MATRIX

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.*

NOVA NETWORK®