DTN – QUICK REFERENCE GUIDE

ACE Address

- https://cs-selfserve.exxonmobil.com

ACE Support

- systemsupport@exxonmobil.com
- 1-800-265-0060

DTN Help

- 1-800-779-5779
- energysupplierhelp@dtn.com

Training

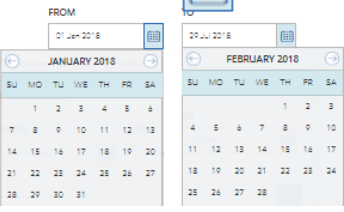- http://www.essoandmobilpos.com/fep/en

Manage BW Site Reports

1. Language
   - French and English only
2. Email Addresses
   - Maximum 4 addresses

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

Selecting Message Date

1. Search Reports

2. Select Accounts

3. Select Date

Previous month

Next month

←Select date

- Dates must be no more than 31 days apart.

Filter by Report Type

TYPE

☑ Credit Card ⌄ Select Sub-type
CCM DFM FMM RTV PCR

☑ Loyalty ⌄ Select Sub-type
LRD LRS LMS LPF

< **Select Sub-type** to choose individual reports

Report Display

Reports displayed by type:
- Credit Card
- Loyalty

Credit Cards (6) ⌄
Loyalty (4) ⌄

< Click to open panel

Credit Cards (6) ⌃

Daily Fee Memo #12 | DFM | 25 Jan 2018

< Click to close panel

1 - 22 of 22 < >

< Number of reports from search

- **Sequence ID:** Each Type of report has a number indicating the order it was received.

DTN Reports

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

Viewing and Downloading Reports

PDF format (Recommended)

TXT format

Credit Cards (6) ⌃
Daily Fee Memo #12 | DFM | 25 Jan 2018

< View individual reports (New tab*)

☐ Select All | 1 Selected | PDF | Untranslated

< Download multiple reports

PDF or **TXT**: Reports merged into 1 file
Merged files: YearMnDy, eg. 20180801
- Multiple PDF_**20180801**0148.pdf
- Multiple TXT_**20180801**0159.txt

Download
ⓘ Only TXT files will be merged
FILE FORMAT
● TXT
○ Zip
✕ Cancel | ✓ Download

Zip: Individual reports in a zip file
- Zip files: Sold-to Number-Report Code
  - **315295-DFM**-20180125-1
  - **315295-LRD**-20180111-9

Download
FILE FORMAT
● PDF
○ Zip
✕ Cancel | ✓ Download

* Pop-Up Blocker

Adjust Settings to allow "pop-up" on Google Chrome browser to allow viewing of PDF in a new tab

⋮ Click the **Customize and control** Google Chrome menu:
(Three horizontal bars in upper right corner of browser)

- Select **Settings**.
- Scroll down and click on **Advanced** or **Show advanced settings**.
- Under **Privacy**, click the **Content Settings** button.
- Go to **Popups** and check **Allow, not Blocked**, to disable the popup blocker.

Opening Zip Files

All files saved with Download options are saved as zip files.

1. Navigate to the zip file that you have downloaded.
2. Right-click on file and select **Extract All…**
3. An **Extract Compressed (Zipped) Folders** screen will appear. Click on the **Extract** button.
4. Folder with the same name as the zip file will be created.
5. Open this folder to retrieve the file that contains the reports

Recommended Browser

- Google Chrome

Day-End Close Process

1. Day-End Close
   - Run Shift and successful Day-End on primary terminal
   - Interac Debit Batch Close initiated by day-end close
   - Loyalty Day-End Close also initiated by day-end close
2. Back Office Day End
   - Back Office Day End pushkey on primary terminal after Day-End Close if Retailer has a back office connection.

The reconciliation process for Debit (Moneris) is unchanged.

Forced Day-End Close

Retailer must perform day-end close every 24-hours between 2:00pm EST and 1:45pm EST the next day or day-end is forced:
- Day-end close for card settlement forced at 1:45pm EST.
- Interact Debit settlement NOT triggered.
- Loyalty day-end close is NOT forced.
- DTN reports will not include any loyalty information.

If a Forced Day-End close occurs:
- Retailer performs the next Day-End Close Process at regular time after Forced Day-End.
- Reconcile POS reports with:
  1. Reports from the Forced Day-End close.
  2. Reports from Day-End Close process after forced close.

Reconciliation

Card Settlement Report (CCM) [POS Sales, IOL fees & payments]
- Reconciling Point of Sale (POS) data with IOL payments:
  1. Daily Card Sales Fee Report (DFM)
     - TOTAL SALES/NET SALES AMT **MINUS** DE (Debit)
  2. PRICE PRIVILEGES/Car Wash Redemption Report (PCR)
     - **ADD** TOTAL CD (PP Card Redemptions)
     - **ADD** TOTAL CW (Esso and Mobil Car Wash Card Redemptions)
  3. Dealer Loyalty Detail Report (LRDa)
     - **ADD** ALL Sites Total: NET of $$ Value of Points Redeemed MINUS Total Issued Value

POS totals may vary slightly with DTN Reports due to rounding.

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) 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

Dealer Loyalty Detail Report (LRDb)

- BW Promo Points Issued: currently not in use.

Monthly Card Sales Fee Report (FMM)

DEBIT CARD contains NOT just INTERAC Debit Card (see DFM)

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

Code	Report Name	Description
Credit Card Reports		
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
FMM	Monthly Card Sales Fee	Monthly summary of the daily card sales fee reports
PCR	PRICE PRIVILEGES / Car Wash Redemption	PRICE PRIVILEGES/Car Wash dollar amounts for loyalty points redeemed
Retailer Only Reports		
MSR	Multiple Sales Report	Identifying multiple inside sales (credit only) to help detect possible fraud.
Loyalty Reports		
LRD	Dealer Loyalty Detail (2 reports)	LRDa: Transaction level **dollar amounts** for loyalty points issued/redeemed (Dealer Report Code LDDa)
		LRDb: Transaction level details for loyalty **points** issued/redeemed (Dealer report code: LDDb)
LPF	Daily Loyalty Potential Fraud	Summary of cards that were used multiple times at a site in one day
BW Only Reports		
LRS	Daily Loyalty Summary	Loyalty program summary data by Retailer with BW totals
LMS	Monthly Loyalty Summary	Monthly roll up of loyalty activity for all BW Retailers