

# STAR STATION® for Network Participants

STAR STATION® is an Internet-accessible administrative tool that gives STAR® Network participants real-time access to all of the resources and information you need to manage an EFT program.

## Features

- \* Exception Processing – Through an online, single point of entry, you can make adjustments, when needed, to transactions done on your ATMs or performed by your cardholders
- \* Transaction Research – This powerful tool has 180 calendar days of data, which can be used to troubleshoot transaction problems or resolve cardholder inquiries. It allows you to search for transaction data by the card number or ABA and account number (for check transactions) or by more specific criteria such as terminal ID or transaction type category. The query results can be exported and include rich transaction information such as terminal address, cash back amount, international currency information, reversal or denial reason, merchant SIC value, and more
- \* Information & Resources – This valuable portal provides quick access to system and application users' guides, network rules and regulations, bulletins, electronic calendar of events with online training registration, e-learning tutorials and more
- \* Urgent Information – When you log on to the system, a broadcast message may be displayed on the home page, alerting users when changes, enhancements or issues related to a product or service surface
- \* Find Data – Search and view contact information for other network participants, ATMs and merchant locations, as well as BINs and participant information to aid in customer support and troubleshooting
- \* Portal Access – This system dynamically presents the tools users access to perform tasks such as viewing statistical data and downloading reports. With robust applications such as Card Management and Authorization, Tracker Online and Automated Terminal Implementation (ATI) Online, users can order PIN-secured and Signature debit cards, monitor ATM incident information and administer updates to terminals driven by First Data

## Benefits

- \* Provides quick access to timely transaction and reference information
- \* Improves back office efficiency
- \* Increases the scope of information available to users
- \* Provides a secure mechanism for accessing and retrieving information

## A Global Leader in Electronic Commerce

First Data powers the global economy by making it easy, fast and secure for people and businesses around the world to buy goods and services using virtually any form of payment. Serving millions of merchant locations and thousands of card issuers, we have the expertise and insight to help you accelerate your business. Put our intelligence to work for you.

For more information, contact your First Data Sales Representative or visit [firstdata.com](http://firstdata.com).



A First Data Company