What reports should be submitted with the Payment Book Receipt ("PBR") for the daily deposit?

Tell Me

Anyone who submits the PBR will be required to attach:

1. A report that shows the transactions that were batched out under that account the evening before they processed.
   1. Most campus systems process through TouchNet; if your merchant account processes through TouchNet, the TouchNet Payment Gateway access should be requested. It will provide a batch settlement report which is required for the PBR for those transactions.
   2. If your merchant area utilizes a different gateway report, you will be required to attach a copy of that gateway report to the PBR.
   
   eCommerce will not provide accesses to external gateways other than TouchNet.

2. A report that shows the transactions that processed under that merchant account overnight and were received by the bank.
   1. In all cases, that report is obtained through the SunTrust Merchant Services (STMS) reporting portal, ClientLine.
   2. ClientLine access will be required for anyone responsible for pulling the reports for the PBR submissions.
   3. The American Express (AmEx) reporting portal, Online Merchant Services, access should be obtained for all merchant staff responsible for reconciling transactions or responding to disputes.
   4. It will provide needed information to you as a merchant, but will not be required for the PBR submission.

Related FAQs

- How do I know which eCommerce access to request for a new user?
- May I still submit the scanned or hard copy of the "EC-AR - Access Request to Reporting Systems."
- How long does it take for the access request to be granted?
- What reports should be submitted with the Payment Book Receipt ("PBR") for the daily deposit?
- When should an eCommerce Access Request eForm be submitted?