

## How to use reporting alerts

### Overview

Our automated alerts feature notifies you of any processing irregularities with your merchant accounts. You decide what you would like to be notified about, as well as who should be notified. Alerts can be applied to individual merchants or an entire group.

#### Available alerts include:

Purchase limit – a dollar amount for purchases

Return limit – a dollar amount for returns

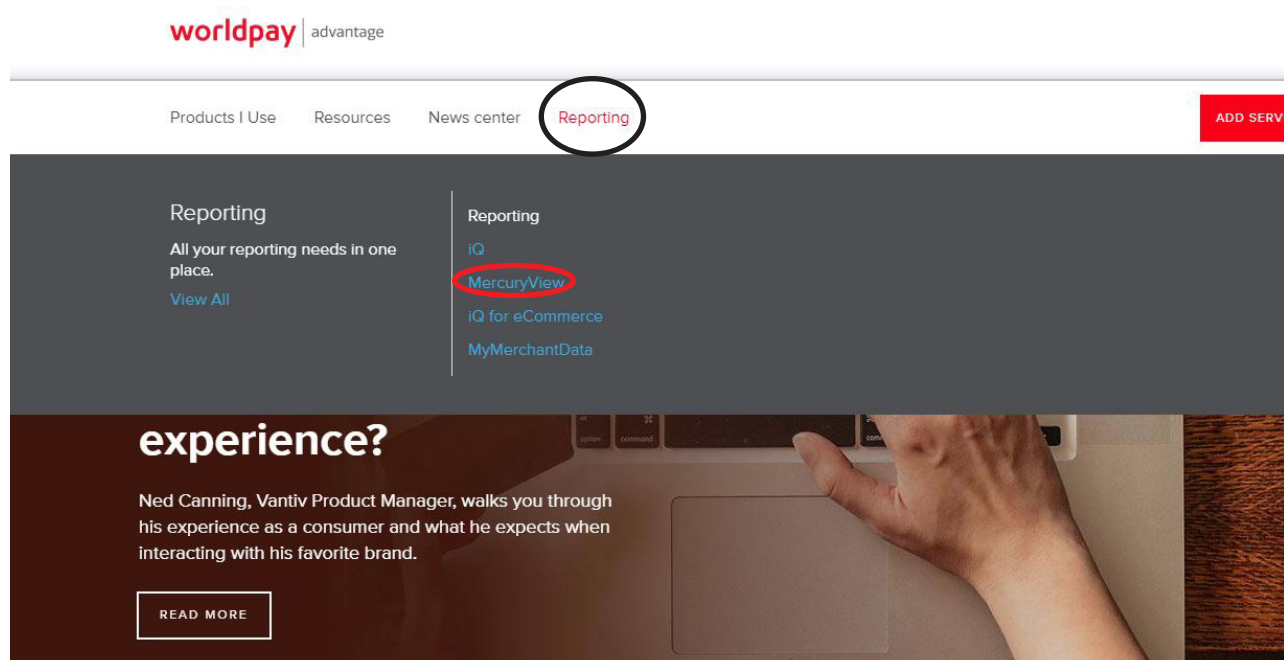
Percentage keyed limit – the percentage of transactions keyed in the terminal

Batch close limit – the length of elapsed time since the last batch close

Idle time limit – the length of elapsed time since a terminal has been used

### Getting started

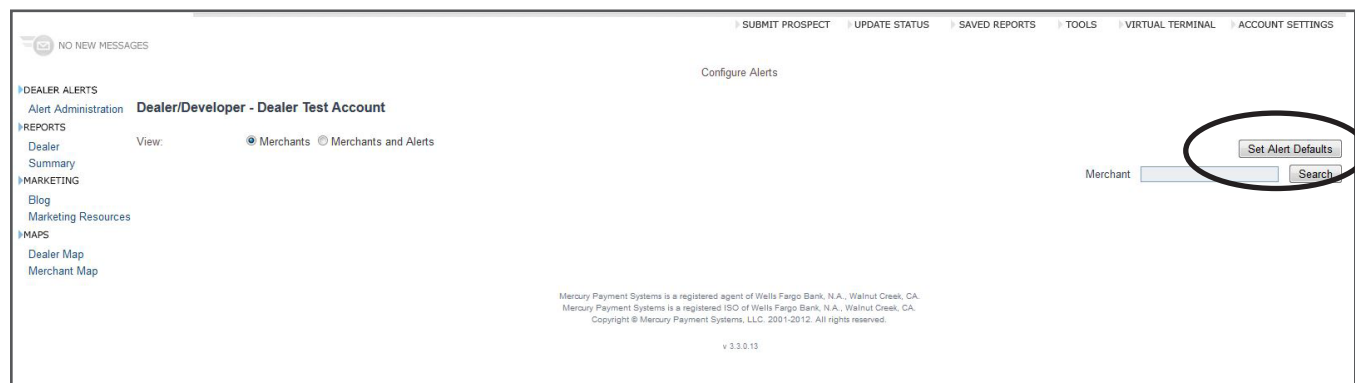
1. Go to: [www.vantiv.com/merchant-resources/integrated-pos](http://www.vantiv.com/merchant-resources/integrated-pos)
2. Select MercuryView
3. Login to the Portal on the upper right-hand side of the screen. If you don't know your password, click on the "Forgot Password" button to generate an email with your password. If you need to set up an account, contact Reseller Support at 1-800-846-4472, ext. 1820.



4. Click on "Alert Administration" under "Dealer Alerts" in the upper left-hand corner of the page.



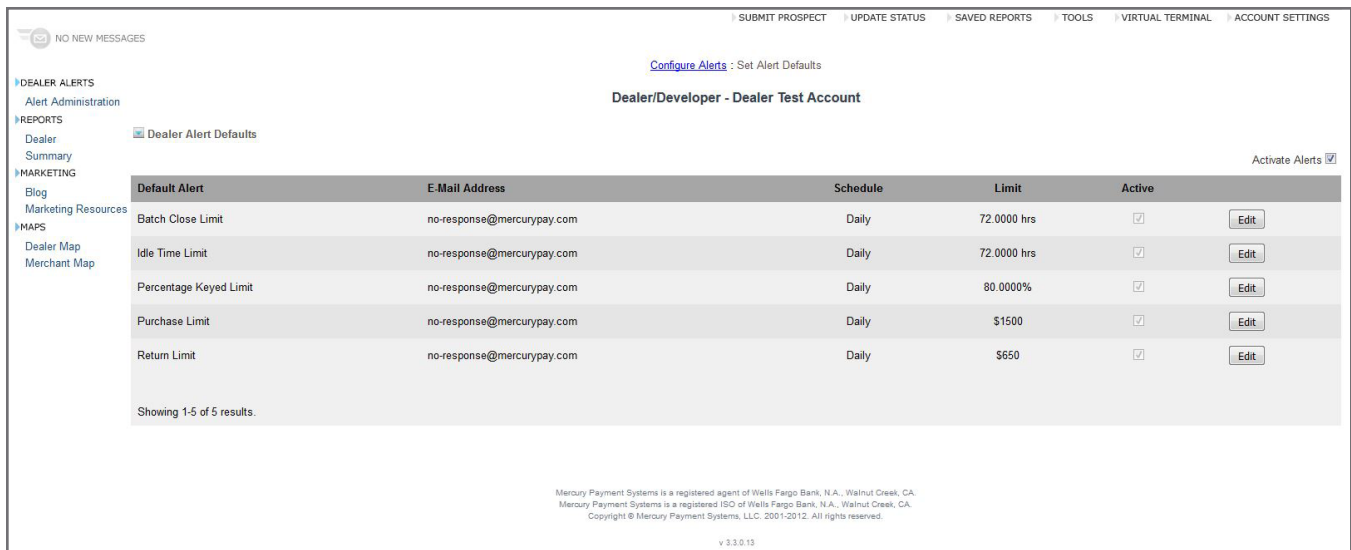
5. Click on "Set Alerts Defaults" to get to the Dealer Alert Defaults page.



6. The Dealer Alert Defaults page will allow you to view and change defaults for all of the available alerts for all of your merchant accounts. For example, you can designate all of your merchant accounts to have:

- A Purchase Limit of \$1,500
- A Return Limit of \$750
- A Percentage Keyed Limit of 80%
- A Batch Close Limit of 72 hours
- An Idle Time Limit of 72 hours

7. To edit one of the dealer alert default settings for all of your accounts, choose the "edit" button. If you want to deactivate one of the default alert default settings for all of your accounts, choose the edit button.



NO NEW MESSAGES

SUBMIT PROSPECT UPDATE STATUS SAVED REPORTS TOOLS VIRTUAL TERMINAL ACCOUNT SETTINGS

[Configure Alerts](#) : Set Alert Defaults

Dealer/Developer - Dealer Test Account

Activate Alerts ☒

Default Alert	E-Mail Address	Schedule	Limit	Active
Batch Close Limit	no-response@mercurypay.com	Daily	72.0000 hrs	<input checked="" type="checkbox"/>
Idle Time Limit	no-response@mercurypay.com	Daily	72.0000 hrs	<input checked="" type="checkbox"/>
Percentage Keyed Limit	no-response@mercurypay.com	Daily	80.0000%	<input checked="" type="checkbox"/>
Purchase Limit	no-response@mercurypay.com	Daily	\$1500	<input checked="" type="checkbox"/>
Return Limit	no-response@mercurypay.com	Daily	\$650	<input checked="" type="checkbox"/>

Showing 1-5 of 5 results.

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8. If you choose to edit an alert setting, a new page will display options for you to:

- change the default amount of the alert
- deactivate the alert
- choose what email you want the alert to be sent to
- add a new email address

After making your selections, click "Configure Alerts" to return to the Dealer Alert Defaults page.



NO NEW MESSAGES

SUBMIT PROSPECT UPDATE STATUS SAVED REPORTS TOOLS VIRTUAL TERMINAL ACCOUNT SETTINGS

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Dealer/Developer - Dealer Test Account

Edit Default Batch Close Time Limit Alert

Default Batch Close Time Limit (hours)

Active ☒

Dealer E-Mail Addresses

Name	E-Mail Address
Jonathan Doeno	no-response@mercurypay.com <input checked="" type="checkbox"/>

Add Dealer E-Mail Address

Apply Default To All Merchants

OK Cancel

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9. Continue this process for each alert you would like to edit or deactivate.

10. After you are done choosing your global settings on the Dealer Alert Defaults page, you can customize alerts to individual merchants. To do so, click "OK" on the Dealer Alert Defaults page to continue.

11. The next screen will allow you to edit the alerts for each individual merchant. You can view this page by merchants only, or by merchants and alerts.

The screenshot shows the 'Dealer Alert Defaults' configuration page for a 'Dealer/Developer - Dealer Test Account'. The page has a top navigation bar with links: SUBMIT PROSPECT, UPDATE STATUS, SAVED REPORTS, TOOLS, VIRTUAL TERMINAL, and ACCOUNT SETTINGS. A left sidebar contains links for DEALER ALERTS, REPORTS, and MARKETING. The main content area is titled 'Configure Alerts : Set Alert Defaults' and 'Dealer/Developer - Dealer Test Account'. It features a table with columns: Default Alert, E-Mail Address, Schedule, Limit, Active, and an Edit button. The table lists five alerts: Batch Close Limit, Idle Time Limit, Percentage Keyed Limit, Purchase Limit, and Return Limit, all with 'no-response@mercurypay.com' as the email address and 'Daily' as the schedule. The 'Active' column shows checkboxes that are all checked. Below the table, it says 'Showing 1-5 of 5 results.' At the bottom, there is a footer with legal information and the version number 'v 3.3.0.13'.

Default Alert	E-Mail Address	Schedule	Limit	Active	
Batch Close Limit	no-response@mercurypay.com	Daily	72.0000 hrs	<input checked="" type="checkbox"/>	Edit
Idle Time Limit	no-response@mercurypay.com	Daily	72.0000 hrs	<input checked="" type="checkbox"/>	Edit
Percentage Keyed Limit	no-response@mercurypay.com	Daily	80.0000%	<input checked="" type="checkbox"/>	Edit
Purchase Limit	no-response@mercurypay.com	Daily	\$1500	<input checked="" type="checkbox"/>	Edit
Return Limit	no-response@mercurypay.com	Daily	\$650	<input checked="" type="checkbox"/>	Edit

Showing 1-5 of 5 results.

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Your reporting alerts activation is complete!

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