

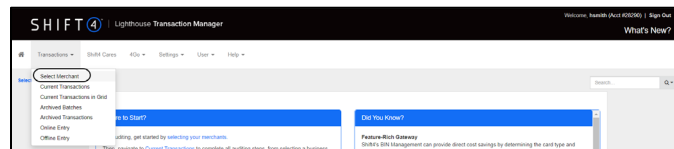
Airline Features in LTM

The sections below review the features in Lighthouse Transaction Manager (LTM) that have been added for airline merchants.

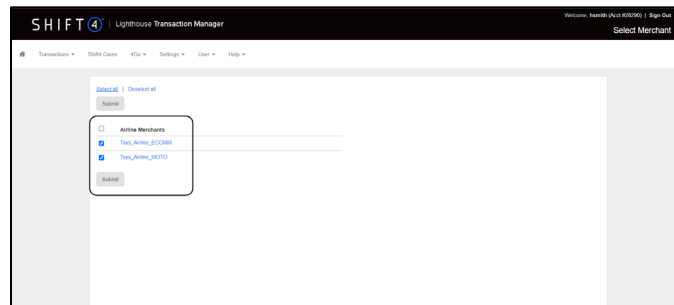
Selecting a Merchant

Merchants classified as an airline (merchant type of P), will appear under Airline Merchants on the Select Merchant page. To select a merchant, complete the following steps:

1. From the menu, select **Transactions > Select Merchant**.



2. On the Select Merchant page, select the merchant(s). If needed, click **Submit**.



Tip: By default, the system only allows for the selection of one merchant at a time. To enable the selection of multiple merchants, enable **Multi-MID selection** on your profile. For additional information, see the [Changing Your Profile](#) document.

Viewing a Transaction Correlation ID on a Transaction

To view a Transaction Correlation ID on a transaction (which connects refunds with respective original sales), complete the following steps:

1. Navigate to the Current Transactions or Archived Transactions page.
2. Click the desired **Invoice** number.

Transaction	Invoice	Clerk	Business Date	Type	Card Number	Primary Amount	Secondary Amount	Total Amount	Entry	Customer Name	Terminal ID
New TSA's Airfare (\$117960) (\$100)											
Refund	0000000037 A	04009	Wed 04/26/2023	VS	4321*3517	(\$20.99)	\$0.00	(\$20.99)	M		

3. If the information was provided during the transaction process, it will be displayed in the Basic Transaction Information section.

Invoice

00000000037

Card Type

VS - Visa

Business Date

Wed Apr 26, 2023

Token

3517xkbc2g81cn9p

Card Number & Expiration

4321xxxxxxxx3517 xx/xx

☐ Card present (M)
 ☐ Auth only

(signature)

Clerk

04009

Terminal ID

-

Vendor Reference

Transaction Type

REFUND

Primary Amount

(\$20.99)

Transaction Date

Wed Apr 26, 2023

Secondary Amount

\$0.00

Transaction Time

08:26 AM

Total Amount

(\$20.99)

Transaction Correlation ID

E4CC52C8-2B41-4886-95BF-29555AE2FF33

Viewing Extended Airline Details on a Transaction

To view Extended Airline Details on a transaction, complete the following steps:

1. Navigate to the Current Transactions or Archived Transactions page.
2. Click the desired **Invoice** number.

TransactionInvoiceCheckBusiness DateTypeCard NumberPrimary AmountSecondary AmountTotal AmountEntryCustomer NamePIR											
New_Article [COMING SOON] (1) (1)											
Sale	0000014913	07777	Mon, 09/13/2022	MC	3229 * 0011	\$6.00	\$0.00	\$6.00	M	APTest	
New_Article [COMING SOON] (1) (1)											
Card TypeSalesRefundsNet											
MC	1			\$6.00	0	\$0.00	1	\$6.00			
	1			\$6.00	0	\$0.00	1	\$6.00			

Showing 1 to 1 of 1 entries

3. Scroll down on the page. If the information was provided during the transaction process, it will be displayed.

Extended Airline Details

Passenger Details

PNR / Itinerary Number

AP1Test

Passenger Name

AP Test

Passenger Ticket Number

4560000002345

Carrier Code

456

Airline Passenger Data

Passenger Number	Last Name	First Name	Middle Initial	Title	Ticket Number
1	AP	Test			4560000002345

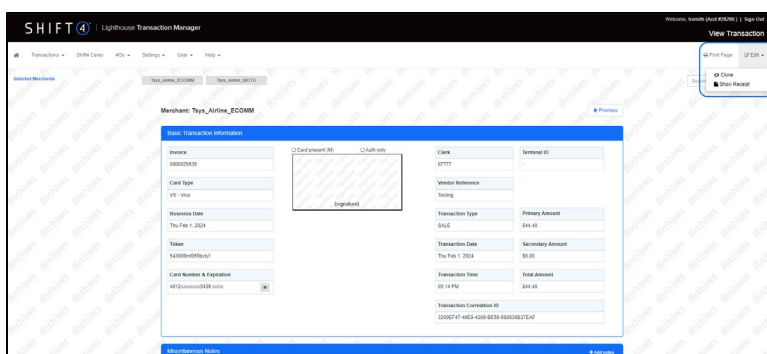
Airline Leg Data

Leg Number	Departing Airport	Destination Airport	Flight Number	Carrier Code	Fare Base Code	Class of Travel	Stop Over Code	Date of Travel
1	ORD	BNA	546	45	000000000000200	BC	X	2022-04-13 09:39:01
2	BNA	DFW	234	45	000000000000200	BC	X	2022-04-13 12:39:01

Printing a Receipt

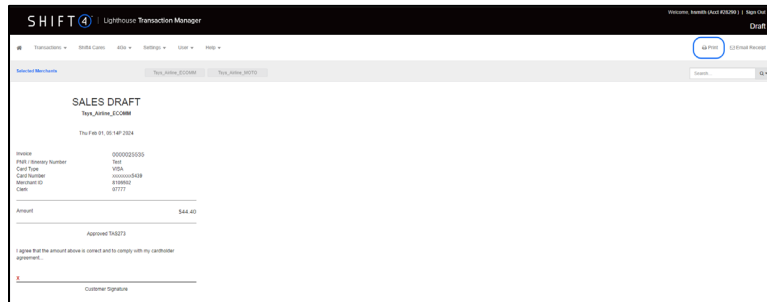
To print a receipt, complete the following steps:

1. Navigate to the Current Transactions or Archived Transactions page.
2. Click the **Invoice** number associated with the transaction that needs a receipt printed.
3. From the Edit menu, select **Show Receipt**.



Tip: The ARN is displayed in the Miscellaneous Notes section.

4. From the menu, select **Print**.



SHIFT4 Lighthouse Transaction Manager

Transactions • Billing Cycle • Bill • Bill Date • User • Help

Selected Month: 1/2024 1/2024 2/2024

SALES DRAFT
Step_Artist_000000

Thu Feb 29, 00:14:20 2024

Invoice #	0000000000
PMS / Inventory Number	000
Card Type	000
Card Number	0000000000
Merchant ID	000000
Card	0000

Amount \$44.40

Approved 1/2024

I agree that the amount above is correct and to comply with my cardholder agreement.

Customer Signature

Print

Tip: To email a copy of the receipt, complete the following steps:



1. On the Draft page, click **Email Receipt**.
2. In the Email to field, enter the recipient's email address and then press **Enter** on the keyboard.
3. *(If applicable)* Click **Add CC** and/or **Add BCC**, and then enter the recipient's email address(es) and press **Enter** on the keyboard.
4. Click **Send**.

Multiple email addresses may be entered in the fields.

Creating an Export Report

The Export Configuration page in LTM allows administrator-type users to create custom reports by defining which transaction related fields should be included in the reports. (It is not necessary to use the Account Administrator account to take advantage of this feature.)

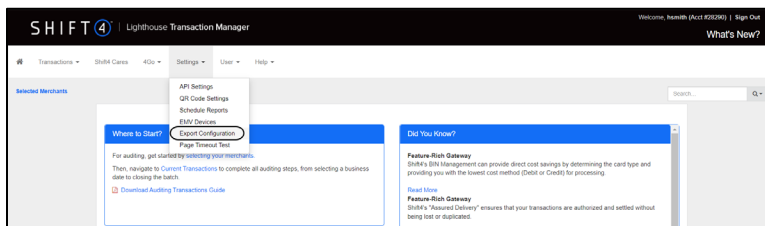
There are two types of reports, Account and System, and the type is displayed in the Scope column on the Export Configuration page. Account type reports are completely customizable, editable, and may be deleted. System type reports are designed as templates and can only be viewed or cloned.



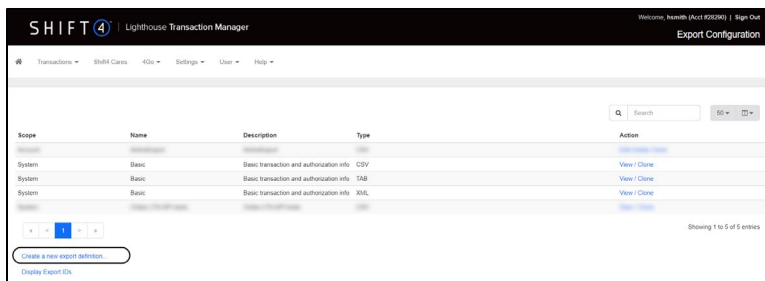
Tip: The reports are available for export on the Current Transactions and Archived Transactions page. If an export report was previously created with the AirlineOrderInfo field included, click **Export** and select the report to generate it for download.

To create an export report, complete the following steps:

1. Sign in to LTM as an administrator-type user.
2. From the menu, select **Settings > Export Configuration**.



3. On the Export Configuration page, click the **Create a new export definition** link.



4. On the Create Data Export Definition page, complete the following steps:
- Enter a name for the report in the Export Name field. (A unique name will make it easier to find when you have a number of reports available for export.)
 - Enter a description for the report in the Description field.
 - Select an Export Type:
 - **CSV - Comma delimited**
 - **TAB delimited**
 - **XML**
 - In the Unused Fields area, click the field to be included in the report.



Tip: To add multiple fields that are listed next to each other, press **Shift** on the keyboard, click the first field, and then click the last field. To add multiple fields that are not listed next to each other, press **Control** on the keyboard and then click each field.



Note: Only airline merchants are able to include the AirlineOrderInfo field in their Account type reports.

- When you have selected the field(s) to be included in the report, click  to move the selected field(s) from the Unused Fields area to the Exported Fields area.



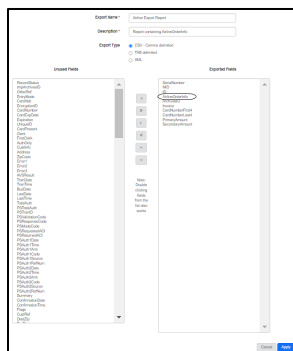
Tip: Click  to move all fields listed in the Unused Fields area to the Exported Fields area.

- To set the order in which the selected fields will be displayed in the report, click on any field in the Exported Fields area, and then click  or  to move the field up or down in the list. (The top field displayed in the Exported Fields area will be the left column in the report.)



Tip: If a field was accidentally added to the Exported Fields area, click the field and then click  to move the field back to the Unused Fields area. In addition, clicking  will move all fields back to the Unused Fields area.

5. Click **Apply**.





Tip: After the report is created, you can use the actions on the Export Configuration page to **Edit**, **Delete**, or **Clone** it. For example, if your reports will contain a standard set of fields, you may want to use the clone feature because it will allow you to define the reports faster.

Displaying the Export ID for Each Report

Shift4 allows merchants to automatically create and export reports instead of signing in to LTM on a daily basis to generate them. In addition to developing an API to download the exported reports via direct server-to-server communication with LTM, the export ID for each report is needed.

To display the export ID for each report, click the **Display Export IDs** link on the Export Configuration page. This allows the Export ID column to be displayed, which contains the export ID for each report.

Scope	Name	Description	Export ID	Type	Action
Account	Active Export Report	Report containing ActiveOrdersInfo	2020-04A370D9-9B2D-A10A-E310D0FE4B8B03	CSV	View / Clone / Delete
System	Basic	Basic transaction and authorization info	0 C302950A-5394-47CD-8CADD387443A0404	CSV	View / Clone / Delete
System	Basic	Basic transaction and authorization info	0 58A7CECA-8C0D-49BC-870DE25568F59454	TAB	View / Clone / Delete
System	Basic	Basic transaction and authorization info	0 EAC76C0D-0006-4C38-3960F511014C280A	XML	View / Clone / Delete

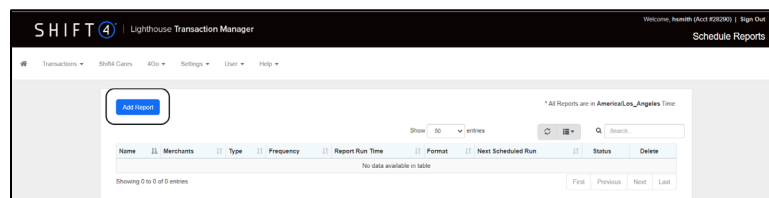
Schedule Reports

Schedule Reports is a feature in LTM that provides a broad range of reporting options. For additional information, see *Appendix D* in the [Account Administrator Guide](#).

Adding a Report

To add a report, complete the following steps:

1. Sign in to LTM as an administrator-type user.
2. From the menu, select **Settings > Schedule Reports**.
3. On the Schedule Reports page, click **Add Report**.



4. In the Name field, enter a name that will help identify the report when received.
5. *(If applicable)* In the Description field, enter a description that will be displayed in the email that will be received.
6. The Accounts field is view-only. Use the Accounts section to select the accounts that will be included in the report.
 - In the Accounts section, complete one of the following:
 - In the Search field, enter a name to search dynamically, and then select the account(s) for which you want a report generated.
 - Click **Expand All** to see a list of accounts which you have permission to view, and then select the account(s) for which you want a report generated.
 - Select the desired account(s), or click **Select All**.



Note: Only the accounts you have permission to view will be displayed.

7. From the Report Type list, select **Batch Report** to schedule a report that will notify recipients when batches have been settled.
8. Select **CSV** as the Report Format.
9. From the Report Frequency list, select the report frequency. Choices include the following:
 - **Daily:** The report will be run on a daily basis at the configured run time.
 - **Weekly:** The report will be run on a weekly basis, on the configured day, and at the configured run time.
 - From the Generate Report On area, select the day of the week on which you want the report to be generated: **Mo, Tu, We, Th, Fr, Sa**, and/or **Su**.
 - **Monthly:** The report will be generated on the first day of the month for the previous month.
10. (If applicable) Select **Send empty report** to receive a report even when there is no data to include in it.
11. From the Report Run Time list, select the desired time at which the report will be generated.



Note: The Next Scheduled Run field displays when the next report will be generated, and the Result field displays when the next report will be generated and what period the report will be for.

12. In the Email to field, enter the email addresses of those whom you want to receive the report. (Ensure to click the email address after entering it so that it is added.)

13. When you have finished configuring the report, click **Add Report**.

Add Report

* Indicates a required field.

Name *
Airline Batch Report

Description
This is the Airline Batch Report used to notify email addresses below if batches have been settled.

Accounts *
2 Merchants Selected

Report Type *
Batch Report

Report Format
PDF CSV

Report Frequency:
Daily

Send empty report ☐

Report Run Time (America/Los_Angeles)
07:00 AM

Next Scheduled Run
12 Oct 2022 07:00 AM - America/Los_Angeles is

Result
The next report will be generated on:
12 Oct 2022 07:00 AM - America/Los_Angeles time
Report will be for the period of:
11 Oct 2022 07:00 AM to 12 Oct 2022 07:00 AM America/Los_Angeles time

Email to *
Add CC Add BCC

Cancel Add Report

Accounts

Selected Accounts
TSYS Airline (25290) 2/2

Search

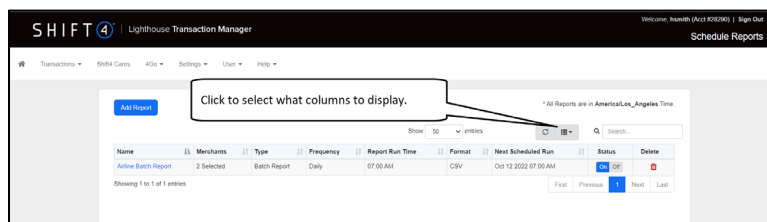
Select All Collapse All / Expand All

- TSYS Airline (25290)
- Tsys_Airline_ECOMM
- Tsys_Airline_MOTO

Editing a Report

Once you have added a report, you can edit the report to make any needed changes. To edit a report, complete the following steps:

1. Sign in to LTM as an administrator-type user.
2. From the menu, select **Settings > Schedule Reports**.
3. Click on the report name you want to edit.
4. Make any desired changes.
5. Click **Update Report**.
6. *(If applicable)* If you want to temporarily pause receiving the emails for any reason without deleting the report, completing the following steps:
 - Locate the report you want to turn off.
 - Under Status, click **Off** to change the status to Off.
 - When you want the report to run again, click **On** to turn the status to On.



Deleting a Report

If you are certain you will not need a report to run again you can delete it. To delete a report, complete the following steps:

1. Sign in to LTM as an administrator-type user.
2. From the menu, select **Settings > Schedule Reports**.
3. Click  next to the report you want to delete.
4. When prompted, click **OK** to confirm the report's deletion.

Report Example

The image below is of a Batch Report CSV file that was reformatted using Excel®. There are many columns in the report, so the image only shows a limited portion.

	Account Name	Vendor Reference	ancillaryServiceCode1	ancillaryServiceCode2	carrierCode	carrierName	conjunctionIndicator	ticketIndicator	documentType	electronicTicketIndicator	fareTicket1	internetIndicator	issueDate	numberOfCarriers	numberOfCities	number
3																
4																
5																
6																
7																
8																
9																
10																
11																
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31																

It is important to note the columns are static and included for airline merchants (in addition to other columns included for all merchant types, like Account Name and Vendor Reference). For example, there will be 12 passengerFirstName[X, where X is 1-12] columns. If an itinerary contains 4 passengers, the remaining 8 passengerFirstName[X] columns will be present but empty.

Searching in LTM

LTM provides various search options to locate a transaction for a refund, chargeback defense, or any other reason.

Performing a Search on a Vendor Reference Number

To perform a search, which is available on most pages, complete the following steps:

1. From the menu, select **Transactions > Select Merchant**.
2. On the Select Merchant page, select the merchant(s). If needed, click **Submit**.
3. Enter a Vendor Reference number in the Search field.

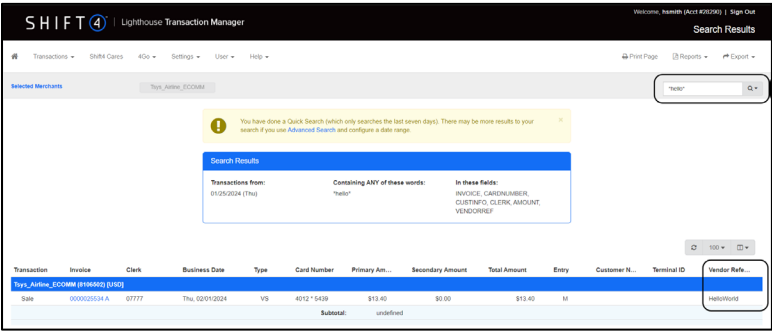


Note: It is possible the Vendor Reference number contains a Passenger Name Record (PNR) as part of its value. In addition, the search field is not case sensitive and you can use the wildcard (*) when performing a Quick Search. For example, if looking for 123456, enter *123456, 123456*, or *123456*. If you are going to use the Search by Exact Vendor Reference option, do not use the wildcard as it may cause the search to be slow.

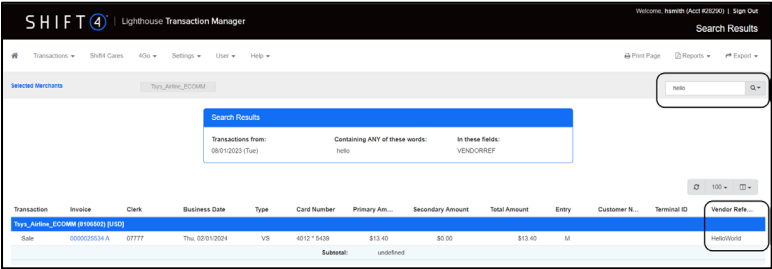
4. Click  and select one of the following:
 - **Quick Search:** This option searches the previous seven days, and how far back the search goes is not configurable. (In addition, pressing **Enter** on your keyboard is the same as selecting **Quick Search**.)
 - **Search by Exact Vendor Reference:** This option searches the last six months, and how far back the search goes is not configurable.



5. The results will be displayed and may be current or archived transactions.



Quick Search



Search by Exact Vendor Reference

Note: An “A” next to an invoice number indicates an archived transaction.



In addition, only the previous seven days are searched when using Quick Search. You may get more results if you use Advanced Search and configure a date range or if you use the Search by Exact Vendor Reference option.

Performing a Quick Search on an Acquirer Reference Number

To perform a quick search, which is available on most pages, complete the following steps:

1. From the menu, select **Transactions > Select Merchant**.
2. On the Select Merchant page, select the merchant(s). If needed, click **Submit**.
3. Enter an Acquirer Reference Number (ARN) in the Search field, ensuring to use the following format:
 - ARN: [the ARN]

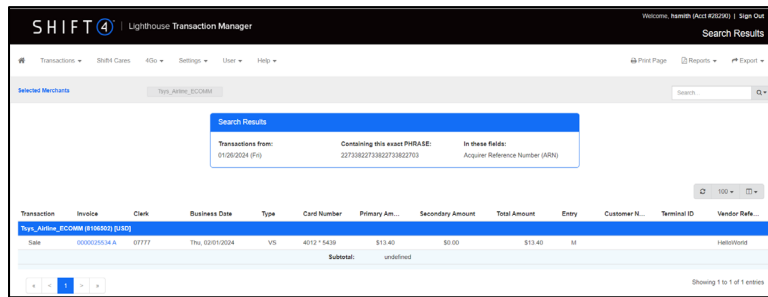


Note: For example, if searching for ARN 22733822733822733822703, you would enter “ARN: 22733822733822733822703” in the Search field. The search field is not case sensitive.

- Press **Enter** on the keyboard, or click  and select **Quick Search** (which is the same as pressing Enter). The previous seven days will be searched, and how far back the search goes is not configurable.

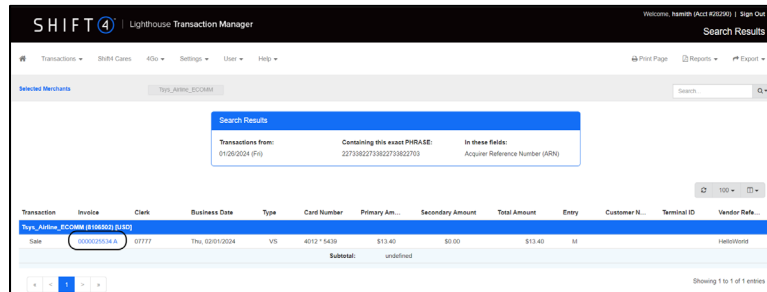


- The results will be displayed and may be current or archived transactions.



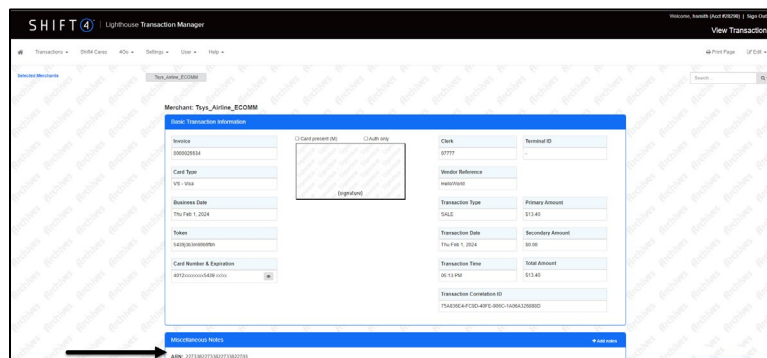
Note: An “A” next to an invoice number indicates an archived transaction.

- To view the transaction's information, click the **Invoice** number.



Transaction	Invoice	Card	Business Date	Type	Card Number	Primary Am...	Secondary Amount	Total Amount	Entry	Customer N...	Terminal ID	Vendor Refe...
	000029134	07777	Thu, 01/26/2024	VIS	4012 *5439	\$13.40	\$0.00	\$13.40	M			Indebted
Subtotal:						undefined						

- Scroll down on the page. If the information was provided during the transaction process, it will be displayed in the Miscellaneous Notes section.



Merchant: Tsys_Airline_ECONMI

Transaction Information

Invoice: 000029134	Card Type: VISA	Business Date: Thu Feb 1, 2024	Date: 14/02/2024	Card Number & Expiration: 4012000000000000
Card Number (ID):	Card Type:	Business Date:	Date:	Card Number & Expiration:
Transaction Type: SALE	Primary Amount: \$13.40	Secondary Amount: \$0.00	Total Amount: \$13.40	Transaction Commission ID: 75432047C0D-497C-880C-408A22088D

Miscellaneous Notes

AIRN: 227388271962719627196

Performing an Advanced Search on a Vendor Reference Number

The Transaction Search page, which is an advanced search page with a variety of search options, can be accessed from most pages.

To perform an advanced search, complete the following steps:

1. From the menu, select **Transactions > Select Merchant**.
2. On the Select Merchant page, select the merchant(s). If needed, click **Submit**.
3. Click  and select **Advanced Search**.



4. On the Transaction Search page, configure the Main Search Criteria and Additional Search Criteria area. In the Fields to Search area, ensure **Vendor Reference** is selected.



Tip: The Search Hints area provides instructions on syntax and how to use a variety of filters that narrow the search. For example, if searching for a Vendor Reference number, use wildcards as described.



Note: It is possible the Vendor Reference number contains a PNR as part of its value.

5. Click **Search**.

Main Search Criteria

Search *

test

Enter one or more words or numbers to

ANY of these words

Search transactions with a business date within the last

day

OR

Start Date

End Date

Show Totals

Search

Fields to Search

Fields to Search

☐ Invoice

☐ Clerk

☐ Card number

☐ Amount

☐ Customer name

☐ Notes

☒ Vendor Reference

Select All

Transactions to Search

☐ Sales

☒ Current transactions

☐ Refunds

☒ Archives

☐ Auth only

☐ Voids

Clear All

Additional Search Criteria (optional)

Joining Method

Above criteria OR this criteria

Search

ANY of these words

Enter one or more words or numbers to search for.

Search

Fields to Search

☐ Invoice

☐ Clerk

☐ Card number

☐ Amount

☐ Customer name

☐ Notes

☐ Customer Reference

☐ Vendor Reference

Select All

6. The results will be displayed.

SHIFT4 Lighthouse Transaction Manager

Welcome, Admin (last 6/20/2024) | Sign Out

Search Results

Transactions - Shift4 Cases - 450 - Settings - User - Help

Print Page | Reports - | Export

Selected Merchants

Typ: Airline, ECOMM

test

Search Results

Transactions from: 01/15/2024 (Wed)

Containing ANY of these words: test

In these fields: VENDORREF

100

Transaction	Invoice	Clerk	Business Date	Type	Card Number	Primary Am...	Secondary Amount	Total Amount	Entry	Customer N...	Terminal ID	Vendor Refe...
Void	0000025029.A	07777	Thu, 02/01/2024	VS	432111119	\$18.13	\$0.00	\$18.13	M	Track Data Test		Testing
Void	0000025030.A	07777	Thu, 02/01/2024	VS	432111119	\$123.00	\$0.00	\$123.00	M			TestReference2
Void	0000025030.A	07777	Thu, 02/01/2024	VS	432111119	\$225.00	\$0.00	\$225.00	M			TestReference1
Void	0000025031.A	07777	Thu, 02/01/2024	VS	432111119	\$50.00	\$0.00	\$50.00	M			TestReference1
Void	0000025032.A	07777	Thu, 02/01/2024	MC	222110009	\$50.00	\$0.00	\$50.00	M			TestReference1
Void	0000025033.A	07777	Thu, 02/01/2024	MC	222110009	\$50.00	\$0.00	\$50.00	M			TestReference1
Sale	0000025036.A	07777	Thu, 02/01/2024	VS	401211449	\$44.40	\$0.00	\$44.40	M			Testing