range. *Note: dates are inclusive.*
5. Optional filter: Enter terminal number to show only transactions run through a particular terminal.
6. Select the View Report button

Heartland PAYMENT SYSTEMS® Gift and Rewards Merchant Transaction Summary

Report Criteria

Merchant

Txn Start Date 09/09/2015 Txn End Date 01/14/2016 Program Type Points

Terminal Number

| Txn Date | Mobile Txn Count | Online Txn Count | In Store Txn Count | Third Party Txn Count | Load and Activate Count | Load and Activate Sum | Promotion Count | Promotion Sum | Positive Adjustment Count | Positive Adjustment Sum | Redeem Count | Redeem Sum | Negative Adjustment Count | Negative Adjustment Sum | Reversal Count |
|------------|------------------|------------------|--------------------|-----------------------|-------------------------|-----------------------|-----------------|---------------|---------------------------|-------------------------|--------------|------------|---------------------------|-------------------------|----------------|
| 09/09/2015 | 0 | 0 | 9 | 0 | 8 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | (100) | 0 |
| 09/10/2015 | 0 | 0 | 28 | 0 | 25 | 241 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | (300) | 0 |

MERCHANT REPORTS CONTINUED

GIFT AND REWARDS MERCHANT LIABILITY DETAIL

This report displays a list of all cards activated at the selected account with their current balance and information on first and last use.

Note: businesses that are part of a multi-location chain should not use this report. Accurate liability is measured at the chain-level. Multi-location merchants are encouraged to use Gift and Rewards Chain Liability Detail.

To run a Gift and Rewards Merchant Liability Detail report:

1. Select the Gift and Rewards Merchant Liability Detail link
2. Select Activation Merchant from the drop down menu
3. Select the effective date. *Note: data will be shown as of the end of previous date (Example: Select 6/1 to see balances after transactions on 5/31 were completed)*
4. Select a Program Type from the drop down box
5. Select the View Report button

| Report Criteria | | | | | | | | |
|---|-----------------|-----------------|----------------|----------------|----------------------|---------------------------|----------------|---------------------------|
| Activation Merchant | | | | | | | | |
| Effective Date | 11/27/2015 | Program Type | Points | | | | | |
| Note: If there are multiple locations, the complete report should be viewed under chain liability detail. | | | | | | | | |
| Merchant Name | Merchant Number | Card Number | Account Status | Points Balance | Card Activation Date | Merchant Number Activated | Date Last Used | Merchant Number Last Used |
| | | 502244*****0000 | CLOSED | | 0 11/12/2012 | | 4/2/2013 | |
| | | 502244*****0002 | ACTIVE | 41 | 3/22/2013 | | 10/29/2013 | |
| | | 502244*****0010 | ACTIVE | 90 | 3/22/2013 | | 12/20/2013 | |
| | | 502244*****0018 | ACTIVE | 54 | 11/11/2012 | | 3/28/2013 | |

GIFT AND REWARDS MERCHANT LIABILITY SUMMARY

This report displays summary information on outstanding cards that were activated at the selected location. It allows user to see, at a quick glance, information on current liability as well as a breakdown of liability on cards not used in specific time frames.

Note: businesses that are part of a multi-location chain should not use this report. Accurate liability is measured at the chain-level. Multi-location merchants are encouraged to use Gift and Rewards Chain Liability Detail.

To run a Gift and Rewards Merchant Liability Summary report:

1. Select the Gift and Rewards Merchant Liability Detail link
2. Select Activation Merchant from the drop down menu
3. Select the effective date. *Note: data will be shown as of the end of previous date (Example: Select 6/1 to see balances after transactions on 5/31 were completed)*
4. Select a Program Type from the drop down box
5. Select the View Report button

| Report Criteria | | | | | | | | | | | |
|--|--------------------------------|----------------------------------|--------------|--------------------------|---------------------------|--|----------------------------|---------------------------|----------------------------|---------------|--|
| Activation Merchant | | | | | | | | | | | |
| Effective Date | 01/05/2016 | Program Type | Points | | | | | | | | |
| Note: If there are multiple locations, the complete report should be viewed under chain liability summary. | | | | | | | | | | | |
| | | | | | | Broken Cards by Time Frame and Revenue Amounts | | | | | |
| Number Cards Activated | Number Cards Balance Greater 0 | Average Outstanding Card Balance | High Balance | Total Outstanding Points | 90 + Days Number of Cards | 90 + Days Revenue Amount | 180 + Days Number of Cards | 180 + Days Revenue Amount | 365 + Days Number of Cards | 365 + Revenue | |
| 3,077 | 2,214 | 22 | 99 | 68,201 | 2,645 | 58,999 | 2,563 | 57,140 | 2,336 | | |

MERCHANT REPORTS CONTINUED

SETTLEMENT / GIFT AND REWARDS MERCHANT CENTRALIZED SETTLEMENT

This report displays Gift and Rewards transactions that have settled to each merchant location through a central chain bank account.

To run a Centralized Settlement report:

1. Select the Settlement folder, then select the Gift and Rewards Merchant Centralized Settlement link
2. Select Merchant from the dropdown menu
3. Enter the Funding Start and End Date. *Note: Funding refers to date settlement occurred.*
4. Select Show Promotional Amounts Yes/No if promotional funds should be displayed
5. Select Show Detail Page Yes/No if details should be displayed
6. Select View Report

| Merchant Number | Merchant Name | Batch Id | Batch Start Date | Batch End Date | Funding Date | Real Debit | Real Credit | Settled Amount |
|-----------------|---------------|----------|------------------|----------------|--------------|----------------------|--------------------|-------------------|
| | | 139 | 06/01/2015 | 07/01/2015 | 07/06/2015 | (\$2,420.34) | \$2,577.64 | \$157.30 |
| | | 169 | 07/01/2015 | 08/01/2015 | 08/04/2015 | (\$1,659.42) | \$1,824.00 | \$164.58 |
| | | 189 | 08/01/2015 | 09/01/2015 | 09/03/2015 | (\$1,534.48) | \$1,076.28 | (\$458.20) |
| | | 212 | 09/01/2015 | 10/01/2015 | 10/03/2015 | (\$1,072.04) | \$718.00 | (\$354.04) |
| | | 241 | 10/01/2015 | 11/01/2015 | 11/03/2015 | (\$2,044.71) | \$1,748.31 | (\$296.40) |
| | | 273 | 11/01/2015 | 12/01/2015 | 12/03/2015 | (\$506.80) | \$540.00 | \$33.20 |
| | | 311 | 12/01/2015 | 01/01/2016 | 01/04/2016 | (\$793.63) | \$8,754.00 | \$7,960.37 |
| | | 555 | 01/01/2016 | 02/01/2016 | 02/03/2016 | (\$2,622.17) | \$560.00 | (\$2,062.17) |
| Total | | | | | | (\$12,653.59) | \$17,798.23 | \$5,144.64 |

SETTLEMENT / GIFT AND REWARDS MERCHANT DECENTRALIZED SETTLEMENT

This report displays Gift and Rewards transactions that have settled directly to each merchant location.

To run a Decentralized Settlement report:

1. Select the Settlement folder, then select the Gift and Rewards Merchant Decentralized Settlement link
2. Select Merchant from the dropdown menu
3. Enter the Funding Start and End Date. *Note: Funding refers to date settlement occurred.*
4. Select Show Promotional Amounts Yes/No if promotional funds should be displayed
5. Select Show Detail Page Yes/No if details should be displayed
6. Select View Report

MERCHANT REPORTS CONTINUED

SETTLEMENT / GIFT AND REWARDS MERCHANT DECENTRALIZED SETTLEMENT CONTINUED

Heartland Payment Systems Reports
 Home > Merchant Reports > Gift and Rewards > Settlement >

Merchant Gift and Rewards Decentralized Settlement

Search for:

View Properties History

Merchant: Funding Start Date: 3/1/2017

Funding End Date: 6/1/2017 Show Details Page: No

Show Promotional Amounts: No

1 of 3 Select a format Export

Merchant Gift and Rewards Decentralized Settlement

Funding Start Date: 3/1/2017
 Funding End Date: 6/1/2017
 Merchant:
 Show Details Page: No
 Show Promotional Amounts: No

Summary by Batch

| Batch ID | Merchant Name | Batch ID | Batch Start Date | Batch End Date | Funding Date | Real Debit | Real Credit | Settled Amount |
|----------|---------------|----------|------------------|----------------|--------------|--------------|-------------|----------------|
| 1519 | | 1519 | 02/01/2017 | 03/01/2017 | 03/03/2017 | (\$3,325.29) | \$73.31 | (\$3,251.98) |
| | | | 02/01/2017 | 03/01/2017 | 03/03/2017 | (\$3,325.29) | \$73.31 | (\$3,251.98) |
| 1616 | | 1616 | 03/01/2017 | 04/01/2017 | 04/03/2017 | (\$2,364.33) | (\$99.39) | (\$2,463.72) |
| 1711 | | 1711 | 04/01/2017 | 05/01/2017 | 05/03/2017 | (\$2,473.64) | \$87.36 | (\$2,386.28) |
| Total | | | | | | (\$8,163.26) | \$61.28 | (\$8,101.98) |

Summary by Merchant

| Merchant Number | Merchant Name | Batch ID | Batch Start Date | Batch End Date | Funding Date | Real Debit | Real Credit | Settled Amount |
|-----------------|---------------|----------|------------------|----------------|--------------|--------------|-------------|----------------|
| | | 1519 | 02/01/2017 | 03/01/2017 | 03/03/2017 | (\$3,325.29) | \$73.31 | (\$3,251.98) |
| | | 1616 | 03/01/2017 | 04/01/2017 | 04/03/2017 | (\$2,364.33) | (\$99.39) | (\$2,463.72) |
| | | 1711 | 04/01/2017 | 05/01/2017 | 05/03/2017 | (\$2,473.64) | \$87.36 | (\$2,386.28) |
| Subtotal | | | | | | (\$8,163.26) | \$61.28 | (\$8,101.98) |
| Total | | | | | | (\$8,163.26) | \$61.28 | (\$8,101.98) |

CHAIN REPORTS

CHAIN REPORTS

Chain-level reports display processing or liability information for all locations within a Gift and Rewards chain.

Gift and Rewards **Chain Detail**: transaction totals by date for each location

Gift and Rewards **Chain Summary**: transaction totals by location
(recommended for multi-location pooling)

Gift and Rewards **Chain Liability Detail**: list of all outstanding cards and current balances

Gift and Rewards **Chain Liability Summary**: total of outstanding balances or cards

Heartland Payment Systems Reports
Home > Chain Reports >
Gift and Rewards

Search for: ➔

Contents **Properties**
Show Details

Settlement

Gift and Rewards Chain Detail
Shows the detail of the gift and reward transactions by merchant.

Gift and Rewards Chain Liability Summary
Shows a summary of outstanding liability for the gift and rewards program.

Gift and Rewards Chain Summary

GIFT AND REWARDS CHAIN DETAIL

This report displays transactions/activity over a date range. Transactions are separated by location and subtotaled by transaction type and by date. It can be used to determine levels of processing activity throughout a period of time across multiple locations.

To run a Gift and Rewards Chain Detail report:

1. Select the Gift and Rewards Chain Detail link
2. Enter the starting and ending date for your date range. *Note: dates are inclusive.*
3. Select a Program Type from the drop down box
4. Select the View Report button

Heartland Payment Systems Reports
Home > Chain Reports > Gift and Rewards >
Gift and Rewards Chain Detail

Search for:

View **Properties** History
View Report

Txn Start Date: 1/15/2016 Txn End Date: 1/17/2016

Program Type: USD Daylight Savings Time: True False

Heartland
PAYMENT SYSTEMS

Gift and Rewards Chain Detail

Report Criteria

Chain: MARSDEN5466 (8170) Gift and Rewards Chain ID: [REDACTED]

Txn Start Date: 01/15/2016 Txn End Date: 01/17/2016 Program Type: USD

| Txn Date | Terminal Number | Merchant Number | Merchant Name | Mobile Txn Count | Online Txn Count | In Store Txn Count | Third Party Txn Count | Load and Activate Count | Load and Activate Amount | Promotion Count | Promotion Amount | Positive Adjustment Count | Positive Adjustment Amount | Redeem Count | Redeem Amount | Negative Adjustment Count | Negative Adjustment Amount | Reversal Count |
|-----------|-----------------|-----------------|---------------|------------------|------------------|--------------------|-----------------------|-------------------------|--------------------------|-----------------|------------------|---------------------------|----------------------------|--------------|---------------|---------------------------|----------------------------|----------------|
| 1/15/2016 | NULL | | | 0 | 0 | 4 | 0 | 3 | \$54.00 | 0 | \$0.00 | 0 | \$0.00 | 1 | (\$4.25) | 0 | \$0.00 | |
| 1/15/2016 | NULL | | | 0 | 0 | 5 | 0 | 0 | \$0.00 | 2 | \$30.00 | 0 | \$0.00 | 3 | (\$70.00) | 0 | \$0.00 | |
| 1/16/2016 | NULL | | | 0 | 0 | 3 | 0 | 1 | \$20.00 | 0 | \$0.00 | 0 | \$0.00 | 2 | (\$90.00) | 0 | \$0.00 | |

CHAIN REPORTS CONTINUED

GIFT AND REWARDS CHAIN SUMMARY

This report displays total transactions/activity for a date range. Each location is subtotaled on a separate line item. It can be used to determine total processing activity across multiple locations. This report is also the best one to use for multi-location pooling purposes.

To run a Gift and Rewards Chain Summary report:

1. Select the Gift and Rewards Chain Summary link
2. Enter the starting and ending date for your date range. *Note: dates are inclusive*
3. Select a Program Type from the drop down box
4. Select the View Report button

| Merchant Number | Merchant Name | Mobile Txn Count | Online Txn Count | In Store Txn Count | Third Party Txn Count | Load and Activate Count | Load and Activate Amount | Promotion Count | Promotion Amount | Positive Adjustment Count | Positive Adjustment Amount | Redeem Count | Redeem Amount | Negative Adjustment Count | Negative Adjustment Amount | Reversal Count | Reversal Amount | Transfer Count | Pre Adj Count |
|-----------------|---------------|------------------|------------------|--------------------|-----------------------|-------------------------|--------------------------|-----------------|------------------|---------------------------|----------------------------|--------------|---------------|---------------------------|----------------------------|----------------|-----------------|----------------|---------------|
| | | 0 | 0 | 121 | 0 | 33 | \$1,005.00 | 17 | \$985.00 | 0 | \$0.00 | 71 | (\$2,649.04) | 0 | \$0.00 | 0 | \$0.00 | 0 | 0 |
| | | 0 | 0 | 75 | 0 | 15 | \$455.58 | 16 | \$720.00 | 0 | \$0.00 | 43 | (\$1,352.21) | 0 | \$0.00 | 1 | \$40.00 | 0 | 0 |
| | | 0 | 0 | 196 | 0 | 48 | \$1,460.58 | 33 | \$1,705.00 | 0 | \$0.00 | 114 | (\$4,001.25) | 0 | \$0.00 | 1 | \$40.00 | 0 | 0 |

GIFT AND REWARDS CHAIN LIABILITY DETAIL

This report displays a complete listing of all used cards with their current balance and includes the first and last use dates.

To run a Gift and Rewards Chain Liability Detail report:

1. Select the Gift and Rewards Chain Liability Detail link
2. Select the effective date. *Note: data will be shown as of the end of previous date (Example: Select 6/1 to see balances after transactions on 5/31 were completed)*
3. Select a Program Type from the drop down box
4. Select the View Report button

| Merchant Name | Merchant Number | Card Number | Account Status | Real Balance | Promotional Balance | Total Balance | Card Activation Date | Merchant Number Activated | Date Last Used | Merchant Number Last Used |
|---------------|-----------------|-------------|----------------|--------------|---------------------|---------------|----------------------|---------------------------|----------------|---------------------------|
| | | | ACTIVE | \$0.00 | \$50.00 | \$50.00 | 3/16/2012 | | 1/1/2014 | |
| | | | ACTIVE | \$5.00 | \$0.00 | \$5.00 | 12/7/2012 | | 12/18/2012 | |

CHAIN REPORTS CONTINUED

GIFT AND REWARDS CHAIN LIABILITY SUMMARY

This report displays summary information on outstanding cards. It allows user to see, at a quick glance, information on current liability for the chain as well as a breakdown of liability on cards not used in specific time frames.

To run a Gift and Rewards Chain Liability Summary report:

1. Select the Gift and Rewards Chain Liability Summary link
2. Select the effective date. *Note: data will be shown as of the end of previous date's processing (Example: Select 6/1 to see balances after transactions on 5/31 were completed)*
3. Select a Program Type from the drop down box
4. Select the View Report button

Heartland Payment Systems Reports
 Home > Chain Reports > Gift and Rewards >
Gift and Rewards Chain Liability Summary

Search for:

View Properties History

Effective Date: 2/1/2016 Program Type: USD View Report

1 of 1 100% Find | Next Select a format Export

Heartland PAYMENT SYSTEMS Gift and Rewards Chain Liability Summary

Report Criteria

Chain: [REDACTED] Gift and Rewards Chain ID: [REDACTED]
 Effective Date: 02/01/2016 Program Type: USD

| Number Cards Activated | Number Cards Balance Greater 0 | Avg Outstanding Card Balance | High Balance | Real Outstanding Liability | Promotional Outstanding Liability | Total Outstanding Liability | Broken Cards by Time Frame and Revenue Amounts | | | | | |
|------------------------|--------------------------------|------------------------------|--------------|----------------------------|-----------------------------------|-----------------------------|--|-----------------------|-------------------------|------------------------|-------------------------|------------------------|
| | | | | | | | 90 + Days Num of Cards | 90 + Days Revenue Amt | 180 + Days Num of Cards | 180 + Days Revenue Amt | 365 + Days Num of Cards | 365 + Days Revenue Amt |
| 16,318 | 2018 | \$2.05 | \$200.00 | \$24,546.16 | \$8,876.48 | \$33,422.64 | 14963 | \$26,850.24 | 13717 | \$24,972.47 | 11518 | \$21,735.49 |

CHAIN REPORTS CONTINUED

SETTLEMENT / GIFT AND REWARDS CHAIN CENTRALIZED SETTLEMENT

This report displays Gift and Rewards transactions that have settled to each merchant location through a central chain bank account.

To run a Centralized Settlement report:

1. Select the Settlement folder, then select the Gift and Rewards Chain Centralized Settlement link
2. Select Merchant from the dropdown menu
3. Enter the Funding Start and End Date. *Note: Funding refers to date settlement occurred*
4. Select Show Promotional Amounts Yes/No if promotional funds should be displayed
5. Select Show Detail Page Yes/No if details should be displayed
6. Select View Report

Heartland Payment Systems Reports
Home > Chain Reports > Gift and Rewards > Centralized Settlement >
Gift and Rewards Chain Centralized Settlement

Search for:

View Properties History

Funding Start Date: 12/1/2015 Funding End Date: 2/15/2016 View Report

Show Promotional Amounts: No Show Detail Page: No

1 of 2 100% Find Next Select a format Export

Heartland PAYMENT SYSTEMS® **Gift and Rewards Chain Centralized Settlement**

Report Criteria

Chain: [Merchant Name] Gift and Reward Chain ID: [Merchant ID]

Funding Start Date: 12/01/2015 Funding End Date: 02/15/2016 Show Promotional Amounts: No Show Details Page: No

Summary by Batch

| Batch Id | Merchant Name | Batch Id | Batch Start Date | Batch End Date | Funding Date | Real Debit | Real Credit | Settled Amount |
|--------------|-----------------|----------|------------------|----------------|--------------|---------------------|--------------------|-------------------|
| 273 | [Merchant Name] | 273 | 11/01/2015 | 12/01/2015 | 12/03/2015 | (\$717.45) | \$1,220.00 | \$502.55 |
| | [Merchant Name] | | 11/01/2015 | 12/01/2015 | 12/03/2015 | (\$506.80) | \$540.00 | \$33.20 |
| | [Merchant Name] | | 11/01/2015 | 12/01/2015 | 12/03/2015 | (\$210.65) | \$680.00 | \$469.35 |
| 311 | [Merchant Name] | 311 | 12/01/2015 | 01/01/2016 | 01/04/2016 | (\$1,087.12) | \$12,021.00 | \$10,933.88 |
| 555 | [Merchant Name] | 555 | 01/01/2016 | 02/01/2016 | 02/03/2016 | (\$3,713.18) | \$735.00 | (\$2,978.18) |
| Total | | | | | | (\$5,517.75) | \$13,976.00 | \$8,458.25 |

CHAIN REPORTS CONTINUED

SETTLEMENT / GIFT AND REWARDS CHAIN DECENTRALIZED SETTLEMENT

This report displays Gift and Rewards transactions that have settled directly to each chain location.

To run a Decentralized Settlement report:

1. Select the Settlement folder, then select the Gift and Rewards Chain Decentralized Settlement link
2. Select Merchant from the dropdown menu
3. Enter the Funding Start and End Date. *Note: Funding refers to date settlement occurred*
4. Select Show Promotional Amounts Yes/No if promotional funds should be displayed
5. Select Show Detail Page Yes/No if details should be displayed
6. Select View Report

Heartland Payment Systems Reports
 Home > Chain Reports > Gift and Rewards > Settlement >
Chain Gift and Rewards Decentralized Settlement Search for:

View Properties History

Chain Name and Group Number: Funding Start Date: 3/1/2017

Funding End Date: 6/1/2017 Show Details Page: No

Show Promotional Amounts: No

1 of 3 Select a format Export

Chain Gift and Rewards Decentralized Settlement

Chain Name and Group Number:

Funding Start Date: 3/1/2017

Funding End Date: 6/1/2017

Gift and Rewards Chain ID:

Show Details Page: No

Show Promotional Amounts: No

Summary by Batch

| Batch ID | Merchant Name | Batch ID | Batch Start Date | Batch End Date | Funding Date | Real Debit | Real Credit | Settled Amount |
|---------------|--------------------|----------|------------------|----------------|--------------|---------------------|-------------------|----------------|
| 1519 | | 1519 | 02/01/2017 | 03/01/2017 | 03/03/2017 | (\$3,604.26) | \$3,604.26 | \$0.00 |
| 6000007074007 | RED WINE & BREW | | 02/01/2017 | 03/01/2017 | 03/03/2017 | (\$3,325.29) | \$73.31 | (\$3,251.98) |
| 6000007074015 | WINE SOCIAL LOUNGE | | 02/01/2017 | 03/01/2017 | 03/03/2017 | \$0.00 | \$3,281.42 | \$3,281.42 |
| 6000007074023 | RED WINE & BREW | | 02/01/2017 | 03/01/2017 | 03/03/2017 | (\$278.97) | \$249.53 | (\$29.44) |
| 1616 | | 1616 | 03/01/2017 | 04/01/2017 | 04/03/2017 | (\$2,381.40) | \$2,381.40 | \$0.00 |
| 1711 | | 1711 | 04/01/2017 | 05/01/2017 | 05/03/2017 | (\$2,711.35) | \$2,711.35 | \$0.00 |
| Total | | | | | | (\$8,697.01) | \$8,697.01 | \$0.00 |

GLOSSARYGIFT AND REWARDS **LIABILITY** REPORTS - COLUMN/CATEGORY DESCRIPTIONS

Account Status:

Indicates if card is still active (*usable*) or closed (*unusable*)

Activation Merchant:

Pulls report based on the cards that were originally activated by selected location/account

Avg Outstanding Card Balance:

Average balance for this program type when considering all cards used

Broken Cards by Time Frame and**Revenue Amounts:**

Breakdown of cards that have not been used over a period of time based on length of disuse

90+ Days Num of Cards:

Number of cards that have not been used in 90 days or more

90+ Days Revenue Amt:

Total of all balances where card has not been used in 90 days or more

180+ Days Num of Cards:

Number of cards that have not been used in 180 days or more

180+ Days Revenue Amt:

Total of all balances where card has not been used in 180 days or more

365+ Days Num of Cards:

Number of cards that have not been used in 365 days or more

365+ Days Revenue Amt:

Total of all balances where card has not been used in 365 days or more

Card Activation Date:

Date on which the card was first used

Card Number:

Truncated number from the back of customer's card

Current Balance:

Current value of the card as of selected effective date

Date Last Used:

Field is not affected by effective date selected and will always display the most recent date of use. Thus, may be after the effective date of report

Effective Date:

Date for which balances are displayed; includes processing through the end of previous date

High Balance:

Highest individual balance on any outstanding card

Merchant Number Activated:

Location/account at which card was first used

Merchant Number Last Used:

Location/account at which card was used most recently

Number Cards Activated:

Total number of cards ever used with selected program type

Number Cards Balance Greater 0:

Total number of cards that have been used and have a balance greater than 0 as of effective date

Total Outstanding Liability:

Total of all card balances outstanding as of effective date

GLOSSARY**GIFT AND REWARDS TRANSACTION REPORTS - COLUMN/CATEGORY DESCRIPTIONS****Basic Transactions****In-Store Txn Count:**

Number of transactions ran at merchant's location (*excludes balance inquiries*)

Load and Activate Amount/Sum:

Total value of USD or points added through terminal or POS

Load and Activate Count:

Number of transactions ran to add value through a terminal or POS

Mobile Txn Count:

Number of transactions ran in mobile app

Net Amount/Sum:

Total value of all transactions – all types – during period selected

Online Txn Count:

Number of transactions ran through online portal options

Redeem Amount/Sum:

Total value of USD or points redeemed

Redeem Count:

Number of transactions to redeem USD or points

Reversal Amount/Sum:

Total value of USD or points voided or canceled

Reversal Count:

Number of transactions voided or canceled

Third Party Txn Count:

Number of transactions through Heartland third-party partners

Third Party Txn Amount:

Total value of USD or points added through Heartland third-party partners

Transfer Count:

Number of transactions where card balance was moved from one card/account to another (*Note: reflects two separate transactions – one to remove value from original card/account and one to add to new card/account*)

Rewards/Promotion and System Generated Values

The following transactions refer specifically to rewards-based promotions that can be programmed to award customers by automatically convert rewards points to dollars based when they have achieved the preset threshold through auto conversion.

In addition, Heartland has the ability to make manual adjustments to rewards account balances at the request of the merchant.

Negative Adjustment Amount/Sum:

Total value of USD or points deducted by system

Negative Adjustment Count:

Number of transactions where USD or points were deducted by system

Positive Adjustment Amount/Sum:

Total value of USD or points added by system

Positive Adjustment Count:

Number of transactions where USD or points were added by system

Promotion Amount/Sum:

Total value of USD or points rewarded (*excludes auto conversion*)

Promotion Count:

Number of promotions/rewards given (*excludes auto conversion*)