



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



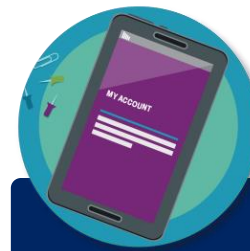
DISPUTES

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.



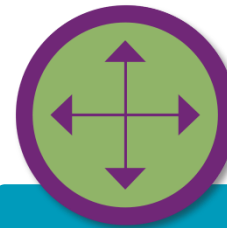
LOG IN



**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.

A screenshot of the American Express Merchant Home website. 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: Merchant Home, Manage Your Account, Streamline Payments, Attract Customers, Support, and Accept the Card. The main content area features a login form on the left with fields for User ID and Password, a Log In button, and links for Remember me, Forgot User ID or password, Register now, Change Password, View E-Statement, Respond to Inquiries, and More. To the right of the login form is a large banner with the text 'There's never been a better time to accept American Express.' and a Find out more button. The background of the banner shows a stylized city skyline with buildings.

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.

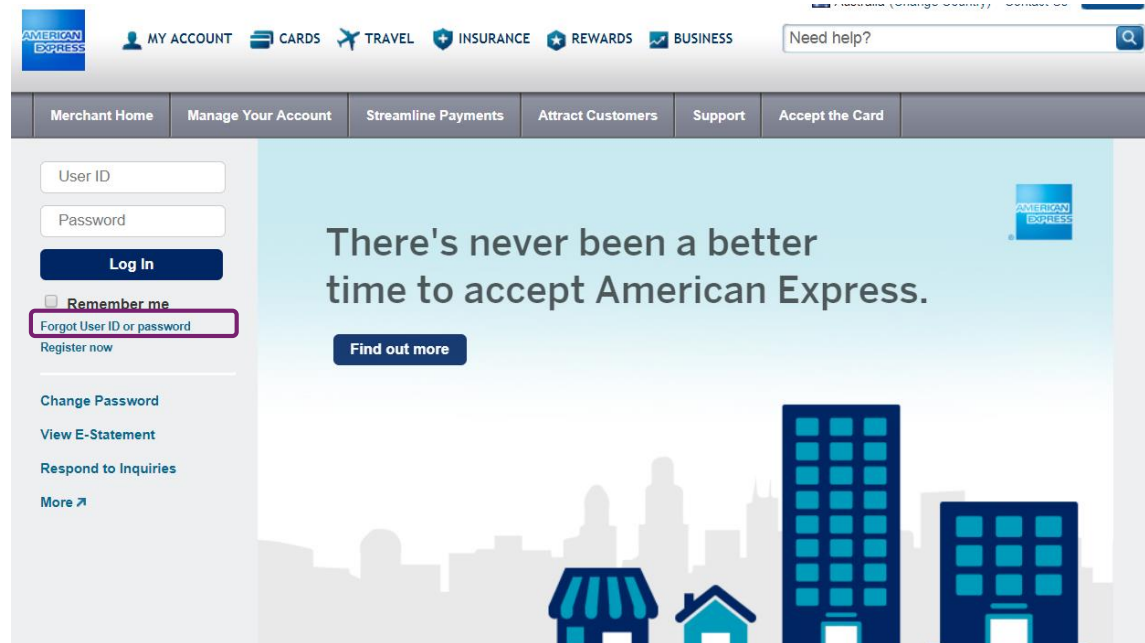
Forgotten your User ID?

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



The screenshot shows the American Express Merchant Home page. At the top, there's a navigation bar with links for MY ACCOUNT, CARDS, TRAVEL, INSURANCE, REWARDS, and BUSINESS. A search bar labeled 'Need help?' is on the right. Below this is a secondary navigation bar with links: Merchant Home, Manage Your Account, Streamline Payments, Attract Customers, Support, and Accept the Card. The main content area features a large blue 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 of the main area, there's 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 box. Below the login section are links for 'Change Password', 'View E-Statement', 'Respond to Inquiries', and 'More'. The background of the main area shows a stylized city skyline with buildings and a house.

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 links to Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, and User guides.
- Payments:** A section showing the submission amount (AUD \$62,252,523.86) and a breakdown of merchant fees and incentives. It includes filters for Last 7 days, Last 30 days, and Month to date.
- Disputes:** A table showing 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 American Express and a 'See all signs and supplies' button.

Numbered callouts (1-5) highlight specific features: 1. Notifications banner, 2. Menu, 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 several sections. The Notifications section is highlighted with a red box and contains the following items:

- 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 & Settings link and update your preference.
- 16/09/2017

Below the Notifications section, the Payments section shows a total of AUD \$62,252,523.86 settled in the last 7 days. The Disputes section shows 35 cases in the 'Take Action' status.

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 \$98.83
	15/07/17	9423853415	D-DD0404D →	AUD \$28.95
	15/07/17	9423853415	D-EE0405E →	AUD \$98.83
	15/07/17	9423853415	D-FF0406F →	AUD \$28.95

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. The top navigation bar includes links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. A notification bell indicates 3 new notifications out of 23 total. The main content area is divided into several sections:

- Payments:** Shows a summary of payments settled in the last 7 days (from 02/08/2017 to today) for AUD \$53,599,608.07. It also displays a table of payment amounts and incentives.
- Disputes:** Shows a table of disputes with columns for Take Action, Reply by, Submitting merchant, Case number, and Amount. A '35 Cases' badge is visible.
- Logos and Supplies:** Features a section for 'Featured products' with images of various items and a 'See all signs and supplies' button.

A 'Menu' sidebar is visible on the left, listing options like Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, and User guides. A 'Put Push' button is also present in the sidebar.

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.

Dashboard Payments Disputes Logos and Supplies Resources

MERCHANT123

You have 3 new notifications out of 23 total notifications

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 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

ANTIFRIZON BONNETS

See all signs and supplies

Walk Me Through

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.

Merchant123

Dashboard Payments Disputes Logos and Supplies Resources

You have 3 new notifications out of 23 total notifications

Payments E-statement See all payments

Settlements Pending

AUD \$53,599,608.07
settled in the last 7 days
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Last 7 days Last 30 days Month to date

Disputes See all disputes

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	Reply by	Submitting merchant	Case number	Amount
Take Action 35 Cases	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 \$295.00
	15/07/17	9423853415	D-FF0406F →	AUD \$475.00

See all 'Take action' disputes

Logos and Supplies

Featured products

See all signs and supplies

2 Walk Me Through

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. The top navigation bar includes links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. The main content area is divided into several sections:

- Payments:** Shows a balance of AUD \$53,599,608.07 settled in the last 7 days. It includes buttons for 'E-statement' and 'See all payments'.
- Disputes:** Shows a table of disputes with columns for 'Take Action', 'Closed', 'Reply by', 'Submitting merchant', 'Case number', and 'Amount'. A 'See all disputes' button is present.
- Logos and Supplies:** This section is highlighted with a red box. It features a 'Browse selection' button and a 'Featured products' section showing items like 'Push' and 'Signage'.

A sidebar on the left contains a 'Menu' with links for Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, and User guides. Below the menu is a section for 'Order logos and supplies' with a 'Browse selection' button.

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.

The screenshot shows the Merchant Menu interface for MERCHANT123. The top navigation bar includes links for Dashboard, Payments, Disputes, Attract Customers, and Resources. A notification banner indicates 3 new notifications out of 23 total. The left sidebar contains a 'Menu' section with links for Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, and User guides. Below this is a 'Put Push' section with a 'Browse selection' button. 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, with a breakdown of submission, discount, and fees. The Disputes section shows 35 cases in the 'Take Action' tab, with a table of case details. The Logos and Supplies section features a 'Featured products' area with images of signage and a 'See all signs and supplies' button.

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 \$-38.25

Disputes

35 Cases

Take Action	Reply by	Submitting merchant	Case number	Amount
	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

Logos and Supplies

Featured products

See all signs and supplies

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 components:

- 1**: Location and date filters (LOCATIONS: 0086/5096, DATE: 1/10/2017 - 31/10/2017)
- 2**: Payments overview header with navigation icons and E-STATEMENT link
- 3**: Payments summary table with expandable rows for Total submissions, Total charges, Total credits, Merchant fees, Tax amount, Fees & incentives, and Opening balance. The total settlement amount is AU\$235,890,522.99.
- 4**: Report menu with tabs for Settlements, Submissions, Adjustments and Chargebacks, and Transaction types.
- 5**: View report button for the Settlements table.

SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	MERCHANT FEE AMOUNT	FEES AND INCENTIVES	CHARGEBACKS	BANK SORT CODE	ADJUSTMENTS
27/10/2017		AU\$0.00	AU\$0.00	AU\$0.00	AU\$9.76	AU\$0.00	AU\$0.00	XXX002	AU\$0.00
27/10/2017	10016449	AU\$180.00	AU\$0.00	AU\$180.00	AU\$1.46	AU\$0.00	AU\$0.00	XXX002	AU\$0.00
27/10/2017		AU\$0.00	AU\$0.00	AU\$0.00	AU\$5.49	AU\$0.00	AU\$0.00	XXX002	AU\$0.00
27/10/2017		AU\$0.00	AU\$0.00	AU\$0.00	AU\$5.38	AU\$0.00	AU\$0.00	XXX002	AU\$0.00
27/10/2017	10012364	AU\$675,194.14	AU\$0.00	AU\$675,194.14	AU\$5,469.07	AU\$0.00	AU\$0.00	XXX000	AU\$0.00
27/10/2017	10012330	AU\$8,332,476.14	AU\$36,879.37	AU\$8,295,596.77	AU\$67,194.30	AU\$9.00	AU\$158.23	XXX000	AU\$0.00

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. At the top, there's a navigation bar with 'Dashboard', 'Payments', 'Disputes', 'Attract Customers', and 'Resources'. Below this, there's a search bar and a 'Payments overview' button. The main area has two date pickers: 'From: 1/8/2017' and 'To: 18/8/2017'. Below these are two calendar views for August 2017. The 'From' calendar shows the 1st as the selected date. The 'To' calendar shows the 18th as the selected date. Below the calendars are 'Cancel' and 'RESET' buttons. To the left of the calendars is a 'Quick links' section with links for 'Today', 'This Week', 'Last Week', 'Month to date', and 'Last month'. Below the date pickers is a summary table with columns for 'Settlements', 'Submissions', 'Adjustments and Chargebacks', and 'Transaction types'. The table shows the following data:

	Settlements	Submissions	Adjustments and Chargebacks	Transaction types
+ Total submissions		238,001,400.26		
+ Total charges		238,964,355.34		
+ Total credits		992,955.08		
+ Merchant Fees		1,927,955.87		
+ Tax amount		192,726.40		
+ Fees & incentives		195.00		
Opening balance		12,065.59		
Total settlement amount	AUS\$235,890,522.99			

Below the 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 'BANK'.

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.

The screenshot displays the 'Payments overview' page. At the top, there's a navigation bar with 'Dashboard', 'Payments', 'Disputes', 'Attract Customers', and 'Resources'. Below this, a tool bar includes options for 'Payments overview', a home icon, a user icon, a search icon, and an 'E-STATEMENT' button. The main content area shows a summary of transactions with expandable sections for 'Total submissions', 'Total charges', 'Total credits', 'Merchant Fees', 'Tax amount', 'Fees & incentives', and 'Opening balance'. A 'Total settlement amount' is displayed as AU\$235,890,522.99. Below this, there's a section for 'Pending' and 'Settlements'. The 'Settlements' section contains a table with columns for Settlement Date, Settlement Number, Total Charges, Credits, Submission Amount, Merchant Fee Amount, Fees and Incentives, Chargebacks, Bank Sort Code, and Adjustments.

+	SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	MERCHANT FEE AMOUNT	FEES AND INCENTIVES	CHARGEBACKS	BANK SORT CODE	ADJUSTMENTS
+	27/10/2017		AU\$0.00	AU\$0.00	AU\$0.00	-AU\$9.76	AU\$0.00	AU\$0.00	XXX002	AU\$0.00
+	27/10/2017	10016449	AU\$180.00	AU\$0.00	AU\$180.00	-AU\$1.46	AU\$0.00	AU\$0.00	XXX002	AU\$0.00
+	27/10/2017		AU\$0.00	AU\$0.00	AU\$0.00	-AU\$5.49	AU\$0.00	AU\$0.00	XXX002	AU\$0.00
+	27/10/2017		AU\$0.00	AU\$0.00	AU\$0.00	-AU\$5.38	AU\$0.00	AU\$0.00	XXX002	AU\$0.00
+	27/10/2017	10012364	AU\$675,194.14	AU\$0.00	AU\$675,194.14	-AU\$5,469.07	AU\$0.00	AU\$0.00	XXX000	AU\$0.00
+	27/10/2017	10012330	AU\$8,332,476.14	-AU\$36,879.37	AU\$8,295,596.77	-AU\$67,194.30	-AU\$9.00	-AU\$158.23	XXX000	AU\$0.00

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 \(0086/5096\)](#) [DATE \(1/10/2017 - 31/10/2017\)](#) [Payments overview](#) [E-STATEMENT](#)

+ Total submissions

+ Total charges

+ Total credits

+ Merchant Fees

+ Tax amount

+ Fees & incentives

Opening balance

AUS\$238,011,400.26

AUS\$238,964,355.34

AUS\$952,955.08

AUS\$1,927,955.87

AUS\$192,726.40

AUS\$195.00

AUS\$2,065.59

+ Expand all

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\$9.76	AUS\$0.00	AUS\$0.00	XXX002	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	XXX002	AUS\$0.00
+	27/10/2017		AUS\$0.00	AUS\$0.00	AUS\$0.00	AUS\$5.49	AUS\$0.00	AUS\$0.00	XXX002	AUS\$0.00
+	27/10/2017		AUS\$0.00	AUS\$0.00	AUS\$0.00	AUS\$5.38	AUS\$0.00	AUS\$0.00	XXX002	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	XXX000	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	XXX000	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.

Click here to view a new user guide

LOCATIONS (0086/5096) 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 9.76	AUS 0.00	AUS 0.00	XXX002	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	XXX002	AUS 0.00
+	27/10/2017		AUS 0.00	AUS 0.00	AUS 0.00	-AUS 5.49	AUS 0.00	AUS 0.00	XXX002	AUS 0.00
+	27/10/2017		AUS 0.00	AUS 0.00	AUS 0.00	-AUS 5.38	AUS 0.00	AUS 0.00	XXX002	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	XXX000	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	XXX000	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.

Click here to view a new user guide

LOCATIONS (5096/5096) DATE (1/10/2017 - 31/10/2017) Payments overview E-STATEMENT

Settlements	Submissions	Adjustments and Chargebacks	Transaction types
-------------	-------------	-----------------------------	-------------------

Total settlement amount AU\$235,890,522.99

+ Pending

- Settlements

+	SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	MERCHANT FEE AMOUNT	FEES AND INCENT
-	27/10/2017		AU\$0.00	AU\$0.00	AU\$0.00		AU\$9.76

Submissions

SUBMISSION DATE	SOC INVOICE	SUBMITTING MERCHANT NUMBER	MERCHANT FEES	FEES AND INCENTIVES	TOTAL CHARGES	CREDITS	TRANSACTION COUNT	SUBMITTING LOCATION ID	SUBMISSION AMOUNT	TAX AMOUNT
26/10/2017	171026	9790	AU\$0.49	AU\$0.00	AU\$0.00	AU\$0.00	1	2020	AU\$0.00	AU\$0.05
25/10/2017	171025	9790	AU\$1.21	AU\$0.00	AU\$0.00	AU\$0.00	3	2020	AU\$0.00	AU\$0.12

+	27/10/2017	10016449		AU\$180.00	AU\$0.00		AU\$180.00			AU\$1.46
+	27/10/2017			AU\$0.00	AU\$0.00		AU\$0.00			AU\$5.49
+	27/10/2017			AU\$0.00	AU\$0.00		AU\$0.00			AU\$5.38

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 displays the 'Payments overview' page. At the top, there's a navigation bar with links to Dashboard, Payments, Disputes, Attract Customers, and Resources. Below this, a summary section shows 'LOCATIONS (2/2)' and 'DATE (18/2017 - 18/9/2017)'. A table lists various payment metrics: Total submissions, Total charges, Total credits, Merchant Fees, Tax amount, Fees & incentives, and Opening balance. A 'Total settlement amount' is highlighted with a red circle and a plus sign icon. Below this, a 'Pending' section is visible. A modal window is open, allowing users to customise the report columns. The modal contains a list of fields with checkboxes and a plus sign icon for each, indicating they can be added or removed from the report. The fields 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.

SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DISCOUNT AMOUNT	FEES AND INCENTIVES	DBA NAME	CHARGEBACKS	BANK SORT CODE	ADJUSTMENTS
10/8/2017	4721017697	£484.10	£77.26	£406.86	£4.47	£0.00	MAJESTIC CARS (UK) LIMITED	£0.00	Y00861	£0.00

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.

[illegible]

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.

Submissions Report

☐ Include Transactions

Merchant no.

Select format ☒ CSV ☐ XLSX

Cancel RESET Download

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 6.04
27/10/2017		AUD 0.00	AUD 0.00	AUD 0.00	AUD 5.38	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 9.00	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 displays the Payments dashboard with a search modal open. The modal allows filtering by date, amount, and settlement number. The background shows a summary of payments and a detailed table of transactions.

Summary:

- Total submissions: 1,154
- Total charges: 238,964.14
- Total credits: 192,192.14
- Merchant Fees: 192,192.14
- Tax amount: 192,192.14
- Fees & Incentives: 192,192.14
- Opening balance: 192,192.14
- Total settlement amount:** 235,890,522

Search Modal:

- Search within: Settlements
- Date: Starts 1/10/2017, Ends 31/10/2017
- Amount: From, To
- Settlement number:
- Buttons: Cancel, RESET, Search

#	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	AUS178.39
+	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	AUS8,332,476.14	AUS96,879.37	AUS8,235,596.77	AUS67,194.30	AUS9.00	AUS158.23	XXX000	AUS0.00	AUS8,221,676.64

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 interface. At the top, there is a navigation bar with links: Dashboard, Payments, Disputes, Attract Customers, and Resources. Below the navigation bar, there is a section for filters and tools. Callout 1 points to the 'TAKE ACTION' dropdown menu. Callout 2 points to the 'ADJUSTMENTS' dropdown menu. Callout 3 points to the 'Respond' button. Callout 4 points to the 'Summary report' button. The main area displays 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. The table contains 15 rows of dispute data.

	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"/>	I142590TST	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"/>	I198430TST	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 1170.00	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"/>	I588980TST	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

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.

The screenshot shows a web application interface for managing disputes. At the top is a navigation bar with links: Dashboard, Payments, Disputes, Attract Customers, and Resources. Below this is a filter section with a purple border. It includes dropdowns for 'TAKE ACTION' (set to 2992), 'RESPONDED' (set to 53), 'CLOSED' (set to 76870), and 'ADJUSTMENTS' (set to 5). There are also radio buttons for 'All', 'Unviewed', 'Viewed', 'All', 'Chargebacks', 'Inquiries', and 'Case Updates'. A button labeled 'How to respond to a dispute' is also present. Below the filter section is a table with three main columns: 'Agree to Full Refund', 'Respond', and 'Respond offline'. The 'Respond' column is active, showing a list of 20 dispute cases. Each row in the table contains a checkbox, a case number, status, date received, reply by, date left, reason and code, dispute type, case type, amount, and card number at transaction.

	CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DATE 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	700372XXXXXX00001003
<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	700832XXXXXX00001007
<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	700612XXXXXX00001001
<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	700552XXXXXX00001002
<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	700602XXXXXX00001006
<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	700252XXXXXX00001006
<input type="checkbox"/>	1398916TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 51,710.00	700542XXXXXX00001008
<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	700142XXXXXX00001008
<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	700432XXXXXX00001000
<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	700872XXXXXX00001006
<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	700902XXXXXX00001003
<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	700712XXXXXX00001005
<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	700462XXXXXX00001000
<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	700372XXXXXX00001002
<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	700282XXXXXX00001000

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.

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 Disputes section has a sidebar with icons for Home, Disputes, Payments, and Reports. The main content area shows a list of disputes with columns for Case Number, Status, Date Received, Reply By, Date Left, Reason and Code, Dispute Type, Case Type, Amount, and Card Number at Transaction. A modal window is open on the right, showing options to download reports in CSV, XLS, or XLSX format. The list of disputes includes details such as Case Number, Status, Date Received, Reply By, Date Left, Reason and Code, Dispute Type, Case Type, Amount, and Card Number at Transaction.

CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DATE LEFT	REASON AND CODE	DISPUTE TYPE	CASE TYPE	AMOUNT	CARD NUMBER AT TRANSACTION
1073869TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 159.40	700372XXXXXXX1003
1142590TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 198.83	700832XXXXXXX1007
1198430TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 128.95	700612XXXXXXX1001
1243607TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1285.00	700552XXXXXXX1002
1296778TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700802XXXXXXX1006
1329074TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700522XXXXXXX1006
1308916TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 11710.00	700542XXXXXXX1008
1448870TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700142XXXXXXX1008
1494126TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 143.49	700432XXXXXXX1000
1542064TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700872XXXXXXX1006
158890TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700802XXXXXXX1003
1653508TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 1475.00	700712XXXXXXX1005
1779129TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 159.40	700462XXXXXXX1000
1840179TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 198.83	700372XXXXXXX1002
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



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 buttons: 'Agree to Full Refund', 'Respond' (highlighted with a red border), and 'Respond offline'. Below these buttons, the 'Respond' section is expanded, showing a form with a text input field (containing '0'), a currency selector (set to '\$'), and a percentage selector (set to '%'). There are also buttons for 'Select a reason' and 'Select a comment', and a text area for 'Additional comments'. To the right of the form, there is a section titled 'Add attachments' with a warning message and a list of requirements for attachments. At the bottom of the form, there is 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



Summary Report

This gives you a full list of all Card Members disputes and can be customised based on your preferences.

	CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DATE 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	700372XXXXXX00000001003
<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	700832XXXXXX00000001007
<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	700812XXXXXX00000001001
<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	700552XXXXXX00000001002
<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	700802XXXXXX00000001006
<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	700252XXXXXX00000001006
<input type="checkbox"/>	1398916TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	AUD 11710.00	700542XXXXXX00000001008
<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	700142XXXXXX00000001008
<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	700432XXXXXX00000001000
<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	700872XXXXXX00000001006
<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	700902XXXXXX00000001003
<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	700712XXXXXX00000001005
<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	700462XXXXXX00000001000
<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	700372XXXXXX00000001002
<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	700282XXXXXX00000001000

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 a web application for managing disputes. The top navigation bar includes links for Dashboard, Payments, Disputes, Attract Customers, and Resources. Below this, a filter bar shows 'LOCATIONS (11/11)', 'DATE', and a table with columns for TAKE ACTION, RESPONDED, CLOSED, and ADJUSTMENTS. A dropdown menu for 'How to respond to a dispute' is open, showing options like 'Agree to Full Refund', 'Respond', and 'Respond offline'. The main content area shows a table of dispute cases. The selected case, '1073869TST', is expanded to show details. The 'Dispute details' section includes a description of the dispute, the disputed amount (\$203.00), and the chargeback amount (\$267.00). The 'What you can do' section provides instructions on how to respond to the dispute, and the 'What will happen' section explains the next steps. A 'Print Preview' button is visible in the top right corner of the case detail view.

CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DAYS LEFT	REASON AND CODE	DISPUTE TYPE	CASE TYPE	AMOUNT	CARD NUMBER AT TRANSACTION
1073869TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$203.00	700372XXXXXXX1003

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 \$267.00
Transaction amount \$267.00

Card Member Rahul 3013DATA SETUP_JOB
Tracking number N/A
Card Number 700372XXXXXXX1003
Case type SEDIS

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 tab labeled 'How to respond to a dispute' is active, showing three buttons: 'Agree to Full Refund', 'Respond' (highlighted with a red box), and 'Respond offline'. The 'Respond' section contains a form with a '0' in a text 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 Authorisation 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: '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 are 'Cancel', 'Enter initials to verify this information', and 'Submit' buttons.

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 shows the 'Disputes' section of a dashboard. At the top, there's a navigation bar with 'Dashboard', 'Payments', 'Disputes', 'Attract Customers', and 'Resources'. Below this, there's a filter bar with 'LOCATIONS (11/11)', 'DATE', and 'TAKE ACTION 2992'. A table of disputes is displayed with columns: CASE NUMBER, STATUS, DATE RECEIVED, REPLY BY, DAYS LEFT, and REASON AND CODE. A modal window titled 'Download reports' is open, showing options for 'Group by' (Win/Loss), 'Detail level' (Summary/Detailed), 'Status' (All), 'Dispute Type' (All Dispute Types), 'Locations' (All locations), 'Dates' (All dates), 'Records' (No Results), and 'Report format' (CSV, XLS, XLSX). A 'Download reports' button is at the bottom of the modal.

CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DAYS LEFT	REASON AND CODE
I073869TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I142590TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I198430TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I243607TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I296778TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I329074TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I398916TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I448870TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I494126TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I542064TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I588980TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I653508TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I779129TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I840179TST	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

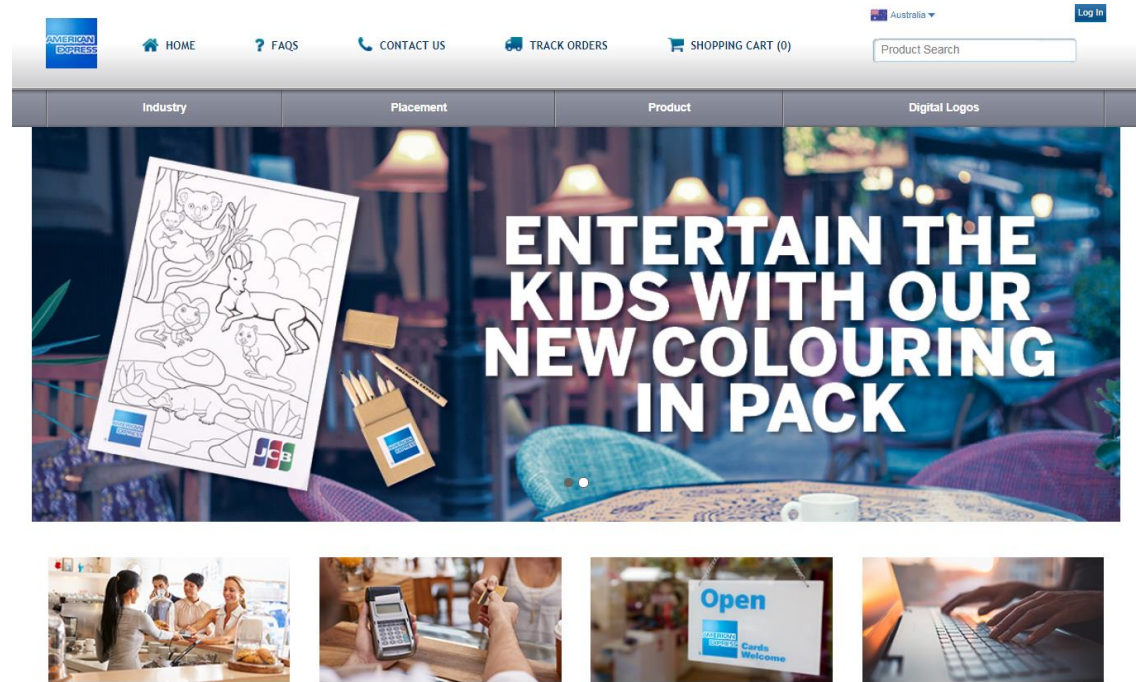


Logos and Supplies

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)

The screenshot shows a merchant dashboard with a blue header. The header contains navigation links: Dashboard, Payments, Disputes, Logos and Supplies, and Resources. On the right side of the header, there is an envelope icon and a user profile icon, which is highlighted with a red square. Below the header, there is a row of tabs: Merchant Home, Manage Your Account, Streamline Payments, Attract Customers, Get Support, and Accept the Card. Below the tabs, there is a link to 'Download Account User Management user guide'. The main content area shows the merchant's name 'MERCHANT123' and a 'TERMS OF USE' link. On the left side of the main content area, there is a sidebar with a list of links: ACCOUNT SUMMARY, CHANGE PASSWORD (highlighted with a dark background), CONTACT INFORMATION, NOTIFICATION, MARKETING & SURVEY EMAIL PREFERENCES, and MANAGE LOCATIONS. On the right side of the main content area, there is a 'CHANGE PASSWORD' section with a password input field and a 'SEE DETAILS' link. Below the 'CHANGE PASSWORD' section, there is an 'EDIT' link.

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)

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

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 >

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 \$-438,091.74
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

35

Walk Me Through

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

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

Chat with us

What is the primary reason for chatting today? *

✓ Choose item from the list

Update/change my bank account details

Cancel my merchant account or a branch

Assistance with the Merchant Services website

Discuss a dispute inquiry or documentation request

Question a chargeback to my account

Inquire about fees or discount rate

Check or update account information (Name, address change, etc...)

Request Supplies, Equipment, or Promotional materials (logos, decals, Welcome Kit, etc...)

Check the status of a submission or discuss a payment issue (not received, on hold, incorrect, etc...)

Assistance with reconciling my account /statement

Request a copy of statement or invoice

Report fraudulent activity on my account

Setup a branch or add a new location

Report an issue with Point of Sale (POS) electronic terminal

Other (please specify):

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

EMAIL

LIVE CHAT

INTERACTIVE
WALKME ASSISTANT

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 bell indicates 3 new notifications out of 23 total. 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, and filters for Last 7 days, Last 30 days, and Month to date.
- Disputes:** A section showing a table of disputes with columns for Take Action, Reply by, Submitting merchant, Case number, and Amount. A '35' badge is visible next to the 'Take Action' header.

On the right side of the dashboard, there is a vertical button labeled '? Walk Me Through'.



Congratulations!

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

LOG IN

