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Translink Reporting, Quick Reference Guide

Within Translink, there are several reporting tiers, including Merchant Reports, Corporate Merchant Reports, and Portfolio Reports. Below, you will find detailed descriptions of each report matching the descriptions within Translink, along with their respective search parameters for your reference.

Merchant Reports

Title of Report	Report Description	Use Case
Adjustment History	This report allows users to view miscellaneous debits and credits associated with a merchant's Routing/DDA number within a specific timeframe, excluding daily settlement ACH entries. Users can filter by Merchant ID and date range, with results shown in descending order by Effective Entry Date. Clicking "Create Report" generates a list of all miscellaneous ACH transactions for the selected date range.	Displays ACH activity in a merchant's DDA account for credits/debits outside of normal transaction funding activity or merchant fees. Example: • Chargeback Debits or credits (if funds released) • Adjustments for errors in fees
Application Status	This report details the status of submitted merchant applications. By clicking the "Create Report" button, users generate the Merchant Application Status Report, which shows the current status of each application task for the selected merchant. Users can click the Details button for comprehensive task-level status information in Translink.	A detailed view of each step of a single application once received in our onboarding system through ELAPP and MID is assigned. Allows you to view specifics if an application is stalled anywhere in the process.
Authorizations	The report details merchant-specific authorization responses, reversals, and cashback requests using data from POS devices and voice authorization, but not direct issuer calls. Users can search authorizations by merchant number within a default two-week range, with options for "Auth and Reversals" or "Authorization Only."	Helps to monitor sales activity, identify potential fraudulent transactions, track pending authorizations that haven't yet been captured/settled.
Batch Input Method	This report provides merchant-specific data on settled batches and input methods over a 2-week period. It retrieves closed batches by merchant ID, sorted by Batch Close Date, with the newest first. Clicking "Create Report" generates a summary of the batch information.	Identifies how transactions were input giving context to downgrades or potential fraudulent activity showing how transactions were captured ie. EMV capable transactions using chip vs. key entered or mag stripe swipe. This can explain additional charges such as non-emv fees.
Card Activity	This screen provides the user with a history of transaction activity for a specific card at a specific Merchant location. This information pertains to settled transactions, authorization records and any Retrieval Requests or Chargebacks that have come in on the specified card number. Search Parameters: • Merchant ID • Card Number	Provides all transactions completed with a specific card including the batch. This can help verify details if there are questions about a specific transaction ie. date/time, authorization and approval details
Chargeback/Retrieval Reports: Detail	This report is optimized for Google Chrome and may have download issues with other browsers. It enables users to view Retrieval Requests, Pre-Arbitrations, and Chargebacks for a specified merchant within a defined time frame. Search results are sorted by the date received, and users can upload dispute documents directly to the Chargeback Department online.	Quickly search and assist your merchant to respond to chargeback activity. Detail level report is a good catch all for their disputes.
Chargeback/Retrieval: Reason Code Summary	This report enables the user to evaluate the diversity of dispute reason codes received during the selected date range. Users may select from two different date range criteria, by Chargeback date or Original Transaction date.	Identify trends in dispute reason codes to help mitigate future issues.

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Chargeback/Retrieval: Summary	This report allows the user to receive a summary of all dispute types for a selected date range or narrow their search to a particular dispute type, such as Retrievals, Chargebacks, Representments, etc. The report will breakdown Count & Amount by Card Types.	Summary level report helps break down overall chargeback activity on their account
Chargeback/Retrieval: Threshold Monitoring	This report provides the user the ability to compare the Count & Volume of their Chargebacks versus their Sales. It is important for merchants to keep their Chargeback percentages low and this report enables the user to monitor these numbers.	Monitor chargeback percentages as you should be optimally below 1% of your total sales volume to avoid triggering risk holds or possible account closure.
Interchange Detail Report	The Interchange Qualification & Detail Report shows interchange qualifications for transactions within a specified date range, allowing searches by specific card numbers. It categorizes transactions within a specified date range, allowing searches by specific card numbers. It categorizes transactions based on Visa and MasterCard settlement systems, assigning categories based on transaction data as they process through interchange.	Useful for monitoring and reviewing interchange qualification for downgrades or specialized interchange opportunities (ie.B2B)
Interchange Qualification Report	This report shows interchange qualifications for transactions within a specified date range. Users can view summary or detailed information, with results sorted from newest to oldest. A specific transaction can be searched using a card number, requiring a merchant number and date range.	Detail level assists in interchange investigation for downgrades by including auth and validation information along with entry method.
IRS Transaction Details	This report enables users to search by Tax Identification Number (TIN) and year(s) for IRS reportable information, including withholding and 1099-K forms. All accessible merchants linked to the TIN will be displayed unless a specific Merchant ID is provided. The report includes yearly information with links to monthly summaries, details, and 1099-K forms. Users must enter a valid TIN, specify the report years, and click "Create Report."	This report allows users to search by TIN and year for IRS information, showing linked merchants. Includes annual data with links to monthly summaries and 1099-K forms.
Merchant Deposit Summary	Merchant Deposit Summary Report	
Merchant Information	The merchant Information screen displays details related to a specified merchant, including Merchant Name, Merchant Number, DBA Address, Legal Address, Contact, Industry Information, and Account Information. It defaults when a merchant number is entered or selected from the “Find Merchant” screen, organized into 4 sections: DBA Address, Legal Address, Other Information, and Account Information.	The merchant information screen shows details about a merchant like name, merchant number, DBA address, legal address, contact, industry information, and account information.
Merchant Maintenance History	The Maintenance History report gives you access to all merchant-level maintenance requests made for one year prior to the current date. Search Parameters: • Merchant ID • Sort Order by Oldest First or Newest First	This report provides access to all merchant-level maintenance requests from the past year.
Merchant Profile	This report displays all Terminal IDs for a specified merchant, created by Merchant ID. Users can view details by clicking the “Details” button, which shows the Merchant Profile Detail report for the selected Terminal. Terminal ID;s apply to credit card terminals, POS software, Internet Gateways, and telephone processing. The report helps determine if a download or installation is ready and can be printed or exported to Microsoft Excel for saving.	This report shows Terminal IDs for a merchant. Users can view details by clicking the “Details” button. Terminal IDs apply to credit card terminals, POS software, gateways, and telephone processing.
Note History	Note History allows the user to view merchant-level historical notes as entered by Customer Service and various other internal Merchant Support Representatives. Search results provide all note history for the specified merchant with the most recent notes displayed on top. Search Parameters: • Merchant ID	Now History lets users see historical notes for merchants, entered by Customer Services and various internal departments.

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	• Note Entry (if applicable) • Sort Order by Oldest First or Newest First	
Profitability Statements	This screen displays profitability information for specific merchants, including current month and year-to-date summaries based on key expenses. It includes detailed sections on miscellaneous fees, product fees, discount fees, and authorization fees that support the current month's profitability figures. The section summarizes overall profitability for the agent.	The screen displays merchant profitability details. Includes monthly and year-to-date summaries. Displays fees related to profits. Summarizes overall agent profitability.
Statement	The report enables users to retrieve past month-end Merchant Processing Statements by selecting the processing month and year. Clicking the "Create Report" button displays the statement's image for printing.	This report helps users access previous month-end Merchant Processing Statements.
Transactions	This report offers merchant-specific details on settled batches and transactions over a default 2 week period. Results are sorted by Batch Closed Date, with the newest batches first. Searches can be refined by Cardholder Number, Batch Deposit Amount, or specific Transaction Amount. Detailed reports provide transaction information organized by sequence and card type. Search Parameters: • Merchant ID • Search By • Start Date • End Date	This report provides details on settled batches and transactions for a defaulted 2 weeks.

Corporate Merchant Reports

Title of Report	Report Description	Use Case
Card Activity	This report enables you to view information for merchant accounts under the user-specified Association and Card numbers within a selected date range. Results include settled transaction, authorization, retrieval request, and chargeback information associated with the specified card number. Search Parameters: • Association Number • Card Number • Start Date • End Date	This report allows viewing information for merchant accounts based on selected Association and Card numbers within a given date range.
Chargeback/Retrieval: Detail	This report is optimized for Google Chrome and may have download issues with other browsers. It enables users to view Retrieval Requests, Pre-Arbitrations, and Chargebacks for a specified merchant within a defined time frame. Search results are sorted by the date received, and users can upload dispute documents directly to the Chargeback Department online.	This report allows users to see Retrieval Requests, Pre-Arbitrations, and Chargebacks for a certain merchant over a set time.
Chargeback/Retrieval: Reason Code Summary	This report enables the user to evaluate the diversity of dispute reason codes received during the selected date range. Users may select from two different date range criteria, by Chargeback date or Original Transaction date.	This report helps users assess the variety of dispute reason codes.
Chargeback/Retrieval: Summary	This report allows the user to receive a summary of all dispute types for a selected date range or narrow their search to a particular dispute type, such as Retrievals, Chargebacks, Representments, etc. The report will breakdown Count & Amount by Card Types.	Users can summarize dispute types by date range or specific type. The report shows count and amount by card types.
Chargeback/Retrieval: Threshold Monitoring	This report provides the user the ability to compare the Count & Volume of their Chargebacks versus their Sales. It is important for merchants to keep their Chargeback percentages low and this report enables the user to monitor these numbers.	This report allows comparison of Chargebacks and Sales. Merchants should keep chargeback percentages low, and this report helps monitor these figures.

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Combined Corporate Merchant Statement	The combined corporate merchant statement gives corporate merchant customers the ability to view a consolidated merchant statement listing the fees assessed to each of their merchant locations. Search Parameters: • Association Number • Month/Year • Rows per page	The combined corporate merchant statement allows corporate merchant customers to see a summary of fees for each of their merchant locations.
Corporate Merchant Deposit Summary	Corporate Merchant Deposit Summary	
Transactions	This report provides Corporate Merchant Transaction information via user-specified merchant and date ranges. Searches are conducted on settled batches for the specified merchant number and date range. The default date range is one week. The results of the search are sorted (within the specified date range) from newest to oldest, based on the Batch Closed Date, with the most recent batches displayed at the top. Search Parameters: • Association Number • Start Date • End Date • Include Subtotals	This report shows specified data on searches made on settled batches by merchant number.

Portfolio Reports

Title of Report	Report Description	Use Cases
Accounts Missing Federal Tax ID	This report lists merchant accounts submitted without a Federal Tax Identification Number (TIN), which are required by Visa for transactions involving Purchasing Cards. Missing or mismatched data can lead to fines for the Acquirer. It's important to review the Account Missing Federal Tax ID report monthly and provide any missing tax ID for merchant processing configuration.	Merchant accounts need Federal Tax ID (TIN). Missing data may result in fines. Review reports monthly and provide missing IDs.
ACH History	This report enables users to view debits and credits linked to a specific Agent's Routing/DDA number within a chosen date range. Search Parameters: • Short Agent Name • Start Date • End Date	This report will provide debits and credits associated with a specific Agent's Routing/DDA number.
Action Report	This report retrieves merchants with application activity in any of the following 3 areas within the specified date range: application check-in, data entry, or credit. If a merchant is pending, requests for specific materials are listed. When the requested items are received, the application continues through the evaluation and approval process.	This report retrieves merchants with activity in application check-in, data entry, or credit within specified dates. If a merchant is pending, requested materials are listed.
Agent Monthly Summary	This report summarizes an Agent's (STW's) portfolio including number of merchants, status of merchants, tickets and dollar volume, and expense and profit to the Agent.	This report provides an overview of STW portfolio details.
Agent Statement	This report allows the user to view the Agent's (STW) income and expenses for a specific month and year. It will list the source of the income or expense and a description of the line item income or expense.	This report shows the Agent's income and expenses for a specific month and year, along with the source and description of each item.
Application Manager	This report outlines the status of merchant applications submitted. Users can search for all applications or filter to see only incomplete ones, with options to sort by date. After initiating a search, the Application Status Report will display the current status of each application submitted by the selected agent within the specified range. Click the Details button for more information.	Merchant application status report details. Users can search, filter, and sort applications.

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	Search Parameters: • Select (All merchant application, or not fully processed) • Start Date • End Date	
Average Ticket Size	This report provides a visual snapshot of the breakdown of average tickets for an Agent's entire portfolio. It displays a bar graph that depicts the number of merchants that fall into various average ticket ranges.	This report shows a visual overview of average tickets for an Agent's portfolio.
Chain Merchant Statement by Agent	The Chain Merchant Statement by Agent gives an Agent the ability to view a consolidated merchant statement listing the fees assessed to each of their merchant locations under their Short Agent Name.	The Chain Merchant Statement allows agents to view a summary of fees for each merchant location under their Short Agent Name.
Charge Record / Fee Code Detail	The Charge Record Detail report displays merchant charge data associated with a selected Agent. This charge information is listed by Officer Code and includes a charge description, lists the number of charges, and calculates merchant net revenue. Select an Agent, specify a report month and year or select YTD in the month drop-down list, and click Create Report.	This report shows merchant charges linked to an Agent, organized by Officer Code, with charge descriptions, counts, and net revenue.
Chargeback/Retrieval: Detail	This report enables users to view Retrieval Requests, Pre-Arbitrations, and Chargebacks for a specified merchant within a given timeframe, filtered by Merchant ID or individual record/cardholder numbers. Search results are sorted by the date received, and users can upload dispute documents directly to the Chargeback Department online, replacing the need for faxing or mailing.	This report shows requests, chargebacks and disputes for merchants online.
Chargeback/Retrieval: Reason Code Summary	This report enables the user to evaluate the diversity of dispute reason codes received during the selected date range. Users may select from two different date range criteria, by Chargeback date or Original Transaction date. Search Parameters: • Merchant ID • Search By (Date Range Chargeback, or Date Range Original Transaction) • Start Date • End Date • Reason Code Category	This report allows users to assess the variety of dispute reason codes for a chosen date range.
Chargeback/Retrieval: Summary	This report allows the user to receive a summary of all dispute types for a selected date range or narrow their search to a particular dispute type, such as Retrievals, Chargebacks, Representments, etc. The report will breakdown Count & Amount by Card Types.	This report summarizes dispute types by date range or specific type, detailing count & amount by card types.
Chargeback/Retrieval: Threshold Monitoring	This report provides the user the ability to compare the Count & Volume of their Chargebacks versus their Sales. It is important for merchants to keep their Chargeback percentages low and this report enables the user to monitor these numbers. Search Parameters: • Merchant ID • Chargeback Start Date • Chargeback End Date • Transaction Start Date • Transaction End Date	This report allows users to compare Chargebacks and Sales. It helps merchants keep Chargeback percentages low by monitoring these numbers.
Daily Batches	This report allows a user to view all settled batches for the entire Agent portfolio over a selected time frame. This search is based on ACH or Load Date determined by the User when creating the report. If a merchant has settled multiple batches in the selected time frame, each settled batch will display. Search Parameters: • Select By (ACH Date or Load Date) • Start Date • End Date	This report shows all settled batches in a chosen time frame, based on ACH or Load Date.
EDC Deposits Clearing to Bank	EDC Deposits Clearing to Bank Search Parameters:	

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	• Start Date • End Date	
IRS Detail Reports: IRS Transaction Details	This report allows the user to search by Tax Identification Number and Year(s) to see IRS Reportable information including withholdings. All merchants (to which the user has access) associated with this TIN will appear in this report, unless a specific Merchant ID is entered. The information is listed by year and includes links to monthly summaries and details. Enter a valid TIN, specify report start and end years and click Create Report. Search Parameters: • Tax Identification Number (TIN) • Merchant ID • Start Year • End Year	This report lets users search by Tax Identification Number and Year(s) for IRS Reportable information, including withholdings. All merchants linked to the accessed TIN will show unless a specific Merchant ID is provided.
IRS Detail Reports: Merchant IRS Status	This summary report provides IRS 'Status' reporting for the STW at the individual merchant level. By default, all associated MIDs are displayed but may be filtered by status (Exception, Invalid, Submitted, Queued, Stopped, Reviewed by TF, or Validated). Report also provides status of withholdings, B Notices and Corrected 1099-K's if applicable.	This report provides IRS Status information for the STW at each merchant level.
Mailing Labels	The Mailing Labels report allows an Agent (STW) to generate mailing labels in the Avery 5160 format. These labels can be downloaded into Microsoft Word or Excel. This is an Agent level report, and is not available at the Merchant level. Search Parameters: • Address Type Status	The mailing labels report enables Agents to create labels. Agents can generate and download mailing labels in specific formats.
Maintenance Requests	The Maintenance Requests report gives you access to maintenance requests associated with a selected agent. You can specify report date ranges, and capture different maintenance request types, generating reports for *all* maintenance requests, those *in process*, or requests *completed*. Search Parameters: • Request Number • Request Type • Date Submitted • Submitted By • Merchant ID • Merchant Name • Date Completed • Status • Request	The report provides details on maintenance requests linked to a specific agent which allows for tailored insights into maintenance requests.
Merchant Advance: Merch Advance Activity	Merchant Advance Activity	
Merchant Demographic Reports: By State	This report allows the user to view all merchants under the selected Agent/STW. The report is grouped by the value of the State field in the merchant's DBA address, and is in either Ascending or Descending alphabetical order based on the designation made by the user in the "Report Order By" input parameter.	Shows all merchants under the selected Agent/STW. The report groups merchants by the State field in the DBA address.
Merchant Demographic Reports: By Zipcode	This report allows the user to view all merchants under the selected Agent/STW. The report is grouped by the value of the Zip Code field in the merchant's DBA address, and is in either Ascending or Descending numerical order based on the designation made by the user in the "Report Order By" input parameter.	This report shows all merchants under the selected Agent/STW. It's grouped by Zip Code value in the merchant's DBA address.
Merchant Financial Reports: By Effective Rate	This report calculates merchant effective discount rate for a specified month by dividing total dollars collected by new processing volume. It includes details like Merchant IDs, approval dates, account statuses, DBA Name, Visa discount rates, fees, net volumes, total collections, effective rates, and association details, sorted by effective rate. Only Visa rates are displayed if Visa and Mastercard rates differ.	This report calculates the merchant effective discount rate for a specific month.
Merchant Financial Reports: By Gross Merchant Billing	This report shows total fees collected from merchants as detailed in their statements. It includes merchant IDs, approval dates, status, Visa discount rates, fees, and association details. Users can monitor profitability per merchant and have options to print or download to Excel for analysis. The report is sorted	Report details fees collected from merchants. Includes merchant IDs, approval dates, Visa discount rates, fees, and

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	by merchant profitability. Note: Only Visa rates are shown if Visa and Mastercard rates differ.	association details.
Merchant Financial Reports: By Net Profit / Multi-Month	This portfolio level report displays the net dollar profit/loss an Agent has received by a merchant for a selected date range. Included on the report are the individual merchant ID numbers, approval dates, current merchant status (open/closed), DBA names, association numbers, association names, individual month profitability data for the time frame selected, and the total net profit/loss (in dollars) collected each month for the number of months selected.	This report shows the profit or loss for an Agent from a merchant over a chosen date range.
Merchant Financial Reports: By Net Profit	The report shows the net profit/loss for an Agent by merchant for the selected month. It includes merchant IDs, Visa discount rates, per item fees, association names and numbers, allowing users to monitor profitability by merchant. Users can print or download the report in Excel for detailed analysis, which is sorted by net profit in descending order. Note: Only Visa rates are displayed if Visa and Mastercard rates differ.	The report displays net profit/loss by merchant for the chosen month.
Merchant Financial Reports: By Volume and Tickets	This portfolio level report displays processed sales volume, number of sales tickets, processed credit volume, and number of credit tickets by merchant for a selected month.	This report shows sales volume, sales tickets, credit volume, and credit tickets by merchant.
Merchant Liability	The report offers a comprehensive listing of merchants for which the Agent holds liability, whether open or closed. It includes details on merchant volume, average ticket, retrieval requests, and chargebacks for the specified period. Organized by account status, it features open accounts first, sorted by estimated monthly volume.	The report lists merchants under Agent liability. It includes merchant volume, average ticket, retrieval requests, and chargebacks.
Merchant List	This report provides a list of all merchants that are assigned to an Agent/STW. The user can specify that the search be sorted by Merchant ID, Association Number, DBA Name, Legal Name, Address, City, State, Zip Code, EDC Flag, or Status. The user can also specify the search be filtered by account status – either Active, Closed, or All merchants. Search Parameters: • Short Agent Name • Status	This report lists merchants assigned to an Agent/STW.
Merchant Opened/Closed/Inactive: Accounts Activated	This report enables users to generate a list of merchant accounts activated within a specified date range, defined by the first settled batch received. It includes only merchants with approval and first deposit dates within that range and is sorted from oldest to newest activation date.	This report lists activated merchant accounts by date
Merchant Opened/Closed/Inactive: Accounts Closed	This report details merchant accounts closed within a specified date range. Users must select an Agent, input start and end dates, and choose the number of rows to display.	This report details merchant accounts closed within a specified date range.
Merchant Opened/Closed/Inactive: Accounts Opened	This report enables users to generate a list of merchant accounts approved within a specified date range. It shows if merchants have started processing and is sorted from newest to oldest by opening date.	This report lists approved merchant accounts within a date range, showing processing status and sorted by opening date.
Merchant Opened/Closed/Inactive: Inactive Merchants	This report generates a list of merchant accounts approved within a specified date range that have not yet settled their first batch. It includes merchants with approval dates in the selected date range, sorted by oldest to newest.	This report lists merchant accounts approved during a specific date range that have not settled their first batch.
PCI Compliance	Partners can access and sort PCI Compliance reports by STW short name to view the compliance status of open merchants, including vulnerability scan updates (weekly by Mondays). The report includes merchants' PCI levels, ASV or QSA information, monthly transaction volume by card association, and details on SAQ type and status. This allows partners to monitor compliance metrics and progress for required SAQs and vulnerability scans.	Partners can access and sort PCI Compliance reports by STW short name to see the compliance status of open merchants. Includes PCI levels, ASV or QSA information, monthly transaction volume, and SAQ details
Portfolio Notes	This report allows users to view portfolio-level historical notes as entered by	Users can see all note history

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	merchant support staff. Search results provide all note history for merchants associated with the specified agent. Users have the option of specifying a date range by entering start and end dates.	for merchants linked to a certain agent.
Silver Merchant Report	This report displays Silver Merchant information. Silver Merchants have been placed into this program because they pose a higher credit risk due to their history, and therefore do not meet underwriting standards in the Gold Merchant Program.	This report shows Silver Merchant information. Silver Merchants are in this program due to higher credit risk from their history and do not meet the Gold Merchant Program's underwriting standards.
Translink Stats	This report provides summary and detailed information about the merchants who are using the Translink reporting system. The report gives the Agent an overview of the Translink usage by merchants within their portfolio. System options include a printable report option and on auto download to an excel spreadsheet.	This report summarizes merchants using the Translink reporting system. It offers agents an overview of Translink use in their portfolio
Volume by Association	This report displays the total number of tickets, gross sales volume, credit volume, and total net sales volume for the selected month for each association assigned to an Agent. This report allows for quick review of the merchant groupings if the Agent is using the association number hierarchy structure to segregate merchants. This report is displayed in association number order. Options include a printable report option and a download to an excel spreadsheet.	This report shows total tickets, gross sales, credit volume, and net sales for each association. It helps Agents quickly review merchant groups using the association number structure.

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