<u>CC Merchant Tips & Tricks</u>

The following are some tips to aid in the use of the CC Merchant Utility.

Tip1: Keep in mind that you are submitting transactions to Ticketmaster via the Internet. Internet connections can and do shut down at times. If your Internet connection shuts down while in the middle of processing, always check Ticketmaster's Journal report **<u>BEFORE</u>** attempting to process the records again. Some records actually may have been sent to Ticketmaster's server and were processed, but the connection shut down before Ticketmaster had a chance to send the approval code back to the CC Merchant Utility. If you process again before verifying if the transaction went through, you could possibly charge your client twice.

If the Journal report shows transactions were processed, query those payments in TRAMS Back-Office and give them a clearing date. Then create the EFT payment for the Check Register report manually under Payments/Received.

Tip 2: In the CC Merchant Utility, after you have clicked ok to save the EFT entry, click the Report button to print the CC Process Audit report. This gives a list of the transactions that were submitted for processing along with approval and/or reject codes from Ticketmaster. Print the report before exiting the CC Merchant Utility. Exiting the Utility clears everything out and refreshes the Utility for the next session.

Tip 3: After each processing, print a Journal Report from Ticketmaster's website for the date the processing took place. Also, print a CC Merchant Report in TRAMS Back-Office (Reports/Payments/CC Merchant). For the CC Merchant report, the From and To dates are the same as the date processing took place. Select the correct bank account and select all credit cards for Include CCs. Format is Report and status is cleared. This report should match the Ticketmaster Journal report. Attach both reports together for your records.

Tip 4: Before doing a Bank Reconciliation, print a Shift Net report from Ticketmaster's website for each week in the month (Sunday – Saturday). This will show you which deposits listed on your Check Register report match up to the lump sum deposit amounts shown on your bank statement from Ticketmaster.

Tip 5: After logging into the CC Merchant Utility you encounter the message "Range Check Error," or if from within the CC Merchant Utility you click Query and encounter the message "One or more query parameters are missing," this means that one or more of your CC Merchant setup options in TRAMS Back-Office is blank. Open TRAMS Back-Office and click Utilities, then Setup, then CC Processors and review each field. (Refer back to the Quick Setup Guide if unsure what to place in a specific field.) Once you have made the correction(s), continue with your normal routine.

Tip 6: If you are processing records and you receive a "Time Out" message or an "Error 500" message, always check Ticketmaster's Journal report **<u>BEFORE</u>** attempting to process the records again. If any records were processed, follow the procedures stated in Tip 1.