Moneris
SOLUTIONS

Enhanced Gift and Loyalty Program

Web Portal Operating Manual

For Merchant's Head Office

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Welcome to the Moneris Gift and Loyalty Web Portals

Welcome to the Moneris Gift and Loyalty Web Portals! In this Web Portal Operating Manual, you will find instructions on how your organization and cardholders can effectively use the Moneris Web Portals.

The **Merchant Web Portal** is a secure, web-based application that allows you, the merchant, to view your Gift and Loyalty program performance, manage cardholder accounts, update cardholder profile information, adjust balance, batch activate Gift cards, deactivate cards, and generate reports.

The **Cardholder Web Portal** allows your cardholders to view their current card balance, card transaction history and update their contact information.

Web Portal Minimum Requirements

Internet Browser 6.0 or higher

Microsoft Internet Explorer 6.0 and higher is required to run the Web Portal.

1. If you do not have Microsoft Internet Explorer go to **microsoft.com** and search for Internet Explorer. Follow Microsoft's instructions on how to download and install Internet Explorer.
2. Ensure that your zoom setting is at 100% at all times.

JavaScript-enabled

JavaScript must be enabled in Microsoft Internet Explorer. To enable JavaScript in Microsoft Internet Explorer 6.0 or higher:

1. From the **Tools** menu, click **Internet Options**.
2. Click on the **Security Tab**. Make sure that the 'Internet' icon is highlighted and then click **Custom Level**.
3. Scroll down to **Active Scripting** and click **Enable**.
4. Click **OK**.
5. Click **OK**.
6. Re-start your Internet Explorer.

Pop-ups-enabled

Pop-ups must be enabled for Web Portal website. To enable pop-ups in Microsoft Internet Explorer:

1. Click the **Tools** menu and point to **Pop-up Blocker**.
2. Click **Turn Off Pop-up Blocker**.

Merchant Web Portal

This section provides the instructions on how to use the Merchant Web Portal.

Merchant Registration, Login and Profile Management

Web Portal Registration

Head Office/ Enterprise Users

If you are a Head Office/ Enterprise user, please follow the steps in "Login to Your Merchant Web Portal" to access the Merchant Web Portal. Your portal Login ID is the email address you gave Moneris during program launch. You will receive your portal password from Moneris by email. You will be prompted to change your password during initial login.

Location User – Automatic Registration Token method

If you are a Location user, you can register for an account on the Merchant Web Portal using your Location-specific registration token and validation codes. Location users will initially be set up with report viewing capabilities only. To register as a Location user:

1. Go to **moneris.com/giftloyaltycard/merchant**.
2. Click on **Create Online Account**.
3. Enter your **Registration Token** (use your Moneris Merchant ID) in "Registration Token" field.
4. Enter your **Validation Code** (use the last four digits of your Business phone number that you provided to Moneris Solutions during program sign-up) in "Validation Code" field.
5. Enter the **Numeric Code** shown in the picture on the screen, in the "Numeric Code" field.
6. Click **Continue**.
   You will be prompted to create a Login ID, password and answers to your selected security questions.

Login to Your Merchant Web Portal

To login to the Merchant Web Portal and access your information after you have registered for an account (see "Web Portal Registration" section above):

1. Go to **moneris.com/giftloyaltycard/merchant**.

   Note: *We strongly recommend you bookmark this page for easy access, by adding this to your Internet Explorer Favorites.*
2. Enter your **Login ID** (use your e-mail address) in the "Login ID" field.
3. Enter your **Password** in the "Password" field.
4. Click **Log In**.

   Note: *If you are logging in for the first time, you will be prompted to change your password and create answers to security questions.*

Reset Your Online Password

If you forgot your password:

1. From the Merchant Login screen, select the **Reset Online Password** link.
2. Enter your **Login ID** in the "Enter your login ID" field.
3. Click **Continue**.
4. Fill in the answers to the security questions displayed.
5. Enter a **New Password** in the "Choose new password" field.
6. Enter your **New Password** again in the "Re-enter new password" field.
7. Click **Submit**.

Note: *The new password must be at least 7 alpha-numeric characters long. You will be locked out of the system after three incorrect attempts to reset your online password. If you do not remember answers to your security questions, call Merchant Customer Service at 1-866-319-7450 for support.*

Update Your Web Portal Profile

To update your personal profile including first name, last name and language preference:

1. Select the **My Profile** section from the top menu.
2. Select **Update Profile** from the left menu.
3. Enter your **First Name** in the "First Name" field.
4. Enter your **Last Name** in the "Last Name" field.
5. Select preferred **Portal Language** (English or French) from the "Language" drop down menu.
6. Click **Update**.

Change Your Password

To change your Merchant Web Portal Login password:

1. Select the **My Profile** section from the top menu.
2. Select **Update Password** from the left menu.
3. Enter **Old Password** in the "Old password" field.
4. Enter **New Password** in the "New password" field.
5. Enter your **New Password** again in the "Re-enter new password" field.
6. Click **Update**.

Note: *The new password must be at least 7 alpha-numeric characters long.*

Change Your Merchant Security Questions

To update your security questions and answers:

1. Select the **My Profile** section from the top menu.
2. Select **Update Security Information** from the left menu.
3. Enter your **Password** in the "Password" field.
4. Select **Security question #1** from the drop down menu.
5. Enter your **Answer** in the "Enter Your Answer" field for Security question #1.
6. Select **Security question #2** from the drop down menu.
7. Enter your **Answer** in the "Enter Your Answer" field for Security question #2.
8. Click **Update**.

Update Merchant Login ID

To update your Merchant Web Portal Login ID:

1. Select the **My Profile** section from the top menu.
2. Select **Update Login ID (e-mail)**.
3. Enter your **Password** in the "Password" field.
4. Enter your **New Login ID** in the "New Login ID" field. Your Login ID should be a valid e-mail address.
5. Click **Update**.

Log Out and System Time-Out

1. To log-off at any time while using the Web Portal, click on the **Log Out** button on the top right-hand corner.

Note: *For security reasons, the Web Portal automatically signs you out after 30 minutes of inactivity. To continue using the Web Portal, you will need to login again.*

Merchant Web Portal User Management

Create a New Merchant Web Portal User

To create a new Merchant Web Portal user within your organization:

1. Select the **User Management** section from the top menu.
2. Select **Create a New User** from the left menu.
3. Select the **authority level of access** for this user from the drop down menus. By default, the authority access level is set to Enterprise. Your choices include:

   Enterprise level – user will be able to access all data for your program.

   Business level – user will only be able to access data for a specific business, sub-brand or banner. (Please note that the Business level may not be applicable for all programs.)

   Location level – user will only be able to access data for a specific location.

   For more information on user authority access levels, please refer to Table 1A.
4. Click **Continue**.
5. Choose the **Merchant Web Portal functionalities** available for this user to use by selecting the desired **Role(s)** in the "Available Roles" field. Click

   > to add a single role,
   >> to add all roles (this will give the user full access)

   You can de-select a role by highlighting it in the "Selected Roles" field and click
   < to remove a single highlighted role
   << to remove all selected roles

   For more information on the associated functionalities for each role, please refer to Table 1B.
6. Enter **First Name** in the "First Name" field.
7. Enter **Last Name** in the "Last Name" field.
8. Enter **Email** in the "Email" field. This will be your new user's Login ID.
9. Enter the same **Email** again in the "Re-enter Email" field.
10. Enter a temporary **Password** in the "Password" field.
11. Enter the same temporary **Password** again in the "Re-enter Password" field.
12. Click **Add**.

Note: *The password you assign to the new portal user will be temporary. The user will be prompted to change their password and create answers to security questions during initial login.*

Table 1A: Merchant Web Portal User Authority Levels

A user's access level within the Merchant Web Portal is defined by the roles and user authority level you assign to the user.

User Authority Level	Description	Available Functionalities
Enterprise User	Executive level or at the corporate head office	• View and manage Enterprise, Business, Location and Cardholder level users • View and generate Enterprise, Business and Location level reports and extracts
Business User	Management level or at a sub-brand, banner or business ***Note:*** *Business level users may not be applicable to all programs.*	• View and manage Business, Location and Cardholder level users • View and generate Business and Location level reports and extracts
Location User	Location manager or a location operator	• View and manage Location and Cardholder level users • View and generate Location level reports and extracts

Note: *If you have a head office Location, your head office will appear as a Location under the Location drop down. If you wish to configure a user with Enterprise functionalities, please configure them with Enterprise level authority by selecting the appropriate program name in the Enterprise drop down menu. Do not select the head office Location in the Location drop down. Users configured for the head office Location will be given Location User rights and can view transactional data generated at the head office only.*

Table 1B: Merchant Web Portal Role Description and User Groups

A role defines the actions a user in your organization is allowed to perform through the Merchant Web Portal. A user can have multiple roles. You can restrict a user from performing an action on the Web Portal by not assigning a role to them, or add the capability for a user or at any point by adding a new role for them.

Role	Description	Available Functionalities
Card Support	User that can make updates to a single card at a time.	• Update complete profile for a cardholder by making changes to the cardholder's personal and preference information including First and Last Name. • View transaction details for the card. • Adjust the balance on a card by increasing or decreasing cash or points.
Cardholder Manager	User with access to view the complete profiles for cardholders, including personal and preferences information. User will be able to update all information except cardholder's First Name, Last Name and Birthday.	• View cardholders' complete profiles • Update cardholders' profiles
Cardholder Search	User that can search for cardholders using their card number and view a limited profile for cardholders. First Name and Last Name are shown, but not contact or preference information. ***Note:*** *To enable Cardholder Search for a user, you must also configure the Cardholder User Admin role for the same user.*	• Search for cardholders
Cardholder User Admin	User with Cardholder Web Portal administration functionalities.	• View transaction details for the card.
Cardholder Viewer	User with access to view card information only.	• View card status and balance information • View card transaction information

Table 1B: Merchant Web Portal Role Description and User Groups (continued)

Role	Description	Available Functionalities
Ernex Client	User that can deactivate a single card at a time through the Merchant Web Portal.	• Email Moneris/Ernex Support
POS Manager	User other than an admin user that can see which users have been enabled with access to your Merchant Web Portal.	• Deactivate cards
Program Config	User that can create and update an email group that will receive notification for Gift card batch activation events.	Create and update an e-mail group that will receive a notification for the following events: • New batch activation request is submitted • Status of an existing batch activation request is changed. • Batch activation request is cancelled.
Program Manager	User with Gift card batch activation rights.	Conduct and cancel batch Gift card activations of up to 500 cards in real-time on the Web Portal • Request batch Gift card activations for more than 500 cards • View Gift card batch activation history
Report Viewer	User that can generate and view reports and extracts.	• View a list of available reports • Generate reports • View and print reports
User Admin	User with Merchant Web Portal administration functionalities.	• Create new users for the Merchant Web Portal • Modify users' Merchant Web Portal authority levels and roles • Enable or Disable users' Web Portal accounts • View users' Web Portal accounts • Set users' Web Portal passwords
User Search	User other than an admin user that can see which users have been enabled with access to your Merchant Web Portal. ***Note:*** *To enable User Search for a user, you must also configure the User Admin role for the same user.*	• Search users by role, authority level, or user ID

Manage Existing Users

This option allows you to manage existing Merchant Web Portal user accounts within your organization. This is only available to users with User Admin Role (Refer to Table 1B for more information about user roles).

To search for a specific user and access their Merchant Web Portal account:

1. Select the **User Management** section from the top menu.
2. Select **Manage Existing Users** from the left menu.
3. You can search by:
    a. **User Name** – by entering a **full or partial Login ID (e-mail)** in the "User Name" field
    b. **Role** – by selecting a **role type** from the Role drop down menu
    c. **Authority Level** – by selecting an **authority level** from the drop down menu. Enterprise level is selected by default. You can alternatively select a **Business** level and/or **Location** level from this menu.
4. Click **Search**.
5. Click on the **View Details** link for a specific account to access the account information for a selected Web Portal user.

View User Profile

To view Merchant Web Portal user profile, user's first name, last name, email, roles for that user, authority level, language preference and account status:

1. Select **View User Profile** from the left menu.

Change User's Password

To update user's Merchant Web Portal password:

1. Select **Update Password** from the left menu.
2. Enter user's temporary **New Password** in the "New Password" field.
3. Enter user's temporary **New Password** again in the "Re-enter New Password" field.
4. Click **Update**.

***Note:** The password you assign to the new portal user will be temporary. The user will be prompted to change their password and create answers to security questions during initial login.*

Disable User's Account

To disable a Merchant Web Portal account:

1. Select **Update Account** from the left menu.
2. Click **Disable**.

Enable Previously Disabled User's Account

To enable a previously disabled Merchant Web Portal account:

1. Select **Update Account** from the left menu.
2. Click **Enable**.

Update User's Role/Access Level

To update user's Merchant Web Portal role:

1. Select **Update User Role** from the left menu.
2. Select a **Role** in the "Available Roles" field and click **>** to add a single role.
   OR
   Click **>>** to add all roles.
   Click on a **Role** in the "Selected Roles" field and click **<** to remove a single role.
   OR
   Click on **<<** to remove all roles and start again.
3. Click **Update**.

For more information on the associated functionalities for each role, please refer to Table 1B.

Update User's Authority Level

Authority level defines level of control through the Merchant Web Portal. To update user's authority level:

1. Select **Update User Authority Level** from the left menu.
   To give a new user Enterprise level of authority, proceed to step 2 since your Enterprise will be selected by default.
   OR
   To give a user Business or Location level of authority, select the applicable **Business** and/or **Location** from the Business and/or Location drop down menus.
   OR
   To give a user a higher level of authority (e.g. moving a Location user to Business level authority, or a Business user to Enterprise level authority), remove the **Business** and/or **Location** from the Business and/or Location drop down menus.
2. Click **Update**.

For more information on user authority access levels, please refer to Table 1A.

Cardholder Management

Cardholder Lookup

To search for a specific cardholder and access their card information:

1. Select the **Cardholders** section from the top menu.
2. Key the **Card Number** in the "Card Number" field.
   OR
   Enter full **First Name** in the "First Name" field.
   OR
   Enter cardholder's full **Last Name** in the "Last Name" field.
   OR
   Enter full **Phone Number** in the "Phone" field.
   OR
   Enter complete **Postal/Zip Code** in the "Postal/Zip Code" field.
3. Click **Search**.
4. Click on the **View** link to access the information for a selected card.

Note: *If the cardholder search result contains only one cardholder, the cardholder information will automatically be displayed in the Web Portal.*

Cardholder Information

After you perform a Cardholder Lookup, you will see this as the default section for the selected card. In this section, you will be able to:

- View card information, card transaction history and cardholder profile
- Update cardholder profile and Web Portal account
- Adjust cash or points on a card
- Deactivate a card

View Card Information

To view card status, expired date, last transaction date, last transaction amount and current balance:

1. Select **Display Card Information** from the left menu.

View Card Transaction History

1. Select **Display Transaction History** from the left menu.
2. Select a **Transaction Period**:
   Last 30 days, **Last 60 days**, **Last 90 days** or **All** from the dropdown menu.
3. Click **Go!**.
4. Click on **Details** to view transaction details.

Update Cardholder Profile

To view or manage cardholder profile:

1. Select **Display/Update Account Information** from the left menu.
2. Update profile details as required.
3. Click **Update**.

Deactivate Card

To deactivate a card from the Merchant Web Portal:

1. Select **Deactivate Card** from the left menu.
2. To assign the transaction to a Location for tracking purposes, select the **Enterprise,** then **Business** and **Location** using the drop down menus.
3. Click **Deactivate**.

Note: *Once a card has been deactivated, it is permanently disabled. Members will have to re-enroll to use the program again. A card can also be deactivated via your Moneris terminal(s). See your Terminal Quick Reference Guide or Using Your Terminal Guide for more information.*

Adjust Cash Balance (Gift Only)

To adjust balance on a Gift card:

1. Select **Adjust Cash Balance** from the left menu.
2. Enter **Amount to be adjusted** in the "Amount to Adjust" field.
3. Select **Reason for adjustment** from the "Reason for Adjustment" drop down menu
4. Select **Enterprise, Business and Location** to assign the transaction to a Location for tracking purposes.
5. Click on **Add to Card Balance** or **Remove from Card Balance** to complete the adjustment.

Adjust Points Balance (Loyalty Only)

To adjust points on a Loyalty card:

1. Select **Adjust Points Balance** from the left menu.
2. Enter the **Number of points to be adjusted**.
3. Select **Enterprise**, **Business** and **Location** to assign the transaction to a Location for tracking purposes.
4. Click on **Add Points** or **Remove Points** to complete the adjustment.

Update Cardholder's Login

In order to manage a cardholder's online Web Portal account, the cardholder must first create his or her online account.

To view or manage a cardholder's Web Portal account:

1. Select **Update Cardholder Log In** from the left menu.

Update Cardholder's Web Portal Password

To update a cardholder's Web Portal password:

1. Select **Update Password** from the left menu.
2. Enter cardholder's **New Password** in the "New Password" field.
3. Enter cardholder's **New Password** again in the "Re-enter New Password" field.
4. Click **Update**.

Disable Cardholder's Web Portal Account

To disable a cardholder's Web Portal account:

1. Select **Update Account Status** from the left menu.
2. Click **Disable**.

Enable Cardholder's Web Portal Account

To enable a previously disabled cardholder's Web Portal account:

1. Select **Update Account Status** from the left menu.
2. Click **Enable**.

Batch Activation (Gift Only)

Initiate Batch Activation

To complete bulk card activations for your Gift program:

1. Select the **Card Management** section from the top menu.
2. Select **Batch Activation** from the left menu.
3. If not already selected by default, select **Enterprise**, **Business** and **Location** from the drop down menus.
4. Click **Continue**.
5. If not already selected by default, select **Program** from the drop down menu.
6. Enter **number of cards** you want to activate in the "Number of Cards" field.
   Note: *This service will activate in real-time a maximum of 500 cards per request per program; requests to activate more than 500 cards will be processed offline within 48 Business hours from request date. Alternatively, you can split the total number of cards to be activated in smaller batches, each with a maximum of 500 cards.*
7. Enter the **first card number** of the range of cards you want to activate in the "Card Range Start Number" field.
8. Enter the **last card number** of the range of cards you want to activate in the "Card Range End Number" field.
   Note: *The range between the Start and End Numbers must be continuous.*
9. Enter an **activation dollar value** (e.g. enter 25.00 for $25) in the "Activation Value" field.
10. Click **Continue** to submit the batch activation request.
    OR
    Back to select a different Enterprise, Business or Location.
    OR
    Cancel to go back to the **Card Management** page.
11. If you have selected to **Continue**, the application will display a confirmation page.
12. If the number of cards to activate is less than 500, click **Continue** to complete the Batch Activation request.
    OR
    Cancel to go back to the **Card Management** page.

13. If the number of cards to activate is higher than 500, click **Modify** to change the request parameters.
OR
Continue to submit the batch activation request.
OR
Cancel to go back to the **Card Management** page.
14. When the request is complete, you will receive an email notification at the address provided in your user profile.

Cancel Batch Activation

This option allows the user to request a cancellation of a batch activation. You can only submit these requests until 2 pm EST. If the original activations are part of a closed terminal batch, you will not be able to submit a cancellation request to void these activations.

1. Select the **Card Management** section from the top menu.
2. Select **Cancel Request** from the left menu.
3. Review the list of requests and click the **Cancel** link to the right of the request you want to cancel.
4. Select **Confirm** to submit the cancellation request.
5. Select **Cancel** to return to the list of requests.

View Batch Activation History

To view a history of all batch activation requests:

1. Select the **Card Management** section from the top menu.
2. Select **View Request History** from the left menu.
3. Select the **History period** from the select period drop down menu.
4. If not already selected by default, select **Program** from the drop down menu.
5. Click **Search**.
6. The list displays batch activation requests in descending order by request date. Click on any **underlined column name** to change the sorting criteria.
7. The list will display the following request types:
   • **Real Time** – request to activate less than 500 cards
   • **Deferred** – request to activate more than 500 cards
   • **Cancel** – request to cancel a batch activation
8. Click on the **Details** link to view additional details regarding a request.
When viewing the details of a cancelled request, you can click on **View Original Request** to access the details of the original batch activation request.
OR
9. The application highlights any requests completed with errors and places the number of errors in the errors column. You can click on the **Errors** link to view error details.
The details page will list the card number, error code and reason for each card number that failed to activate. Click on **Return to Request Details** to return to the previous page.
10. Click **Return to Request List** to go return to the list of batch activation requests.

Configure Email Notification Group for Batch Activation

To set up an email group that will receive all notifications when batch activations are initiated or cancelled:

1. Select the **Card Management** section from the top menu.
2. Select **Configure Batch Activation** from the left menu.
3. If you want other users to receive email notification associated with your batch activation requests, then select the **checkbox** to the right of the setup group for email notifications.
4. Enter the **email address** and click **Add**. You can add up to five email addresses to this email group.
5. After you have added all email addresses, click **Submit** to complete the update.
6. To leave this menu, press **Cancel** to return to the **Card Management** page.
7. To change an **email address**, click the **edit** link to its right and then click **Submit** to complete the update.
8. To delete an **email address**, click the **Delete** link to it.

Reports and Extracts

Your Web Portal has powerful reports that will give you more insight into your customers and help you run your business better. Reports include transaction activity, liability, contact lists, exception reports and more. For more information about each report, you can view report-specific descriptions and generation instructions on the right-hand panel of the report generation screen that appears when you click the report's name. A user's authority level will determine the reports and level of data the user can access. For example, an Enterprise level user will be able to access all Enterprise, Business and Location reports whereas a Location level user can only access reports for their specific Location.

View Reports List

By default, all folders and report lists are displayed when you first login to portal.
To view a list of available reports:

1. Select the **Reports** section from the top menu.
2. Select a **Program Type** (**Gift** or **Loyalty**) folder from the left menu bar.
3. For Loyalty, select a **Program** folder to view reports for a specific program.
   OR
   For Gift, data for all your Gift programs will be located within one report and separated by report page. Therefore, there are no separate steps to open additional folders when you want to generate reports for different Gift programs.

View Report

To view a report:

1. Select the **Reports** section from the top menu.
2. Select a **Report** from a reports folder in the left menu bar.
3. Input or select the appropriate **report generation criteria**, such as the number of transactions and/or **Start Date** and **End Date** by clicking .
4. Click **Submit**.

Note: *Report-specific generation instructions and criteria are detailed on the right-hand panel of the report generation screen that appears when you click the report's name.*

View Report Details

To access the next level of details for any available reports:

1. Select a **Value** in the report that is blue and underlined.
2. To return to the parent report, click on the top menu bar.

Download Report

To download a report:

1. Access available reports (see "View Report" section).
2. Select a **Format** (PDF, CSV or Excel) from the drop down list on the report's top menu.
3. Click **Export**.

Scroll through Report

To scroll through a report:

1. Access available reports (see "View Report" section).
2. To scroll up and down the current page of the report, use scrollbars on the left or on the bottom.
   OR
   To scroll between pages, use the arrow icons found at the top of each report.
   - Click on ▶ to scroll to the next page
   - Click on ◀ to scroll to the previous page
   - Click on ▶| to scroll down to the last page
   - Click on |◀ to scroll up to the first page

Note: *For Gift reports, program data are organized by page and therefore you must scroll through the report by page to view data for each Gift program.*

Sort Data in Report

To re-sort data by a particular column in a report (e.g. sort by date):

1. Access available reports (see "View Report" section).
2. Click on ▲, located adjacent to the column title, to re-sort data in ascending order.
   OR
   Click on ▼, located adjacent to the column title, to re-sort data in descending order.

Print Report

To print a report:

1. Access available reports (see "View Report" section).
2. Click on located on the top menu of the report.

Note: *For the first execution of the print command function, the application may ask you to install an ActiveX control in order to print the report. Alternatively, you can download and print a PDF version of the report. View the "Download Report" section on how to generate a PDF version of the report.*

Generate Extracts

This section describes how to access extracts. Extracts are generated only upon user request and a notification is sent to the user's registered email address when the file is ready for download from the Web Portal. Extracts are identified with "Extract" in the title of the extract.

To generate a new extract:

1. Select the **Reports** section from the top menu.
2. Select an **Extract** from a reports folder in the left menu bar.
3. Select an **Export Format** (CSV or Excel) using the drop down list.
4. Click **Generate**.
5. You will receive an e-mail when the extract is available for download.

Note: *For extracts with large amounts of data, there could be a significant time delay between when you requested the extract to be generated and when you can download the extract. Please refrain from requesting the same extract to be generated multiple times since multiple extracts will be produced as a result.*

Download Extracts

To download an existing extract:

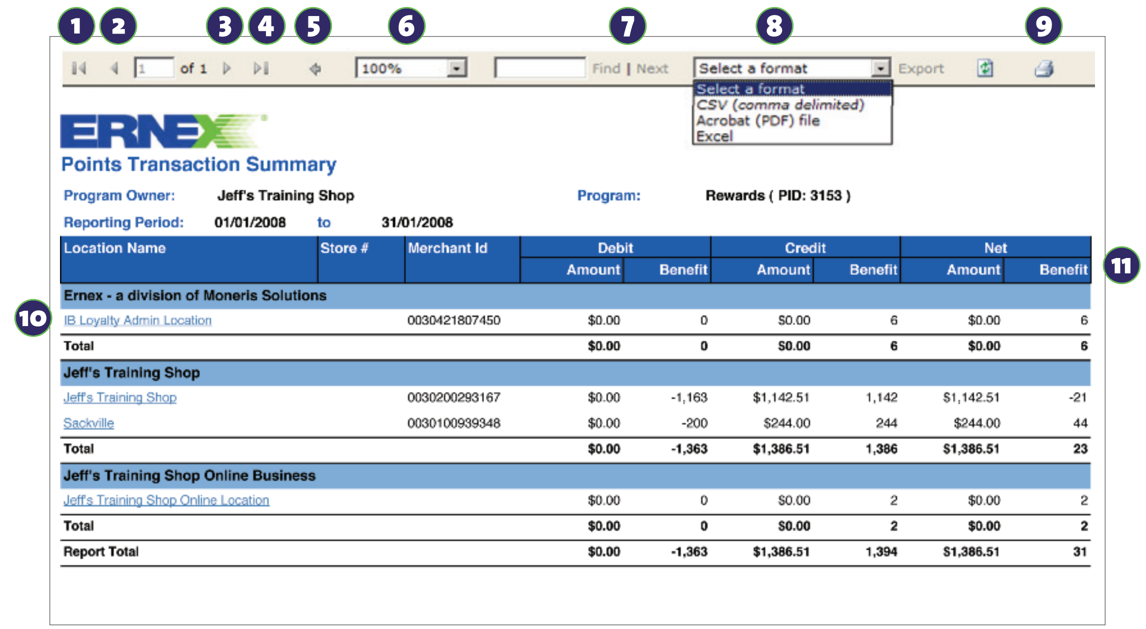
1. Select the **Reports** section from the top menu.
2. Select an **Extract** from a reports folder in the left menu bar. Extracts are identified with "Extract" in the title of the extract.
3. Select **Version** from the list on the right menu and click **Download**.
4. Only the last generated version of the extract will appear.
   OR
   Select the **My Download** section from the top menu.
5. Select **Download Extract** from the left menu bar.
6. Select **Version** from the list on the right menu and click **Download**. Only the last generated version of the extract will appear on this list.

View Help for a Report or Extract

To view additional help information for a specific report or extract:

1. Select the **Reports** section from the top menu.
2. Select a **Report** from a reports folder in the left menu bar.
3. Click on the **HERE** link (underlined in blue) in the text to view help information on the report or extract.

Figure 1: View of a Sample Report



Program Owner: Jeff's Training Shop   Program: Rewards (PID: 3153)

Reporting Period: 01/01/2008 to 31/01/2008

Location Name	Store #	Merchant Id	Debit		Credit		Net	
			Amount	Benefit	Amount	Benefit	Amount	Benefit
Ernex - a division of Moneris Solutions								
IB Loyalty Admin Location		0030421807450	$0.00	0	$0.00	6	$0.00	6
Total			**$0.00**	**0**	**$0.00**	**6**	**$0.00**	**6**
Jeff's Training Shop								
Jeff's Training Shop		0030200293167	$0.00	-1,163	$1,142.51	1,142	$1,142.51	-21
Sackville		0030100939348	$0.00	-200	$244.00	244	$244.00	44
Total			**$0.00**	**-1,363**	**$1,386.51**	**1,386**	**$1,386.51**	**23**
Jeff's Training Shop Online Business								
Jeff's Training Shop Online Location			$0.00	0	$0.00	2	$0.00	2
Total			**$0.00**	**0**	**$0.00**	**2**	**$0.00**	**2**
Report Total			**$0.00**	**-1,363**	**$1,386.51**	**1,394**	**$1,386.51**	**31**

1. Go to first page
2. Go to previous page
3. Go to next page
4. Go to last page
5. Go to parent report
6. Zoom
7. Find text
8. Select data export format:
   - CSV (comma delimited) – usually used for exporting data to external tools, such as an email marketing tool.
   - Acrobat (PDF) file – used for printing a report.
   - Excel – used for data analysis or manipulation.
9. Print report
10. Click link to drill-down to more detailed reports – links are blue and underlined.
11. Sort report data

Cardholder Web Portal

Instructions are provided below for how to use the Cardholder Web Portal in case you need to guide a customer through this process.

Cardholder Registration and Login

Cardholder Web Portal Registration

To register for a Cardholder Web Portal account:

1. For Gift cardholders, go to **moneris.com/giftcard/cardholder**.
   For Loyalty cardholders, go to **moneris.com/loyaltycard/cardholder**.
2. Click on the **Create Online Password** link.
3. Enter the **Card Number** printed on the back of the card in the "Card Number" field.
4. Enter the **Card Validation Code** or **Password** printed underneath the scratch-off foil on the card in the "Card Password" field. These numbers are usually printed underneath a scratch-off foil on the back of a card.
5. Enter a **New Password** in the "New Password" field.
6. Enter a **New Password** again in the "Re-enter new password" field.
7. Select **Security question #1** from the drop down menu.
8. Enter an **Answer** in the "Enter your answer" field for Security question #1.
9. Select **Security question #2** from the drop down menu.
10. Enter an **Answer** in the "Enter your answer" field for Security question #2.
11. Click **Register** to use the Portal.

Cardholder Web Portal Login

To login to the Cardholder Web Portal and access account information after the cardholder has registered for an account (see "Cardholder Web Portal Registration" section above):

1. For Gift cardholders, go to **moneris.com/giftcard/cardholder**.
   For Loyalty cardholders, go to **moneris.com/loyaltycard/cardholder**.
2. Enter the **Login ID** (use the card number as shown on the card) in the "Login" field.
3. Enter the **Password** in the "Password" field.
4. Click **Log In**.

Reset Cardholder Web Portal Login Online Password

If the cardholder forgot their password, the cardholder can follow the instructions below to reset their password:

1. From the cardholder Login screen select the "Reset Online Password" link.
2. Enter the **Card Number** in the "Please enter a card number" field.
3. Click **Continue**.
4. Fill in the answers to the security questions displayed.
5. Enter a **New Password** in the "Choose new password" field.
6. Enter the **New Password** again in the "Re-enter new password" field.
7. Click **Submit**.

Note: *The cardholder will be locked out of the system after three incorrect attempts to reset their online password. If they do not remember answers to their security questions, then they may call you to reset their password (see "Cardholder Management" in the "Merchant Web Portal" section starting on p. 12).*

Log Out and System Time-Out

1. To log-off at any time while using the Web Portal, click on the **Log out** button on the top right-hand corner.

Note: *For security reasons, the Web Portal automatically signs a user out after 30 minutes of inactivity. To continue using the Web Portal, the cardholder will need to login again.*

View Card Information and Transaction History (My Card)

This section enables cardholders to view their card status, balance and transaction history.

View Card Information

To view card status, last transaction date, last transaction amount and current balance as a cardholder:

1. Select the **My Card** section from the top menu.
2. Select **Display Card Information** from the left menu.

View Card Transaction History

To view card transaction history as a cardholder:

1. Select the **My Card** section from the top menu.
2. Select **Display Card History** from the left menu.
3. Select a **Transaction Period**:
   Last 30 days, **Last 60 days**, **Last 90 days** or **All** from the dropdown menu.
4. Click **Go!**.
5. Click on **Details** to view transaction details.

Cardholder Profile and Login Management (My Profile)

This section enables cardholders to see and modify their user profile, including password and security questions.

Update Profile

To view or manage cardholder profile as a cardholder:

1. Select the **My Profile** section from the top menu.
2. Select **Display/Update Account Information** from the left menu.
3. Update profile details as required.
4. Click **Update**.

Update Cardholder Login Password

To change Cardholder Web Portal Login password as a cardholder:

1. Select the **My Profile** section from the top menu.
2. Select **Update Password** from the left menu.
3. Enter the **Old Password** in the "Old password" field.
4. Enter a **New Password** in the "New password" field.
5. Enter the **New Password** again in the "Re-enter new password" field.
6. Click **Update**.

***Note:** The new password must be at least 6 alpha-numeric characters long.*

Update Cardholder Security Questions

To update security questions and answers as a cardholder:

1. Select the **My Profile** section from the top menu.
2. Select **Update Security Information** from the left menu.
3. Enter the **Password** in the "Password" field.
4. Select a **Security question #1** from the drop down menu.
5. Enter an **Answer** in the "Enter your answer" field for Security question #1.
6. Select a **Security question #2** from the drop down menu.
7. Enter an **Answer** in the "Enter your answer" field for Security question #2.
8. Click **Update**.

How to contact us

Our Merchant Customer Service support line is available 24 hours a day, seven days a week to answer any questions you may have regarding your merchant account. Please visit us online at **moneris.com** or call us at **1-866-319-7450**.

How to order stationery/promotional materials

You can order a number of supplies for your business from Moneris. Please visit us online at **shopmoneris.com** or call us at **1-866-319-7450**.

Get an updated manual

Moneris may, from time to time, update this operating manual. You are responsible for ensuring you obtain and are using the most up to date copy of the *Gift and Loyalty Program Web Portal Operating Manual*. To obtain an updated copy, please go to **moneris.com** and search Downloads.

This Manual is provided for informational purposes only. Moneris has made every effort to ensure that the contents of this Gift and Loyalty Program Web Portal Operating Manual (the "Manual") are accurate. However, Moneris disclaims liability for any inaccuracies or omissions contained herein and makes no warranties or representations regarding the use or the results of the use of the information, content and materials contained in this Manual. Neither Moneris nor any of its affiliates shall be liable for any direct, indirect, incidental, consequential or punitive damages arising out of the use of any of the information contained in this Manual.

If you open an account on the Web Portal, you must complete the registration process by providing Moneris with current, complete and accurate information as prompted during the registration process. You are entirely responsible for maintaining the confidentiality of your password and any other account login information. Furthermore, you are entirely responsible for any and all activities that occur under your account. You agree to notify Moneris immediately of any unauthorized use of your account or any other breach of security. Moneris will not be liable for any loss that you may incur as a result of someone else using your password or account, either with or without your knowledge. However, you could be held liable for losses incurred by Moneris or another party if someone else accesses your account.

The information in this Manual is subject to change without notice and does not represent a commitment on the part of Moneris. Your Gift and Loyalty card processing are governed by your Moneris Gift and Loyalty Program Agreement with Moneris. It is the merchant's responsibility to ensure that proper card processing procedures are followed at all times. Please refer to your Gift and Loyalty Program manuals and your Moneris Gift and Loyalty Program Agreement for details. The Moneris Gift and Loyalty Program manuals are available for free download at **moneris.com**.

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