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Getting Started

This manual provides guidelines and step-by-step procedures for using the DTN Portal.

This DTN Portal provides Branded Wholesalers (BWs) with easy-to-access, detailed reports and simple online tools to manage the reports distributed to Esso and Mobil Retailers.

Browser Notice

The DTN Portal is accessed through ACE and best viewed with a Google Chrome browser.

Important information about the using the system will be highlighted in 2 ways:

1. **NOTE:**
   • Additional information provided.

2. **WARNING:**
   • Special attention required.

Logging On

You need the following to access the DTN Portal:

- An ACE account.
- Access to DTN.
- A **User ID** and **Password**.

Here’s how to log on:

1. Go to https://cs-selfserve.exxonmobil.com
2. Enter your **User ID** and **Password**.
   The ACE application will open.

**NOTE:**
See Appendix A for help, if you do not have a **User ID** and **Password**:

3. To open the **DTN Portal** page:

(A) Click on **My Account** from the banner and select **My Account**.

(B) Click on **Support** for Customer Service support information.
Overview

The My Account page is the first page that appears in the DTN Portal and contains the following:

(A) The Sold-to Account Number that is being displayed.
   - BWs may have more than 1 Sold-to Account Number.

(B) Sold-to:
   - Indicates the Sold-to Account number for the reports that are displayed:
     - All Accounts is shown if the BW has more than 1 Sold-to Account.
     - Clicking on the Edit icon allows you to select a specific Sold-to Account*.

(C) Manage BW Site Report
   - Where BWs manage which reports are sent to Retailer emails.

(D) Filter icon
   - Use the Filter icon to search for DTN Reports.

**NOTE:**
- The term Dealer and Retailer are interchangeable and refer to an individual Esso or Mobil Dealer or Retailer in this document.

**NOTE:**
- The Search field is not used for to search for DTN Reports.

**NOTE:**
- There is a Quick Reference Guide (QRG) that provides a quick reference for the key points from this DTN User Guide, as noted in Appendix A.
Manage Dealers

Manage BW Site Report

Clicking on Manage BW Site Report allows BWs to manage Retailers that are linked to them by indicating:

- Email addresses Retailer reports should be sent.
- Reports that should be sent to each email address.

The first page in the Manage BW Site Report contains a list of Retailers linked to the BW Sold-to Account.

You can scroll to find the Retailer you want to manage OR

(A) Enter the Retailer name or number to search for the Retailer.

- Corresponding Retailer numbers will appear as you type in a Retailer number.
- Click on the Retailer that you want to manage in the list appears.

(B) Click on View Details to manage a particular Retailer.

NOTES:

- When Retailers are added to the system, they are linked to the BW and should appear on this screen.
- If you need to add a new Retailer, there is a contact phone number to follow the process for adding a Retailer to the system.
Dealer Details

The Dealer Details page displays the email addresses for each Retailer and the reports that are sent to each email address.

Use this page to enter email addresses for the Retailer and the reports each should receive.

(A) The Retailer number and name is displayed in the DEALER field.
(B) Click the LANGUAGE* field to select the language for the Retailer.

(C) Select the applicable language for the Retailer.

NOTE:
- While other languages appear in the drop-down list, only English and French are available for DTN reports.
An email address must be entered before reports can be selected.

(A) Enter a valid email address for the Retailer into the *Enter email address* field.

(B) Click the *Select Reports* icon to select the reports that are to be sent to this email address.

**NOTE:**
- The error message “*Please enter a valid email address*” will appear when you click on the *Select Reports* icon if an invalid email address has been entered into the field.

Once a valid email address has been entered, the reports to be sent to the email address can be selected.
Retailer Report Types

The following selections are available within the DTN Portal when sending reports to Retailers:

<table>
<thead>
<tr>
<th>Report Name and Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Reports (ALL)</td>
<td>This selection sends all the listed reports to the Retailer.</td>
</tr>
<tr>
<td>Daily Card Sales Fee Report (DFM)</td>
<td>Daily summary of total sales and card fees by card type.</td>
</tr>
<tr>
<td>Monthly Card Sales Fee Report (FMM)</td>
<td>Monthly summary of the daily card sales fee reports.</td>
</tr>
<tr>
<td>Ticket Requests (RTV)</td>
<td>Requests for ticket retrievals.</td>
</tr>
<tr>
<td>PRICE PRIVILEGES &amp; Car Wash Redemption Report (PCR)</td>
<td>PRICE PRIVILEGES and Car Wash dollar amounts for loyalty points redeemed.</td>
</tr>
<tr>
<td>Multiple Sales Report (MSR)</td>
<td>Daily report identifying multiple inside sales, (credit only; no debit or Fleet) by truncated card number, to help detect possible fraud.</td>
</tr>
<tr>
<td>Dealer Loyalty Detail Report (LDD)</td>
<td>Two reports sent:</td>
</tr>
<tr>
<td></td>
<td>- LDDa</td>
</tr>
<tr>
<td></td>
<td>o Transaction-level dollar amounts for loyalty points issued/redeemed</td>
</tr>
<tr>
<td></td>
<td>- LDDb</td>
</tr>
<tr>
<td></td>
<td>o Transaction-level details for loyalty points issued/redeemed</td>
</tr>
<tr>
<td>Daily Loyalty Potential Fraud (LPF)</td>
<td>Summary of cards that were used multiple times at a site in one day.</td>
</tr>
</tbody>
</table>

Select the reports that should be sent to the email address that has been entered.
There is also an option to send all reports to the email address that has been entered.

(B) Select the **Add Reports (ALL)** button to send all reports to the Retailer.

(C) Click **Save** to save the email address and reports to be sent to that address.

(D) Click **Update Details** to update the information for the Retailer.

**NOTE:**
- The error message “Please save your selection before submitting the request” will appear if you click on the **Update Details** button before clicking the **Save** button.

**NOTE:**
- Up to 4 Email Addresses can be added for each Retailer.

**NOTE:**
- There are samples and more information available about Retailer Reports in the Retailer Reports Guide as indicated in Appendix A.
Once updated, Retailer email addresses and reports that are sent to them can be edited or deleted.

(A) Select **Edit** to edit this information.
(B) Select **Delete** to delete this email address.
(C) Select **Close** to close the Dealer Details page and return to the Manage Dealers page.

**NOTE:**
- Contact DTN if there is no alternative but to send reports by FAX to a Retailer.
View Reports

Overview

Clicking on the Filter Icon opens the Search Filters for viewing DTN reports.

There are 4 ways to narrow down the reports you want to view.

(A) Sold-to: If you have more than one Sold-to Account, you can retrieve reports from a specific Sold-to Account by clicking on the Edit icon.

- Select the Sold-to Account and click Apply.

FILTERS

(B) MESSAGE DATE is the PRIMARY filter for finding reports. It retrieves reports using the date they were created in the application (usually the following business day).

- Once the date range has been selected, you can use the SECONDARY filters to further refine your search for reports.

(C) Type is a SECONDARY filter that searches for reports by report type.

NOTE:
The Transaction Date secondary filter is not currently functional.
To view reports, enter a date range into the **PRIMARY** filter **MESSAGE DATE**.

(A) In the **FROM** field, click on the calendar icon and select a date.
   - Use the arrows beside the MONTH YEAR to move to earlier or later months.
   - Click on the day in the month that you have selected.

(B) In the **TO** field, click on the calendar icon and select a date.

(C) Select **Apply Filters** to display reports with Message Dates within the timeframe indicated.

**NOTE:**
- The message range must be 31 days or less. The error message “Please select dates within a range of 31 days” will appear if a longer timeframe is selected.
The results for a search will appear beside the Filters.

**D** A banner will appear for each report type and the number of results found:
- Credit Cards (in this example, 16 reports have been found).
- Loyalty (in this example, 6 reports have been found).

The **SECONDARY FILTERS** can be used to search for specific reports within the timeframe specified in the **PRIMARY filter, MESSAGE DATE**.

**E** Under the **TYPE** filter, you can select the specific report type by clicking on either:
- Credit Cards
- Loyalty

**F** Selecting Sub-type allows you to select specific reports.
Selecting Sub-type allows you to select specific reports to include in your search.

- Click on the box beside the report to select it (a checkmark will appear).
- Click on the box with a checkmark beside the report to de-select it (the checkmark will disappear).
- Click on Cancel to cancel your filter selections.
- Click Save to save your filter selections.

(A) In this example, the Secondary TYPE filter has selected a specific Credit Card type (DFM) and a specific Loyalty type (LRD).

(B) Select Apply All to display the results.
# BW Report Types

This table shows the reports in the Search Filters and received by BWs through the DTN portal. It also shows which reports BWs receive and which of these reports are sent to Retailers.

<table>
<thead>
<tr>
<th>Code</th>
<th>Filter Display</th>
<th>Report Name</th>
<th>Description</th>
<th>Sent to</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>Credit Card Reports</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CCM</td>
<td>Credit Card Settlement</td>
<td>Card Settlement Report</td>
<td>Day/Shift summary totals</td>
<td>✔️ ✔️</td>
</tr>
<tr>
<td>DFM</td>
<td>Daily Fee Memo</td>
<td>Daily Card Sales Fee Report</td>
<td>Daily summary of total sales and card fees by card type</td>
<td>✔️ ✔️</td>
</tr>
<tr>
<td>FMM</td>
<td>Monthly Fee Memo</td>
<td>Monthly Card Sales Fee Report</td>
<td>Monthly summary of the daily card sales fee reports</td>
<td>✔️ ✔️</td>
</tr>
<tr>
<td>RTV</td>
<td>Credit Card Ticket Requests</td>
<td>Ticket Requests</td>
<td>Periodic report – Ticket retrieval request</td>
<td>✔️ ✔️</td>
</tr>
<tr>
<td>PCR</td>
<td>PRICE PRIVILEGES &amp; Car Wash Redemptions</td>
<td>PRICE PRIVILEGES/Car Wash Redemption Report</td>
<td>PRICE PRIVILEGES/Car Wash dollar amounts for loyalty points redeemed.</td>
<td>✔️ ✔️</td>
</tr>
<tr>
<td>MSR</td>
<td></td>
<td>Multiple Sales Report</td>
<td>Daily report identifying multiple inside sales (credit only; no debit or Fleet) by truncated card number, to help detect possible fraud</td>
<td>✔️</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Loyalty Reports</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LRD</td>
<td>Loyalty Details</td>
<td>Daily Loyalty Detail Report</td>
<td>• LRDa: Transaction-level dollar amounts for loyalty points issued/redeemed for all BW Retailers</td>
<td>✔️</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BW: LRD</td>
<td>• LRDb: Transaction-level details for loyalty points issued/redeemed for all BW Retailers</td>
<td>✔️</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Retailer: LDD</td>
<td>Dealer Loyalty Detail Report</td>
<td>✔️</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Loyalty Potential Fraud</td>
<td>• LDDa: Transaction-level dollar amounts for loyalty points issued/redeemed</td>
<td>✔️</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Daily Loyalty Potential Fraud</td>
<td>• LDDb: Transaction-level details for loyalty points issued/redeemed</td>
<td>✔️</td>
</tr>
<tr>
<td>LRS</td>
<td>Loyalty Details Summary</td>
<td>Daily Loyalty Summary Report</td>
<td>Loyalty program summary data by Retailer with BW totals</td>
<td>✔️</td>
</tr>
<tr>
<td>LMS</td>
<td>Loyalty Monthly Summary</td>
<td>Monthly Loyalty Summary Report</td>
<td>Monthly roll up of loyalty activity for all BW Retailers</td>
<td>✔️</td>
</tr>
<tr>
<td>LPF</td>
<td>Loyalty Potential Fraud</td>
<td>Daily Loyalty Potential Fraud</td>
<td>Summary of cards that were used multiple times at a site in one day</td>
<td>✔️ ✔️</td>
</tr>
</tbody>
</table>

**NOTE:**
- Samples of the Retailer Reports are available in the Retailer Reports Guide.
Secondary filters of TYPE can further refine search results within the timeframe specified by the Primary filter of MESSAGE DATE.

(C) When the Secondary filter of TYPE is applied within the timeframe of the Primary filter of MESSAGE DATE, the results are more defined
- Credit Cars reports returned reduced from 16 to 6.
- Loyalty reports returned reduced from 6 to 4.

(D) The total number of messages returned by the search is displayed under the reports.
- In this example, 1-10 (on this page) of (a total of) 10 (reports).
Reports that are found can be displayed online or downloaded from the portal.

(A) Click on the arrowhead beside the type of report to open or close the panel showing reports that have been returned with the search.

(B) The list of reports includes:
- Name of the report and Sequence ID.
- Message Date (The date the message was delivered).

**NOTE:**
- **Sequence ID:**
  - Each report is assigned a Sequence ID that indicates the chronological order in which that report type was produced.

(C) Click the icons beside the report information to view or download the report.
- PDF icon (Will open the report in a new window in PDF format)
- TXT icon (Will open allow to download the report in a TXT format)

**WARNING:**
- When you click on the PDF format, the report will "pop-up" in a new tab in your browser. If the report does not appear, see **Appendix B** to view how to disable the "pop-up blocker" in the settings for your browser.
You can download multiple reports for viewing as well.

(A) Click on Select All to select all reports found in the search for downloading:
   - A checkmark will appear in front
     o Select All
     o Report Category
     o Report name
   - The number of reports Selected to be downloaded will appear beside Select All.

(B) Click on the box beside the Report Type (Credit Card or Loyalty) to select only those type of reports for downloading.

(C) Click on the box in front of the report name to select individual reports within each Report Type for downloading.

(D) When the reports for downloading have been selected, the PDF and Untranslated (TXT) icons appear in a banner beside Select All:

- Click on the format in which you would like to download the selected report(s).
Once you select the format in which you would like to download the selected reports, there are two choices:

1. PDF and TXT (Consolidates all reports into 1 file in the chosen format.)
   - The file name contains the date the consolidated files were downloaded, in this order: year, month, day, and this format: YEARMNDY.
   - For example, files downloaded on August 1, 2018 would appear as:
     - Multiple PDF_201808010148.pdf
     - Multiple TXT_201808010159.txt

2. Zip (Downloads the all reports separately into a zip file in the chosen format.)
   - The PDF zip file name contains the date the files were downloaded:
     - Multiple PDF_201808010148.zip
   - The TXT zip file name is the same for all files:
     - Untranslated.zip
   - Once the zip files have been extracted, each report will start with the Sold-to number and the code for the report, for example:
     - 315295-DFM-20180125-1
     - 315295-LRD-20180111-9

**NOTE:**
- See Appendix C for tips on how to extract zip files.

**NOTE:**
- When viewing and downloading reports, the PDF format is recommended because it preserves the formatting for all reports better than the Untranslated format.
Use Reports

Day-End Close Process

DTN reports are generated by the Day-End Close. To ensure the most up-to-date information is included in the new reports, and to help with effective and efficient business operations, the payment settlement system requires a day-end close process to be performed daily.

- Retailers must complete a Day-End Close process once every 24 hours between 2:00pm EST and 1:45pm EST the following day.
- DTN reports are delivered by 6:00am EST on the calendar day following the Day-End Close process.

NOTE:
- There are no changes to the existing Retailer settlement process related to Interac Debit transactions.

I. Day-End Close

Retailers must run a Day End Close:

- Run Shift and Day-End Close, and receive successful response on primary terminal.
- Interac Debit Batch Close (for Interac Debit transactions) is initiated by Day-End Close.
- Loyalty Day-End Close is also automatically initiated by running the Day-End Close.

II. Back Office Day End

- Back Office Day End pushkey on the primary terminal is used to close Back Office Day End after regular Day-End has been completed.
- This pushkey is only used if Retailer has a back office connection.

III. Forced Day-End Close

The Retailer must perform a day-end close every 24-hours between 2:00pm EST and 1:45pm EST the next day or day-end close is forced:

- Day-end close for card settlement is forced at 1:45pm EST.
- Interact Debit settlement is NOT triggered.
- Loyalty day-end close is NOT forced, so the DTN reports will not include any loyalty information.

If a Forced Day-End close occurs:

- Retailer performs the next Day-End Close Process at the regular time after Forced Day-End.
- Reconciliation of POS reports is completed with DTN Reports from both days:
  1. Reports from the Forced Day-End close.
  2. Reports from Day-End Close process after forced close.

NOTE:
- For more detailed information on the Day End Process, review the Retailers Report Guide as noted in Appendix A.
Reports Overview

I. Start and End Messages
Each report has a standard message at the beginning and end of each report to ensure you are viewing the entire report.

The following table explains the items in the standard line at the beginning of the first page of the report:

<table>
<thead>
<tr>
<th>Start Report Message</th>
<th>Definition</th>
<th>Start of report message</th>
</tr>
</thead>
<tbody>
<tr>
<td>IOL1 3152950000</td>
<td>IOL1 BW ID</td>
<td>Date: 12-08-17</td>
</tr>
<tr>
<td>DFM-0008</td>
<td>Report Code – Sequence ID</td>
<td>Start MSG</td>
</tr>
</tbody>
</table>

The following table explains the items in the standard line at the end of the report:

<table>
<thead>
<tr>
<th>End Report Message</th>
<th>Definition</th>
<th>End of report message</th>
</tr>
</thead>
<tbody>
<tr>
<td>IOL1 3152950000</td>
<td>IOL1 BW ID</td>
<td>Date: 12-08-17</td>
</tr>
<tr>
<td>DFM-0008</td>
<td>Report Code – Sequence ID</td>
<td>END MSG</td>
</tr>
</tbody>
</table>

II. Card Codes
The following codes are used in the reports to represent cards used for transactions:

<table>
<thead>
<tr>
<th>CODE</th>
<th>Card Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>MC</td>
<td>Mastercard</td>
</tr>
<tr>
<td></td>
<td>Mastercard Fleet</td>
</tr>
<tr>
<td>VI</td>
<td>Visa</td>
</tr>
<tr>
<td>DI</td>
<td>Discover</td>
</tr>
<tr>
<td>EB</td>
<td>Citi ExxonMobil Consumer</td>
</tr>
<tr>
<td></td>
<td>Citi ExxonMobil Commercial Fleet</td>
</tr>
<tr>
<td>AX</td>
<td>American Express</td>
</tr>
<tr>
<td>DE</td>
<td>Interac Debit</td>
</tr>
<tr>
<td>GA</td>
<td>Esso and Mobil Gift Card Activation</td>
</tr>
<tr>
<td>GR</td>
<td>Esso and Mobil Gift Card Redemption</td>
</tr>
<tr>
<td>CA</td>
<td>Esso and Mobil Carwash Card Activate</td>
</tr>
<tr>
<td>CW</td>
<td>Esso and Mobil Carwash Card Redeem</td>
</tr>
<tr>
<td>CP</td>
<td>PRICE PRIVILEGES (PP) Card Activate</td>
</tr>
<tr>
<td>CD</td>
<td>PRICE PRIVILEGES (PP) Card Redeem</td>
</tr>
<tr>
<td>WX</td>
<td>WEX Esso and Mobil Fleet</td>
</tr>
<tr>
<td></td>
<td>WEX Universal and Other Fleet</td>
</tr>
<tr>
<td>EF</td>
<td>WEX ExxonMobil Fleet</td>
</tr>
</tbody>
</table>
Reconciliation Reports

The reports received through the DTN portal provide a wealth of information for a variety of purposes. The following reports provide information for reconciling Point of Sale (POS) data with IOL payments:

1. Card Settlement Report (CCM)
   - GRAND TOTAL Indicates IOL payment to be received.

You can reconcile the POS information with IOL payment amounts by identifying the key details from the information provided by these reports:

2. Daily Card Sales Fee Report (DFM)
   - TOTAL SALES / NET SALES AMT MINUS DE (Debit Card Sales)

3. PRICE PRIVILEGES/Car Wash Redemption Report (PCR)
   - ADD TOTAL CD / NET SALES AMT (PRICE PRIVILEGES Card Redemptions)
   - ADD TOTAL CW / NET SALES AMT (Esso and Mobil Car Wash Card Redemptions)

4. Daily Loyalty Detail Report (LRDa)
   - ADD ALL Site Total
     - NET of $$ Value of Points Redeemed MINUS Total Issued Value

The calculation of this information from these reports reconciles Point of Sale (POS) data with IOL payments.

⚠️ WARNING:
- Totals from POS may vary slightly with DTN Report totals due to rounding.
# Card Settlement Report (CCM)

**DEALER LOCATION FOR:** 0302876  
**NAME:** C & E MACAVISH LIMITED  
**ADDRESS:** 594 10TH ST  
**CITY, STATE, ZIP:** HANOVER, ON K0M 1-0000

**DEALER** | **SHIFT DATE** | **SHIFT NUMBER** | **NET AMOUNT** | **GROSS AMOUNT**
---|---|---|---|---
0302876 | 063018 | S020001 | N/A | $94.16
0302876 | 070118 | S301001 | N/A | $5,326.35

**CARD PROCESSING FEES:** $102.86-

**LYLTY REIMBURSEMENTS:** $64.62

**TOTAL POS SALES:** $9,374.66  
**TOTAL AMT CREDITED:** $4,336.30  
**GROSS AMT SUBTOTAL:** $4,128.90

---

**RETAILER 1 INFORMATION**

- (A) **Shift Totals**
- (B) **Fees, Redemptions & Reimbursements**
- (C) **Dealer Totals**

---

**NOTE:**

- Credited Amt does not include Debit transactions

---

**DEALER LOCATION FOR:** 0319981  
**NAME:** HASTINGS VARIETY  
**ADDRESS:** 91 BRIDGE ST  
**CITY, STATE, ZIP:** HASTINGS, ON K0K 1-0000

**DEALER** | **SHIFT DATE** | **SHIFT NUMBER** | **NET AMOUNT** | **GROSS AMOUNT**
---|---|---|---|---
0319981 | 070118 | S301001 | N/A | $12,532.70

**CARD PROCESSING FEES:** $126.62-

**LYLTY REIMBURSEMENTS:** $10.00

**TOTAL POS SALES:** $12,415.78  
**TOTAL AMT CREDITED:** $12,945.60  
**GROSS AMT SUBTOTAL:** $12,945.60

**TOTAL PROCESSING FEES:** $229.76-

**TOTAL POS SALES:** $21,790.44  
**TOTAL DISTRIBUTOR:** $9,785.02  
**GRAND TOTAL:** $9,785.02

**PROCESSING DATE:** 07/02/18

*NETTED AGAINST DRAFTS/INVOICES  **DEPOSITED NEXT BANK BUSINESS DAY*

---

**RETAILER 2 INFORMATION**

- (D) **Information**

---

**BW TOTALS**

- GRAND TOTAL indicates IOL payment amount

---

**NOTE:**

- Credited Amt does not include Debit transactions
Daily Card Sales Fee Report (DFM)

Sales Activity Codes

In addition to the codes relating to the types of cards used, the additional codes are used to describe the sales activities. There is a line in the report that provides a simple legend:

- O-OUT, I-IN, E-CREDIT/DEBIT CARD, S-SPEEDPASS, P-PAPER, M-MOBILE, X-MCX

The following table provides a description of these codes:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>O-OUT</td>
<td>Outside Sales</td>
</tr>
<tr>
<td>I-IN</td>
<td>Inside Sales</td>
</tr>
<tr>
<td>E-CREDIT/DEBIT CARD</td>
<td>Credit or Debit Card</td>
</tr>
<tr>
<td>S-SPEEDPASS</td>
<td>Speedpass</td>
</tr>
<tr>
<td>P-PAPER</td>
<td>Not used in Canada</td>
</tr>
<tr>
<td>M-MOBILE</td>
<td>Speedpass+ Mobile Application</td>
</tr>
<tr>
<td>X-MCX</td>
<td>Not used in Canada</td>
</tr>
</tbody>
</table>

DFM – Sample

- #TRANS: # of transactions for each card type.
- * (2nd column): Inside or Outside transactions.
- ** (3rd column): Transaction type, generally.
- ** (4th column): Card Type.
- GROSS SALES AMT: for Card Type.
- TRAN FEE: Transaction fee if a set amount.
- %FEE: If fee is % of sales, to 4 decimal points.
- TOTAL FEE: Total of all fees.
- NET SALES: Gross Sales minus Fees
WARNING:

DEBIT CARD Summary

- Includes these transactions:
  - **DE** – INTERAC Debit Card Transactions
  - **GA** – Esso and Mobil Gift Card Activations
  - **GR** – Esso and Mobil Gift Card Redemptions
  - **CA** – Esso and Mobil Car Wash Card Activations
  - **CP** – PRICE PRIVILEGES Card Activations

BW Summary

(A) **DE**  
(Interact Debit)

(B) **TOTAL SALES / NET SALES AMT**
Reconciliation: Step 1

The Daily Cards Sales Fee Report (DFM) contains the information for completing the first step in reconciling the Point of Sale (POS) data with IOL payments.

(B) TOTAL SALES / NET SALES AMT
MINUS
(A) DE (Interact Debit) from Distributor Summary

**NOTES:**
- DTN Portal Reports do not include reconciliation of Interact Debit (Moneris).
- The reconciliation process for Moneris transactions remains the same and has not changed.

PRICE PRIVILEGES/Car Wash Redemption Report (PCR)

### PRICE PRIVILEGES/Car Wash Redemption Report (PCR) – Sample

#### ESQ

<table>
<thead>
<tr>
<th>IOQ</th>
<th>3152450000</th>
<th>PCR-0001</th>
<th>09-07-18</th>
<th>START MSG</th>
</tr>
</thead>
</table>

**PRICE PRIVILEGES AND CAR WASH REDEMPTIONS**

| PARKLAND FUEL CORPORA | SALE DATE: SEP 06, 2019 | PROCESS DATE: SEP 06, 2019 |

### PARKLAND FUEL CORPORA

**DEALER #: 5349500**
**SAP #: 3152450000**

**CD-PRICE PRIVILEGES REDEMPTIONS, CAR WASH REDEMPTIONS**

**CARD TYPE**

<table>
<thead>
<tr>
<th><strong>CARD TYPE</strong></th>
<th><strong>TOTAL CD</strong></th>
<th><strong>TOTAL CW</strong></th>
</tr>
</thead>
</table>

**DAILY SUMMARY**

<table>
<thead>
<tr>
<th><strong>CARD TYPE</strong></th>
<th><strong>TOTAL CD</strong></th>
<th><strong>TOTAL CW</strong></th>
</tr>
</thead>
</table>

**TOTAL CD / NET SALES AMT (PRICE PRIVILEGES Card Redemptions).**

**TOTAL CW / NET SALES AMT (Esso and Mobil Car Wash Card Redemptions).**

### Reconciliation: Step 2

1. From the Daily Card Sales Fee Report (DFM):
   - TOTAL SALES / NET SALES AMT MINUS DE (Debit Card Sales).

2. From the PRICE PRIVILEGES/Car Wash Redemption Report (PCR):
   - (C) ADD TOTAL CD / NET SALES AMT (PRICE PRIVILEGES Card Redemptions).
   - (D) ADD TOTAL CW / NET SALES AMT (Esso and Mobil Car Wash Card Redemptions).
Daily Loyalty Detail Report (LRDa)

Daily Loyalty Detail Report (LRDa) – Sample

Report Type: LRDa

Retailer 1 Information

Retailer 2 Information

BW Summary

(A) ALL Site Total:
(Net of $ Value of Points Redeemed MINUS Total Issued Value)

Reconciliation: Step 3

1. From Daily Card Sales Fee Report (DFM):
   - TOTAL SALES / NET SALES AMT MINUS DE (Debit Card Sales)

2. From PRICE PRIVILEGES/Car Wash Redemption Report (PCR)
   - ADD TOTAL CD / NET SALES AMT (PRICE PRIVILEGES Card Redemptions)
   - ADD TOTAL CW / NET SALES AMT (Esso and Mobil Car Wash Redemptions)

3. From Daily Loyalty Detail Report (LRDa):
   - (A) ADD ALL Site Total (Net of $ Value of Points Redeemed MINUS Total Issued Value)
Summary Reports

The reports received through the DTN portal provide a wealth of information for a variety of purposes.

The following reports provide summary information:

**Credit Card Reports**
1. Monthly Card Sales Fee Report (FMM)
2. Ticket Requests (RTV)

**Loyalty Reports**
1. Daily Loyalty Detail Report (LRDb)
2. Daily Loyalty Potential Fraud (LPF)
3. Daily Loyalty Summary Report (LRS)
4. Monthly Loyalty Summary (LMS)
## Credit Card Reports

### Monthly Card Sales Fee Report (FMM)

<table>
<thead>
<tr>
<th>CARD TYPE</th>
<th>#TRANS</th>
<th>GROSS SALES AMT</th>
<th>NET SALES AMT</th>
</tr>
</thead>
<tbody>
<tr>
<td>MC</td>
<td>384</td>
<td>21,986.58</td>
<td>21,586.25</td>
</tr>
<tr>
<td>VI</td>
<td>762</td>
<td>46,568.01</td>
<td>46,288.03</td>
</tr>
<tr>
<td>AX</td>
<td>53</td>
<td>3,362.20</td>
<td>3,303.36</td>
</tr>
<tr>
<td>DE</td>
<td>2199</td>
<td>76,980.49</td>
<td>76,880.49</td>
</tr>
<tr>
<td>GA</td>
<td>22</td>
<td>976.00</td>
<td>976.00</td>
</tr>
<tr>
<td>GR</td>
<td>48</td>
<td>635.37</td>
<td>624.23</td>
</tr>
<tr>
<td>NY</td>
<td>91</td>
<td>16,518.20</td>
<td>16,154.83</td>
</tr>
<tr>
<td>TOTAL SALES</td>
<td>3612</td>
<td>165,415.95</td>
<td>163,772.19</td>
</tr>
<tr>
<td>CREDIT CARD</td>
<td>1125</td>
<td>81,231.47</td>
<td>81,745.46</td>
</tr>
<tr>
<td>EMBR CARD</td>
<td>2222</td>
<td>77,040.86</td>
<td>77,029.72</td>
</tr>
<tr>
<td>SPREADASS</td>
<td>65</td>
<td>3,063.62</td>
<td>3,097.01</td>
</tr>
<tr>
<td>TOTAL POS</td>
<td>3612</td>
<td>165,415.95</td>
<td>163,772.19</td>
</tr>
<tr>
<td>INSIDE SALES</td>
<td>3612</td>
<td>165,415.95</td>
<td>163,772.19</td>
</tr>
<tr>
<td>OUTSIDE SALES</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>TOTAL SALES</td>
<td>3612</td>
<td>165,415.95</td>
<td>163,772.19</td>
</tr>
</tbody>
</table>

### Retailer 1 Information

<table>
<thead>
<tr>
<th>CARD TYPE</th>
<th>#TRANS</th>
<th>GROSS SALES AMT</th>
<th>NET SALES AMT</th>
</tr>
</thead>
<tbody>
<tr>
<td>MC</td>
<td>419</td>
<td>40,864.41</td>
<td>40,073.02</td>
</tr>
<tr>
<td>VI</td>
<td>395</td>
<td>34,233.54</td>
<td>33,515.52</td>
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<tr>
<td>AX</td>
<td>8</td>
<td>667.87</td>
<td>656.19</td>
</tr>
<tr>
<td>DE</td>
<td>1378</td>
<td>78,564.29</td>
<td>78,564.29</td>
</tr>
<tr>
<td>CA</td>
<td>11</td>
<td>438.00</td>
<td>438.00</td>
</tr>
<tr>
<td>GR</td>
<td>35</td>
<td>1,267.22</td>
<td>1,245.42</td>
</tr>
<tr>
<td>NW</td>
<td>71</td>
<td>9,970.29</td>
<td>9,261.95</td>
</tr>
<tr>
<td>TOTAL SALES</td>
<td>2224</td>
<td>164,543.02</td>
<td>162,922.19</td>
</tr>
<tr>
<td>CREDIT CARD</td>
<td>893</td>
<td>84,699.63</td>
<td>83,110.28</td>
</tr>
<tr>
<td>EMBR CARD</td>
<td>1624</td>
<td>79,766.87</td>
<td>79,164.72</td>
</tr>
<tr>
<td>SPREADASS</td>
<td>7</td>
<td>466.48</td>
<td>457.20</td>
</tr>
<tr>
<td>TOTAL POS</td>
<td>2224</td>
<td>164,543.02</td>
<td>162,922.19</td>
</tr>
<tr>
<td>TOTAL SALES</td>
<td>2224</td>
<td>164,543.02</td>
<td>162,922.19</td>
</tr>
<tr>
<td>INSIDE SALES</td>
<td>2224</td>
<td>164,543.02</td>
<td>162,922.19</td>
</tr>
<tr>
<td>OUTSIDE SALES</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>TOTAL SALES</td>
<td>2224</td>
<td>164,543.02</td>
<td>162,922.19</td>
</tr>
</tbody>
</table>

### Retailer 2 Information

<table>
<thead>
<tr>
<th>CARD TYPE</th>
<th>#TRANS</th>
<th>GROSS SALES AMT</th>
<th>NET SALES AMT</th>
</tr>
</thead>
<tbody>
<tr>
<td>MC</td>
<td>2234</td>
<td>150,430.67</td>
<td>147,664.68</td>
</tr>
<tr>
<td>VI</td>
<td>3579</td>
<td>225,439.34</td>
<td>221,498.52</td>
</tr>
<tr>
<td>HB</td>
<td>1</td>
<td>62.80</td>
<td>62.80</td>
</tr>
<tr>
<td>AX</td>
<td>219</td>
<td>12,615.32</td>
<td>12,194.50</td>
</tr>
<tr>
<td>DE</td>
<td>7824</td>
<td>329,725.08</td>
<td>329,725.08</td>
</tr>
<tr>
<td>CA</td>
<td>30</td>
<td>1,255.00</td>
<td>1,255.00</td>
</tr>
<tr>
<td>GR</td>
<td>125</td>
<td>6,688.52</td>
<td>6,586.67</td>
</tr>
<tr>
<td>NW</td>
<td>926</td>
<td>97,400.66</td>
<td>96,287.79</td>
</tr>
<tr>
<td>TOTAL SALES</td>
<td>14938</td>
<td>819,087.28</td>
<td>805,333.94</td>
</tr>
<tr>
<td>CREDIT CARD</td>
<td>6871</td>
<td>481,068.48</td>
<td>475,090.41</td>
</tr>
<tr>
<td>EMBR CARD</td>
<td>7975</td>
<td>332,126.60</td>
<td>323,066.75</td>
</tr>
<tr>
<td>SPREADASS</td>
<td>68</td>
<td>4,880.20</td>
<td>4,786.78</td>
</tr>
<tr>
<td>TOTAL POS</td>
<td>14938</td>
<td>819,087.28</td>
<td>805,333.94</td>
</tr>
<tr>
<td>TOTAL SALES</td>
<td>14938</td>
<td>819,087.28</td>
<td>805,333.94</td>
</tr>
<tr>
<td>INSIDE SALES</td>
<td>12808</td>
<td>700,894.86</td>
<td>693,376.62</td>
</tr>
<tr>
<td>OUTSIDE SALES</td>
<td>2330</td>
<td>118,192.42</td>
<td>116,567.32</td>
</tr>
<tr>
<td>TOTAL SALES</td>
<td>14938</td>
<td>819,087.28</td>
<td>805,333.94</td>
</tr>
</tbody>
</table>

### BW Summary
### Ticket Requests (RTV)

<table>
<thead>
<tr>
<th>RETAILER</th>
<th>TKT</th>
<th>CASE</th>
<th>NUMBER</th>
<th>NO.</th>
<th>NO.</th>
<th>AMOUNT</th>
<th>DATE</th>
<th>CENTRALIZED SITE TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>301234</td>
<td>000109</td>
<td>128763570</td>
<td>25.46</td>
<td>030718</td>
<td>25.46</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**FAX OR MAIL** TICKET REQUEST, TICKET, WORK ORDER AND ALL OTHER SUPPORTING DOCUMENTATION NO LATER THAN 09/18/18. INCLUDE THE LOCATION NAME, YOUR NAME, PHONE# AND FAX#. CALL 1-800-813-9966 48 HOURS AFTER FAXING TO VERIFY RECEIPT AND CONFIRM ELIGIBILITY. SEE CARD GUIDE, SECTION 6, FOR ADDITIONAL INFORMATION.

FAX: 1-800-204-2736
MAIL: PO Box 6010, Hagerstown, MD 21741-6010

---

(A) Ticket Details
# Loyalty Reports

## Daily Loyalty Detail Report (LRDb)

### Report Type: LRDb

### Retailer 1 Information

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Last 4 Number</th>
<th>Total Points</th>
<th>Bonus Points Issued</th>
<th>Bonus Points Issued</th>
<th>Total Points Issued</th>
</tr>
</thead>
<tbody>
<tr>
<td>25Jul2018 08:27</td>
<td>C-2953</td>
<td>21</td>
<td>0</td>
<td>0</td>
<td>21</td>
</tr>
<tr>
<td>25Jul2018 08:27</td>
<td>C-2953</td>
<td>20</td>
<td>0</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>25Jul2018 08:48</td>
<td>C-6268</td>
<td>47</td>
<td>0</td>
<td>0</td>
<td>47</td>
</tr>
<tr>
<td>25Jul2018 10:15</td>
<td>C-7087</td>
<td>31</td>
<td>0</td>
<td>0</td>
<td>31</td>
</tr>
<tr>
<td>25Jul2018 10:31</td>
<td>C-9776</td>
<td>72</td>
<td>0</td>
<td>0</td>
<td>72</td>
</tr>
<tr>
<td>25Jul2018 11:13</td>
<td>C-4909</td>
<td>47</td>
<td>0</td>
<td>0</td>
<td>47</td>
</tr>
<tr>
<td>25Jul2018 02:40</td>
<td>C-3589</td>
<td>25</td>
<td>0</td>
<td>0</td>
<td>25</td>
</tr>
<tr>
<td>25Jul2018 03:44</td>
<td>C-4976</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>25Jul2018 03:44</td>
<td>C-4976</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>25Jul2018 04:13</td>
<td>C-6570</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>25Jul2018 04:23</td>
<td>C-9776</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>25Jul2018 04:23</td>
<td>C-9776</td>
<td>449</td>
<td>0</td>
<td>0</td>
<td>449</td>
</tr>
</tbody>
</table>

**Sub-total Fuel**

<table>
<thead>
<tr>
<th>Total Points Issued</th>
<th>0</th>
</tr>
</thead>
</table>

**Count of Transactions**: 122

### Retailer 2 Information

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Last 4 Number</th>
<th>Total Points</th>
<th>Bonus Points Issued</th>
<th>Bonus Points Issued</th>
<th>Total Points Issued</th>
</tr>
</thead>
<tbody>
<tr>
<td>25Jul2018 08:35</td>
<td>C-1262</td>
<td>87</td>
<td>0</td>
<td>0</td>
<td>87</td>
</tr>
<tr>
<td>25Jul2018 09:49</td>
<td>C-7840</td>
<td>103</td>
<td>0</td>
<td>0</td>
<td>103</td>
</tr>
<tr>
<td>25Jul2018 09:57</td>
<td>C-2038</td>
<td>22</td>
<td>0</td>
<td>0</td>
<td>22</td>
</tr>
<tr>
<td>25Jul2018 11:09</td>
<td>C-2039</td>
<td>20</td>
<td>0</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>25Jul2018 12:17</td>
<td>C-6964</td>
<td>81</td>
<td>0</td>
<td>0</td>
<td>81</td>
</tr>
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<td>25Jul2018 01:45</td>
<td>C-8793</td>
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<td>0</td>
<td>63</td>
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<tr>
<td>25Jul2018 04:41</td>
<td>C-5600</td>
<td>77</td>
<td>0</td>
<td>0</td>
<td>77</td>
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<tr>
<td>25Jul2018 04:41</td>
<td>C-1147</td>
<td>148</td>
<td>0</td>
<td>0</td>
<td>148</td>
</tr>
</tbody>
</table>

**Sub-total Fuel**

| Total Points Issued | 0 |

**Count of Transactions**: 314

### BW Summary

<table>
<thead>
<tr>
<th>Total Points Issued</th>
<th>0</th>
</tr>
</thead>
</table>

**Total Count of Transactions**: 1536

### NOTE:

(A) BW Promo Points Issued currently not in use.

## Daily Loyalty Potential Fraud (LPF)

**Under Development**
### Daily Loyalty Summary Report (LRS)

**Report Type:** LRS

#### Retailer 1 Information
- Name: [Retailer 1 Name]
- Loyalty Points: [Points]
- Redeemed Points: [Points]

#### Retailer 2 Information
- Name: [Retailer 2 Name]
- Loyalty Points: [Points]
- Redeemed Points: [Points]

#### Retailer 3 Information
- Name: [Retailer 3 Name]
- Loyalty Points: [Points]
- Redeemed Points: [Points]

#### Retailer 4 Information
- Name: [Retailer 4 Name]
- Loyalty Points: [Points]
- Redeemed Points: [Points]

#### BW Summary
- Total Loyalty Points Issued: [Points]
- Total Loyalty Points Redeemed: [Points]
- Total Value of Points Issued: [$]

---

### Monthly Loyalty Summary (LMS)

**Report Type:** LMS

#### Retailer 1 Information
- Name: [Retailer 1 Name]
- Loyalty Points: [Points]
- Redeemed Points: [Points]

#### Retailer 2 Information
- Name: [Retailer 2 Name]
- Loyalty Points: [Points]
- Redeemed Points: [Points]

#### Retailer 3 Information
- Name: [Retailer 3 Name]
- Loyalty Points: [Points]
- Redeemed Points: [Points]

#### Retailer 4 Information
- Name: [Retailer 4 Name]
- Loyalty Points: [Points]
- Redeemed Points: [Points]

#### Retailer 5 Information
- Name: [Retailer 5 Name]
- Loyalty Points: [Points]
- Redeemed Points: [Points]

#### BW Summary
- Total Loyalty Points Issued: [Points]
- Total Loyalty Points Redeemed: [Points]
- Total Value of Points Issued: [$]

---

**Note:** The above tables and summaries are placeholders and should be replaced with actual data from the report.
Appendices

Appendix A: Getting Help

Access

You can access ACE at this address:
- https://cs-selfserve.exxonmobil.com

Support

There are two ways to get help:

1. ACE Support

   If you do not have a User ID and Password, contact ACE Support
   - systemsupport@exxonmobil.com
   - 1-800-265-0060
   - Complete an ACE registration form indicating the requirement for DTN access.

2. DTN Support

   If you have any issues with reports or the delivery of reports, contact DTN Support:
   - 1-800-779-5779
   - energysupplierhelp@dtn.com

3. Training

   Settlement Information Portal

   BW
   - Webinar: Cards Processing Upgrades – BW
   - DTN Users Guide
   - DTN Quick Reference Guide

   Retailer
   - Webinar: Cards Processing Upgrades
   - Reports Guide
   - Quick Reference Guide
Appendix B: Disable Popup Blocker

1. Click the **Customize and control Google Chrome** menu:
   - The three horizontal bars in the upper right corner of the browser.
2. Select **Settings**.
3. Scroll down and click on **Advanced** or **Show advanced settings**.
4. Under **Privacy**, click the **Content Settings** button.
5. Go to **Popups** and check **Allow**, not Blocked, to disable the popup blocker.
Appendix C: Extracting Zip Files

The following steps can be used to open zip files:

1. Navigate to the zip file that you have downloaded.

2. Right-click on the file name and select Extract All…

3. An Extract Compressed (Zipped) Folders screen will appear. Click on the Extract button.

4. A folder with the same name as the zip file will be created.

5. Open this folder to retrieve the reports you selected.