MERCHANT PAYMENTS AND RECONCILIATION



Frequently Asked Questions

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Frequently Asked Questions

Q1: What's the easiest way for me to manage my account?

- Sign up to our Online Merchants Services (OMS) which is the American Express Merchant website to manage your account quickly and securely online. Visit www.americanexpress.com.hk/omshome
- OMS allows you to see your payments on line, to download your monthly statement free of charge and maintain your email address and contact details.

Q2: How much will I get paid?

- American Express will pay you the net value of each transaction.
- The net value is the gross value minus any deductions such as the Merchant Fee (as per your contract).
- By paying you in this way we won't need to make any deductions at the end of each month.
- If you carried an outstanding debt forward from a previous period, American Express will offset this prior to settlement.

Q3: When will I receive payment?

Once you've submitted your transaction, the number of working days before you receive payment will depend on your individual payment plan. Please refer to your terms and conditions for details.

To avoid any delay in receiving your payment, please refer to the following guidelines:

- · Transactions submitted after 11.50pm will not be processed until the following working day.
- Transactions submitted on non-working days such as Bank Holidays or Weekends will
 not be processed until the following working day.
 Please remember to call us if you wish to change your bank account details.
- . If your DOS terminal requires manual reconciliation, places encure this is
- If your P.O.S terminal requires manual reconciliation, please ensure this is completed correctly otherwise payment may be subject to delay.

If you use a 3rd party submission agent and have experienced an unexpected delay in receiving your payment, please check with your agent prior to contacting American Express. Any delay associated with your agent may impact when you receive your payment.

Q4: Why is my account in debit?

There are three possible reasons why your account with us may show a debit:

- If you have issued a refund to an American Express Cardmember.
- If a dispute is upheld against you and the Cardmember is refunded. All such transactions will appear on your statement with a unique reference number. Should you wish to discuss any dispute please call us on 2277 2277 with your statement to hand.
- If the value of any deductions or refunds are greater than the value of sales in your submission of American Express transactions

Q5: What should I do if my account is in debit?

- If you submit transactions of sufficient value to American Express, no action is necessary. The outstanding amount will simply be deducted from the next payment we make to you.
- Alternatively, if you want to clear your account by making a payment to American Express, please use one of the following methods:

Electronic Funds Transfer

Please contact our Merchant Services Hotline on 2277 2277 and we will be happy to provide you with the details to enable you to make the electronic transfer of funds owing.

Cheque

Please make it payable to: American Express International, Inc.

Then send it to: American Express International, Inc.

Merchant Control Unit 18/F, 12 Taikoo Wan Road.

Taikoo Shing, Hong Kong

Please ensure that your American Express 10 digit merchant number is written on the back of the cheque in order for us to identify your merchant account.

Transfer

The outstanding amount to one of your American Express Merchant Accounts that have submissions to offset the outstanding amount. To apply for this arrangement, you will need to write in with your consent and fax it to us: 2277 1168

Contact Us

Save yourself time by keeping the following number to hand.

American Express Merchant Services Hotline: 2277 2277

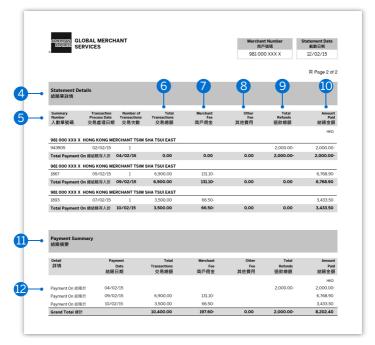
How to Read Your Statement

- Payee Number: This is your American Express Merchant number along with the name of your business
- Credit Amount: Amount of credits (e.g. goods returned or cancelled services) that are being deducted during the statement period
- Grand Total: Total transactions submitted minus any refunds, fees and charges. This is the total amount paid to you



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- **4. Statement Details:** Payments made to you for the statement period will be detailed here by branch if you are a chain
- 5. Summary Number: The daily reference number for each batch of transactions submitted to us
- 6. Total Transactions: Total value of transactions you have processed
- Merchant Fee: The amount charged for each submission based on your Merchant Fee rate
- 8. Other Fee: Any fees we charged you
- 9. Total Refunds: The sum of any refunds you have processed
- 10. Amount Paid: The amount we pay you after all deductions
- 11. Payment Summary: A summary of the payments received during your statement period
- 12. Payment On: The date on which your account will be credited



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You can now manage your account online easily and efficiently. Please visit **www.americanexpress.com.hk/oms** to enroll now.

If you have any questions relating to your new statement, please call us at 2277 2277. Please have your Merchant number on hand.