RETAILER REPORTS – QUICK REFERENCE GUIDE

Day-End Close Process

Retailers must complete a day-end close process **once every 24 hours between the 2:00pm EST and 1:45pm EST the following day.**

1. **Esso Day-End Close**
   o Under **Reports** select **Shift Change;** run **Day End,** select **Yes.**
      - Multiple point-of-sale terminals, run the Shift and Day-End on all non-primary terminals before primary terminal.
      - Receive a "successful" response.
      - Debit Batch Close process (for Interac Debit transactions) is automatically initiated by running the Day-End close.
      - Loyalty Day-End Close is also automatically initiated by running the Day-End Close.

2. **Back Office Day End**
   o The Back Office Day End close should be completed only if you have a back office connection.
      - Use the **Back Office Day End** pushkey (only on the primary terminal).
      - Complete after running the Day-End for payment settlement and receiving a successful response.

DTN reports are delivered by 6:00am EST on the calendar day following the Day-End Close process.

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

Forced Day-End Close

If no day-end process is performed within the 24-hour period between 2:00pm EST and 1:45pm EST the following day:
- Day-end close for card settlement occurs at 1:45pm EST.
- Debit Batch Close process (Interact Debit settlement) is **NOT** triggered.
- Loyalty day-end close is **NOT** forced.
- DTN reports sent after Forced Day-End close will not include any loyalty information.
- Local POS report and the settlement system reports will be out of balance.

If a Forced Day-End close occurs:
- Perform the next Day-End Close at the regular time after Forced Day-End.
- Reconcile POS reports from both days using two sets of DTN reports:
   1. Reports from the Forced Day-End close.
   2. Reports from the Day-End Close process after the forced close.

Code	Report Name	Description
CCM	Card Settlement	Day/Shift summary totals
DFM	Daily Card Sales Fee	Daily summary of total sales and card fees by card type, Credit/Debit/SP, Inside/Outside, Fuel/Nonfuel
PCR	PRICE PRIVILEGES/Car Wash Redemption	PRICE PRIVILEGES/Car Wash dollar amounts for loyalty points redeemed
FMM	Monthly Card Sales Fee	Monthly summary of the daily card sales fee reports
MSR	Multiple Sales Report	Identifying multiple inside sales (credit only) to help detect possible fraud.
LDD	Dealer Loyalty Detail (2 reports)	LDDa: Transaction level **dollar amounts** for loyalty points issued/redeemed
LDD	Dealer Loyalty Detail (2 reports)	LDDb: Transaction level details for loyalty **points** issued/redeemed
LPF	Daily Loyalty Potential Fraud	Summary of cards that were used multiple times at a site in one day

- *The term Dealer is interchangeable with the term Retailer and refers to an individual Esso or Mobil Dealer or Esso or Mobil Retailer.*

Viewing Reports:

All reports received by email are best viewed in Microsoft Word.

Follow these steps to view reports in Word:
1. In the email you have received, select ALL TEXT (press "Control" key and then "A" key at the same time)
2. Copy the content of the email.
3. Paste the information into **Microsoft Word**
4. Once the file is in Microsoft Word, some adjustments are necessary to ensure columns are aligned:
   o Select Page Layout Orientation**: Landscape**
   o Select ALL TEXT (press "Control" key and "A" key at the same time) and choose
      - **Font Type: Courier New**
      - **Font Size: 8 pt.**
      - **Single Spacing**

Reconciling POS Daily Summary with DTN Reports

Card Settlement Report (CCM)

- POS SALES (Gross & Net)
- Adjustments (Fees, Redemptions, Reimbursements)
- TOTAL AMT CREDITED (IOL Payment: No Debit)

1. DFM: TOTAL SALES / NET SALE AMT MINUS DE (Debit Card)

Credit Gross Sales:

POS Daily Summary	DFM
AFD Credit PLUS **Kiosk Credit**	**Gross Sales Amt** column • **TOTAL SALES** Codes MINUS • **DEBIT CARD** (SUMMARY) Codes: DE, GA, GR, CA, CP

Fees:

POS Daily Summary	DFM
• Information not available	**TOTAL POS** line: • **TOTAL FEES** column

Activations:

POS Daily Summary	DFM
Department: GIFT CARD • **Grand Total**	**Gross Sales Amt** column • ADD **GA**, **CP**, **CA**

Gift Cards Redemptions:

POS Daily Summary	DFM
AFD Gift Card PLUS **Kiosk Gift Card**	**Gross Sales Amt** column • **GR**

2. PCR: ADD TOTAL CD (PP) & TOTAL CW (Car Wash)

PRICE PRIVILEGES/Car Wash Redemptions

POS Daily Summary	PCR
Redemptions section • **Fuel saving** • **Carwash sav**	• **TOTAL CD / NET SALES AMT** • **TOTAL CW/NET SALES AMT**

3. LDDa: ADD Site Total

- **Site Total:** NET $$Value of Points Redeemed MINUS Total Issued Value

Loyalty Points Value:

Loyalty Points Issued Value (LDDa):	Loyalty Points Redeemed Value (LDDa):
Total Issued Value column • **Total Site**	**$$ Value of Points Redeemed** column • **Total Site**

Loyalty Points Issued:

POS Daily Summary	LDDb
• **PC Optimum***	**Total Points Issued** column • **Total**

Loyalty Points Redeemed:

POS Daily Summary	LDDb
Redemptions section • Total all items EXCEPT **Fuel saving** and **Carwash sav**	**Total Points Redeemed this site** column • **Total**

Code	Card Type
MC	Mastercard /Mastercard Fleet
VI	Visa
DI	Discover
EB	Citi ExxonMobil Consumer / Commercial Fleet
AX	American Express
DE	Interac Debit
GA	Esso and Mobil Gift Card Activation
GR	Esso and Mobil Gift Card Redemption
CA	Esso and Mobil Carwash Card Activate
CW	Esso and Mobil Carwash Card Redeem
CP	PRICE PRIVILEGES (PP) Card Activate
CD	PRICE PRIVILEGES (PP) Card Redeem
WX	WEX Esso and Mobil Fleet / WEX Universal and Other Fleet
EF	WEX ExxonMobil Fleet

Daily Card Sales Fee Report (DFM)

Code	Description
O-OUT	Outside Sales
I-IN	Inside Sales
E-CREDIT/DEBIT CARD	Credit or Debit Card
S-SPEEDPASS	Speedpass
P-PAPER	*Not used in Canada*
M-MOBILE	Speedpass+ Mobile Application
X-MCX	*Not used in Canada*

- **DEBIT CARD** (under Daily Summary)
  - Contains **NOT** just INTERAC Debit Card Transactions
  - Includes the following 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

Dealer Loyalty Detail Report (LDDb)

- BW Promo Points Issued is currently not in use.

Monthly Card Sales Fee Report (FMM)

- **DEBIT CARD** (Summary) contains NOT just INTERAC Debit Card Transactions (same as DFM)

Totals from POS Daily Summary may vary slightly with DTN Report totals due to rounding.