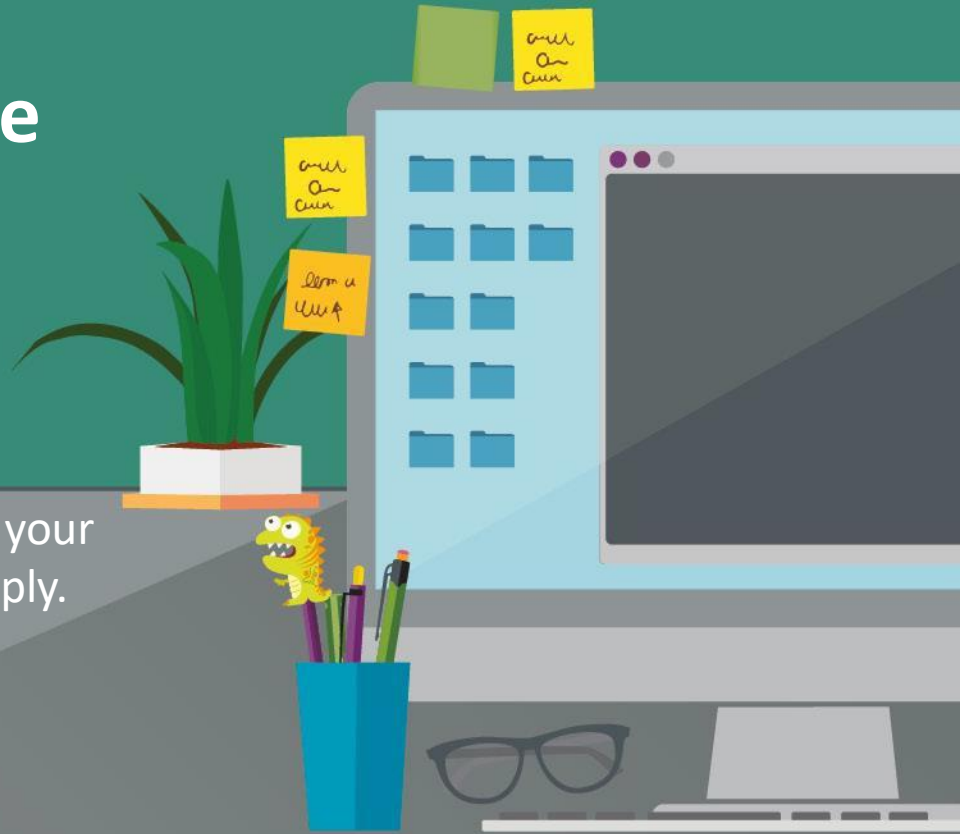




Welcome to the Merchant Website Training

An essential guide to managing your
Account online, quickly and simply.

LET'S GET STARTED ➤



Merchant Website Training

How to manage your Account online, quickly and simply.

This training guide has 6 Training Modules, showing you the key functions of the Merchant Website. It should take no more than 30 minutes to complete.

To start, click on one of the Modules below.



GET STARTED

Log in and check
your Dashboard



PAYMENTS

Reconcile
payments easily



DISPUTES

Manage Card
Member disputes
efficiently



COMPLIMENTARY SIGNAGE

Attract more
customers with
American Express
signage



PROFILE AND SETTINGS

Update
information about
yourself or your
account



GET HELP

Call, email or use
our assistant

Get started

Everything you need to know to get up and running.

Choose from one of the options below to learn about the basic functionality of the site.



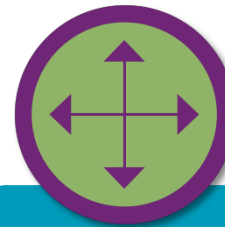
[LOG IN](#)



[FORGOT
PASSWORD OR
USER ID](#)



[ACCOUNT
DASHBOARD](#)



[NAVIGATE
THROUGH
DIFFERENT AREAS
OF THE WEBSITE](#)

Get started

Everything you need to know to get up and running.



Log in to the Website

On the [HOMEPAGE](#) enter your User ID and Password and click Log In.

AMERICAN EXPRESS

MY ACCOUNT CARDS TRAVEL INSURANCE REWARDS BUSINESS

Need help?

Merchant Home Manage Your Account Streamline Payments Attract Customers Support Accept the Card

User ID

Password

Log In

☐ Remember me

[Forgot User ID or password](#)

[Register now](#)

[Change Password](#)

[View E-Statement](#)

[Respond to Inquiries](#)

[More](#)

There's never been a better time to accept American Express.

Find out more

HOME BACK GET STARTED PAYMENTS DISPUTES COMPLIMENTARY SIGNAGE PROFILE & SETTINGS GET HELP NEXT

Get started

Everything you need to know to get up and running



Forgotten user ID or password

Click **FORGOT USER ID OR PASSWORD** on the homepage to get a reminder or reset your password.

Forgotten your User ID?

You'll be asked to enter the email address connected to your account.

Forgotten your password?

You'll be asked to enter your User ID and then answer one of the below questions:

- Answer to the security question
- Location number
- Bank information of one of the locations you manage

A screenshot of the American Express Merchant Home page. The top navigation bar includes links for MY ACCOUNT, CARDS, TRAVEL, INSURANCE, REWARDS, and BUSINESS, along with a search bar. Below this is a secondary navigation bar with links for Merchant Home, Manage Your Account, Streamline Payments, Attract Customers, Support, and Accept the Card. The main content area features a large banner with the text "There's never been a better time to accept American Express." and a "Find out more" button. On the left side, there is a login section with fields for User ID and Password, a "Log In" button, a "Remember me" checkbox, and a link for "Forgot User ID or password" which is highlighted with a red rectangle. Below the login section are links for "Change Password", "View E-Statement", "Respond to Inquiries", and "More".

Get started

Everything you need to know to get up and running



Account Dashboard

Once you've logged in, you'll see your **ACCOUNT DASHBOARD**. From here you'll be able to see:

1. Notifications about your Account
2. A menu to navigate between different areas of the website
3. Recent payments
4. Disputes
5. A way to order complimentary signage

Click on **1 2 3 4 5** to find out more about each section. To return to the Account Dashboard click

Please note that the content you can see in your Dashboard may vary depending on what you're entitled to view.

The screenshot shows the Account Dashboard for a merchant named MERCHANT123. The interface includes a top navigation bar with links to Dashboard, Payments, Disputes, Logos and Supplies, and Resources. A notification banner at the top right indicates 3 new notifications out of 23 total. The main content area is divided into several sections:

- Menu:** A sidebar menu with options like Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, and User guides.
- Payments:** A section showing settlement amounts, including a large green figure of AUD \$62,252,523.86 settled in the last 7 days. It also displays submission amounts, merchant fees, and fees/incentives.
- Disputes:** A section showing a table of disputes with columns for Reply by, Submitting merchant, Case number, and Amount. It includes a 'Take Action' button and a 'See all disputes' link.
- Logos and Supplies:** A section featuring products like 'Putt Push' and 'American Express', with a 'See all signs and supplies' button.

Numbered callouts (1-5) highlight specific features: 1. Notifications banner, 2. Menu sidebar, 3. Payments section, 4. Disputes table, and 5. Logos and Supplies section.

Get started

Everything you need to know to get up and running



Notifications

Unread notifications are in bold. Click on the notification to read it. Once you have, it will be unbolded.

The screenshot shows the Merchant123 dashboard. The top navigation bar includes links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. The left sidebar contains a Menu with links for Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, and User guides. The main content area is divided into three sections: Notifications, Payments, and Disputes. The Notifications section is highlighted with a red box and contains four notifications, with the first one being bolded. The Payments section shows a summary of settlements and pending payments, with a total of AUD \$62,252,523.86 settled in the last 7 days. The Disputes section shows a table of disputes with columns for Take Action, Reply by, Submitting merchant, Case number, and Amount.

Notifications

- You have 0 new notifications out of 23 total notifications**
- 28/10/2017: You can now watch a 30 minute training video to help you manage disputes and payments online. Register here to have instant access.
- 07/10/2017: New payments user guide is available for download. Click User Guides link from the menu.
- 07/10/2017: Not receiving disputes notification? Click on Profile & Setting link and update your preference.
- 16/09/2017:

Payments

Settlements **Pending**

AUD \$62,252,523.86
settled in the last 7 days
(from 20/10/2017 to today)

Submission amount	AUD \$62,812,247.81
Merchant Fees	AUD \$ 508,821.03
Fees and Incentives	AUD \$ -39.50

Disputes **See all disputes**

Take Action	Closed
35 Cases	
Take Action ⓘ	
Reply by	Submitting merchant
15/07/17	9423853415
15/07/17	9423853415
15/07/17	9423853415
15/07/17	9423853415
15/07/17	9423853415
	D-BB0402B → AUD \$59.40
	D-CC0403C → AUD \$98.83
	D-DD0404D → AUD \$28.95
	D-EE0405E → AUD \$98.83
	D-FF0406F → AUD \$28.95

See all 'Take action' disputes

Get started

Everything you need to know to get up and running



Menu Navigation

Click on any part of the Menu to navigate to other areas within the site. Click on [Profile & Settings](#) and [User Guides](#) to open a second navigation panel to view additional options.

Clicking on the [Up Arrow](#) will collapse the Menu Bar.

The screenshot shows the Merchant123 dashboard. At the top, there's a navigation bar with links: Dashboard, Payments, Disputes, Logos and Supplies, and Resources. Below this, a notification banner states 'You have 3 new notifications out of 23 total notifications'. The main content area is divided into several sections:

- Payments:** Includes a summary card showing 'AUD \$53,599,608.07 settled in the last 7 days (from 02/08/2017 to today)'. It also has buttons for 'E-statement' and 'See all payments', and tabs for 'Settlements' and 'Pending'.
- Disputes:** Features a 'Take Action' section with a '35 Cases' indicator and a table of disputes. A 'See all disputes' button is also present.
- Logos and Supplies:** Displays 'Featured products' with images of American Express and a 'See all signs and supplies' button.

A 'Menu' sidebar on the left lists options: Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, and User guides. A 'Pull Push' button is also visible in the sidebar.

Take Action	Reply by	Submitting merchant	Case number	Amount
35 Cases	15/07/17	9423853415	D-BB0402B →	AUD \$56.40
	15/07/17	9423853415	D-CC0403C →	AUD \$96.83
	15/07/17	9423853415	D-DD0404D →	AUD \$28.95
	15/07/17	9423853415	D-EE0405E →	AUD \$285.00
	15/07/17	9423853415	D-FF0406F →	AUD \$475.00

Get started

Everything you need to know to get up and running



Payments

The Payment section provides a snap shot of the payments made to your Account. By default you view the paid payments summary, but you can see upcoming payments by clicking on 'Pending' tab. To quickly view your E-statement, or All Payments, use the navigation buttons on the top right.

Payments

AUD \$53,599,608.07
settled in the last 7 days
(from 02/08/2017 to today)

Submission amount: AUD \$54,081,534.06
Discount amount: AUD \$-438,091.74
Fees and incentives: AUD \$-38,251.00

Disputes

Take Action	Reply by	Submitting merchant	Case number	Amount
35 Cases	15/07/17	9423853415	D-BB0402B	AUD \$59.40
	15/07/17	9423853415	D-CC0403C	AUD \$96.83
	15/07/17	9423853415	D-DD0404D	AUD \$28.05
	15/07/17	9423853415	D-EE0405E	AUD \$285.00
	15/07/17	9423853415	D-FF0406F	AUD \$475.00

Logos and Supplies

Featured products

American Express, Sign

See all signs and supplies

Get started

Everything you need to know to get up and running



Disputes

By default, you will see the list of most recent cases that you need to respond to. You can view recent closed cases by clicking on 'Closed' tab. Clicking on the case number will allow you to view the details of the specific case.

Merchant Dashboard Overview:

- Menu:** Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, User guides.
- Payments:** AUD \$53,599,608.07 settled in the last 7 days (from 02/08/2017 to today). Includes filters for Last 7 days, Last 30 days, and Month to date.
- Disputes:** 35 Cases. Includes a table with columns: Take Action, Reply by, Submitting merchant, Case number, and Amount.
- Logos and Supplies:** Featured products section with a button to 'See all signs and supplies'.

Take Action	Reply by	Submitting merchant	Case number	Amount
35 Cases	15/07/17	9423853415	D-BB0402B →	AUD \$59.40
	15/07/17	9423853415	D-CC0403C →	AUD \$96.83
	15/07/17	9423853415	D-DD0404D →	AUD \$28.95
	15/07/17	9423853415	D-EE0405E →	AUD \$285.00
	15/07/17	9423853415	D-FF0406F →	AUD \$475.00

See all 'Take action' disputes

Get started

Everything you need to know to get up and running



Logos and Supplies

To view the Complimentary Logos and Supplies, click the '[Browse selection](#)' link. You'll be taken to our website where you can browse and order our complimentary merchandise and signage.

The screenshot shows the Merchant123 dashboard with a blue header and a sidebar menu. The main content area is divided into three sections: Payments, Disputes, and Logos and Supplies. The Payments section shows a total of AUD \$53,599,608.07 settled in the last 7 days. The Disputes section shows a table of 35 cases with columns for Take Action, Reply by, Submitting merchant, Case number, and Amount. The Logos and Supplies section features a 'Featured products' area with images of American Express and a 'See all signs and supplies' button. A 'Walk Me Through' button is visible on the right side of the dashboard.

Dashboard Payments Disputes Logos and Supplies Resources

MERCHANT123

You have 3 new notifications out of 23 total notifications

Menu

- Service Requests
- Payments
- Disputes
- Profile and Settings
- Logos and Supplies
- User guides

Order logos and supplies

Payments E-statement See all payments

Settlements Pending

AUD \$53,599,608.07
settled in the last 7 days
(from 02/08/2017 to today)

Submission amount AUD \$54,081,534.06
Discount amount AUD \$-438,001.74
Fees and incentives AUD \$-38.25

Last 7 days Last 30 days Month to date

Disputes See all disputes

Take Action Closed

	Reply by	Submitting merchant	Case number	Amount
Take Action	15/07/17	9423853415	D-BB0402B	AUD \$56.40
	15/07/17	9423853415	D-CC0403C	AUD \$96.83
	15/07/17	9423853415	D-DD0404D	AUD \$28.05
	15/07/17	9423853415	D-EE0405E	AUD \$285.00
	15/07/17	9423853415	D-FF0406F	AUD \$475.00

See all 'Take action' disputes

Logos and Supplies

Featured products

See all signs and supplies

Walk Me Through

Get started

Everything you need to know to get up and running



Merchant Menu

The top Menu allows you to navigate to the other areas of the site.

This menu will take you to the same locations as the Menu and Dashboard navigation.

Merchant Menu Dashboard (MERCHANT123)

Payments

Settlements

AUD \$53,599,608.07
settled in the last 7 days
(from 02/08/2017 to today)

Submission amount: AUD \$54,081,534.06
Discount amount: AUD \$-438,001.74
Fees and incentives: AUD \$-38.25

Buttons: Last 7 days, Last 30 days, Month to date

Disputes

Take Action

Take Action	Reply by	Submitting merchant	Case number	Amount
35 Cases	15/07/17	9423853415	D-BB0402B →	AUD \$59.40
	15/07/17	9423853415	D-CC0403C →	AUD \$96.83
	15/07/17	9423853415	D-DD0404D →	AUD \$28.95
	15/07/17	9423853415	D-EE0405E →	AUD \$285.00
	15/07/17	9423853415	D-FF0406F →	AUD \$475.00

See all 'Take action' disputes

Logos and Supplies

Featured products

Buttons: See all signs and supplies

Navigation Bar: Dashboard, Payments, Disputes, Attract Customers, Resources

Notification: You have 3 new notifications out of 23 total notifications

Menu: Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, User guides

Order logos and supplies: Browse selection

Walk Me Through: 2

Payments

Learn how to manage everything to do with payments



[PAYMENTS AT A
GLANCE](#)



[CUSTOMISE
REPORTS](#)



[DOWNLOAD
REPORTS](#)



[EXPORT REPORTS](#)



[SEARCH REPORTS](#)

Payments

Learn how to manage everything to do with payments



Payments at a Glance

The **PAYMENTS HOMEPAGE** has 5 key features:

1. Location/date filters
2. Tools
3. Payments summary
4. Report menu
5. View report

Click on **1 2 3 4 5** at the top to find out more about each section. To return to Payments Homepage click

The screenshot shows the Payments homepage with the following elements:

- 1**: Location and date filters (LOCATIONS: 0086/0096, DATE: 1/10/2017 - 31/10/2017)
- 2**: Tools menu (Payments overview, Reports, E-STATEMENT)
- 3**: Payments summary table
- 4**: Report menu (Settlements, Submissions, Adjustments and Chargebacks, Transaction types)
- 5**: View report button

Payments summary table:

	+	-	
+ Total submissions	AUS	238,011,400.26	
+ Total charges	AUS	238,964,355.34	
+ Total credits	AUS	952,955.08	
+ Merchant Fees	AUS	1,927,955.87	
+ Tax amount	AUS	192,726.40	
+ Fees & incentives	AUS	195.00	
Opening balance	AUS	2,065.59	
Total settlement amount	AUS	235,890,522.99	

Settlements table:

	+	-	
27/10/2017	AUS	0.00	
27/10/2017	AUS	180.00	
27/10/2017	AUS	0.00	
27/10/2017	AUS	0.00	
27/10/2017	AUS	675,194.14	
27/10/2017	AUS	332,476.14	

Payments

Learn how to manage everything to do with payments



Location and date filters

You can filter payment information based on location and/or date period in any of the 4 key categories:

- Settlements
- Submissions
- Adjustments and chargebacks
- Transaction type

The payments information will update automatically in the report area based on your selection.

The screenshot shows the Payments dashboard with the following elements:

- Navigation Bar:** Dashboard, Payments (active), Disputes, Attract Customers, Resources.
- Filters:** LOCATIONS (22), DATE (1/8/2017 - 18/8/2017).
- Quick links:** Today, This Week, Last Week, Month to date, Last month.
- Date Selection:** Two calendar views for August 2017. The first calendar shows the date 1/8/2017 selected. The second calendar shows the date 18/8/2017 selected.
- Buttons:** Cancel, RESET, View.
- Summary Table:**

+ Total submissions	+ Expend all
+ Total charges	+238,064,355.34
+ Total credits	+192,955.08
+ Merchant Fees	+192,955.87
+ Tax amount	+192,726.40
+ Fees & Incentives	+195.00
Opening balance	+12,065.59
Total settlement amount	AUS\$235,890,522.99

Below the summary table, there are tabs for Pending and Settlements. The Settlements tab is active, showing a table with columns: SETTLEMENT DATE, SETTLEMENT NUMBER, TOTAL CHARGES, CREDITS, SUBMISSION AMOUNT, DISCOUNT AMOUNT, FEES AND INCENTIVES, DBA NAME, CHARGEBACKS, BANK SORT CODE, ADJUSTMENTS, and SET.

Payments

Learn how to manage everything to do with payments



Tools

The tool bar gives you the options to:

1. Launch the Payments overview tour
2. Download, export and search reports
3. Access your e-statement

See the other sections in the Payments Module for more information on these tools.

Click here to view a new user guide

LOCATIONS (0096/0096) DATE (1/10/2017 - 31/10/2017)

Payments overview

Settlements Submissions Adjustments and Chargebacks Transaction types

Total settlement amount **AUS 235,890,522.99**

⊕ Pending

⊖ Settlements

	SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	MERCHANT FEE AMOUNT	FEES AND INCENTIVES	CHARGEBACKS	BANK SORT CODE	ADJUSTMENTS
+	27/10/2017		AUS0.00	AUS0.00	AUS0.00	AUS0.76	AUS0.00	AUS0.00	XXXX002	AUS0.00
+	27/10/2017	10016449	AUS180.00	AUS0.00	AUS180.00	AUS1.46	AUS0.00	AUS0.00	XXXX002	AUS0.00
+	27/10/2017		AUS0.00	AUS0.00	AUS0.00	AUS5.49	AUS0.00	AUS0.00	XXXX002	AUS0.00
+	27/10/2017		AUS0.00	AUS0.00	AUS0.00	AUS5.38	AUS0.00	AUS0.00	XXXX002	AUS0.00
+	27/10/2017	10012364	AUS675,194.14	AUS0.00	AUS675,194.14	AUS5,469.07	AUS0.00	AUS0.00	XXXX000	AUS0.00
+	27/10/2017	10012330	AUS8,332,476.14	AUS36,879.37	AUS8,295,596.77	AUS67,194.30	AUS9.00	AUS158.23	XXXX000	AUS0.00

Payments

Learn how to manage everything to do with payments



Payments summary

This gives you a cumulative summary of your most recent payments from American Express for the current month. Use the + expandable function to display extra details about the various types of deductions taken before payment.

[Dashboard](#) [Payments](#) [Disputes](#) [Attract Customers](#) [Resources](#)

[Click here to view a new user guide](#)

[LOCATIONS \(0096/0096\)](#) [DATE \(1/10/2017 - 31/10/2017\)](#) [Payments overview](#) [E-STATEMENT](#)

+ Expand all

+ Total submissions

AUS\$238,011,400.26

+ Total charges

AUS\$238,964,355.34

+ Total credits

AUS\$952,955.08

+ Merchant Fees

AUS\$1,927,955.87

+ Tax amount

AUS\$192,726.40

+ Fees & incentives

AUS\$195.00

Opening balance

AUS\$2,065.59

Total settlement amount

AUS\$235,890,522.99

Settlements

Submissions

Adjustments and Chargebacks

Transaction types

+ Pending

- Settlements

	SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	MERCHANT FEE AMOUNT	FEES AND INCENTIVES	CHARGEBACKS	BANK SORT CODE	ADJUSTMENTS
+	27/10/2017		AUS\$0.00	AUS\$0.00	AUS\$0.00	AUS\$0.76	AUS\$0.00	AUS\$0.00	XXXX002	AUS\$0.00
+	27/10/2017	10016449	AUS\$180.00	AUS\$0.00	AUS\$180.00	AUS\$1.46	AUS\$0.00	AUS\$0.00	XXXX002	AUS\$0.00
+	27/10/2017		AUS\$0.00	AUS\$0.00	AUS\$0.00	AUS\$5.49	AUS\$0.00	AUS\$0.00	XXXX002	AUS\$0.00
+	27/10/2017		AUS\$0.00	AUS\$0.00	AUS\$0.00	AUS\$5.38	AUS\$0.00	AUS\$0.00	XXXX002	AUS\$0.00
+	27/10/2017	10012364	AUS\$675,194.14	AUS\$0.00	AUS\$675,194.14	AUS\$5,469.07	AUS\$0.00	AUS\$0.00	XXXX000	AUS\$0.00
+	27/10/2017	10012330	AUS\$8,332,476.14	AUS\$36,879.37	AUS\$8,295,596.77	AUS\$67,194.30	AUS\$9.00	AUS\$158.23	XXXX000	AUS\$0.00

Payments

Learn how to manage everything to do with payments



Report menu

There are 4 different types of reports you can view:

1. Settlements – paid and pending information.
2. Submissions – details of all the submissions you have made to American Express.
3. Adjustments and Chargebacks - All your chargebacks and other adjustments applied to your submissions.
4. Transaction Types – Access the report which groups your settlements based on the type of transaction.

Dashboard Payments Disputes Attract Customers Resources

Click here to view a new user guide

LOCATIONS (0096/0096) DATE (1/10/2017 - 31/10/2017)

Payments overview

Settlements Submissions Adjustments and Chargebacks Transaction types

Total settlement amount AUS\$235,890,522.99

Pending

Settlements

	SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	MERCHANT FEE AMOUNT	FEES AND INCENTIVES	CHARGEBACKS	BANK SORT CODE	ADJUSTMENTS
+	27/10/2017		AUS\$0.00	AUS\$0.00	AUS\$0.00	AUS\$0.76	AUS\$0.00	AUS\$0.00	XXXX002	AUS\$0.00
+	27/10/2017	10016449	AUS\$180.00	AUS\$0.00	AUS\$180.00	AUS\$1.46	AUS\$0.00	AUS\$0.00	XXXX002	AUS\$0.00
+	27/10/2017		AUS\$0.00	AUS\$0.00	AUS\$0.00	AUS\$5.49	AUS\$0.00	AUS\$0.00	XXXX002	AUS\$0.00
+	27/10/2017		AUS\$0.00	AUS\$0.00	AUS\$0.00	AUS\$5.38	AUS\$0.00	AUS\$0.00	XXXX002	AUS\$0.00
+	27/10/2017	10012364	AUS\$675,194.14	AUS\$0.00	AUS\$675,194.14	AUS\$5,469.07	AUS\$0.00	AUS\$0.00	XXXX000	AUS\$0.00
+	27/10/2017	10012330	AUS\$8,332,476.14	AUS\$36,879.37	AUS\$8,295,596.77	AUS\$67,194.30	AUS\$9.00	AUS\$158.23	XXXX000	AUS\$0.00

Payments

Learn how to manage everything to do with payments



View report

This summary table will allow you to view detail of the report you have chosen in the menu above.

The summary will automatically update based on the relevant report you choose to view from the 4 boxes at the top.

Where '+' appears, clicking on it will expand to show more details.

The right arrow button will allow you to scroll side to side and view additional details.

The screenshot shows the 'Payments overview' page. At the top, there's a navigation bar with 'Dashboard', 'Payments', 'Disputes', 'Attract Customers', and 'Resources'. Below this, a sub-header says 'Click here to view a new user guide'. The main content area has a 'Payments overview' tab selected, with icons for home, list, search, and a document icon labeled 'E-STATEMENT'. The summary table shows:

+ Total submissions	AUS238,011,400.26
+ Total charges	AUS238,964,355.34
+ Total credits	-AUS952,955.08
+ Merchant Fees	-AUS1,927,955.87
+ Tax amount	-AUS192,726.40
+ Fees & incentives	-AUS195.00
Opening balance	-AUS2,065.59

Total settlement amount: AUS235,890,522.99

Below the summary, there's a 'Pending' section with a '+' icon. The 'Settlements' section shows a table with columns: SETTLEMENT DATE, SETTLEMENT NUMBER, TOTAL CHARGES, CREDITS, SUBMISSION AMOUNT, MERCHANT FEE AMOUNT, and FEES AND INCENT. The first row shows a settlement for 27/10/2017 with a total charge of AU\$0.00 and a submission amount of AU\$0.00. A '+' icon is next to the settlement date. Below this, the 'Submissions' section shows a table with columns: SUBMISSION DATE, SOC INVOICE #, SUBMITTING MERCHANT NUMBER, MERCHANT FEES, FEES AND INCENTIVES, TOTAL CHARGES, CREDITS, TRANSACTION COUNT, SUBMITTING LOCATION ID, SUBMISSION AMOUNT, and TAX AMOUNT. The first row shows a submission for 26/10/2017 with a total charge of AU\$0.00 and a submission amount of AU\$0.00. A '+' icon is next to the submission date. A right arrow button is located on the right side of the table.

Payments

Learn how to manage everything to do with payments



Customise reports

You can customise the report column details by clicking on the + on the top left.

This will bring up a screen where you can check or uncheck data fields based on your needs. You can drag and drop the fields to change the order of the columns.

Please note: Any changes you make will be saved for future log-ins.

The screenshot shows the Payments dashboard with a blue header bar containing navigation links: Dashboard, Payments, Disputes, Attract Customers, and Resources. A user profile icon is in the top right. Below the header, there's a 'Click here to view a new user guide' link. The main content area shows a 'Payments overview' section with a date range of 1/8/2017 - 1/8/2017. A table lists various metrics: Total submissions, Total charges, Total credits, Merchant Fees, Tax amount, Fees & Incentives, and Opening balance. A 'Total settlement amount' is displayed as AUD 235,890,522.99. A modal window titled 'Customise reports' is open, showing a list of columns with checkboxes to select or deselect them. The columns include Settlement date, Settlement number, Total charges, Credits, Submission amount, Discount amount, Fees and incentives, DBA name, Chargebacks, Bank sort code, Adjustments, Settlement amount, Payee merchant number, Payee location ID, Number of transactions, Opening debit balance, Bank account no., and Tax amount. The modal has 'Cancel', 'RESET', and 'Apply' buttons.

Payments

Learn how to manage everything to do with payments



Download reports

1. Customise the report to contain all the information you want, then click the Download icon in the top right navigation bar.
2. Follow the prompts to select your preferences and click Download to save the report to your computer.

Once it's downloaded, you can analyse it further and print it from the application you selected.

Payments overview

Download icon in top right navigation bar

Modal dialog for downloading reports:

- ☒ Settlements
 - ☐ Download with details?
 - Please select the row range you want to download: 1-168
 - Customise column selection
- ☒ Pending settlements
 - ☐ Download with details?
 - Please select the row range you want to download: 1-21
 - Customise column selection
- Select format: @ CSV, @ XLSX, @ PDF
- Include Currency Symbols: @ Yes, @ No
- Buttons: Cancel, RESET, Download

#	SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDIT
+	27/10/2017		AU\$0.00	
+	27/10/2017	10016449	AU\$180.00	
+	27/10/2017		AU\$0.00	
+	27/10/2017		AU\$0.00	
+	27/10/2017	10012364	AU\$675,194.14	AU\$0.00
+	27/10/2017	10012330	AU\$6,332,476.14	AU\$6,879.37

Payments

Learn how to manage everything to do with payments



Export reports

1. To export a report click on Report in the top right navigation bar.
2. Follow the prompts to select a report with or without transaction details, enter your Merchant Number and click Download.

Note that one report includes data for one location only.

The screenshot shows the Payments dashboard with a blue header bar containing navigation links: Dashboard, Payments, Disputes, Attract Customers, and Resources. A 'Payments overview' button is highlighted in the top right. A modal window titled 'Submissions Report' is open, showing options to 'Include Transactions' (checked), 'Merchant no.' (Payee Merchant Number), and 'Select format' (CSV selected, XLSX available). A 'Download' button is visible. Below the modal, a table of settlements is displayed with columns: SETTLEMENT DATE, SETTLEMENT NUMBER, TOTAL CHARGES, CREDITS, SUBMISSION AMOUNT, MERCHANT FEE AMOUNT, FEES AND INCENTIVES, CHARGEBACKS, BANK SORT CODE, ADJUSTMENTS, and SETTLEMENT AMOUNT. The table contains 7 rows of data for settlements from 27/10/2017.

SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	MERCHANT FEE AMOUNT	FEES AND INCENTIVES	CHARGEBACKS	BANK SORT CODE	ADJUSTMENTS	SETTLEMENT AMOUNT
27/10/2017		AUD 0.00	AUD 0.00	AUD 0.00	AUD 9.76	AUD 0.00	AUD 0.00	XXX002	AUD 0.00	AUD 10.74
27/10/2017	10016449	AUD 180.00	AUD 0.00	AUD 180.00	AUD 1.46	AUD 0.00	AUD 0.00	XXX002	AUD 0.00	AUD 178.39
27/10/2017		AUD 0.00	AUD 0.00	AUD 0.00	AUD 5.49	AUD 0.00	AUD 0.00	XXX002	AUD 0.00	AUD 5.04
27/10/2017		AUD 0.00	AUD 0.00	AUD 0.00	AUD 5.36	AUD 0.00	AUD 0.00	XXX002	AUD 0.00	AUD 5.92
27/10/2017	10012364	AUD 675,194.14	AUD 0.00	AUD 675,194.14	AUD 5,469.07	AUD 0.00	AUD 0.00	XXX000	AUD 0.00	AUD 669,178.16
27/10/2017	10012330	AUD 8,332,476.14	AUD 36,879.37	AUD 8,295,596.77	AUD 67,194.30	AUD 0.00	AUD 158.23	XXX000	AUD 0.00	AUD 8,221,676.64

Payments

Learn how to manage everything to do with payments



Search reports

The Search function allows you to find specific settlements, adjustments, chargebacks or transaction information. You can narrow the search by amount, location, date and more.

Direct debit reports can be produced from here as well.

The screenshot shows the Payments dashboard with a blue header bar containing navigation links: Dashboard, Payments, Disputes, Attract Customers, and Resources. A search icon is highlighted in the top right corner. A modal window titled 'Search within' is open, allowing users to filter results by Settlements, Date (Starts/Ends), Amount (From/To), and Settlement number. The modal also includes radio buttons for '@ All locations (5096/5096)' and 'Selected locations (5096/5096)', along with Cancel, RESET, and Search buttons.

Below the modal, a table displays settlement data:

#	SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	MERCHANT FEE AMOUNT	FEES AND INCENTIVES	CHARGEBACKS	BANK SORT CODE	ADJUSTMENTS	SETTLEMENT AMOUNT
+	27/10/2017		AUS0.00	AUS0.00	AUS0.00	AUS9.76	AUS0.00	AUS0.00	XXX002	AUS0.00	AUS10.74
+	27/10/2017	10016449	AUS180.00	AUS0.00	AUS180.00	AUS1.46	AUS0.00	AUS0.00	XXX002	AUS0.00	AUS178.99
+	27/10/2017		AUS0.00	AUS0.00	AUS0.00	AUS5.49	AUS0.00	AUS0.00	XXX002	AUS0.00	AUS5.04
+	27/10/2017		AUS0.00	AUS0.00	AUS0.00	AUS5.38	AUS0.00	AUS0.00	XXX002	AUS0.00	AUS5.92
+	27/10/2017	10012364	AUS675,194.14	AUS0.00	AUS675,194.14	AUS5,469.07	AUS0.00	AUS0.00	XXX000	AUS0.00	AUS669,178.16
+	27/10/2017	10012330	AUS6,332,476.14	AUS36,879.37	AUS6,295,596.77	AUS67,194.30	AUS9.00	AUS158.23	XXX000	AUS0.00	AUS6,221,676.64

Disputes

Find out how to manage all your disputes online quickly and easily



[DISPUTES AT A
GLANCE](#)



[VIEW DETAILS OF
A CASE](#)



[RESPOND TO
DISPUTE
ENQUIRIES](#)



[CUSTOMISED
REPORTS](#)

[IMPORTANT REMINDER](#)

- [Once you are enrolled to online Disputes, you will no longer receive paper notifications.](#)
- [Please check our notification emails and regularly check the website to avoid unnecessary chargebacks.](#)
- [If you have changed your email address since your registration with us, please make sure to update the email address on the website so you continuously receive our notifications.](#)
- [Please go to Profile and settings module for more information on how to do this.](#)

Disputes

Find out how to manage all your disputes online quickly and easily



Disputes at a glance

The [DISPUTES HOMEPAGE](#) has four key features:

1. Filters
2. Tools
3. Respond to us
4. Summary report

Click on **1 2 3 4** at the top to find out more about each section. To return to Disputes Homepage click on

The screenshot shows the Disputes Homepage with the following elements:

- 1**: Filter and summary section. Includes 'LOCATIONS (11/11)', 'DATE', 'TAKE ACTION 2992', 'RESPONDED 53', 'CLOSED 76870', and 'ADJUSTMENTS 5'. It also has radio buttons for 'All', 'Unviewed', 'Viewed', 'All', 'Chargebacks', 'Inquiries', and 'Case Updates', along with a 'How to respond to a dispute' link.
- 2**: User profile and notification icons.
- 3**: Action buttons: 'Agree to Full Refund', 'Respond', and 'Respond offline'.
- 4**: A table of disputes with columns: CASE NUMBER, STATUS, DATE RECEIVED, REPLY BY, DAYS LEFT, REASON AND CODE, DISPUTE TYPE, CASE TYPE, AMOUNT, and CARD NUMBER AT TRANSACTION.

CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DAYS LEFT	REASON AND CODE	DISPUTE TYPE	CASE TYPE	AMOUNT	CARD NUMBER AT TRANSACTION
I073869TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 159.40	700372XXXXXXX1003
I142590TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 198.83	700832XXXXXXX1007
I198430TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 128.95	700812XXXXXXX1001
I243607TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1285.00	700552XXXXXXX1002
I296778TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700802XXXXXXX1006
I329074TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700252XXXXXXX1006
I398916TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1,710.00	700542XXXXXXX1008
I448870TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700142XXXXXXX1008
I494126TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 143.49	700432XXXXXXX1000
I542064TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700872XXXXXXX1006
I588980TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700902XXXXXXX1003
I653508TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700712XXXXXXX1005
I779129TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 159.40	700462XXXXXXX1000
I840179TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 198.83	700372XXXXXXX1002
I858850TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 128.95	700282XXXXXXX1000

Disputes

Find out how to manage all your disputes online quickly and easily



Filters

These help you find and view the information that matters most to you. You can apply a wide range of filters in combination with each other to personalise the disputes summary table and show as little or as much as you like.

	CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DAYS LEFT	REASON AND CODE	DISPUTE TYPE	CASE TYPE	AMOUNT	CARD NUMBER AT TRANSACTION
<input type="checkbox"/>	1073869TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 159.40	700372XXXXXXX1003
<input type="checkbox"/>	1142590TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 198.83	700832XXXXXXX1007
<input type="checkbox"/>	1198430TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 128.95	700612XXXXXXX1001
<input type="checkbox"/>	1243607TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1285.00	700552XXXXXXX1002
<input type="checkbox"/>	1296778TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700802XXXXXXX1006
<input type="checkbox"/>	1329074TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700252XXXXXXX1006
<input type="checkbox"/>	1398916TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 11,710.00	700542XXXXXXX1008
<input type="checkbox"/>	1448870TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700142XXXXXXX1008
<input type="checkbox"/>	1494126TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 143.49	700432XXXXXXX1000
<input type="checkbox"/>	1542064TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700872XXXXXXX1006
<input type="checkbox"/>	1588980TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700902XXXXXXX1003
<input type="checkbox"/>	1653508TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700712XXXXXXX1005
<input type="checkbox"/>	1779129TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 159.40	700462XXXXXXX1000
<input type="checkbox"/>	1840179TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 198.83	700372XXXXXXX1002
<input type="checkbox"/>	1858850TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 128.95	700282XXXXXXX1000

Disputes

Find out how to manage all your disputes online quickly and easily



Tools

These allow you to download and generate reports, create print previews, search, or return to your Account Dashboard or page at any time.

	CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DAYS LEFT	REASON AND CODE	DISPUTE TYPE	CASE TYPE	AMOUNT	CARD NUMBER AT TRANSACTION
<input type="checkbox"/>	I073869TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 159.40	700372XXXXXXX1003
<input type="checkbox"/>	I1142590TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 198.83	700832XXXXXXX1007
<input type="checkbox"/>	I118430TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 128.95	700612XXXXXXX1001
<input type="checkbox"/>	I243607TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1285.00	700552XXXXXXX1002
<input type="checkbox"/>	I296778TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700802XXXXXXX1006
<input type="checkbox"/>	I329074TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700252XXXXXXX1006
<input type="checkbox"/>	I398916TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1,710.00	700542XXXXXXX1008
<input type="checkbox"/>	I448870TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700142XXXXXXX1008
<input type="checkbox"/>	I494126TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 143.49	700432XXXXXXX1000
<input type="checkbox"/>	I542064TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700872XXXXXXX1006
<input type="checkbox"/>	I588960TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700902XXXXXXX1003
<input type="checkbox"/>	I653508TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700712XXXXXXX1005
<input type="checkbox"/>	I779129TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 159.40	700462XXXXXXX1000
<input type="checkbox"/>	I840179TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 198.83	700372XXXXXXX1002
<input type="checkbox"/>	I858850TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 128.95	700282XXXXXXX1000



GETSTARTED

PAYMENTS

DISPUTES

RESPOND TO DISPUTE
ENQUIRIES

COMPLIMENTARY SIGNAGE

CUSTOMISED REPORTS

PROFILE & SETTINGS

GETHELP

NEXT

Disputes

Find out how to manage all your disputes online quickly and easily



Respond to us

These action buttons are clearly marked above the summary table to enable you to respond to all Card Member disputes quickly and efficiently.

The screenshot displays the 'Disputes' section of a web application. The top navigation bar includes links for Dashboard, Payments, Disputes, Attract Customers, and Resources. Below the navigation bar, there are filters for Locations (1111), Date, Take Action (2992), Responded (53), Closed (76870), and Adjustments (5). A tab labeled 'How to respond to a dispute' is active, showing three options: 'Agree to Full Refund', 'Respond' (highlighted), and 'Respond offline'. The 'Respond' form includes a text input for a response amount (0), a dropdown for 'Select a reason', a dropdown for 'Select a comment', and a text area for 'Additional comments'. A warning message states: 'Choosing to respond means that you do not agree with the dispute. Please submit documentation that verifies the charge. You can also choose to submit a partial refund to the Card Member below.' The 'Add attachments' section lists requirements: 'Support required to request a Chargeback Reversal', 'Proof that a valid Authorization Approval was obtained for the full amount of the Charge in accordance with the Agreement unless exceptions apply, or', and 'Proof that a Credit which directly offsets the Disputed Charge has already been processed'. It also lists attachment rules: 'Add receipts, itemizations and signed agreements to help support this charge.', 'Attachments must be: • JPEG, TIFF, DOC/DOCX, or PDF • 100, 200 or 300 DPI • Black and white', and 'When responding to a single case: No more than 20 pages or 4MB and 5 files per case. When responding to multiple cases: No more than 20 files per response. Images may not exceed 1MB and documents (DOC, DOCX, PDF) may not exceed 4MB.' The form has a 'Cancel' button and a 'Submit' button with a checkbox for 'Enter initials to verify this information'.

Disputes

Find out how to manage all your disputes online quickly and easily



View details of a case

Clicking on each line item on the summary table will show you the details and history of the case.

Click on the X icon to close the screen.

The screenshot displays the 'Disputes' section of a web application. The top navigation bar includes links for Dashboard, Payments, Disputes, Attract Customers, and Resources. Below the navigation bar, there are filters for Locations (11/11), Date, and a table of dispute cases. The selected case is highlighted, showing details such as Case Number, Status, Date Received, Reply By, Days Left, Reason and Code, Dispute Type, Case Type, Amount, and Card Number at Transaction.

Dispute details

The amount of the Authorization Approval was less than the amount of the Charge you submitted.
Additional information: CARD MEMBER DONT RECOGNIZE CHARGE

Disputed amount \$203.00
Chargeback amount \$203.00
Transaction amount \$267.00

Card Member Rahul 3013DATA SETUP JOB
Tracking number N/A
Card Number 700372XXXXXXX1003
Case type SECIS

What you can do
Please respond to this dispute and attach any documentation that may support your response.

What will happen
We will review your response and contact you if we need further information from you.

DATE	STATUS CHANGE	DISPUTE TYPE	DETAILS
4/4/2017	Please respond	Inquiry	Please respond to this inquiry by 4/25/2017 VIEW ALL

Disputes

Find out how to manage all your disputes online quickly and easily



Respond to disputes

Once you confirm the details of a case you will need to respond to our enquiries to avoid no-reply chargebacks. The next steps after confirming details of a case are:

1. Click on the line item on the summary page and select one of the three options. The 'Respond' button lets you respond to us online.
2. If you do not agree with a refund, make sure to leave this value with '0'.
3. Add comments why you do not agree.
4. Upload your support documents (e.g. proof of delivery) by clicking Attach files. Please read the explanation to make sure your files can be uploaded.
5. Enter your initials and click Submit.

The screenshot shows a web application interface for managing disputes. At the top is a blue navigation bar with links: Dashboard, Payments, Disputes, Attract Customers, and Resources. Below this is a filter bar with 'LOCATIONS (11/11)', 'DATE', and a 'TAKE ACTION' dropdown set to '2992'. It also shows 'RESPONDED 53', 'CLOSED 76870', and 'ADJUSTMENTS 5'. A 'How to respond to a dispute' tab is active, showing three buttons: 'Agree to Full Refund', 'Respond' (highlighted), and 'Respond offline'. The 'Respond' section contains a form with a '0' in a field, a 'Select a reason' dropdown, and a 'Select a comment' dropdown. Below these is an 'Additional comments' text area. To the right, a warning message states: 'Choosing to respond means that you do not agree with the dispute. Please submit documentation that verifies the charge. You can also choose to submit a partial refund to the Card Member below.' Underneath is an 'Add attachments' section with a list of requirements: 'Support required to request a Chargeback Reversal', 'Proof that a valid Authorization Approval was obtained for the full amount of the Charge in accordance with the Agreement unless exceptions apply, or', and 'Proof that a Credit which directly offsets the Disputed Charge has already been processed'. It also lists attachment rules: 'Add receipts, itemizations and signed agreements to help support this charge. Attachments must be: • JPEG, TIFF, DOC/DOCX, or PDF; • 100, 200 or 300 DPI; • Black and white; • When responding to a single case: No more than 20 pages or 4MB and 5 files per case. When responding to multiple cases: No more than 20 files per response. Images may not exceed 1MB and documents (DOC, DOCX, PDF) may not exceed 4MB.' At the bottom, there is a 'Cancel' button, a field for 'Enter initials to verify this information', and a 'Submit' button.

Disputes

Find out how to manage all your disputes online quickly and easily



Customised Reports

You can also create customised reports. To do this:

1. Click on the Report icon
2. Select Group by
3. Choose your preferences and then click Download reports.
4. You can also create Win/Loss report to analyse why you are getting chargebacks.

The screenshot displays the 'Disputes' section of a web application. The top navigation bar includes links for Dashboard, Payments, Disputes, Attract Customers, and Resources. The main content area shows a list of disputes with columns for Case Number, Status, Date Received, Reply By, Days Left, and Reason and Code. A modal window titled 'Download reports' is open, allowing users to select a group by (Win/Loss), detail level (Summary or Detailed), status, dispute type, locations, dates, records, and report format (CSV, XLS, or XLSX). A 'Download reports' button is visible at the bottom of the modal.

CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DAYS LEFT	REASON AND CODE
1073869TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
1142590TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
1198430TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
1243607TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
1296778TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
1329074TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
1398916TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
1448870TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
1494126TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
1542064TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
1588980TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
1653508TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
1779129TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
1840179TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01

Complimentary signage

The fastest and easiest way to get merchandise and supplies for your business

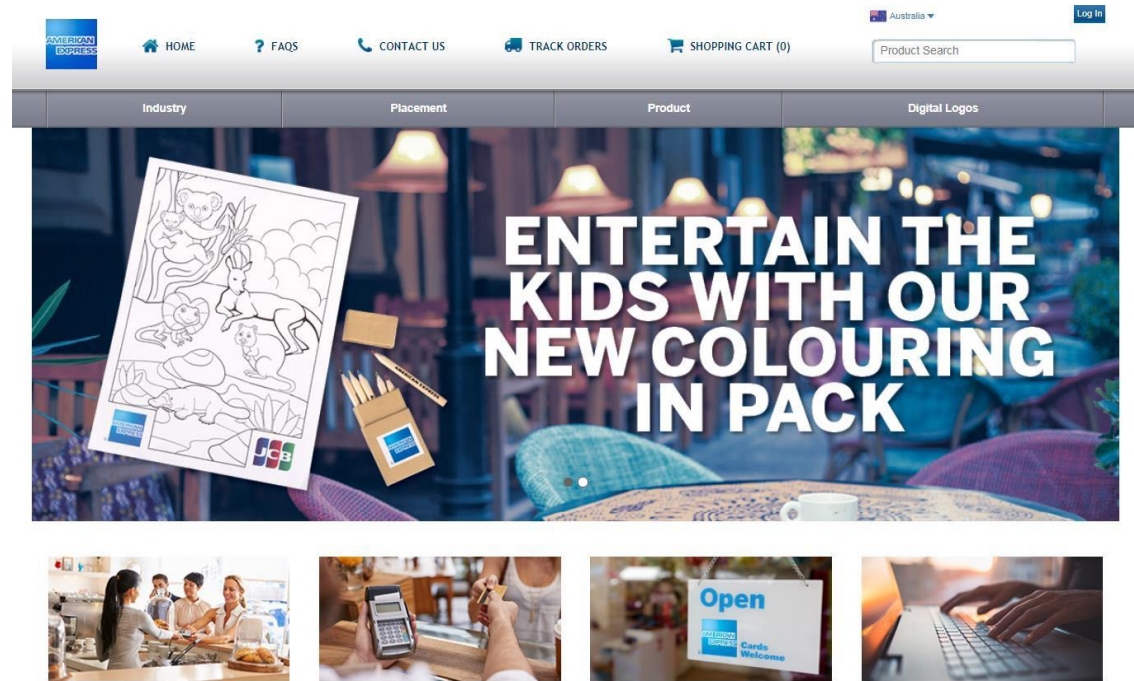


Logos and Supplies

We offer complimentary logos, signage and merchandise for your business.

Placing an order is simple. Select items from our collection, fill out the delivery details and then confirm your Merchant Number to finalise the order.

You'll find hundreds of industry-specific supplies, including digital logos to use online or in your own communications.



Profile and settings

Manage your profile quickly and easily



Profile and Settings

You can update your user profile and account information by clicking Profile & Settings link. From here you can:

1. Change your password
2. Update your contact information
3. Update your preferences on how you receive notifications from us
4. Update your preferences on receiving marketing and/or survey emails
5. Update information about locations (physical address, phone number)

A screenshot of the 'Profile and Settings' page. The top navigation bar is blue with links: Dashboard, Payments, Disputes, Logos and Supplies, Resources, and a user profile icon (highlighted with a red box). Below the navigation bar is a grey bar with links: Merchant Home, Manage Your Account, Streamline Payments, Attract Customers, Get Support, and Accept the Card. The main content area has a blue header with a home icon and the text 'Download Account User Management user guide'. Below this is a white box with the text 'MERCHANT123' and a 'TERMS OF USE' link. The left sidebar contains a list of links: ACCOUNT SUMMARY, CHANGE PASSWORD (highlighted), CONTACT INFORMATION, NOTIFICATION, MARKETING & SURVEY EMAIL PREFERENCES, and MANAGE LOCATIONS. The main content area has a 'CHANGE PASSWORD' section with a 'Password' field and a 'SEE DETAILS' button. An 'EDIT' button is also visible.

Get help

Where to go if you need more help with the Merchant Website



Questions

Do you have any further questions or need help? Click on your preferred option below to see more details.

[CALL US](#)

Call us on the number on the right side of this page.

[EMAIL](#)

[LIVE CHAT](#)

[INTERACTIVE
WALKME ASSISTANT](#)

Call us on
1300 363 614
(or the designated number for your Account)

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[EMAIL](#)

Email us your questions and/or requests through the Secure Message Centre.

[LIVE CHAT](#)

[INTERACTIVE
WALKME ASSISTANT](#)

MERCHANT123

Dashboard Payments Disputes Logos and Supplies Resources

You have 3 new notifications out of 23 total notifications

Menu

- Service Requests
- Payments
- Disputes
- Profile and Settings
- Logos and Supplies
- User guides

Payments

E-statement See all payments

Settlements Pending

AUD \$53,599,608.07
settled in the last 7 days
(from 02/08/2017 to today)

Submission amount AUD \$54,081,534.06
Discount amount AUD \$-438,091.74
Fees and incentives AUD \$-38.25

Last 7 days Last 30 days Month to date

Disputes

See all disputes

Take Action Closed

	Reply by	Submitting merchant	Case number	Amount
Take Action	15/07/17	9423853415	D-BB0402B	AUD \$59.40
	15/07/17	9423853415	D-CC0403C	AUD \$98.83
	15/07/17	9423853415	D-DD0404D	AUD \$28.95

? Walk Me Through

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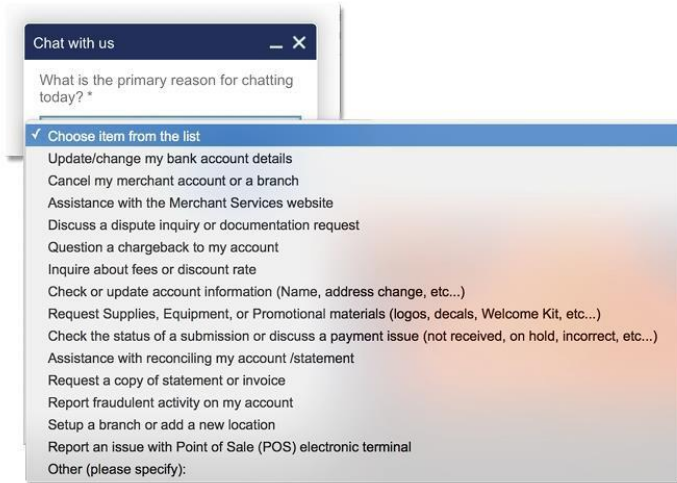
[EMAIL](#)

[LIVE CHAT](#)

[INTERACTIVE
WALKME ASSISTANT](#)

Click the 'Chat' icon on the bottom right corner of the screen, to open a Live Chat with Customer Service. Available Mon-Fri 8-6:00

 Chat



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[LIVE CHAT](#)

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Click this button to launch the Help Menu. Choose the topic you need help with and WalkMe will prompt you what to do next.

The screenshot shows the Merchant Website dashboard for 'MERCHANT123'. The top navigation bar includes links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. A notification banner indicates 'You have 3 new notifications out of 23 total notifications'. The main content area is divided into several sections:

- Menu:** A sidebar menu with options: Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, and User guides.
- Payments:** A section showing a balance of AUD \$53,599,608.07, settled in the last 7 days. It includes a table with submission and discount amounts.
- Disputes:** A section showing a table of disputes with columns for Take Action, Reply by, Submitting merchant, Case number, and Amount.

A 'Walk Me Through' button is visible on the right side of the dashboard.

Take Action	Reply by	Submitting merchant	Case number	Amount
35	15/07/17	9423853415	D-BB0402B	AUD \$59.40
	15/07/17	9423853415	D-CC0403C	AUD \$98.83
	15/07/17	9423853415	D-DD0404D	AUD \$28.95
	15/07/17	9423853415	D-EE0405E	AUD \$285.00



Congratulations!

You have completed the training.
Log in today and take the stress out
of managing your Account.

[LOG IN](#)

