



TrineCS Gateway Parent Company “Brand” Management

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Introduction

The **Trine Commerce System Gateway** provides robust online access to client accounts for payment processing, based on the client's merchant network and account. There are several levels of administrative and transaction processing access, determined by user permissions.

Access	Available to
Administrative	TCS Management staff only
ISO	ISO Staff and Management
Parent Company	Staff and management of ISO-related companies
Merchant/Terminal	Staff and management of Merchants

ISOs may manage multiple Parent Companies. Likewise, Parent Companies may manage multiple merchants and related terminals. The Merchant level is unique in that each account **MUST** have a separate merchant account. However, each Merchant may have an unlimited number of virtual terminals.

Each Parent company may be separately "branded" with their own logo, and the "look and feel" of the virtual terminal is robustly modifiable, depending on the sophistication of the branded company.

Accessing Parent Management

<https://www.trinecs.net/virtual/brand>

Your ISO representative will provide you with a username/password combination to access your account.

In compliance with PCI-DSS regulations, you will be required to change your password every 90 days. You will also be logged out automatically if your terminal remains idle for 15 minutes.

Reports

You can view Reports of Merchant accounts you manage by day and month. These reports reflect activity for each merchant and can be grouped (such as merchants in a certain region) according to any criteria you assign in the Report Configuration section.

Reports

- Reporting by day (Merchant)
- Reporting by day (Group Code)
- Reporting by month (Merchant)
- Reporting by month (Group Code)

Report Configuration

On this page you will see a list of all Merchants within your Parent company. You can enter any alphanumeric label to each Merchant separately. Group reports will be grouped accordingly.

Merchants

All Merchants within your Parent Company are listed. Selecting the **Tx** option will display the transaction history of that Merchant. On the History screen, you can View the transaction details and also initiate Refunds of any transaction. You cannot process original transactions at the Parent Company access level.

You can search for individual transactions by

- Name of person/organization charged
- Company
- Transaction #
- Card Number
- Transaction Identifier (TID)
- Amount charged
- Email Address
- Batch

You can also have the search results displayed on the page (HTML) or downloaded as a comma-separated (.csv) file.

Profile

In the Profile section, you can change your name and email address.

Logout

Be sure to Log Out of the terminal before leaving the Terminal Program. Remaining logged in will allow others to use your terminal ID to access the system.