



A handy guide to getting the most out of your
American Express® Merchant Website.
americanexpress.com/us/merchant

Top Tips

The Merchant Website is a powerful tool for controlling your Account. Here are a few top tips to make sure you're making the most of its features.

1



Update your details

If you change your email address make sure you update it in your profile so you can continue to get payments, disputes and general account alerts. Keeping it up to date is also important if you ever need to reset your User ID or password.

2

Dashboard

The Account Dashboard is your portal to the rest of the site. It has a summary of all your Account information. Expand the notifications bar at the top to check out new and important info - it's updated regularly.



3



Signs and supplies

Quickly and easily order signs and supplies (both physical and digital) to let customers know you accept American Express. This is also great if you are opening any new stores or website and need extra supplies.

4

Forgot your log in details?

If you ever forget your User ID or password you can easily reset them online. Visit the Merchant Website home page and click 'Forgot User ID or Password' to start the process. You'll need your Merchant Number and email address.



5



Keep up to date

Turn on email/SMS notifications in your profile to make sure you are aware of new disputes and get alerts when your E-Statement is ready.

6



Customise


Payments and disputes are highly customisable. You can change the date range or Merchant locations that show in the table. You can also add, remove or change the order of the columns to suit your needs.



7



Downloads

You can download payments and disputes information as an Excel file or PDF by clicking  on the top right.

8

Take action

All open disputes sit under the 'take action' status. If you wish to contest disputes and not offer the Card Member any refund, click 'respond' and enter 0 in the first field.



9



Access E-Statements any time

E-Statements will be available from the month you sign up to manage payments online. You can access them from the Account Dashboard or the top right of the payments screen. You can download for the past 16 months commencing from the date you registered.

