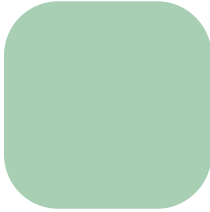


View Payments

User Guide



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Getting Started

To get the most out of Online Merchant Services (OMS) – and enjoy safe, secure, around the clock access to your account information 365 days a year – take a look at this guide.

Advantages

OMS has many advantages over traditional paper statements. You can:

- Access updated account information whenever you want, instead of just seeing it when it is sent to you.
- Estimate when and how much you will be paid using View Pending Submissions and View Payments between statements.
- See more detail on individual transactions than you can from paper statements.
- Verify that your submission was received.
- View and print a paper record of your statements for the past 13 months.
- Streamline your search results by specific criteria such as payments, submissions, adjustments, among others, or by date range.
- Export and download financial information directly to your PC, and use popular spreadsheet applications to analyse your data.

To get to know Online Merchant Services – and how you can benefit from secure, round the clock access to your account information – make this user guide your first point of reference.

First time log in

Once enrolled in Payments, you can access your online account 24 hours a day.

- 1 Go to www.americanexpress.com.hk/omshome.
- 2 Enter your **User ID** and **Password**.
- 3 Click **Go**.

The screenshot shows the American Express Online Merchant Services (OMS) login page. At the top left, there is a small 'POWER RANK' logo. The main header reads 'American Express'. Below the header, the question 'Do you already have a User ID and Password?' is displayed. There are two main paths: 'Yes' and 'No'. The 'Yes' path, which is highlighted with a blue border, leads to a form titled 'Enter User ID & Password'. This form contains fields for 'User ID' and 'Password', a 'Go' button, and a link for 'Forgotten your Password?'. The 'No' path leads to a box titled 'I need to create a User ID and Password' with a 'Go' button. Numbered callouts are present: '1' points to the top left corner of the page, '2' points to the 'Password' input field, and '3' points to the 'Go' button in the 'Yes' path.

4 The first time you log in to OMS you will be required to choose a new password.

- Enter your temporary password. Press **TAB**.
- Enter a new password. Your password must contain 6 – 8 characters, at least one letter and one number, and no special characters as noted on the screen. Press **TAB**.
- Enter your new password again.

5 Click **Submit**.

6 Click **Continue** to return to the OMS home page.

For security purposes, always log out when you have completed viewing the site. To exit, click the **Log Out** link located at the top-right corner of each page. Automatic log out occurs after 20 minutes if there is no user activity on the site.

Account main

The first page to appear in OMS is the Account Main, also known as the home page. It is the launching pad to the OMS services enrolled under your User ID. You can start viewing your financial statements, searching payments, submissions and adjustments, etc., and updating your account information directly from this page.

American Express

ONLINE MERCHANT SERVICES HOME : Welcome

A A SPECIAL MESSAGE FOR MERCHANTS
Welcome to the Improved Online Merchant Services website. It can be accessed from the right hand menu system within the relevant dedicated sections for Payments and Account Information.

ACCOUNT INFORMATION

Access and edit account related information by clicking on the links to the right.

B Account Information Promotional Links

- Update your email contact information
- Change your password
- Change Service Selections
- View Terms & Conditions for Online Merchant Services
- Enterprise Incident Response Program
- Login to Automated Batch Submissions

PAYMENTS

You are not enrolled to view your payments online.

DISPUTES

NEW DISPUTES	10	for 50,000
URGENT DISPUTES	0	for 0
CASE UPDATES	52	for 260,000
CHARGEBACKS	58	for 1,227,930,321,942.42

SEARCH DISPUTES

Search Disputes

Cardmember Number

SEARCH HELP

- All Open Disputes
- New Disputes
- Urgent Disputes
- Case Updates
- Chargebacks

By reading this guide, you will learn that you can do more than just view your electronic statements. Although your home page may differ slightly from the example shown above, this guide covers all the features that may be available to you from the Payments and Account Information portion of the screen.

Note: Payment information is only available for accounts that receive payments (settlements) from American Express. For those accounts that submit transactions to American Express, and are not set up as payees, you can only view the submission information.

- A** The special message layer will advise you of any enhancements to OMS. If applicable, use the navigation bar to see the next or previous announcement.
- B** Quick links enable you to access the information you need directly from the home page.

View Your Statements

Payment Information

Viewing your payment information online makes it easier to reconcile your financials by providing the flexibility to choose the time period that matches your bank statement. If you receive payments for any affiliated locations, then they will also be included in the statement. You can drill down and list the individual transactions for each batch submitted, and view a summary of pricing associated with each payment deposited in your bank account by American Express.

Note: Payment Information is only available to payee accounts enrolled in OMS.

From the home page, click **See your payment information** in the Payments box.

If you have multiple payee locations enrolled, a criteria selection page appears. From here, you can streamline your results by choosing a date range for one or more locations.

VIEW STATEMENTS - CHOOSE STATEMENT CRITERIA

MY COMPANY - ACCOUNT NO. 1234567890

Select Date Range

Select Timeframe OR Use Custom Dates: (Please select a date range of up to 35 days to view.)

1 Current Month 1 Start Date 01/08/2009 End Date 31/08/2009 2

Select Accounts

Please select the account and locations(s) you would like to view.

3 ☐ 1234567890 MY COMPANY

☐ 1234567891 MY COMPANY LEVEL 1

☐ 1234567892 MY COMPANY LEVEL 2

☐ 1234567893 MY COMPANY LEVEL 3

☐ 1234444444 MY COMPANY LEVEL 4

☐ 1235555555 MY COMPANY LEVEL 5

☐ 1236666666 MY COMPANY LEVEL 6

☐ 1237777777 MY COMPANY LEVEL 9

☐ 1238888888 MY COMPANY LEVEL 10

☐ 1239999999 MY COMPANY LEVEL 11

4 **VIEW STATEMENT**

MY COMPANY - ACCOUNT NO. 1234567890

Select a Date: previous month

September 2009

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5		
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

October 2009

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

next month

- 1 Select a predefined timeframe. You may choose Current Month, Current Week, Last Month, Last Week or Today.
- 2 Rather than choosing a predefined timeframe, you may select a custom date range. Choose to view your data in 35-day increments, as far back as 13 months. Use the calendar icons to select Start and End dates. From each of the calendars, choose **previous month** to move back a month, and **next month** to move forward a month.
- 3 Select the account and location(s) you would like to view. Click ☐ to expand the list.
- 4 Click **View Statement**. The Statement of Direct Credit Payments appears.

American Express

STATEMENT OF DIRECT CREDIT PAYMENTS

MY COMPANY - ACCOUNT NO. 1234567890 J Account Main | Choose Statement Criteria | Help

Select Date Range

Select Timeframe ☐ OR Use Custom Dates: (Please select a date range of up to 35 days to view.)

Current Month A Start Date 01/09/2009 B End Date 30/09/2009 CHANGE DATES

C [Printer Friendly Version](#) | D [Export](#) Generated: 19 September, 2009 at 02:37:43 AEST

< Previous Location 1234567890 - MY COMPANY E Next Location >

Payments: 1-7 of 7 F < Previous | Next >

Payee Location: 123 456 789 0 MY COMPANY Settlement Address: LEVEL 2 - MAIN BUILDING
123 ANY STREET
TSM/SHATSUI KLN

Bank Sort Code: 123-004 Settlement Account#: 123456789

DETAILS	SUBMISSION DATE	NUMBER OF TRANSACTIONS	GROSS AMOUNT	GROSS DEBIT AMOUNT	GROSS CREDIT AMOUNT	DISCOUNT AMOUNT	FEE AMOUNT	NET AMOUNT	TOTAL BANKED
123 456 789 0 MY COMPANY Location Id:									
SOC 090901	01/09/2009	G 2	2,687.00	2,687.00	0.00	53.74-	0.00	H 2,633.26	
TOTAL		2	2,687.00	2,687.00	0.00	53.74-	0.00	2,633.26	2,633.26
I TRANSACTIONS PAID ON 02/09/2009 2 2,687.00 2,687.00 0.00 53.74- 0.00 2,633.26 2,633.26									
123 456 789 0 MY COMPANY Location Id:									
SOC 090905	05/09/2009	1	3,606.00	3,606.00	0.00	72.12-	0.00	3,533.88	
TOTAL		1	3,606.00	3,606.00	0.00	72.12-	0.00	3,533.88	3,533.88
TRANSACTIONS PAID ON 06/09/2009 1 3,606.00 3,606.00 0.00 72.12- 0.00 3,533.88 3,533.88									

- A** Select Timeframe – Select a predefined timeframe. Choose Current Month, Current Week, Last Month, Last Week or Today.
- B** Use Custom Dates – Rather than choosing a predefined timeframe, you may select a custom date range. Once selected, click the **Change Dates** button.
- C** To print your statement, select the **Printer Friendly Version** link. The statement previews on the screen. (See page 11.)
- D** If you prefer to analyse your statement using Microsoft® Excel® or your own accounting software, select the **Export** link. (See page 8.)
- E** If managing multiple payee locations, click the selection arrow and choose the location that you want to view. The information on the page will update automatically.
- F** Most statements range over multiple pages. To view cases not currently in view, click **< Previous** or **Next >**.
- G** Number of Transactions – Displays the number of transactions within the submission. To list the individual transactions, click the link. (See page 6.)
- H** Net Amount – Displays the actual amount of the payment after all deductions and other adjustments have been processed. To view the Pricing Summary at the submission and payment level, click the link. (See page 6.)
- I** Displays the date the transactions were paid. Click the link to view a payment summary breakout by transaction type: Submissions, Chargebacks, Adjustments and Other Fees. (See page 7.)
- J** From the navigation bar, choose from the following links:


- Account Main – Return to the home page. Throughout the site, you will notice that this link identifies where you originally navigated from. Just click the link to return back.
- Choose Statement Criteria – Streamline your results.
- Help – Provides assistance with the information currently displayed. This feature is available throughout the site.

Note: You may save your payment information as a HTML file. While viewing the on-screen version of the file, select "Save As" which is located in the "File" option of your Web Browser Menu. Type in the File Name you wish to save the file under, and select Web page (*.htm, *.html) as the format.

Transaction details

To display the transaction details associated with each submission, click the link in the Number of Transactions column of the payment statement shown on page 5.

The Transaction Details provides detailed information about each individual transaction within the overall submission. For each transaction, the gross amount is provided so that you can reconcile back to the amounts you submitted to American Express.

 American Express				
GET STARTED...	VIEW TRANSACTION DETAILS			
Account Main	MY COMPANY - ACCOUNT NO. 1234567890 View Statement Help			
PAYMENTS	Transactions 1-2 of 2 < Previous Next >			
View Statements	Transaction Date	Reference (ROC, TKT, CPC)	Cardmember Number	Transaction Amount
Export Reports	01/09/2009	015897	**** * 2 2222	1,500.00
	01/09/2009	013520	**** * 3 3333	1,187.00
SUBMISSIONS	Transactions 1-2 of 2 < Previous Next >			
View Pending Submissions	MY COMPANY - ACCOUNT NO. 1234567890 View Statement Help			

Note: When there are multiple entries listed, you may click a column heading (displayed in blue), and sort the records in ascending or descending order.

Pricing summary

To display an individual Pricing Summary associated with each submission, click the link in the Net Amount column of the payment statement shown on page 5.



VIEW PRICING SUMMARY							
MY COMPANY - ACCOUNT NO. 1234567890							
Pricing Summary	No of Charges	Gross Amount	Gross Debit Amount	Gross Credit Amount	Discount Fee	Service Fee	Net Amount
1234567890 MY COMPANY							
Total Card	2	2,687.00	2,687.00	0.00	53.74-	0.00	2,633.26
Total Amount	2	2,687.00	2,687.00	0.00	53.74-	0.00	2,633.26

Payment summary

To display a payment summary breakout by transaction type, click **Transactions Paid on <date>** link located on the payment statement shown on page 5.

- 1 From the View Payment summary, click the **Submissions** link to see the Submissions Summary.

Note: If Chargebacks, Adjustments and Other Fees are included in the summary, you can drill down to see the reason for each transaction type.

**American Express** 

GET STARTED...

Account Main

PAYMENTS

View Statements

Export Reports

SUBMISSIONS

View Pending Submissions

View Processed Submissions

View Location Summary Report

SEARCH

Search

ACCOUNT INFORMATION

VIEW PAYMENT SUMMARY

MY COMPANY - ACCOUNT NO. 1234567890 [View Payment Statement](#) | [Help](#)

Date: 02/09/2009

	Gross Amount	Gross Debit Amount	Gross Credit Amount	Discount Amount	Fee Amount	Net Amount
Submissions 1	2,687.00	2,687.00	0.00	53.74-	0.00	2,633.26
Chargebacks						
Adjustments						
Other Fees						
Total Amount	2,687.00	2,687.00	0.00	53.74-	0.00	2,633.26
Payment Amount						2,633.26

Pricing Summary	No of Charges	Gross Amount	Gross Debit Amount	Gross Credit Amount	Discount Fee	Service Fee	Net Amount
Total Card	2	2,687.00	2,687.00	0.00	53.74-	0.00	2,633.26
Total Amount	2	2,687.00	2,687.00	0.00	53.74-	0.00	2,633.26

MY COMPANY - ACCOUNT NO. 1234567890 [View Payment Statement](#) | [Help](#)

SUBMISSIONS SUMMARY

MY COMPANY - ACCOUNT NO. 1234567890 [Payment Summary](#) | [Help](#)

Submissions 1-1 of 1 [< Previous](#) | [Next >](#)

Summary Number	Submission Date	Process Date	Gross Amount	Gross Debit Amount	Gross Credit Amount	Discount Amount	Fee Amount	Net Amount	Number of Transactions
1234 A 90 MY COMPANY									B
000000	01/09/2009	01/09/2009	2,687.00	2,687.00	0.00	53.74-	0.00	2,633.26	2

Click on 'Number of Transactions' to view detailed charge information 

Submissions 1-1 of 1 [< Previous](#) | [Next >](#)

MY COMPANY - ACCOUNT NO. 1234567890 [Payment Summary](#) | [Help](#)

From the Submissions Summary, you drill down to see the following:

- A View the Pricing Summary. (See page 6.)
- B View the Transaction Details. (See page 6.)

Export Reports

The Export Reports feature allows you to download your payment data to your PC for use with your spreadsheet or financial management application. There are three file formats to choose from; each will be outlined in this topic.

Note: This feature is only available for payee accounts enrolled in OMS.

From the home page, or the left navigation menu, click **Export Reports**.

If you have multiple payee locations enrolled, a criteria selection page appears. From here, you can streamline your results by choosing a date range for one or more locations.

1 Select a predefined timeframe. You may choose Current Month, Current Week, Last Month, Last Week or Today.

2 Rather than choosing a predefined timeframe, you may select a custom date range. Choose to view your data in 35-day increments, as far back as 13 months. Use the calendar icons to select Start and End dates. From each of the calendars, choose **previous month** to move back a month, and **next month** to move forward a month.

3 Select the account and location(s) you would like to view. Click ☐ to expand the list.

4 Click **View Export Reports**. The exporting instructions appear.

GET STARTED...

Account Main

PAYMENTS

View Statements

Export Reports

SUBMISSIONS

View Pending Submissions

View Processed Submissions

View Location Summary Report

SEARCH

Search

ACCOUNT INFORMATION

Update Your Email Contact Information

Change Service Selections

View Terms & Conditions

HELP

FAQs For Payments

EXPORTING INSTRUCTIONS

EXPORTING OPTIONS [Choose Export Reports Criteria](#) | [File Format Help](#)

Select Date Range

Select Timeframe OR Use Custom Dates: (Please select a date range of up to 35 days to view.)

Current Month **1** Start Date 01/09/2009 **2** End Date 30/09/2009

< Previous Location 1234567890 - MY COMPANY **3** Next Location >

4 ☒ File with Headers Format

☐ Statement Layout (comma delimited)

☐ Detailed Layout without headers [Maximum Date Range: 7 days, Default Date Range: 1 day]

EXPORTING INSTRUCTIONS [Help](#)

You may want to print these instructions for reference before continuing

You have selected to **EXPORT** your data into a workable file format. After reading these instructions, click the **CONTINUE** button at the bottom of the screen and continue with the **EXPORTING** process.

When you click the **CONTINUE** button at the bottom of this page, a selection screen will appear. You will be given two options:

"OPEN IT"
If this option is selected, your browser will attempt to open the export file into the associated financial management or spreadsheet software. (The file association is set by your financial management or spreadsheet software in Windows.)

"SAVE IT TO DISK"
If this option is selected, your browser will bring up a 'file save' menu and allow you to save to an area of your choice for future use. This allows for the manual opening of the file through your financial management or spreadsheet software.
NOTE: Don't forget where you placed the file and what it was named.

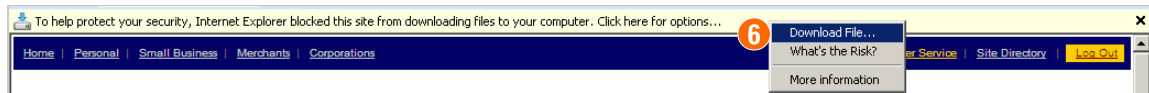
"ALWAYS ASK BEFORE OPENING FILE TYPE" -- Check Box:
This **CHECK BOX** is checked by default. This **CHECK BOX** forces the browser to check with you before making the decision to open this file type. If you **UN-CHECK** this **CHECK BOX**, the browser will automatically open the file into its associated application and you will then have to save the file from the application.

TO SAVE THIS STATEMENT AS A HTML FILE as you are viewing the on-screen version, select "Save As" which is located in the "File" option of your Web Browser Menu. Type in the File Name you wish to save the file under and select Web page (*.htm, *.html) as the format.

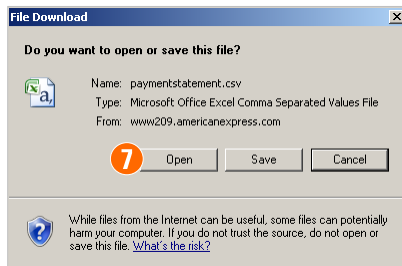
- Computers without an associated application to the **EXPORT** file type will not get the selection screen to **OPEN IT** or **SAVE TO DISK**. The file will be sent to the browser screen and will open in the comma separated values file unformatted. Now you can save the file and open it into your financial management or spreadsheet software.
- These instructions are specific to your browser and if you change browsers, please re-read the instructions pertaining to the new browser.

5 **CONTINUE** **RETURN**

- 1 Select a predefined timeframe. You may choose Current Month, Current Week, Last Month, Last Week or Today.
- 2 Rather than choosing a predefined timeframe, you may select a custom date range.
- 3 If managing multiple payee locations, click the selection arrow and choose the location that you want to view. The information on the page will update automatically.
- 4 Choose the file format from the three listed.
 - File with Headers Format – Most commonly used when opening the file using Microsoft Excel.
 - Statement Layout (comma delimited) – Choose this file format when opening the file using multiple spreadsheet and database applications.
 - Detailed Layout without headers – Due to the amount of detail, the date range must not exceed 7 days.
- 5 Click **Continue**. The download process begins.



- 6 For security measures, Internet Explorer may block your PC from automatically downloading files. If so, a message will appear at the top of the web page. Move your pointer to the yellow information bar and right-click your mouse. From the drop-down menu, select **Download File**.



- 7 A File Download screen appears. Choose one of the following options:
- Open – Your browser will attempt to open the file in the associated spreadsheet or financial management application set by Windows. In most cases, this is Microsoft Excel.
 - Save – Your browser will display a File Save menu. You may save the file to an area of your choice for future use. By saving the file, you can manually open it using your spreadsheet or financial management application.
 - Cancel – Do not open or save the file, and cancel out of the export procedure.

Print Statements

- 1 With the statement currently in view, click the **Printer Friendly Version** link.

STATEMENT OF DIRECT CREDIT PAYMENTS

MY COMPANY - ACCOUNT NO. 1234567890

Account Main | Choose Statement Criteria | Help

Select Date Range

Select Timeframe OR Use Custom Dates: (Please select a date range of up to 35 days to view.)

Current Month Start Date 01/09/2009 End Date 30/09/2009 CHANGE DATES

1 [Printer Friendly Version](#) | [Export](#)

Generated: 19 September, 2009 at 02:37:43 AEST

< Previous Location 1234567890 - MY COMPANY Next Location >

Payments 1-7 of 7

Payee Location: 123 456 789 0 MY COMPANY Settlement Address: LEVEL 2 - MAIN BUILDING
123 ANY STREET
TSMISHATSUI KLN

Bank Sort Code: 123-004 Settlement Account#: 123456789

DETAILS	SUBMISSION DATE	NUMBER OF TRANSACTIONS	GROSS AMOUNT	GROSS DEBIT AMOUNT	GROSS CREDIT AMOUNT	DISCOUNT AMOUNT	FEE AMOUNT	NET AMOUNT	TOTAL BANKED
---------	-----------------	------------------------	--------------	--------------------	---------------------	-----------------	------------	------------	--------------

- 2 The statement is previewed. Click the **Print** link.

Statement of Direct Credit Payments

Establishment Services

American Express International Inc. Travel Related Services
300 Beach Road # 19-01/07
The Concourse Singapore 199555
Tel: 1800 2356755 Fax: 2951125 GST Number: M2-0008818-2

Date Range: 01/09/2009 - 30/09/2009
Generated: 23 September, 2009 at 03:57:37 AEST

> [Close Window](#)
> [Print](#)

Payments 1-10 of 10

Payee Location: 123 456 789 0 MY COMPANY Settlement Address: LEVEL 2 - MAIN BUILDING
123 ANY STREET
TSMISHATSUI KLN

Bank Sort Code: 123-004 Settlement Account#: 123456789

DETAILS	SUBMISSION DATE	NUMBER OF TRANSACTIONS	GROSS AMOUNT	GROSS DEBIT AMOUNT	GROSS CREDIT AMOUNT	DISCOUNT AMOUNT	FEE AMOUNT	NET AMOUNT	TOTAL BANKED
123 456 789 0 MY COMPANY Location Id:									
SOC 090901	01/09/2009	2	2,687.00	2,687.00	0.00	53.74-	0.00	2,633.26	
TOTAL		2	2,687.00	2,687.00	0.00	53.74-	0.00	2,633.26	2,633.26
TRANSACTIONS PAID ON 02/09/2009									
		2	2,687.00	2,687.00	0.00	53.74-	0.00	2,633.26	2,633.26
123 456 789 0 MY COMPANY Location Id:									
SOC 090905	05/09/2009	1	3,774.00	3,774.00	0.00	75.48-	0.00	3,698.52	
TOTAL		1	3,774.00	3,774.00	0.00	75.48-	0.00	3,698.52	3,698.52
TRANSACTIONS PAID ON 06/09/2009									
		1	3,774.00	3,774.00	0.00	75.48-	0.00	3,698.52	3,698.52
123 456 789 0 MY COMPANY Location Id:									
SOC 090908	08/09/2009	1	1,000.00	1,000.00	0.00	20.00-	0.00	980.00	980.00
TOTAL		1	1,000.00	1,000.00	0.00	20.00-	0.00	980.00	980.00
TRANSACTIONS PAID ON 09/09/2009									
		1	1,000.00	1,000.00	0.00	20.00-	0.00	980.00	980.00

- 3 The Windows Print dialog box appears. Click **Print** again.



View Submissions

Pending Submissions

Pending Submissions displays detailed information about payments before they are credited to your bank account. The ability to track submissions will give you a clear idea when funds will reach your bank account and allow you to reconcile against future payments.

From the home page, or left navigation menu, click **View Pending Submissions**.

If you have multiple payee locations enrolled, a criteria selection page appears. From here, you can streamline your results by choosing a date range for one or more locations.

AMERICAN EXPRESS

VIEW PENDING SUBMISSIONS - CHOOSE PENDING SUBMISSION CRITERIA

MY COMPANY - ACCOUNT NO. 1234567890

Select Date Range

Select Timeframe OR Use Custom Dates: (Please select a date range of up to 35 days to view.)

Current Day 1 Start Date 28/09/2009 End Date 28/09/2009 2

Select Accounts

Please select the account and location(s) you would like to view.

3 ☐ 1234567890 MY COMPANY

4 VIEW PENDING SUBMISSIONS

Select a Date: previous month

September 2009

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

October 2009

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

next month

- 1 Select a predefined timeframe. You may choose Current Day, Next Day, Next Week or Next Month.
- 2 Rather than choosing a predefined timeframe, you may select a custom date range. Choose to view your data in 35-day increments, as far back as 13 months. Use the calendar icons to select Start and End dates. From each of the calendars, choose **previous month** to move back a month, and **next month** to move forward a month.
- 3 Select the account and location(s) you would like to view. Click ☐ to expand the list.
- 4 Click **View Pending Submissions**. The View Pending Submissions report appears.

GET STARTED...

Account Main

PAYMENTS

View Statements

Export Reports

SUBMISSIONS

View Pending Submissions

View Processed Submissions

View Location Summary Report

SEARCH

Search

ACCOUNT

VIEW PENDING SUBMISSIONS

MY COMPANY - ACCOUNT NO. 1234567890

Choose Pending Submissions Criteria | Help

Select Date Range

Select Timeframe

OR

Use Custom Dates: (Please select a date range of up to 35 days to view.)

Current Day **A**

Start Date 28/09/2009 **B**

End Date 28/09/2009

CHANGE DATES

Generated: 23 September, 2009 at 08:46:49 AEST

< Previous Location

1234567890 - MY COMPANY **C**

Next Location >

Submissions 1-2 of 2

D < Previous | Next >

Submission Number	Submission Date	Submission Amount	Processed Amount	Gross Debit Amount	Gross Credit Amount	Payment Date	Number Of Transactions
1234567890 MY COMPANY							
90922	22/09/2009	1,168.00	1,168.00	1,168.00	0.00	25/09/2009	E 1
90921	21/09/2009	527.08	527.08	718.00	190.92-	24/09/2009	Link

Click on **Number Of Transactions** to view transaction details.

Submissions 1-2 of 2 < Previous | Next >

MY COMPANY - ACCOUNT NO. 1234567890

Choose Pending Submissions Criteria | Help

- A** Select Time Period – Select a predefined timeframe. From the selection menu, you can choose Current Day, Next Day, Next Week and Next Month.
- B** Use Custom Dates – Rather than choosing a predefined timeframe, you may select a custom date range. Once selected, click the **Change Dates** button.
- C** If managing multiple payee locations, you may click the selection arrow and choose a specific location. The information on the page will update automatically.
- D** If the list ranges over multiple pages, click **< Previous** or **Next >** to view additional information.
- E** Number of Transactions – Displays the number of transactions within the submission. To list the individual transactions, click the link. (See page 6.)

Note: Use your web browser to print the report.

Processed Submissions

Processed Submissions allows you to track submissions which have contributed to a past or current payment. You can drill down to view the pricing summary associated with each payment, and list the individual transactions.

From the home page, or left navigation menu, click **View Processed Submissions**.

If you have multiple payee locations enrolled, a criteria selection page appears. From here, you can streamline your results by choosing a date range for one or more locations.

AMERICAN EXPRESS

VIEW PROCESSED SUBMISSIONS - CHOOSE PROCESSED SUBMISSION CRITERIA

MY COMPANY - ACCOUNT NO. 1234567890

Select Date Range

Select Timeframe **OR** Use Custom Dates: (Please select a date range of up to 35 days to view.)

Current Month **1** Start Date 01/09/2009 End Date 30/09/2009 **2**

Select Accounts

Please select the account and locations(s) you would like to view.

3 ☒ 1234567890 MY COMPANY **4** VIEW PROCESSED SUBMISSIONS


September 2009

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

October 2009

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

- 1 Select a predefined timeframe. You may choose Last Week, Current Week, Current Month or Last Month.
- 2 Rather than choosing a predefined timeframe, you may select a custom date range. Choose to view your data in 35-day increments, as far back as 13 months. Use the calendar icons to select Start and End dates. From each of the calendars, choose **previous month** to move back a month, and **next month** to move forward a month.
- 3 Select the account and location(s) you would like to view. Click ☒ to expand the list.
- 4 Click **View Processed Submissions**. The View Processed Submissions report appears.



GET STARTED...
Account Main
PAYMENTS
View Statements
Export Reports
SUBMISSIONS
View Pending Submissions
View Processed Submissions
View Location Summary Report
SEARCH
Search
ACCOUNT INFORMATION
Update Your Email Contact Information
Change Service Selections
View Terms & Conditions
HELP

VIEW PROCESSED SUBMISSIONS

MY COMPANY - ACCOUNT NO. 1234567890
Choose Processed Submissions Criteria | Help

Select Date Range

Select Timeframe
OR
Use Custom Dates: (Please select a date range of up to 35 days to view.)

Current Month
A
Start Date
01/09/2009
B
End Date
30/09/2009
CHANGE DATES

dated: 23 September, 2009 at 04:02:10 AEST

Previous Location
1234567890 - MY COMPANY
C
Next Location >

Submissions 1-10 of 10
D
Previous | Next >

Submission Number	Submission Date	Submission Amount	Processed Amount	Gross Debit Amount	Gross Credit Amount	Payment Date	Number Of Transactions
1234567890	MY COMPANY						F
90922	22/09/2009	1,836.00	1,836.00	1,836.00	0.00	23/09/2009	1
90921	21/09/2009	6,209.76	6,209.76	6,209.76	0.00	22/09/2009	1
90918	18/09/2009	3,366.00	3,366.00	3,366.00	0.00	19/09/2009	1
90916	16/09/2009	5,100.00	5,100.00	5,100.00	0.00	17/09/2009	1
90915	15/09/2009	661.98	661.98	661.98	0.00	16/09/2009	1
90912	12/09/2009	663.00	663.00	663.00	0.00	13/09/2009	2
90911	11/09/2009	661.98	661.98	661.98	0.00	12/09/2009	1
90908	08/09/2009	4,335.00	4,335.00	4,335.00	0.00	09/09/2009	1
90905	05/09/2009	6,689.16	6,689.16	6,689.16	0.00	06/09/2009	1
90901	01/09/2009	2,142.00	2,142.00	2,142.00	0.00	02/09/2009	2

Click on Number Of Transactions to view transaction details.

Submissions 1-10 of 10
Previous | Next >

MY COMPANY - ACCOUNT NO. 1234567890
Choose Processed Submissions Criteria | Help

- A** Select Time Period – Select a predefined timeframe. From the selection menu, you can choose Last Week, Current Week, Current Month or Last Month.
- B** Use Custom Dates – Rather than choosing a predefined timeframe, you may select a custom date range. Once selected, click the **Change Dates** button.
- C** If managing multiple payee locations, you may click the selection arrow and choose a specific location. The information on the page will update automatically.
- D** If the list ranges over multiple pages, click **< Previous** or **Next >** to view additional information.
- E** Submission Number – Displays the reference number (or Summary of Charge) that identifies the batch that was sent to American Express for processing. To view the individual Pricing Summary associated with each submission, click the link. (See page 6.)
- F** Number of Transactions – Displays the number of transactions within the submission. To list the individual transactions, click the link. (See page 6.)

Note: Use your web browser to print the report.

Location Summary Report

This report provides high level information, instead of the detailed information that is shown on your statement of payments discussed on page 4. It is especially useful if you are the payee account for other locations, as it provides easy to read comparative data for all the submitting locations.

Note: This report is only available to payee accounts enrolled in OMS.

From the home page, or left navigation menu, click **View Location Summary Report**.

If you have multiple payee locations enrolled, a criteria selection page appears. From here, you can streamline your results by choosing a date range for one or more locations.

AMERICAN EXPRESS
American Express

GET STARTED...
Account Main
PAYMENTS
View Statements
Export Reports
SUBMISSIONS
View Pending Submissions
View Processed Submissions

VIEW LOCATION SUMMARY - CHOOSE LOCATION SUMMARY CRITERIA

MY COMPANY - ACCOUNT NO. 1234567890

Select Date Range

Select Timeframe **Current Month** OR Use Custom Dates: (Please select a date range of up to 35 days to view.)

Start Date 01/09/2009 End Date 30/09/2009

Select Accounts

Please select the account and location(s) you would like to view.

1234567890 MY COMPANY

VIEW LOCATION SUMMARY

Select a Date:
previous month
September 2009
Su Mo Tu We Th Fr Sa
1 2 3 4 5
6 7 8 9 10 11 12
13 14 15 16 17 18 19
20 21 22 23 24 25 26
27 28 29 30
October 2009
Su Mo Tu We Th Fr Sa
1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 31
next month

- 1 Select a predefined timeframe. You may choose Last Week, Current Week, Current Month or Last Month.
- 2 Rather than choosing a predefined timeframe, you may select a custom date range. Choose to view your data in 35-day increments, as far back as 13 months. Use the calendar icons to select Start and End dates. From each of the calendars, choose **previous month** to move back a month, and **next month** to move forward a month.
- 3 Select the account and location(s) you would like to view. Click to expand the list.
- 4 Click **View Location Summary**. The View Location Summary appears.

GET STARTED...

Account Main

PAYMENTS

View Statements

Export Reports

SUBMISSIONS

View Pending Submissions

View Processed Submissions

View Location Summary Report

SEARCH

Search

ACCOUNT INFORMATION

Update Your Email Contact Information

Change Service Selections

View Terms & Conditions

HELP

FAQs For Payments

VIEW LOCATION SUMMARY

MY COMPANY - ACCOUNT NO. 1234567890

Choose Location Criteria | Help

Select Date Range

Select Timeframe

OR

Use Custom Dates: (Please select a date range of up to 35 days to view.)

Current Month

Start Date 01/09/2009

End Date 30/09/2009

CHANGE DATES

Export

Generated: 23 September, 2009 at 04:05:06 AEST

< Previous Location

1234567890 - MY COMPANY

Next Location >

Payee Name	Merchant Number		No. of Summaries		No. of Transactions	
MY COMPANY	1234567890		10		12	
Transaction Type	Gross Amount	Gross Debit Amount	Gross Credit Amount	Discount Amount	Fee Amount	Net Amount
Total Submissions	71,343.80	71,343.80	0.00	1,426.88-	0.00	69,916.92
Total Chargebacks	0.00	0.00	0.00	0.00	0.00	0.00
Total Adjustments	0.00	0.00	0.00	0.00	0.00	0.00
Total Other Fees	0.00	0.00	0.00	0.00	0.00	0.00
Grand Total	71,343.80	71,343.80	0.00	1,426.88-	0.00	69,916.92

Submitter Name	Merchant Number		No. of Summaries		No. of Transactions	
MY COMPANY LEVEL 1	1234567890		10		12	
Transaction Type	Gross Amount	Gross Debit Amount	Gross Credit Amount	Discount Amount	Fee Amount	Net Amount
Submissions	71,343.80	71,343.80	0.00	1,426.88-	0.00	69,916.92
Chargebacks	0.00	0.00	0.00	0.00	0.00	0.00
Adjustments	0.00	0.00	0.00	0.00	0.00	0.00
Other Fees	0.00	0.00	0.00	0.00	0.00	0.00
Total	71,343.80	71,343.80	0.00	1,426.88-	0.00	69,916.92

MY COMPANY - ACCOUNT NO. 1234567890

Choose Location Criteria | Help

- A** Select Timeframe – Select a predefined timeframe. Choose Last Week, Current Week, Current Month or Last Month.
- B** Use Custom Dates – Rather than choosing a predefined timeframe, you may select a custom date range. Once selected, click the **Change Dates** button.
- C** If you prefer to analyse your payment information on your own PC using a spreadsheet or financial management application, select the **Export** link. (See page 8.)
- D** If managing multiple payee locations, click the selection arrow and choose the location that you want to view. The information on the page will update automatically.
- E** The summary provides a breakout by transaction type for the Merchant who submitted transactions to American Express for payment. This may be a head office account or central location that receives payments for its affiliates.
- F** From the navigation bar, choose from the following links:
 - Choose Location Criteria – Streamline your results.
 - Help – Provides assistance with the information currently displayed.

Note: Use your browser's print button to print the report.

Search

Whether you're looking for a specific payment or simply need a list of all transactions during a specific date range, you can set up the search however you like.


Note: This feature is only available to payee accounts enrolled in OMS.

- 1 From the home page, or the left navigation menu, click **Search**.

The screenshot shows the American Express search interface. The left navigation menu has a 'Search' link highlighted. The main content area is titled 'SEARCH' and includes a header 'MY COMPANY - ACCOUNT NO. 1234567890'. Below this, there's a section 'What to search for:' with a dropdown menu set to 'Payments'. A date range selector is present with 'Start Date' and 'End Date' fields. Below that, there's an 'Additional Search Criteria' section with fields for 'Amount Range', 'From', 'To', 'or', and 'Actual Amount'. At the bottom, there's a 'Select Accounts' section with a search input field and a 'SEARCH' button. A date picker is also shown on the right side of the interface.

- 2 Choose what to search for from the following:

- Payments – This selection is especially useful if you need to quickly reconcile a specific payment against your bank statement, or drill down to view more details, i.e. the payment or pricing summary.
- Submissions – Provides details on each individual submission within the overall payment, if any. For each item, the gross amount is provided so that you can reconcile back to the amounts you submitted to American Express. The Submission Number (or Summary of Charge reference number), is also provided to aid your reconciliation.
- Adjustments – Financial entries to your account applied by American Express. These can be debit or credit transactions.
- Chargebacks – Debit adjustments to your account when a Cardmember disputes a charge. On this screen, full details are provided on each chargeback, including gross amount, service fee, net amount, and the reason for the chargeback. Included is the reference number that is quoted on any correspondence that American Express may send to you in relation to the chargeback.
- Transactions – Lists each individual transaction within the overall batch (Summary of Charge). For each transaction, the gross amount is provided so that you can reconcile back to the amounts you submitted to American Express. The reference number and the last six digits of the American Express Card number are also provided to aid your reconciliation.

- Direct Debit – If applicable, view debit information for all locations for which you are paid. From the search results, you can see the date that the amount is scheduled to be debited from your bank account. To review more details specific to a debit entry, select the Collection Date link.
- 3 Choose to view your data in 35-day increments, as far back as 13 months. Use the calendar icons to select Start and End dates. From each of the calendars, choose **previous month** to move back a month, and **next month** to move forward a month.
 - 4 Enter additional search criteria – Enter an amount range, or an actual amount.
 - 5 If you have multiple payee locations enrolled, select the account and location(s) you would like to view. Click  to expand the list.
 - 6 Click **Search**.

Account Information

OMS provides tools for updating your merchant account online – 24 hours a day. Changes to your merchant account may become necessary as your business grows and new locations are added.

Managing your merchant account information for a specific location includes:

- A** Update your email contact information – Keep your email addresses current. (See page 22.)
- B** Change your password. (See page 23.)
- C** Change Service Selections – Enrol or un-enrol in Payments Reconciliation, Automated Batch Submissions and Disputes. (See page 24.)
- D** View Terms & Conditions – Whenever you make changes to your service selections, you will need to review and accept the terms and conditions for Online Merchant Services. (See page 25.)
- E** Enterprise Incident Response Program – Provides a form that can be used to report a data compromise. E-mail the completed information to American Express Enterprise Incident Response Program (EIRP) at EIRP@aexp.com. Move your mouse pointer over the link to see more information about this program.
- F** Learn more – A list of Frequently Asked Questions will appear. From here you can learn how to view data for multiple locations using one User ID and password. To find out where to get additional online assistance using OMS Payments, see page 26.

DISPUTES		
NEW DISPUTES	10	for 50,000
URGENT DISPUTES	0	for 0
CASE UPDATES	52	for 260,000
CHARGEBACKS	58	for 1,227,930,321,942.42

You should be aware that American Express deposits your payments directly into your bank account. If you need to update your bank account information, you will need to contact the Merchant Service Centre. (See page 27.) As an added security measure for your sensitive information, this service is not available online.

Update your email contact information

It is important to keep your email addresses current to ensure you continue to receive important information about your account, and any upcoming improvements to OMS.

- 1 From the Account Information box on the OMS home page, click **Update your email contact information**.

1 → **UPDATE EMAIL CONTACT INFORMATION**

MY COMPANY - ACCOUNT NO. 1234567890 [Help](#)

These are the contact details that we have on file for you

CURRENT INFORMATION	
Contact Name	Amex Trainer
Web site address(URL)	
OMS Email address	tester@aexp.com
Disputes Email address	tester@aexp.com
Marketing Email address	tester@aexp.com
Servicing Email address	tester@aexp.com
Telephone number	123456789012 ext:

We may send you email messages with important information about your account and offers that may be suited to your needs. Please visit the [Email Preferences](#) page to review or change your email choices, or read the American Express [Privacy Statement](#) for more details.

2 **NEW INFORMATION**

To edit status of your details below, simply click in the relevant field, enter your new details and process 'submit' to update your information.

Web site address(URL)	<input type="text" value=""/>	e.g www.americanexpress.com.au
OMS Email address	<input type="text" value="tester@aexp.com"/>	So that you can receive important information about your OMS Account, American Express may continue to send you email notices when necessary.
Disputes Email address	<input type="text" value="tester@aexp.com"/>	So that you receive important information about your Online Disputes Account, American Express will send you an email notice when necessary.
Do you wish to Opt Out of Receiving Dispute Email Notifications?	<input type="checkbox"/>	If you no longer wish to receive a notification via email for this service select the tick box provided. Select this option only if you will be able to check this site at least once a week to ensure you receive timely advice on updates.
Marketing Email address	<input type="text" value="tester@aexp.com"/>	
Servicing Email address	<input type="text" value="tester@aexp.com"/>	So that you can receive important customer service information, American Express may continue to send you email notices when necessary.
Telephone number	<input type="text" value="123456789012"/>	Extension number <input type="text" value=""/>

3

- 2 From the lower portion of the page, you may update one or more of the following:
 - Web site address – This is your company’s Web site address, if you have one.
 - OMS Email address – American Express requires an email address to forward emails to help us service your account, and inform you of the latest services and offers.
 - Disputes Email address – If enrolled in the OMS Disputes service, enter an email address and receive dispute/chargeback notifications from American Express.
 - Do you wish to Opt Out of Receiving Dispute Email Notifications? Select this option if you no longer wish to receive Dispute Email Notifications, and are prepared to check the site at least once a week. Opting out of email notifications does not mean that you will start receiving paper letters.
 - Marketing Email address – Receive marketing messages from American Express.
 - Servicing Email address – Receive customer service information from American Express.
 - Telephone number and extension.
- 3 Once the updates are complete, click **Save Settings**. You will receive a confirmation.

Change your password

If your password is compromised, complete the following steps.

- 1 From the Account Information box on the OMS home page, click **Change your password**.

1 →

Home

American Express

Change Your Password

2 Current or Temporary Password

Create New Password

Re-enter New Password

3 Submit

NEED HELP?

Your Password must contain:

- 6 to 8 characters - at least one letter and one number
- no spaces or special characters (e.g., &, >, *, \$, @)

- 2 Enter the following:
 - Current password. Press **TAB**.
 - New password. Press **TAB**.
 - New password again.
- 3 Click **Submit**.

Home | Personal | Small Business | Merchants | Corporations | Customer Service | Site Directory

American Express

You Have Successfully Changed Your Password

Please record your new Password.

The User ID and Password you have can only be used to access the Online Merchant Services area on americanexpress.com.hk.

Please click "Continue" to return to American Express Online Merchant Services.

4 Continue >>

NEED HELP?

- 4 Click **Continue** to return to the OMS home page.

Change your service selections

Use this feature to enrol or un-enrol in the various OMS services: Payment Reconciliation, Automated Batch Submissions and Disputes.

- 1 From the Account Information box on the OMS home page, click **Change Service Selections**.

1 → **CHANGE YOUR SERVICE**

MY COMPANY - ACCOUNT NO. 1234567890

Please select Merchant services you would like to enrol in.

Services	Select	Special Note
Payment Reconciliation Learn More	<input checked="" type="checkbox"/> 2	By Selecting this service, you opt to receive your payment & submission information ONLINE ONLY
Automated Batch Submissions Learn More	<input type="checkbox"/>	Need separate User ID/ Password
Disputes Learn More	<input checked="" type="checkbox"/>	By selecting this service you will be able to view and reply online to disputes. Please note that this service was specially designed for small merchants without multiple locations. Enhancements to Disputes capability to make the service suitable for large merchants with multiple locations will be implemented on a future release.
Disputes Email Address 3	<input type="text" value="tester@aexp.com"/>	

4 ▶ CONTINUE ▶ RESET X CANCEL

- 2 Choose from the following services:
 - Payment Reconciliation – Track payments and submissions, and reconcile your financial data.
 - Automated Batch Submissions – Submit your batched transactions electronically using Automated Batch Submissions. (Additional steps are outlined during the enrolment confirmation.)
 - Disputes – Receive and respond to customer disputes online.
- 3 Disputes Email Address – Enter the email address you wish to receive dispute/chargeback notifications. (This is a mandatory field if enrolling in Disputes.)
- 4 Click to **Continue**, **Reset** or **Cancel** the update.

View the terms and conditions

Prior to using OMS, or changing your options, we recommend you view the American Express Online Merchant Services terms and conditions.

- 1 From the Account Information box on the OMS home page, click **View Terms & Conditions**.
- 2 Review the content. Scroll down to see additional information, and click **Continue** to return to the home page.

1

AMERICAN EXPRESS

American Express

TERMS AND CONDITIONS

TERMS AND CONDITIONS FOR ENROLLING IN AMERICAN EXPRESS ONLINE MERCHANT SERVICES - PAYMENT RECONCILIATION
This exciting service from American Express will enable you to access your account information securely over the internet, at any time. You will be able to:

- Access and print your American Express financial statements
- Review your American Express submissions and payments as soon as they have been deposited to your account. Note: Financial statements and online information is available for data up to 13 months old.
- Respond to Disputes online and view chargeback details.
- Access Automated Batch Submissions (ABS) information.

DISCONTINUATION OF CURRENT HARD AND SOFT COPY CORRESPONDENCE
On your enrolment to a particular product on OMS, we will automatically discontinue sending you hardcopy notifications and/or support in relation to that service. **This information will now come to you exclusively through your online access.**
To return to receiving hardcopy notifications for any services you have enrolled to on OMS, you will need to unenrol via the Change Services option or contact the Merchant Services/Authorisations number on (852) 2277 2277 between 9:00am – 5:30pm Monday to Friday.

RESTRICTIONS

ENROLMENT
To complete the enrolment process, we will need the following:

- American Express Merchant Number(s)
- Telephone Number
- BSB / Bank / Branch ID
- Bank Account Number (of the account where we make payment to you)
- Email Address
- Contact Name
- Web Site Address URL - if you have one of these.

PERSONAL DATA PROTECTION
In the interests of keeping personal data secure, we strongly recommend that a different USER ID is used if you wish to enrol for online access to your personal or corporate American Express card data in the future.

SECURITY
To ensure security of your data, you will be asked to create an ID and password so that only you can access your merchant information.

You will be responsible for all account maintenance and other activity conducted with your password. By obtaining access into the Online Merchant Services system, you the merchant acknowledge that you are liable for all actions made using this User Name, whether the actions are by you or by others using the same User Name. You the merchant understand that your liability will continue until such time as the User ID and/or Password is discontinued or is changed and no longer known to you.

To cancel your enrolment with American Express Online Merchant Services, you must call your local American Express office. Cancelling your internet service provider (ISP) account does not automatically cancel your enrolment within this service.

For more information, call your local American Express Office on the following numbers:

Call (852) 2277 2277 between 9:00am – 6:30pm Monday to Friday and 9:00am – 1:00pm on Saturday.

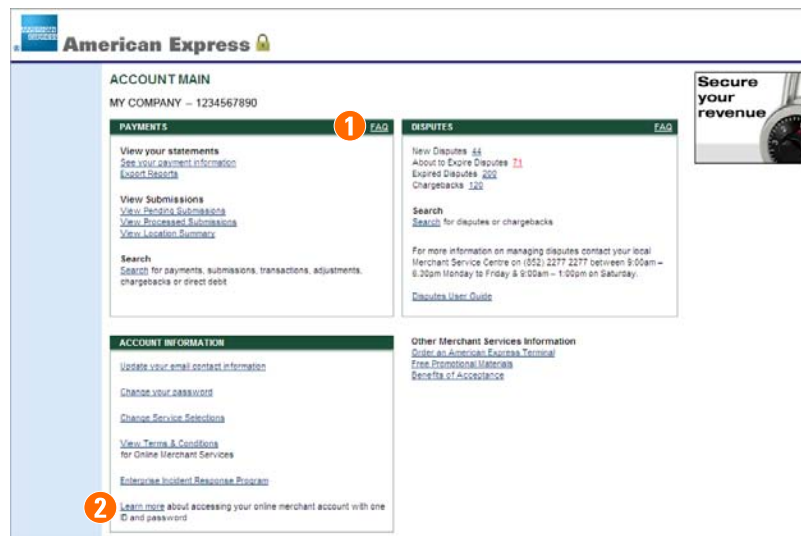
2

CONTINUE

Learn More

From the OMS home page, choose from the following links and receive online assistance with using OMS Payments:

- 1 FAQs – Review a list of Frequently Asked Questions about OMS Payments. For example: What are the benefits of reconciling my payments online? How much reconciliation data is available?



- 2 Learn more – Review additional information. For example: Am I eligible to reconcile payments online? How can I access all my accounts with one User ID? What if I forgot my User ID?

DETAILS	SUBMISSION DATE	NUMBER OF TRANSACTIONS	GROSS AMOUNT	GROSS DEBIT AMOUNT	GROSS CREDIT AMOUNT	DISCOUNT AMOUNT	FEE AMOUNT	NET AMOUNT	TOTAL BANKED
123 456 789 0 MY COMPANY									
SOC 090901	01/09/2009	2	2,687.00	2,687.00	0.00	53.74	0.00	2,633.26	
TOTAL		2	2,687.00	2,687.00	0.00	53.74	0.00	2,633.26	2,633.26
TRANSACTIONS PAID ON 01/09/2009		2	2,687.00	2,687.00	0.00	53.74	0.00	2,633.26	2,633.26
123 456 789 0 MY COMPANY									
SOC 090906	09/09/2009	1	3,606.00	3,606.00	0.00	72.12	0.00	3,533.88	
TOTAL		1	3,606.00	3,606.00	0.00	72.12	0.00	3,533.88	3,533.88
TRANSACTIONS PAID ON 09/09/2009		1	3,606.00	3,606.00	0.00	72.12	0.00	3,533.88	3,533.88

- 3 Help – Learn more information about the page currently in view, for example, definition of column headings.

Merchant Service Centre

For any enquiries regarding your OMS Payments service, please call (852) 2277 2277 between 9:00am – 6:30pm Monday to Friday, and 9:00am – 1:00pm on Saturday.