

Your guide to managing your
payments online

[AMERICANEXPRESS.COM/LACMERCHANT](https://americanexpress.com/lacmerchant)

Managing your payments online

Follow this step by step guide to help you understand your merchant financials online.



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Logging in, enrolling and accessing online payments

1. **Logging in** – Visit americanexpress.com/lacmerchant. If you already have a User ID and password to manage your online Merchant account, enter your details and click 'Log In.' If you are yet to register online, click 'Register now' and follow the steps to create a new profile and access your Merchant account online.



Logging in, enrolling and accessing online payments - *continued*

If you do not have an online account, see the below steps to enrol into online payment.

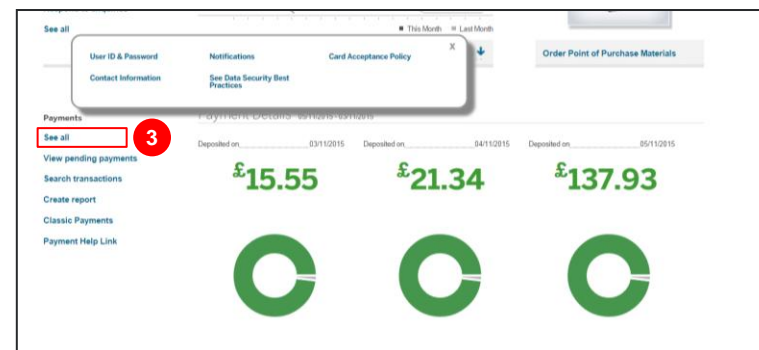
2. **Registration** – after completing steps one and two of the registration page, you will reach the final step ‘manage finances’. Tick the box next to the ‘manage payments’ option to enrol to manage your financials online. By doing so you will no longer receive paper statements in the mail, they will only appear in your online account. So please make sure to check your online account regularly. You can also set up email notifications to let you know when your statement is ready to view.
3. **Account summary page** – after logging into your account (via step 1) you will land on your account summary page. From here click ‘see all’ under payments to get to all your financial details.

Select 'View Payments,' 'Resolve Disputes,' or Update Your Merchant Account in order to proceed

☐ **View Payments**
By selecting this box, I understand that I will receive payment statements online and will no longer receive paper statements [Learn more](#)

☐ **Resolve Disputes**
By selecting this box, I understand that I will be managing disputes online and will no longer receive a paper dispute notification [Learn more](#)

☐ **Update Your Merchant Account**
Make changes to your account information such as store names, address and phone numbers. [Learn more](#)



Payments summary

Understanding your financial information is easy with the payments summary table. It's available for all your settlements, submissions, adjustments & chargebacks and transaction types.

When you first log in, you'll see all of your settlements for all locations for the month to date as the default view. You can then click on the range of reports below to get to the information you need.

1. **Recent settlement summary** – gives you a cumulative summary of your most recent payments from American Express for the current month. Use the + expandable function on each line to display extra details about your charges (transactions), credits (refunds), discount amount, debit balances or fees.
2. **Settlements**¹ – shows your paid and pending settlement information for your chosen date range (more details on [page 8](#)).
3. **Submissions**² – gives you a clear view of all the submissions you have made to American Express (details on [page 11](#)).
4. **Adjustments & chargebacks**³ – displays a list of all your chargebacks and other adjustments that have been applied to your submissions (details on [page 13](#)).

The screenshot shows the American Express Payments Summary interface. At the top, there's a header with 'LOCATIONS (21/21)', a date range 'DATE (31/2016 - 3/18/2016)', and buttons for 'E-STATEMENT' and search. Below the header is a summary table with the following data:

	* Expand all
* Total submissions	\$14,756,013.91
* Total charges	\$15,199,372.50
* Total credits	-\$443,358.59
* Discounts	-\$303,140.85
* Tax amount	\$0.00
* Fees & incentives	\$27,815.00
Opening balance	-\$400.51
Total settlement amount	\$14,480,688.06

Below the summary table are four tabs: 'Settlements' (highlighted with a blue bar), 'Submissions', 'Adjustments and Chargebacks', and 'Transaction types'. Below the tabs are two expandable sections: 'Pending' and 'Settlements'. The 'Settlements' section contains a table with the following data:

	BANK ACCOUNT NO.	SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DISCOUNT AMOUNT	DBA NAME
+	XXXXX974	3/18/2016	4207513722	\$2,509.69	-\$12.45	\$2,497.24	-\$51.82	INTERI
+	XXXXX974	3/18/2016	4207513723	\$6,509.46	\$0.00	\$6,509.46	-\$135.07	INTERI
+	XXXXX974	3/18/2016	4207513724	\$2,276.05	\$0.00	\$2,276.05	-\$47.23	INTERI
+	XXXXX974	3/18/2016	4207513725	\$52,026.57	-\$60.80	\$51,965.77	-\$1,078.30	INTERI
+	XXXXX365	3/18/2016	4207513726	\$2,190,074.71	-\$58,168.04	\$2,131,906.67	-\$44,237.07	LIMITE

¹Settlements = The amounts paid to you by American Express (i.e. the total of your submissions after deducting the discount amount, fees and any other chargebacks)

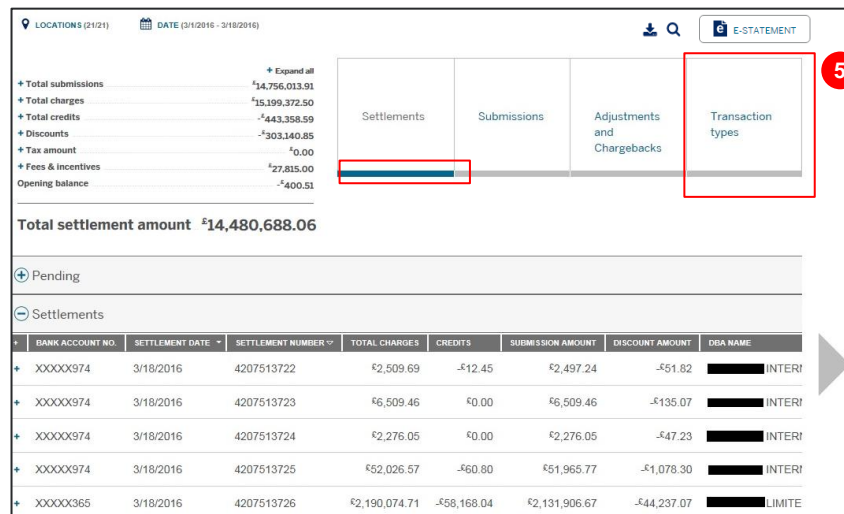
²Submissions = The total amount of transactions on American Express Cards received by you for a given period of time and submitted to American Express

³Adjustments & chargebacks = includes chargebacks and any other deductions that have been taken from your submissions, such as no-reply chargebacks or fees

Payments summary -continued

5. **Transaction Type** – here you can access your transaction type report which groups your settlements based on the type of transaction , such as regular submission, purchasing Card or internet charge. All of which may incur different fees or have a different discount rate.

The blue line shows you which table you're currently viewing – in the example it's under 'settlements'. This will move depending on which report you click on.



LOCATIONS (21/21) DATE (3/1/2016 - 3/18/2016) E-STATEMENT

Expand all

+ Total submissions	£14,756,013.91
+ Total charges	£15,199,372.50
+ Total credits	-£443,358.59
+ Discounts	-£303,140.85
+ Tax amount	£0.00
+ Fees & Incentives	£27,815.00
Opening balance	-£400.51

Settlements Submissions Adjustments and Chargebacks Transaction types

Total settlement amount £14,480,688.06

⊕ Pending

⊖ Settlements

	BANK ACCOUNT NO.	SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DISCOUNT AMOUNT	DBA NAME
+	XXXXX974	3/18/2016	4207513722	£2,509.69	-£12.45	£2,497.24	-£51.82	INTER
+	XXXXX974	3/18/2016	4207513723	£6,509.46	£0.00	£6,509.46	-£135.07	INTER
+	XXXXX974	3/18/2016	4207513724	£2,276.05	£0.00	£2,276.05	-£47.23	INTER
+	XXXXX974	3/18/2016	4207513725	£52,026.57	-£60.80	£51,965.77	-£1,078.30	INTER
+	XXXXX365	3/18/2016	4207513726	£2,190,074.71	-£58,168.04	£2,131,906.67	-£44,237.07	LIMITE

Your paid settlements view

The settlements category is an important area where you will find details on up-coming settlements and settlements already made to you. For this section we will focus on your paid settlements. Settlement payments are paid based on your submissions (Card transactions taken at your business) minus fees, discount amount¹ and adjustments².

1. **Settlements** – click to view all settlements from American Express to you in one table. Click here if you wish to download a settlements report.
2. **Filter by status** – see settlements that are pending (not yet paid to you) and those that have already been paid using the + and - buttons. [See page 10](#) for more information on pending payments.
3. **Settlements table** – there are several default columns in the initial view. You can use the large arrows on either side of the table or the scroll bar at the bottom of the page to see more or less data.
4. **Add or remove columns** – gives you the flexibility to view the information that is most useful to you. By clicking the + on the left of the top dark grey column you can add / remove data and customise the columns in your paid settlements view. Just drag and drop the column titles to change the order in which they appear in the summary table (columns are ordered left to right). These preferences will be saved for the next time you log in.

The screenshot shows the 'Settlements' view in the American Express merchant portal. It includes a summary table on the left, a navigation bar with 'Settlements', 'Submissions', 'Adjustments and Chargebacks', and 'Transaction types', and a main table of settlements. A modal window for customizing columns is open, showing various fields that can be added or removed from the table.

Summary Table:

* Total submissions	£14,756,033.91
* Total charges	£15,199,372.50
* Total credits	£443,358.59
* Discounts	£303,140.85
* Tax amount	£0.00
* Fees & Incentives	£27,815.00
Opening balance	£400.51
Total settlement amount	£14,480,688.06

Settlements Table:

BANK ACCOUNT NO.	SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	DISCOUNT AMOUNT	FEES AMOUNT	TAX AMOUNT	ADJUSTMENTS
XXXXXX365	3/17/2016	4207420001	£1,136,974.11	£37,664.84	£1,099,309.27	£22,151.64		
XXXXXX974	3/17/2016	4207420002	£19,982.75	£95.80	£19,886.95	£412.65		

Customization Modal:

- ☒ Bank account no.
- ☒ Settlement date
- ☐ Number of transactions
- ☐ Opening debit balance
- ☐ Payee location ID
- ☐ Bank sort code
- ☒ Settlement number
- ☒ Discount amount
- ☐ Fees and incentives
- ☐ Chargebacks
- ☒ OSA name
- ☒ Adjustments
- ☒ Settlement amount
- ☐ Payee merchant number
- ☐ Tax amount

¹Discount amount = transactions amount multiplied by the discount rate %

²Adjustments = includes fee, debit balances from previous months to balance your account

Getting to transaction details

Getting down to transaction level details from the settlements report is easy. Just click + on any line and it will expand to give you the list of submissions included in the settlement to you. From here click on any submission line to reveal the list of transactions from that submission.

1. **Submissions** – click + to reveal the submissions included in the settlement
2. **Transactions** – click any submission line item to view the list of transactions included in that submission which will appear as a pop up. Simply click X to return to the original view.
3. **Download transactions** – the download function allows you to download what you see on your screen at any time. In this example now that you are viewing the submissions and transaction level detail, you can download this transaction list into csv, excel or PDF.

The interface shows a summary of settlements and a detailed view of a specific settlement's submissions and transactions.

Settlements Summary:

Bank Account No.	Settlement Date	Settlement Number	Total Charges	Credits	Submission Amount	Discount Amount	DBA Name
XXXXXX974	3/18/2016	4207513722	£2,509.69	£12.45	£2,497.24	£51.82	INTERI
XXXXXX974	3/18/2016	4207513723	£6,509.46	£0.00	£6,509.46	£135.07	INTERI

Submissions Summary:

Submission Date	SOC Invoice #	Submitting Merchant Number	Submitting Location ID	Submitting Location Name	Total Charges	Amount of Adj
27/5/2016	000000000260516	9428		INTERNATIONAL LTD	£683.46	£0.00

Transactions Summary:

Transaction Date	Transaction ID	Transaction Discount Amount	Charge Amount	Charge Reference Number	Card Number	Location ID
3/14/2016	0000000000000000	£0.00	£127.90	160741004005	371756XXXXX1001	
3/14/2016	0000000000000000	£0.00	£67.10	160741004005	372522XXXXX4005	
3/14/2016	0000000000000000	£0.00	£7.43	160741004006	376664XXXXX5005	
3/14/2016	0000000000000000	£0.00	£35.85	160741004006	377133XXXXX7708	
3/14/2016	0000000000000000	£0.00	£34.25	160741012042	372545XXXXX1005	

Your pending settlements view

There are two options for viewing the settlements table – paid or pending submissions.

1. **Settlements** – click to view all settlements from American Express to you in one table.
2. **See pending payments** – click the + icon next to 'pending' to view all the submissions that you have provided to American Express that are yet to be paid. Each pending settlement appears on a separate line.
3. **Expected settlement date** – lets you know the date in which we expect to pay you for that submission. This date is a guide and is subject to change. Often numerous submissions are grouped and paid to you in one settlement.

Expected settlement amount – along with the expected payment date, this field provides an estimate of the settlement amount less fees and discount amount (scroll right to view).

The screenshot shows the 'Settlements' tab selected, indicated by a red circle with the number 1. Below the summary table, a 'Pending' filter is shown with a red circle and the number 2. A red circle with the number 3 points to the 'ESTIMATED SETTLEMENT DATE' column header in the table below.

+ Expand all	
+ Total submissions	£15,542,822.02
+ Total charges	£16,018,602.53
+ Total credits	-£475,780.51
+ Discounts	-£319,467.12
+ Fees & incentives	£27,815.00
Opening balance	-£400.51
Total settlement amount £15,251,169.90	

Pending						
ESTIMATED SETTLEMENT DATE	PAYEE MERCHANT NUMBER	PAYEE LOCATION ID	SUBMITTED AMOUNT	DISCOUNT AMOUNT	FEES AND INCENTIVES	AMERICAN EXPRESS DA
3/24/2016	9421		£13,354.33	-£277.10	£0.00	
3/24/2016	9426		£3,110.90	-£64.55	£0.00	

*Amount and date subject to change based on pending account activity. Payments (settlements) may be applied to the headquarters account.

Your submissions view

This view provides a full list of the submissions you have supplied to American Express for Card transactions that are made in your business. It gives you a clear idea of the total number and \$ amount of transactions you've taken.

Unlike the settlements table that displays data at a payment level, the submissions table shows data at a submission level. Each line item represents one submission.

1. **Click submissions** to view all the submissions you have provided to American Express. Click here if you wish to download a submissions report.
2. **Your submissions table** has been sorted into default columns including: summary of charge (SOC) invoice #¹, settlement number², credits³, payee Merchant number⁴, submitting Merchant number⁵, transaction count⁶ and settlement date⁷.
3. **Add, remove or change the order of columns** by clicking on the + button in the top dark grey column. Drag and drop the + icons next to each data point to change the table ordering. Your preferences will be saved for the next time to you log in.

¹SOC invoice number = the invoice number allocated to each submission file you provide to American Express

²Settlement number = the unique number allocated to each payment American Express makes to you (this can include multiple submissions)

³Credits = any refunds or credits you have issued to Cardmembers, these are deducted before submitting to American Express.

⁴Payee Merchant number = the account in which American Express makes all settlement payments to

⁵Submitting Merchant number = the business location that is submitting the transactions for payment

⁶Transaction count = the number of transactions taken in your business that are included in the submission

⁷Settlement date = the date you have been paid for your submissions

The screenshot displays the 'Your submissions view' interface. At the top left, there's a summary of charges and credits. The main navigation bar has 'Submissions' highlighted. Below the navigation bar, there's a table of submissions. A red box highlights the 'Submissions' tab, and another red box highlights the column configuration area above the table. A third red box highlights the table itself, which has columns for Submission date, SOC invoice #, Settlement number, Credits, Submission amount, Discount amount, Fees and incentives, Settlement amount, Payee merchant number, and Transaction count. The table shows two rows of data for 3/15/2016.

Submission date	SOC invoice #	Settlement number	Credits	Submission amount	Discount amount	Fees and incentives	Settlement amount	Payee merchant number	Transaction count
3/15/2016	00000000130316	4207513725	4872.25	48.00	4872.25	48.00	4854.15	942	942
3/15/2016	00000000140316	4207513725	6430.70	64.00	6430.70	64.00	6421.76	942	942

Your submissions view - *continued*

4. **Downloading a submissions report** - now that the columns are customised to meet your needs, you can download what you see on the screen to generate a submissions report. Click on the download icon to download the submissions table into csv, excel or PDF.
5. **Get more details** by clicking on a line item to reveal the full transactions list for that submission. Click X to exit the transactions view and return to submissions.

4

5

Submissions

SUBMISSION DATE	SOC INVOICE #	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DISCOUNT AMOUNT	FEES AND INCENTIVES	SETTLEMENT
24/5/2016	000000000230516	4214538009	€9,536.94	-€19.99	€9,516.95	-€109.44	€0.00	

Transactions

TRANSACTION DATE	TRANSACTION ID	TRANSACTION DISCOUNT AMOUNT	CHARGE AMOUNT	CHARGE REFERENCE NUMBER	CARD NUMBER	LOCATION ID
23/5/2016	0000000000000000	-€0.391000	€34.00	019365230516	374285XXXXX2003	543
23/5/2016	0000000000000000	-€0.148580	€12.92	019369230516	374202XXXXX2003	543
23/5/2016	0000000000000000	-€1.034080	€89.92	019370230516	371782XXXXX4006	543
23/5/2016	0000000000000000	-€0.344080	€29.92	019377230516	377064XXXXX0150	543
23/5/2016	0000000000000000	-€1.034080	€89.92	019397230516	376014XXXXX2006	543
23/5/2016	0000000000000000	-€7.638300	€664.20	019424230516	376014XXXXX3005	543

Your adjustments & chargebacks view

Adjustments and chargebacks are deducted from your submission amount before settlement.

You can use similar actions to navigate your adjustments as you use to navigate settlements and submissions.

1. Click **adjustments & chargebacks** to view a summary of all your chargebacks, fees, and other adjustments that have been applied to your account.
2. Use the **+** and **-** symbols to expand each category to see information on adjustments or chargebacks independently.
3. The **adjustments and chargebacks view** first appears with **default columns**. Use the right scroll arrow to view more data.
4. Add, remove or change the order of columns based on what's relevant to you using the **+** symbol. Your column preferences will be saved and will appear the same way the next time you log in.

The screenshot shows the 'Adjustments and Chargebacks' view. At the top, there's a navigation bar with 'LOCATIONS (21/21)', 'DATE (3/1/2016 - 3/18/2016)', a search icon, and an 'E-STATEMENT' button. Below this is a summary table with the following data:

+ Total submissions	* Expand all
+ Total charges	*14,756,013.91
+ Total credits	*15,199,372.50
+ Discounts	*443,358.59
+ Tax amount	*303,140.85
+ Fees & Incentives	*0.00
Opening balance	*27,815.00
	*-400.51

Below the summary table is the 'Total settlement amount' of \$14,480,688.06. The main content area has a tabbed interface with 'Settlements', 'Submissions', 'Adjustments and Chargebacks' (selected), and 'Transaction types'. A red box highlights the 'Adjustments and Chargebacks' tab. Below the tabs is a table with the following columns: SUBMITTING MERCHANT NUMBER, SUBMITTING LOCATION ID, PAYEE MERCHANT NUMBER, PAYEE LOCATION ID, SETTLEMENT AMOUNT, SETTLEMENT DATE, and CARD NUMBER. The table contains two rows of data. A red box highlights the first row. A red box highlights the right scroll arrow.

The screenshot shows the 'Adjustments and Chargebacks' view with a customized column order. The navigation bar and summary table are the same as in the previous screenshot. The main content area has the same tabbed interface, but the 'Adjustments and Chargebacks' tab is selected. Below the tabs is a table with the following columns: SUBMITTING MERCHANT NUMBER, SUBMITTING LOCATION ID, PAYEE MERCHANT NUMBER, PAYEE LOCATION ID, SETTLEMENT NUMBER, SETTLEMENT DATE, and GROSS. The table contains three rows of data. A red box highlights the first row. A red box highlights the right scroll arrow.

Your adjustments & chargebacks view - *continued*

5. Each line item represents a single adjustment or chargeback. The summary table lets you know the settlement number and date so you can easily reconcile and trace from which submissions/payments the deductions have been taken.

LOCATIONS (21/21) DATE (3/1/2016 - 3/18/2016) E-STATEMENT

+ Expand all

+ Total submissions	14,756,013.91
+ Total charges	15,199,372.50
+ Total credits	-443,358.59
+ Discounts	-303,140.85
+ Tax amount	0.00
+ Fees & Incentives	27,815.00
Opening balance	-400.51

Total settlement amount 14,480,688.06

Adjustments

SUBMITTING MERCHANT NUMBER	SUBMITTING LOCATION ID	PAYEE MERCHANT NUMBER	PAYEE LOCATION ID	SETTLEMENT AMOUNT	SETTLEMENT DATE	CARD NUMBER
944		944		-1,200.00	3/16/2016	
944		944		29,015.00	3/1/2016	000000

LOCATIONS (21/21) DATE (3/1/2016 - 3/18/2016) E-STATEMENT

+ Expand all

+ Total submissions	14,756,013.91
+ Total charges	15,199,372.50
+ Total credits	-443,358.59
+ Discounts	-303,140.85
+ Tax amount	0.00
+ Fees & Incentives	27,815.00
Opening balance	-400.51

Total settlement amount 14,480,688.06

Adjustments

Chargebacks

SUBMITTING MERCHANT NUMBER	SUBMITTING LOCATION ID	PAYEE MERCHANT NUMBER	PAYEE LOCATION ID	SETTLEMENT NUMBER	SETTLEMENT DATE	GROSS AMOUNT
942		942			3/14/2016	
944		942		4206414194	3/9/2016	
944		942		4206113391	3/4/2016	

Transaction types report

The Transaction types report helps you to clearly identify the different discount rates/amounts that are charged for various types of transactions or account structures.

1. You can access the Transaction types report from the payments categories at the top of the page.
2. You can also add, remove or change the order columns by clicking on the + sign.
3. Each line item represents a different transaction type. The table summarises the number of transactions, total submission and settlement amounts for each transaction type (each line can represent numerous submissions and transactions).
4. Click a line item to see the full submission list for your selected type.

LOCATIONS (21/21) DATE (3/1/2016 - 3/16/2016) E-STATEMENT

Settlements Submissions Adjustments and Chargebacks Transaction types

Total settlement amount £11,128,372.22

SUBMISSION TYPE	TRANSACTION COUNT	SUBMISSION AMOUNT	TOTAL CHARGES	CREDITS	DISCOUNT AMOUNT	FEES AND INCENTIVES	SETTLEMENT AMOUNT
Opening Debit Balance	--	--	--	--	--	--	--
Charge	2,08%	28403	£10,973,248.05	£11,311,248.91	£338,000.86	£227,694.91	£0.00
Hi ROC Charge	1.42%	6	£368,712.00	£368,712.00	£0.00	£5,254.15	£0.00
RDR Credits	--	--	£43.00	£0.00	£43.00	£0.00	£0.00
Adjustments	--	--	£0.00	£0.00	£0.00	£0.00	£27,815.00
Chargebacks	--	--	£8,180.00	£737.00	£8,917.00	£169.74	£0.00

Charge 2,08% 28403 £10,973,248.05 £11,311,248.91 £338,000.86 £227,694.91 £0.00 £10,745.55

SETTLEMENT NUMBER	SETTLEMENT DATE	TRANSACTION COUNT	TOTAL CHARGES	CREDITS	DISCOUNT AMOUNT	SUBMISSION AMOUNT	FEES AND INCENTIVES
4205613530	3/1/2016	15	£1,367.37	£110.00	£26.09	£1,257.37	£0.00 £0.0
4205613531	3/1/2016	23	£966.95	£0.00	£20.06	£966.95	£0.00 £0.0
4205613532	3/1/2016	7	£1,076.60	£0.00	£22.34	£1,076.60	£0.00 £0.0
4205613533	3/1/2016	13	£2,953.95	£0.00	£61.29	£2,953.95	£0.00 £0.0
4205613533	3/1/2016	53	£4,825.15	£0.00	£100.12	£4,825.15	£0.00 £0.0

Filter by location or date

You can filter your payment information in any of the 4 key categories: settlements, submissions, adjustments and chargebacks or transaction type by location or date ranges. Your financial information will automatically update on the page based on your selection.

1. **Location filter** – clicking the locations tab will produce a drop down tree structure displaying all the business locations linked to your account.

The number and level of locations you see will depend on the account number used for enrolment. Tick or un-tick the accounts in which you wish to view financials for.

The tree structure displays 'top of chain/head office' location at the top which you can expand by clicking + to browse merchant locations underneath. The financially active locations are shown in black and the non financially active locations as greyed out. There is also a "show active only" filter to remove non-financially active accounts from the view.

2. **Location search** – you can also search for a particular location by selecting search and entering your desired account number.



Filter by location or date

3. **Date filter** – click here to filter payment information by date, where you will be able to view up to the past 13 months. When you log in the system will default to show you payments for the month to date.

Use the calendar tool to select a custom date range, or use the selection of quick links to quickly filter the data for month to date, last 3 months, last 6 months, this year or last year. The date filter tool is based on the settlement date only (the date American Express paid you for your submissions).

The screenshot shows a web application interface for filtering data. At the top, there are two tabs: 'LOCATIONS (12)' and 'DATE (10/1/2015 - 10/31/2015)'. The 'DATE' tab is selected and highlighted with a red box. Below the tabs, there is a section for 'Quick links' with options: 'Month to date' and 'Last month'. To the right of these links are two calendar widgets. The first calendar is titled 'From: 10/1/2015' and shows the month of March 2016. The second calendar is titled 'To: 10/31/2015' and also shows the month of March 2016. Both calendars have a red box around them. At the bottom of the interface, there are three buttons: 'Cancel', 'RESET', and 'View'.

Download reports

As well as viewing payments data online, you have the option to download the data to generate reports.

1. **Click on the report type** – you can download any report based on your current screen view. There are 4 types of reports available for download: 1) Settlements, 2) Submission, 3) Adjustment & Chargebacks and 4) Transaction Types reports. Click on the type of report you wish to download.
2. **Define column set up** – your current screen view will be downloaded into a report. If you need to adjust the column set up for downloading reports, click on the '+' icon, tick or un-tick the type of information required for the report. You can also drag and drop the columns to change the order they appear in the table. Your column order will automatically be reflected in your downloaded file.
3. **Click 'download' (downward arrow icon)** - to export your current screen into .csv, .xlsx or PDF. You can download up to 5000 records at a time. The system will default to download the columns in the order in which they are displayed on the screen. However if you wish to add or remove any columns before you download click 'customise column selections' to tick or un-tick the data you wish to download (there is a limit of 8 columns for downloading into PDF).


The screenshot illustrates the process of downloading reports in three steps:

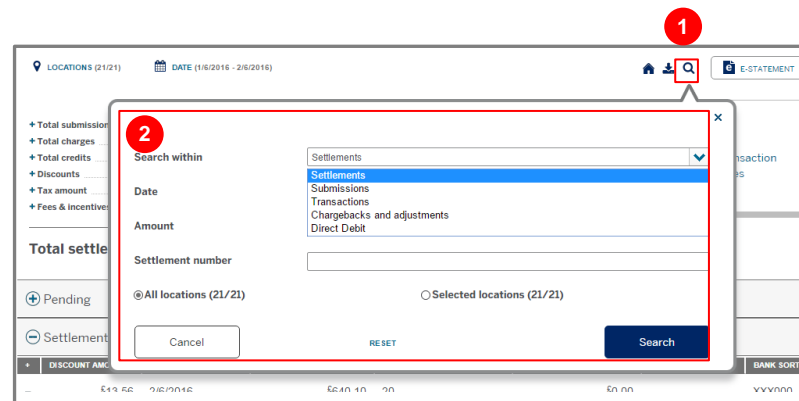
- Step 1:** The user is on the 'Settlements' report page. A red box highlights the four report types: Settlements, Submissions, Adjustments and Chargebacks, and Transaction types. A red circle with the number '1' is next to this box.
- Step 2:** The user clicks on the '+' icon to customize the column set up. A red box highlights the 'Customise column selection' dialog, which allows the user to tick or un-tick various columns like Bank account no., Settlement date, Number of transactions, etc. A red circle with the number '2' is next to this box.
- Step 3:** The user clicks on the downward arrow icon to download the report. A red box highlights the 'Download' dialog, which allows the user to select the row range (1-20), choose the format (CSV, XLSX, PDF), and click the 'Download' button. A red circle with the number '3' is next to this box.

Search

Search allows you to find specific settlement, adjustment, chargeback or transaction information. You can narrow the search by amount, location or date.

1. **Click on search icon**, and use the 'Search within' drop-down menu to determine which report you wish to search through.
2. **The search criteria options** will change depending on which report you wish to search within.

 **TIP: Downloading search information** - You can use the search function to download a list of transactions for up to 7 days. Select transactions from 'Search within' drop down and enter a 7 day period from the date selection tool. Continue to set the amount parameters and click search. All transactions for this period will appear in the table. Once the data is present in the table, click the download icon to download the transactions you see on screen.



E-statement

As well as viewing payments data online, you have the option to download, search or generate your E-statement/ E-invoice.

1. Click on E-statement icon.
2. Choose report type, location and date of report from each drop-down menu.
3. Choose the format of report, either PDF or XLS.
4. Click 'download'

LOCATIONS (21/21) DATE (1/4/2016 - 5/4/2016)

+ Total submissions
+ Total charges
+ Total credits
+ Discounts
+ Tax amount
+ Fees & Incentives
Opening balance

Total settlement amount

+ Pending

- Settlements

	DISCOUNT AMOUNT	SETTLEMENT DATE
+	-£4.85	5/4/2016
+	-£96.82	5/4/2016
+	-£8.27	5/4/2016

£390.33 10 £0.00 XXXX000 420

Download report

Report type: E-statement

Location:

Period:

Date:

Format: ☐ PDF ☒ XLS

Download

Appendix

Replicate reports

Overview

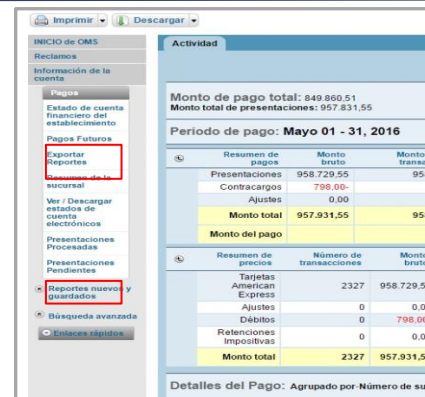
The new payments site has all the same information as the previous payments site. However, the way to download and the format of the reports has changed.

What's changed?

In the new payments site, you define the information you need in your report on the screen and click the '**Download**' icon to download directly what you see on the screen. This is different to the previous site where you had to click separate links to download reports. Some of the labels have also been changed.

The following pages provide step by step instructions on how to replicate reports in the new site.

How to download the list of all transaction is also changed in the new payments site. Please see [page 30](#) for details.

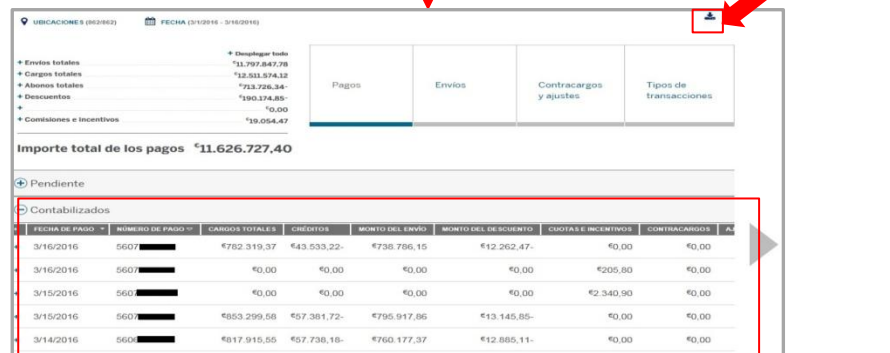


Resumen de pagos	Monto bruto	Monto transacciones
Presentaciones	958,729.55	958
Contracargos	798.00	
Ajustes	0.00	
Monto total	957,931.55	958
Monto del pago		

Resumen de precios	Número de transacciones	Monto bruto
Tarjetas American Express	2327	958,729.55
Ajustes	0	0.00
Débitos	0	798.00
Retenciones impositivas	0	0.00
Monto total	2327	957,931.55

Previous site:

You had to click a separate links to download reports



FECHA DE PAGO	NUMERO DE PAGO	CARGOS TOTALES	CREDITOS	MONTO DEL ENVIO	MONTO DEL DESCUENTO	CUOTAS E INCENTIVOS	CONTRACARGOS
3/16/2016	5607	782,319.37	643,533.22	738,786.15	12,262.47	0.00	0.00
3/16/2016	5607	0.00	0.00	0.00	0.00	205.80	0.00
3/15/2016	5607	0.00	0.00	0.00	0.00	2,340.90	0.00
3/15/2016	5607	883,299.58	67,381.72	796,917.86	13,145.85	0.00	0.00
3/14/2016	5607	617,915.55	67,738.18	760,177.37	12,885.11	0.00	0.00

New site:

Define what you need on the screen and click 'download' icon

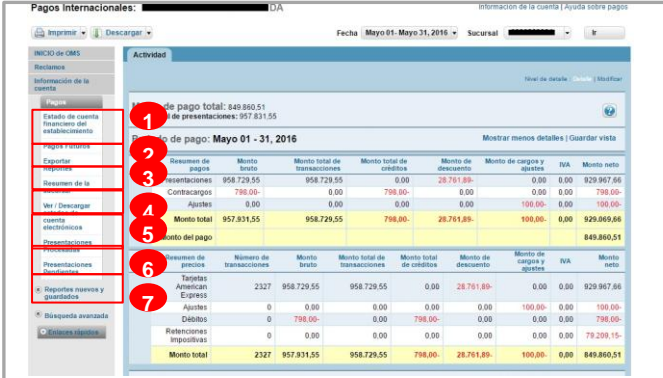
Replicate reports from the previous payments site

Before you start:

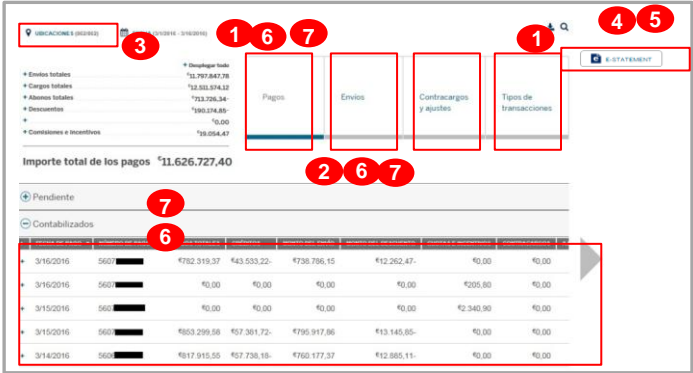
It is important to understand how you can access your data in the new site in comparison to the previous site. The below table provides general guidance on how you can locate information from the old to new.

	Previous	New
1	Merchant Financial Activity Statement	Settlements summary and Transaction Type
2	Export Reports	Submissions, click download and tick download with transactions
3	View Location Summary	Location filter (icon at the top left)
4	View/Download E-Statement	E-Statement (Icon at the top right)
5	View/Download E-Invoice	E-Statement (Icon at the top right)
6	View Processed Submissions	Settlements and expand settlement section
7	View Pending Submissions	Settlements and expand settlement section

Previous site



New site



Replicate reports from the previous payments site

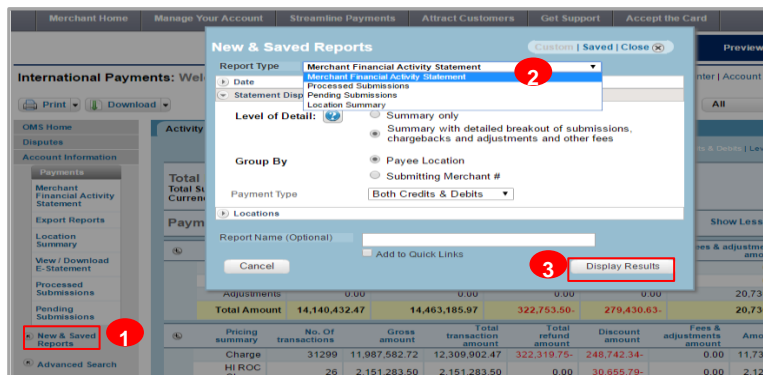
Now that you have general idea on what type of information can be found where in the new site, please follow the below steps to replicate your reports.

STEP 1:

Find out the type of report you currently download and the specific columns within that report. Please complete this step before the new site launch.

For new reports:

1. Click on 'New & saved reports' from the Payments menu on the left side.
2. Click the drop down menu to select the report type that you usually download. Then continue to make your usual settings for date, statement display and locations..
3. Click 'Display results' for the report to appear on screen. Then click 'Download' to download the file into excel or .csv.



International Payments: Welcome [Merchant Name]

Access Secure Message Center | Account Information | User guides

Print | Download

Date: Jun 01 - Jun 30, 2016 | Location: All | Go

Payment Type: Both Credits & Debits | Level of Detail: Detailed | Edit

Total Payment Amount: 13,881,731.84
Total Submission Amount: 14,161,162.47
Currency = GBP

Payment Period: June 01 - 30, 2016 | Show Less Details | Save View

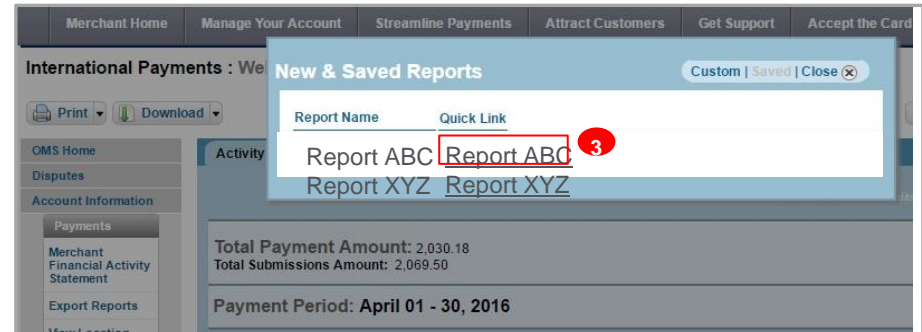
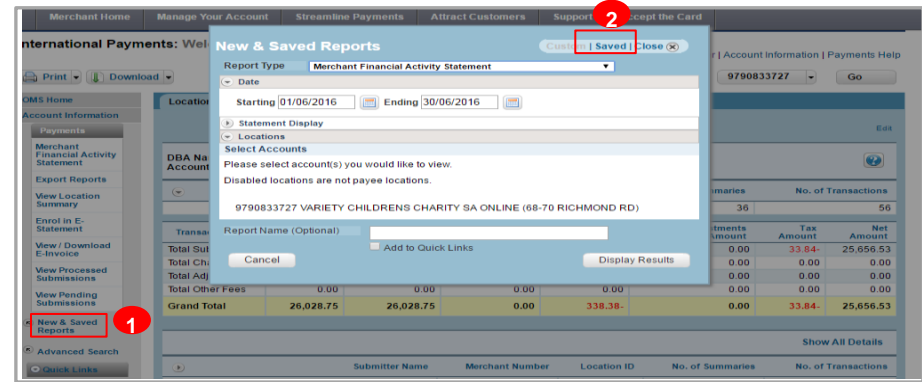
	Payment summary	Gross amount	Total transaction amount	Total refund amount	Discount amount	Fees & adjustments amount	Amount paid
Submissions		14,138,896.22	14,461,185.97	322,319.75	279,398.13	0.00	13,859,468.09
Chargebacks		1,566.25	2,000.00	433.75	32.50	0.00	1,533.75
Adjustments		0.00	0.00	0.00	0.00	20,730.00	20,730.00
Total Amount		14,140,432.47	14,463,185.97	322,753.50	279,430.63	20,730.00	13,881,731.84

	Pricing summary	No. Of transactions	Gross amount	Total transaction amount	Total refund amount	Discount amount	Fees & adjustments amount	Amount paid	Discount rate
Charge		31299	11,987,582.72	12,309,902.47	322,319.75	248,742.34	0.00	11,738,840.38	2.08%
H/ROC Charge		26	2,151,283.50	2,151,283.50	0.00	30,655.79	0.00	2,120,627.71	1.42%
Adjustments		0	0.00	0.00	0.00	0.00	20,730.00	20,730.00	0.00%
Chargebacks		0	1,566.25	2,000.00	433.75	32.50	0.00	1,533.75	0.00%

Replicate reports from the previous payments site

For saved reports:

1. Click on 'New & saved reports' from the Payments menu on the left side.
2. Click 'Saved' option at the top.
3. Now you see the list of the saved report. Click on a report name under 'Quick link'.



Replicate reports from the previous payments site

- Whether you generate new or saved reports, a file similar to this will be downloaded. Here you see the kinds of data and the order of the columns in your report.

In this example we have downloaded a Merchant Submission Activity report that include the following data points:

- Submitting Merchant's location ID
- Submitting location name
- Submission date
- Gross amount
- Gross debit amount
- Discount amount
- Fee & adjustment amount
- Net amount

Please keep this list of required data and the order in which they appear with you and log into the new payments site to replicate the same report.

Total Amount	2,089.50	2,089.50	0	-19.32	0	2,089.18			
Total Amount	2,089.50	2,089.50	0	-19.32	0	2,089.18			
Payment Amount									
Paying Location	No. of Transactions	Gross Amount	Gross Debit Amnt	Gross Credit Amnt	Discount Amount	Fees & Adjustment Tax Amount	Net Amount		
Total Card	10	2,089.50	2,089.50	0	-19.32	0	2,089.18		
Total Amount	10	2,089.50	2,089.50	0	-19.32	0	2,089.18		
Payment Details									
Payment Location XXXXXXXX	IDBA Name IDBA Home Details	Payment Date XXXXXXXXXX	Location ID XXXXXXXXXX	Bank Sort Code XXXXXXXXXX	Bank Account # XXXXXXXXXX	XXXXXXXXXX			
	Submitting Main Submitting Local Submitting Total Submissions Data No. of TransactionsGross Amount						Gross Debit Amnt	Gross Credit Amnt	Discount Amount Fees & Adjustment Tax Amount Net Amount Description Fee/Cashiermen #
Totals	200 200 XXXXXXXX XXXXXXXX 2/02/2016 2 100 100 0 -0.85 0 0						167.15		SUBMISSION / DEBIT
Payment Location XXXXXXXX	IDBA Name IDBA Home Details	Payment Date XXXXXXXXXX	Location ID XXXXXXXXXX	Bank Sort Code XXXXXXXXXX	Bank Account # XXXXXXXXXX	XXXXXXXXXX			
	Submitting Main Submitting Local Submitting Total Submissions Data No. of TransactionsGross Amount						Gross Debit Amnt	Gross Credit Amnt	Discount Amount Fees & Adjustment Tax Amount Net Amount Description Fee/Cashiermen #
Totals	300 XXXXXXXX XXXXXXXX 2/02/2016 2 400 400 0 -7.6 0 0						392.4		SUBMISSION / DEBIT
Payment Location XXXXXXXX	IDBA Name IDBA Home Details	Payment Date XXXXXXXXXX	Location ID XXXXXXXXXX	Bank Sort Code XXXXXXXXXX	Bank Account # XXXXXXXXXX	XXXXXXXXXX			
	Submitting Main Submitting Local Submitting Total Submissions Data No. of TransactionsGross Amount						Gross Debit Amnt	Gross Credit Amnt	Discount Amount Fees & Adjustment Tax Amount Net Amount Description Fee/Cashiermen #
Totals	800 XXXXXXXX XXXXXXXX 2/10/2016 1 300 300 0 -7.01 0 0						292.99		SUBMISSION / DEBIT
Payment Location XXXXXXXX	IDBA Name IDBA Home Details	Payment Date XXXXXXXXXX	Location ID XXXXXXXXXX	Bank Sort Code XXXXXXXXXX	Bank Account # XXXXXXXXXX	XXXXXXXXXX			
	Submitting Main Submitting Local Submitting Total Submissions Data No. of TransactionsGross Amount						Gross Debit Amnt	Gross Credit Amnt	Discount Amount Fees & Adjustment Tax Amount Net Amount Description Fee/Cashiermen #
Totals	3511 XXXXXXXX XXXXXXXX 23/04/2016 2 600 600 0 -12.82 0 0						487.18		SUBMISSION / DEBIT
Payment Location XXXXXXXX	IDBA Name IDBA Home Details	Payment Date XXXXXXXXXX	Location ID XXXXXXXXXX	Bank Sort Code XXXXXXXXXX	Bank Account # XXXXXXXXXX	XXXXXXXXXX			
	Submitting Main Submitting Local Submitting Total Submissions Data No. of TransactionsGross Amount						Gross Debit Amnt	Gross Credit Amnt	Discount Amount Fees & Adjustment Tax Amount Net Amount Description Fee/Cashiermen #
Totals	336 XXXXXXXX XXXXXXXX 3/03/2016 2 330 330 0 -3.89 0 0						326.11		SUBMISSION / DEBIT
Payment Location XXXXXXXX	IDBA Name IDBA Home Details	Payment Date XXXXXXXXXX	Location ID XXXXXXXXXX	Bank Sort Code XXXXXXXXXX	Bank Account # XXXXXXXXXX	XXXXXXXXXX			
	Submitting Main Submitting Local Submitting Total Submissions Data No. of TransactionsGross Amount						Gross Debit Amnt	Gross Credit Amnt	Discount Amount Fees & Adjustment Tax Amount Net Amount Description Fee/Cashiermen #
Totals	150 XXXXXXXX XXXXXXXX 16/04/2016 1 160.3 160.3 0 -3.05 0 0						157.25		SUBMISSION / DEBIT

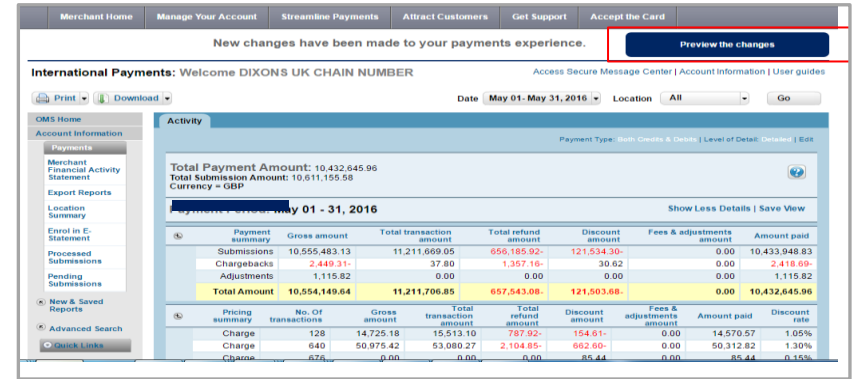
4

Generated: Monday, May 08, 2016 12:32:46 PM SGT

Replicate reports from the previous payments site

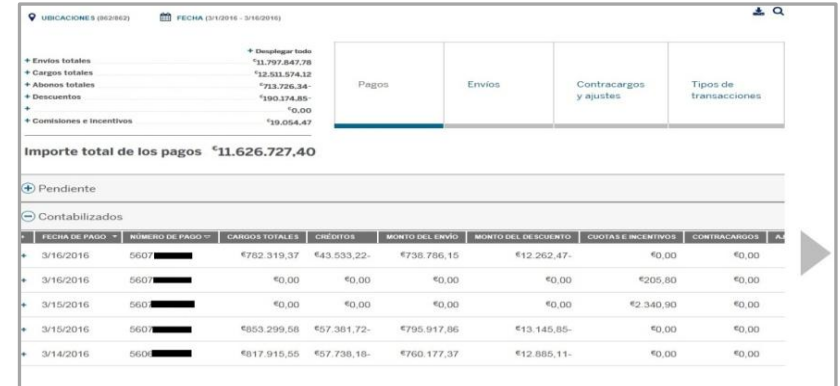
STEP 2

Switch to the new payments site by clicking 'Take an early look' button at the top right of the screen. Then your screen will switch to the new payments site that looks like the one on the bottom right of this page.



The screenshot shows the 'International Payments' dashboard for 'DIXONS UK CHAIN NUMBER'. It features a navigation menu on the left with options like 'Payments', 'Merchant Financial Activity Statement', and 'Export Reports'. The main area displays a summary of payment activity for the period 'May 01 - 31, 2016'. The summary includes a 'Total Payment Amount' of 10,432,645.96 and a 'Total Submission Amount' of 10,611,155.58. Below this, a table provides a detailed breakdown of the payment activity, including 'Submissions', 'Chargebacks', and 'Adjustments', with columns for 'Gross amount', 'Total transaction amount', 'Total refund amount', 'Discount amount', 'Fees & adjustments amount', and 'Amount paid'.

Payment summary	Gross amount	Total transaction amount	Total refund amount	Discount amount	Fees & adjustments amount	Amount paid
Submissions	10,555,483.13	11,211,669.05	656,185.92	121,534.10	0.00	10,433,948.83
Chargebacks	2,449.31	37.80	1,357.16	30.62	0.00	2,418.69
Adjustments	1,115.82	0.00	0.00	0.00	0.00	1,115.82
Total Amount	10,554,149.64	11,211,706.85	657,543.08	121,503.68	0.00	10,432,645.96



The screenshot shows the 'UBICACIONES (362062)' dashboard for the period 'FECHA (3/1/2016 - 3/16/2016)'. It features a navigation menu on the left with options like 'Envios totales', 'Cargos totales', and 'Abonos totales'. The main area displays a summary of payment activity for the period 'May 01 - 31, 2016'. The summary includes a 'Total Payment Amount' of 11,626,727.40. Below this, a table provides a detailed breakdown of the payment activity, including 'Submissions', 'Chargebacks', and 'Adjustments', with columns for 'Gross amount', 'Total transaction amount', 'Total refund amount', 'Discount amount', 'Fees & adjustments amount', and 'Amount paid'.

FECHA DE PAGO	NUMERO DE PAGO	CARGOS TOTALES	CRÉDITOS	MONTOS DEL ENVÍO	MONTOS DEL DESCUENTO	CUOTAS E INCENTIVOS	CONTRACARGOS
3/16/2016	5607	€762,319.37	€43,533.22	€738,786.15	€12,262.47	€0.00	€0.00
3/16/2016	5607	€0.00	€0.00	€0.00	€0.00	€205.80	€0.00
3/15/2016	560	€0.00	€0.00	€0.00	€0.00	€2,340.90	€0.00
3/15/2016	560	€853,299.58	€57,381.72	€795,917.86	€13,145.85	€0.00	€0.00
3/14/2016	5606	€817,915.55	€57,738.18	€760,177.37	€12,885.11	€0.00	€0.00

Replicate reports from the previous payments site

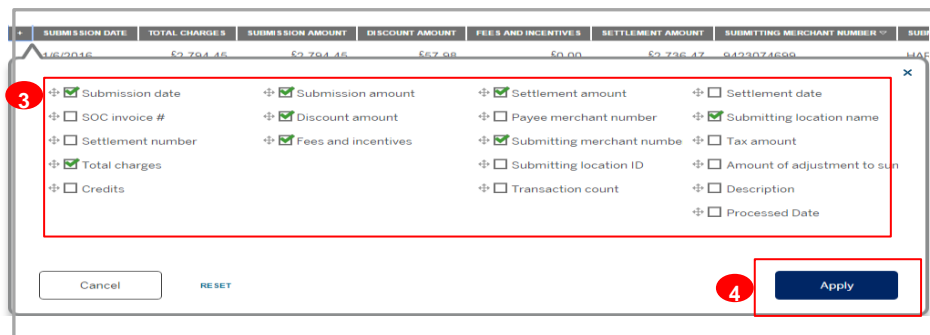
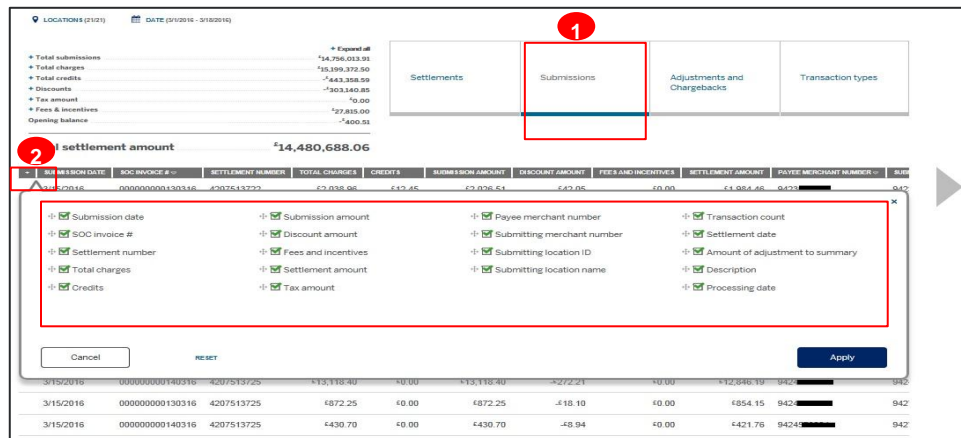
STEP 3:

Replicate the report data and column order in the new site.

Firstly you need to click on the report in the new tool that is most suited to the report you had before. Refer to [page 3](#) for general guidance on this.

As an example, see below the steps to replicate the report generated on [page 5](#).

1. Click on 'Submission' box at the top right, since the previous report was at a submission level.
2. Click on **+** icon on the very left of the top grey column. You will then see the list of data points you can include under the 'Submission' report.
3. Referring to the list of data points you took note on [page 5](#), tick or untick the data points you need in your report from this list. In this example you will need to tick the ones displayed here. If you need to change the order of the columns, you can do so by dragging and dropping the column titles so they appear to your needs.
4. Once you are happy that the data and order matches your previous report set up, click 'Apply.'




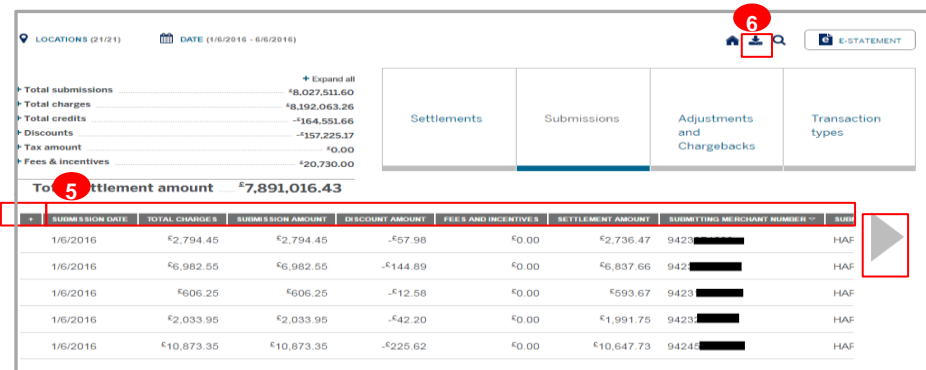
Replicate reports from the previous payments site



5. Now you will see that the online report on your screen has adjusted accordingly showing only the information you have selected in the order you need.

 **TIP:** Click the grey left and right arrows to see more data columns. This report set up will be saved for your future log ins.

6. Click 'download' button to download what is being shown on the screen. Chose the file type from 'csv', 'xlsx' and 'pdf', and click 'download'. Please remember, for 'pdf' option, maximum 8 columns is allowed for download.

 **TIP:** You can change the column set up at this stage too, by clicking on 'Customise column selection'. The changes you make at this stage also will be saved for future log-in.



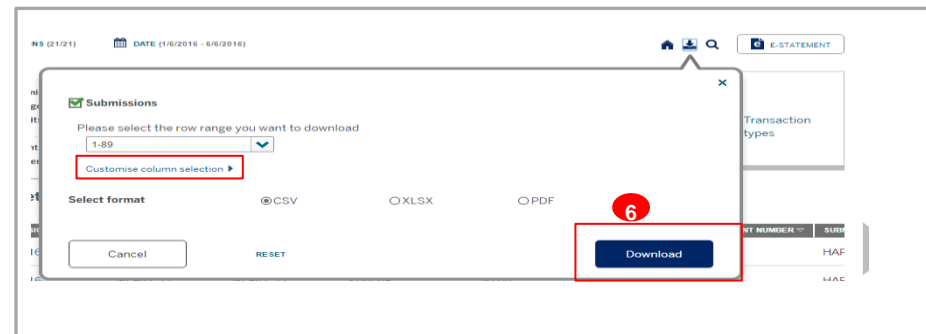
LOCATIONS (21/21) DATE (1/6/2016 - 6/6/2016)  

Expand all

Total submissions	8,027,533.60
Total charges	8,192,063.26
Total credits	-164,551.66
Discounts	-157,225.17
Tax amount	0.00
Fees & incentives	20,730.00

To Settlement amount £7,891,016.43

DATE	SUBMISSION DATE	TOTAL CHARGE	SUBMISSION AMOUNT	DISCOUNT AMOUNT	FEES AND INCENTIVES	SETTLEMENT AMOUNT	SUBMITTING MERCHANT NUMBER	SUM
1/6/2016		£2,794.45	£2,794.45	-£57.98	£0.00	£2,736.47	9423	HAF
1/6/2016		£6,982.55	£6,982.55	-£144.89	£0.00	£6,837.66	9423	HAF
1/6/2016		£606.25	£606.25	-£12.58	£0.00	£593.67	9423	HAF
1/6/2016		£2,033.95	£2,033.95	-£42.20	£0.00	£1,991.75	9423	HAF
1/6/2016		£10,873.35	£10,873.35	-£225.62	£0.00	£10,647.73	9424	HAF



Submissions

Please select the row range you want to download

1-89

[Customise column selection](#)

Select format

☒ CSV ☐ XLSX ☐ PDF

Cancel RESET **Download**

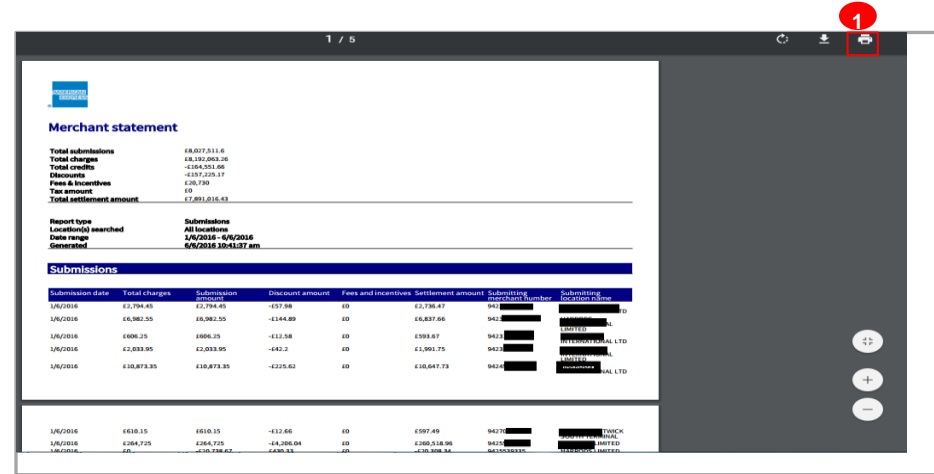
Replicate reports from the previous payments site

STEP 4:

Save and print the report.

1. After you click 'download' button, you will see a report that looks like the one on the right side of this page (if you choose pdf as the file type). Save the file where you need. To print it, simply click on the printer icon at the top right.

💡 Please note that **there is no 'print' icon in the new payments site**. If you need to print any report, please first download it and click on the printer icon. It is recommended to choose 'pdf' file type for printing purpose as 'csv' and 'xlsx' will require you to adjust print setting such as 'fit in X pages'.



1 / 5

Merchant statement

Total submissions: 18,017,111.4
Total charges: £6,189,203.26
Total credits: -£164,251.66
Discounts: -£137,225.17
Fees & incentives: £20,730
Tax amount: £0
Total settlement amount: £7,891,016.43

Report type: Submissions
Location(s) searched: All locations
Date range: 1/6/2016 - 6/6/2016
Generated: 6/6/2016 10:41:07 am

Submissions

Submission date	Total charges	Submission amount	Discount amount	Fees and incentives	Settlement amount	Submitting Merchant Number	Submitting Location Name
1/6/2016	£2,794.45	£2,794.45	-£37.58	£0	£2,756.87	9410 [REDACTED]	[REDACTED] LTD
1/6/2016	£6,982.55	£6,982.55	-£144.89	£0	£6,837.66	9410 [REDACTED]	[REDACTED] LTD
1/6/2016	£896.15	£896.15	-£12.58	£0	£883.57	9410 [REDACTED]	[REDACTED] LTD
1/6/2016	£2,033.95	£2,033.95	-£40.2	£0	£1,993.75	9410 [REDACTED]	[REDACTED] LTD
1/6/2016	£10,873.35	£10,873.35	-£225.82	£0	£10,647.53	9410 [REDACTED]	[REDACTED] LTD
1/6/2016	£610.15	£610.15	-£12.66	£0	£597.49	9410 [REDACTED]	[REDACTED] LTD
1/6/2016	£264,725	£264,725	-£4,205.04	£0	£260,519.96	9410 [REDACTED]	[REDACTED] LTD
1/6/2016	£0	£0	£0	£0	£0	9410 [REDACTED]	[REDACTED] LTD

Transaction reports in the new site

You can download a list of all transactions in the new payments site following the below steps:

1. Select the date range that you wish to download transactions for (up to 35 days).
2. Click 'submissions'.
3. Click 'download' icon at the top right.
4. Tick the box to 'download with transaction detail'.
5. Select the file format, with or without headers.
6. Click 'download' button.

This screenshot shows the date range selection interface. At the top, there is a 'DATE' dropdown menu with a calendar icon, labeled '1'. Below it, two calendar views for October 2015 are shown. The first calendar is for the period 'From: 1/10/2015' and the second is for 'To: 31/10/2015'. Both calendars have the 1st and 31st highlighted. At the bottom, there are 'Cancel', 'RESET', and 'View' buttons.

This screenshot shows the report type selection interface. At the top, there is a 'DATE' dropdown menu with a calendar icon, labeled '2'. Below it, there are four tabs: 'Settlements', 'Submissions', 'Adjustments and Chargebacks', and 'Transaction types'. The 'Submissions' tab is selected and highlighted with a red box. Below the tabs, there is a table with columns: 'PRICE', 'MERCHANT NUMBER', 'SUBMISSION AMOUNT', 'SUBMITTING LOCATION ID', 'TRANSACTION COUNT', 'SUBMISSION DATE', 'FEES AND INCENTIVES', and 'SUBMITTING LG'. The first row of data is visible.

This screenshot shows the download options dialog box. At the top, there is a 'DATE' dropdown menu with a calendar icon, labeled '3'. Below it, there are four tabs: 'Settlements', 'Submissions', 'Adjustments and Chargebacks', and 'Transaction types'. The 'Submissions' tab is selected and highlighted with a red box. Below the tabs, there is a table with columns: 'PRICE', 'MERCHANT NUMBER', 'SUBMISSION AMOUNT', 'SUBMITTING LOCATION ID', 'TRANSACTION COUNT', 'SUBMISSION DATE', 'FEES AND INCENTIVES', and 'SUBMITTING LG'. The first row of data is visible. A dialog box is open over the table, showing options for downloading. The dialog box has a title bar with a close button. Inside, there is a checkbox for 'Download with transaction detail' (labeled '4'), a dropdown for 'Select format' (labeled '5') with options '@CSV', 'OXLSX', 'PDF', and 'CSV (No Header)', and a 'Download' button (labeled '6').