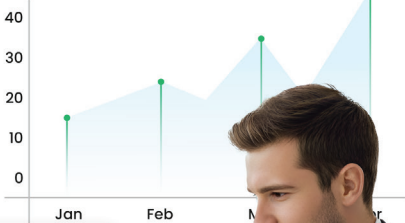


Quick Reference Guide

Recovery Rate

94%



Revenue Recovered

\$12,258.00

FlexFactor

for ISO



Enabling FlexFactor for Merchants

Auto Boarding

An ISO can enable FlexFactor for their merchants by selecting **Flex Authenticate** from the right-hand sidebar of the merchant's overview page in Valor's Portal.

Note:

Once enabled, the merchant will receive an email to begin the process. The merchant can Log into the FlexFactor portal using the credentials provided in the automated email to complete the boarding process.

VAR Details

If an ISO already has a merchant's approved FlexFactor VAR details, they can navigate to the Valor Portal, open **Device Management**, select the relevant EPI, and enter the approved VAR details in the **FlexFactor** tab while editing the device Var details.

Note:

- The same process can be repeated if the merchant has multiple devices that require FlexFactor.



Configuring Transaction Recovery Options

The portal allows ISOs to configure **transaction recovery options** for their merchants. With this setting, ISOs can define which transactions gets routed to FlexFactor for recovery.

- All transactions
- Transactions within a specific range
- Transactions above a defined maximum value.
- Transactions below a defined minimum value.



Viewing FlexFactor Transactions

ISOs can access and review transactions routed to FlexFactor by utilizing the **Processor** filter in the **Transactions** module. This filter specifically isolates FlexFactor transactions, allowing for more efficient monitoring and management of recovered payments. Additionally, users can combine this filter with other available filter options in the Portal to further refine their search and transaction review process.



FlexFactor Reporting Enhancements

BatchOut Report

The Settlement Summary includes a section that displays all transactions routed to FlexFactor, giving merchants a clear view of recovered transactions.

FlexFactor Report

- **Declined Transactions:** Lists all transactions routed to FlexFactor that were declined, along with the reasons.
- **Declined Transaction Rate:** Summarizes approvals and declines and provides the overall approval rate.

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