Transaction Archives

Lighthouse Transaction Manager (LTM) maintains a historical archive of batches that have been submitted, or are in the process of being submitted, to a financial institution for settlement. When a batch is submitted, LTM moves the transactions within the batch from the current transactions database to the archived transactions database (for future reference or use).

The following are some of the benefits to having access to archived transactions:

- Ability to refund a processed transaction
- Defend against chargeback, bill-back, and dispute inquiries
- Easier monthly reconciliation with the merchant deposit statement

Tip: To locate a single archived transaction, use the Quick Search or Advanced Search feature in LTM. For additional information, see the Searching for Transactions document located in Lighthouse Transaction Manager Help.

Viewing Archived Batches

For archived batches, LTM provides five viewing levels. The following sections describe the features of each viewing level and how to navigate to the desired level:

- Archived Batches - Month View
- Archived Batches - Date View
- Archived Transactions
- View Transaction
- Archive Notes
Archived Batches - Month View

Archived batches for the selected merchant(s) are displayed on the Archived Batches - Month View page. The batches are first divided by the month of submission, and then they are divided by merchant.

To access and use the Archived Batches - Month View page, complete the following steps:

1. From the menu, select **Transactions > Select Merchant**.
2. On the Select Merchant page, select the merchant(s) for which you would like to view archived batches. If needed, click **Submit**.
3. From the menu, select **Transactions > Archived Batches**.
4. The Archived Batches - Month View page displays the following information:

   - **Month/Merchant** – Displays the month the batch was submitted with the merchants listed below (when multiple merchants are selected). The months are listed in chronological order, and the colored square next to the merchant denotes the following:
     - **Green** – When 🟢 is displayed, all batches were successfully submitted for the month.
     - **Yellow** – When 🟠 is displayed, there is at least one batch pending, in queue, or in transit for the month.
     - **Red** – When 🟥 is displayed, there is at least one batch with a problem for the month. Problems may include: communication failures, host down times, errant or false authorization codes, and invalid card numbers.

   **Note:** Shift4 Payments monitors all processing and suspended batches and will contact you to initiate corrective action, including resubmitting batches. In addition, you may contact the Shift4 Payments Customer Support team at 702.597.2480, option 2 if you notice a pending or problematic batch and require assistance.

   - **Batch Count** – Displays the total number of batches for the month per merchant.

   **Tip:** If you have Display archive card subtotals enabled for your user profile, you may click 📊 to expand the detail and see subtotals by card type.
- Sales – Displays the monthly total of positive transactions and the amount per merchant.
- Refunds – Displays the monthly total of negative transactions and the amount per merchant.
- Net – Displays the monthly total of transactions and the amount per merchant.

<table>
<thead>
<tr>
<th>Month/Merchant</th>
<th>Sales</th>
<th>Refunds</th>
<th>Net</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Batch Count</td>
<td>Amount</td>
<td>Count</td>
</tr>
<tr>
<td>Aug 2018</td>
<td>10</td>
<td>903.94</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>533.00</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>917.94</td>
<td>4</td>
</tr>
<tr>
<td>Jul 2018</td>
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<td>496.99</td>
<td>0</td>
</tr>
<tr>
<td></td>
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<tr>
<td></td>
<td>10</td>
<td>8,835.31</td>
<td>0</td>
</tr>
</tbody>
</table>
Archived Batches - Date View

Archived batches are displayed on the Archived Batches - Date View page. The batches are first divided by merchant, and then they are sorted in chronological order by date submitted.

To access and use the Archived Batches - Date View page, complete the following steps:

1. From the menu, select **Transactions > Select Merchant**.
2. On the Select Merchant page, select the merchant(s) for which you would like to view archived batches. If needed, click **Submit**.
3. From the menu, select **Transactions > Archived Batches**.
4. On the Archived Batches - Month View page, complete one of the following steps:
   - To view all batches for a specific month, click the month name. (For example, Jul 2018.)
   - To view all batches for a specific merchant in a particular month, click the merchant name. (For example, Test Bed - Hotel (387308).)
   - To configure the viewing options to view batches from a certain number of days in the past or a specific date range, complete one of the following steps:
     - In the Show batches for last list, select how many days previous to view (from 1 to 120) and click **Apply**.
     - Select or enter a specific date in the Start Date and End Date field (in MM/DD/YY or MM/DD/YYYY format) and click **Apply**.
     - Click **Show All**.
WARNING! Depending on how many merchants are selected and how many batches are displayed on the Archived Batches - Month View page, clicking Show All could take several minutes to display results.

5. The Archived Batches - Date View page displays the following information:
   - Business Date – Displays the merchant (when multiple merchants are selected), month, and business date for the batch. The dates are listed in chronological order, and the colored square next to the date denotes the following:
     - Green – When ![Green] is displayed, the batch was successfully submitted.
     - Yellow – When ![Yellow] is displayed, the batch is pending, in queue, or in transit.
     - Red – When ![Red] is displayed, the batch has a problem. Problems may include: communication failures, host down times, errant or false authorization codes, and invalid card numbers.

   - Batch ID – Displays the unique internal, numerical identifier created by LTM when this batch was created.
   - Processor – Displays the processor to which the batch was submitted.
   - Sales – Displays the total number of positive transactions and the amount for the batch.

   - Refunds – Displays the total number of negative transactions and the amount for the batch.
   - Net – Displays the total number of transactions and the amount for the batch.

   **Note:** Shift4 Payments monitors all processing and suspended batches and will contact you to initiate corrective action, including resubmitting batches. In addition, you may contact the Shift4 Payments Customer Support team at 702.597.2480, option 2 if you notice a pending or problematic batch and require assistance.

   **Tip:** If you have Display archive card subtotals enabled for your user profile, you may click ![Tip] to expand the detail and see subtotals by card type.
• **Status Notes** – Displays the overall status of the batch. The following are possible statuses:
  - **Processing** – Denotes the batch has been prepared and is about to be sent to the processor.
  - **Pending** – Denotes the batch has either been submitted or is queued for submittal.
  - **OK** – Denotes the batch has been submitted, and the delivery has been confirmed.
  - **Suspended** – Denotes a failure has occurred.
Archived Transactions

Archived transactions within a batch are displayed on the Archived Transactions page.

To access and use the Archived Transactions page, complete the following steps:

1. From the menu, select **Transactions > Select Merchant**.
2. On the Select Merchant page, select the merchant(s) for which you would like to view archived transactions. If needed, click **Submit**.
3. From the menu, select **Transactions > Archived Batches**.
4. On the Archived Batches - Month View page, select the desired option. For additional information, see step 4 in the **Archived Batches - Date View** section.
5. On the Archived Batches - Date View page, complete one of the following steps:
   - To view all transactions within a batch, click the business date. (For example, Fri Jul 27, 2018.)
   - To view all transactions within multiple batches, select ■ next to the business date for each batch, and then click **View Selected Batches**.
   - To view all transactions within all batches, click **Select All**, and then click **View Selected Batches**.

**Tip:** If you navigate to another page in LTM, to quickly return to the Archived Transactions page you have just selected to view, select **Transactions > Archived Transactions** from the menu.
6. *(If applicable)* In the Archives Summary section, click **View By Sub Batch** to display the sub batches within the batch. (The sub batches will be displayed and separated by a line break in each merchant’s section.) To revert to the default view, click **Normal View**.

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**Note:** The View By Sub Batch button will only be displayed if sub batches were required to be created and submitted to the processor when the batch was previously closed in LTM. Processors may require sub batches be submitted to them for various reasons (for example, due to the number of transactions within a batch, multiple terminal IDs within a batch, etc.).

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7. The Archived Transactions page is similar to the Current Transactions page. The differences displayed are reviewed below:

- The Archives Summary table includes the following information:
  - Status – Displays the overall status of the batch. The following are possible statuses:
    - Processing – Denotes the batch has been prepared and is about to be sent to the processor.
    - Pending – Denotes the batch has either been submitted or is queued for submittal.
    - Submitted – Denotes the batch has been submitted, and the delivery has been confirmed.
    - Suspended – Denotes a failure has occurred.
  - Batch ID – Displays the unique internal, numerical identifier created by LTM when this batch was created.
  - Business Date – Displays the business date for the batch.
  - Prepared – Displays the date the batch was created.
  - Confirmed – Displays the date and time the batch submittal was confirmed by the processor.
  - Submitted By – Displays the user who submitted the batch.
- **Sales** – Displays the total number of positive transactions and the amount for the batch.
- **Refunds** – Displays the total number of negative transactions and the amount for the batch.
- **Net** – Displays the total number of transactions and the amount for the batch.

**Tip:** For additional information, see the *Auditing Transactions Guide* located in Lighthouse Transaction Manager Help. The document reviews the fields displayed on the Current Transactions page, which are also displayed on the Archived Transactions page.
Example of Archived Transactions with Sub Batches Displayed

Tip: When sub batches are displayed, any option under the Reports menu will also display the sub batches when the report is generated. If you do not want sub batches displayed in your report, click Normal View, and then choose your report option again.
**View Transaction**

An individual archived transaction within a batch is displayed on the View Transaction page.

To access and use the View Transaction page, complete the following steps:

1. From the menu, select **Transactions > Select Merchant**.
2. On the Select Merchant page, select the merchant(s) for which you would like to view archived transactions. If needed, click **Submit**.
3. From the menu, select **Transactions > Archived Batches**.
4. On the Archived Batches - Month View page, select the desired option. For additional information, see step 4 in the **Archived Batches - Date View** section.
5. On the Archived Batches - Date View page, select the desired option. For additional information, see step 5 in the **Archived Transactions** section.
6. On the Archived Transactions page, select the individual archived transaction to be viewed by clicking its invoice number.
7. The archived View Transaction page is similar to the current View Transaction page. The differences displayed are reviewed below:
   - The page has an "Archives" watermark to visually distinguish itself.
   - The Batch Information section includes the following information:
     - Batch ID – Displays the unique internal, numerical identifier created by LTM when this batch was created. Clicking the Batch ID number will direct you to the corresponding Archived Transactions page.
     - Business Date – Displays the business date for the batch in which this transaction was included.
     - Preparation – Displays the date and time the batch was created.
     - Submit Started – Displays the date and time the batch was submitted.
     - Submit Completed – Displays the date and time the batch submittal was confirmed by the processor.
     - Status – Displays the overall status of the batch. The following are possible statuses:
       - Processing – Denotes the batch has been prepared and is about to be sent to the processor.
       - Pending – Denotes the batch has either been submitted or is queued for submittal.
       - Submitted – Denotes the batch has been submitted, and the delivery has been confirmed.
       - Suspended – Denotes a failure has occurred.
Tip: For additional information, see the Auditing Transactions Guide located in Lighthouse Transaction Manager Help. The document reviews the fields displayed on the current View Transaction page, which are also displayed on the archived View Transaction page.

Cloning an Archived Transaction

Clone is the only auditing option available for an archived transaction. It produces an exact copy of the selected transaction for editing and retains the payment card information.

For example, if a refund needs to be processed to a transaction that has already been settled in a batch, you may clone the transaction. The transaction can then be edited to reflect the refund and submitted to process the refund.

To clone an archived transaction to process a refund, complete the following steps:

1. On the archived View Transaction page, select Edit > Clone from the side menu.

2. On the Online Edit page, complete the following steps:
   - In the Primary Amount field, enter a minus sign (-) to the left of the amount already displayed if the full amount needs to be refunded, or enter a minus sign (-) and a lesser amount if a partial amount needs to be refunded.
   - In the Secondary Amount field, enter a minus sign (-) to the left of the amount already displayed if the full amount needs to be refunded, or enter a minus sign (-) and a lesser amount if a partial amount needs to be refunded.
Important: The values in the Primary Amount and Secondary Amount fields must both be negative, denoted by a minus sign (-), or positive. If they do not match, an error will be displayed.

- Click outside the Primary Amount or Secondary Amount box to confirm parenthesis surround the amount(s). For example, ($10.00).

WARNING! If the amount is not in parenthesis, the payment card will be charged instead of being refunded when submitted.

- Click Submit.
3. *(Optional)* If a printed record of the refund is needed, select **Print** from the side menu.

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**Requirement:** Draft Printing must be enabled for your user profile, and the Shift4 Draft Printer program must be downloaded and installed. For additional information, see the **Draft Printer Installation Guide** located on [www.shift4.com](http://www.shift4.com).

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![REFUND VOUCHER]

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External Use NDA
Adding Miscellaneous Notes

Miscellaneous Notes is the only editable section on the archived View Transaction page.

To add a note for historical benefit, complete the following steps:

1. On the archived View Transaction page, click **Add notes**.
2. In the Transaction Notes window, enter the note.

   ![Transaction Notes window]

   **Note**: If Use enhanced editor is selected in your user profile, you may use the formatting tools.

3. Click **Save Notes**.
Archive Notes

Summary information and detailed information regarding the status of the batch is displayed on the Archive Notes page.

To access and use the Archive Notes page, complete the following steps:

1. From the menu, select **Transactions > Select Merchant**.
2. On the Select Merchant page, select the merchant(s) for which you would like to view archived notes. If needed, click **Submit**.
3. From the menu, select **Transactions > Archived Batches**.
4. On the Archived Batches - Month View page, select the desired option. For additional information, see step 4 in the **Archived Batches - Date View** section.
5. On the Archived Batches - Date View page, select the desired option. For additional information, see step 5 in the **Archived Transactions** section.
6. On the Archived Transactions page, in the Archives Summary area, complete one of the following steps:
   - To view the Archive Notes page for one batch, click anywhere in the batch’s row.
   - To view the Archive Notes page for all batches, click **View Notes**.
7. The Archive Notes page displays the following information:

- Batch ID – Displays the unique internal, numerical identifier created by LTM when this batch was created.
- Status – Displays the overall status of the batch.
- Business Date – Displays the business date for the batch.
- Preparation Date/Time – Displays the date and time the batch was created.
- Confirmation Date/Time – Displays the date and time the batch submittal was confirmed by the processor.
- Notes – Displays system diagnostic information that will indicate the batch status. In the event of a batch submittal failure, the Shift4 Payments Support team uses this information to determine the cause of the failure.
- Submitted By – Displays the user who submitted the batch.
- Sales – Displays the total number of positive transactions and the amount for the batch.
- Refunds – Displays the total number of negative transactions and the amount for the batch.
- Net – Displays the total number of transactions and the amount for the batch.
- Options – Depending on the status of the batch, any of the following options may be displayed and available for use:
  - Reattempt Batch Submittal – This option is available for any batch that does not have a status of Submitted, and clicking it will resubmit the batch. The information contained within the Notes field prevents LTM from duplicating steps and double-posting transactions.
  - Reincorporate Batch into Live Database – This option is available for any batch with a Processing or Pending status, and clicking it will reincorporate the transactions within the batch into current transactions. This option is used when transaction data within a batch is causing a processor to reject the batch. Reincorporating the batch allows the transactions to be edited.
  - Resend Fraud Sentry Email Notification – This option is available for any batch, and clicking it will resend the Fraud Sentry Notifications (as defined by the Account Administrator on the General Settings page).
  - Create Reversal Batch <use with extreme caution!> – This option is available for any batch, and clicking it creates a reversal of the batch and all of its transactions. (This option is rarely, if ever, used to compensate for a double posting in a non-audited, blind submittal mode. Shift4 Payments recommends never blindly submitting your batches.) This option will allow the transactions to be audited.
Create Reversal Batch of Duplicates <use with extreme caution!> -- This option is available for any batch, and clicking it creates a reversal batch that consists of the duplicate transactions within the batch. This option will allow the duplicate transactions to be edited.

**Requirement:** Since some of the options can have unintended consequences if used improperly, most require a unique password from Shift4 Payments' Customer Support team to use the option. If a unique password is required, follow the prompts in LTM to obtain the password.