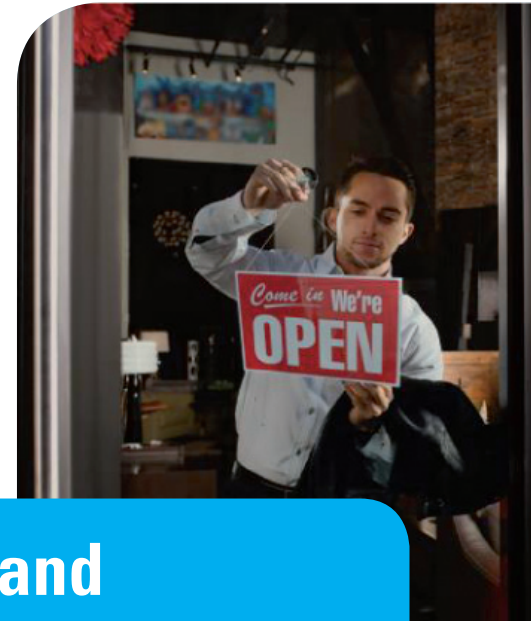


## merchant payments and reconciliation



your guide



## frequently asked questions



- Q1 What's the easiest way for me to manage my account?
- Q2 How much will I get paid?
- Q3 When will I receive payment?
- Q4 Why is my account in debit?
- Q5 What should I do if my account is in debit?

## frequently asked questions

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

- Sign up to our Online Merchant Services (OMS) to manage your account quickly and securely online. Visit [americanexpress.com.sg/oms](https://americanexpress.com.sg/oms)
- OMS allows you to download your monthly statement free of charge and maintain your email address and contact details.

### 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 Discount Rate (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.



## frequently asked questions



### 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 10.30pm 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 P.O.S terminal requires manual reconciliation, please ensure this is completed correctly otherwise payment may be subject to delay.

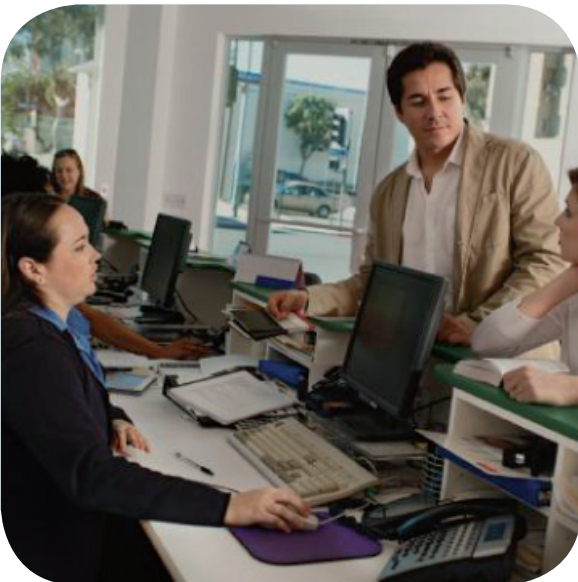
If you use a 3rd party submission agent and have experienced an unexpected delay in receiving your payment, please check with your agent prior to contacting American Express. Any delay associated with your agent may impact when you receive your payment.

## frequently asked questions

### 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 1800 2356755 with your statement to hand.
- If fees are deducted from your account such as the \$5.00 paper statement fee.
- Please be aware that statement fees will appear on your statement a month in arrears. For example the fee for your January statement will appear on your February statement.



## frequently asked questions

### 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:

#### Cheque

Please make it payable to: American Express International Inc.

Then send it to:

American Express Singapore Limited.  
The Comtech  
60 Alexandra Terrace,  
#08-06 (Lobby B)  
Singapore 118502

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.



## CONTACT US

Save yourself time by keeping the following number to hand.

American Express Merchant Services: 1800 2356755

# your monthly statement explained

**Service Fee:**  
Any fees we have charged you, most commonly the \$5.00 paper statement fee.


**Summary number:**  
The 6 digit number which is generated by the terminal for each transaction processed where the customer pays by chip and pin.

**Net amount:**  
The amount we pay you after all deductions.

**Refund:**  
This denotes any refunds you have processed.

**STATEMENT OF DIRECT CREDIT PAYMENTS**

American Express International, Inc. Travel Related Services 300 Beach Road #18-01  
The Concourse Singapore 199555 Tel: 1800 2356755 Fax: 295 1125 GST Number: M2-0008818-2

  
**Establishment Services**  
 INVOICE NO: 0000101011044043 TAX INVOICE  
 PAGE 1

**Settlement Name/Address**

SAMPLE BAR & GRILL  
1 SAMPLE STREET  
SINGAPORE 012345

**Bank Name**  
THE DEVELOPMENT BK OF S'PORE

**Bank Branch**  
RAFFLES PLACE

**Settlement Account #**  
0124-012 0123456789


**Statement #**  
001

**Merchant Number**  
012 345 678 9

Details	Submission Date	Submission Amount	Discount Amount	Fee	Refund	GST Amount	Net Amount	
TRANSACTIONS PAID ON 11/10/10								
012 345 678 9 SAMPLE BAR & GRILL		SINGAPORE		SGD				
EDC 197871	07/10/10	190.00	5.23-	0.00	0.00	0.00	184.77	
STATEMENT FEE ADJ198872	07/10/10	0.00	0.00	5.00-	0.00	0.00	-5.00	
ADJUSTMENT ADJ198873		0.00	1.38-	0.00	50.00-	0.00	-50.00	
<b>Total Payment Amt</b>		190.00	3.85-	5.00-	50.00-	0.00	129.77	
<b>Totals for the Period 09/10/10 TO 11/10/10</b>			<b>Total Debit 190.00</b>	<b>Total Discount 3.85-</b>	<b>Total Fee 5.00-</b>	<b>Total Refund 50.00-</b>	<b>Total GST 0.00</b>	<b>Total Net 129.77</b>
<b>Total price of taxable merchant services (including 7% GST)</b>						0.00	5.23-	
<b>Total merchant services exempt from GST</b>								
<hr/>								
<b>Summary</b>	<b>Number of Charges</b>	<b>Submission Amount</b>	<b>Discount Amount</b>	<b>Fee</b>	<b>Refund</b>	<b>GST Amount</b>	<b>Net Amount</b>	
012 345 678 9 SAMPLE BAR & GRILL								
Total Card	1	190.00	5.23-	0.00	0.00	0.00	184.77	
OTHER FEE		0.00	0.00	5.00-	0.00	0.00	5.00-	
CHARGEBACK		0.00	1.38-	0.00	50.00-	0.00	48.62-	
<b>TOTAL BANKED</b>		1	190.00	3.85-	5.00-	50.00-	131.13	



# your monthly statement explained

**STATEMENT OF DIRECT CREDIT PAYMENTS** 

American Express International, Inc. Travel Related Services 300 Beach Road #18-01  
The Concourse Singapore 199555 Tel: 1800 2356755 Fax: 295 1125 GST Number: M2-0008818-2

**Establishment Services**

INVOICE NO: 0000101011044043 TAX INVOICE PAGE 1

**Settlement Name/Address**  
SAMPLE BAR & GRILL  
1 SAMPLE STREET  
SINGAPORE 012345

**Bank Name**  
THE DEVELOPMENT BK OF S'PORE

**Bank Branch**  
RAFFLES PLACE

**Settlement Account #**  
0124-012 0123456789

**Statement #**  
001

**Statement Date**  
08/10/10

**Statement Period**  
09/10/10 TO 11/10/10

**Merchant Number**  
012 345 678 9

Details	Submission Date	Submission Amount	Discount Amount	Fee	Refund	GST Amount	Net Amount
TRANSACTIONS PAID ON 11/10/10							
012 345 678 9 SAMPLE BAR & GRILL		SINGAPORE		SGD ---			
EDC 197871	07/10/10	190.00	5.23-	0.00	0.00	0.00	184.77
STATEMENT FEE ADJ198872	07/10/10	0.00	0.00	5.00-	0.00	0.00	-5.00
ADJUSTMENT ADJ198873		0.00	1.38-	0.00	50.00-	0.00	-50.00
Total Payment Amt		190.00	3.85-	5.00-	50.00-	0.00	129.77
Totals for the Period 09/10/10 TO 11/10/10		Total Debit 190.00	Total Discount 3.85-	Total Fee 5.00-	Total Refund 50.00-	Total GST 0.00	Total Net 129.77
Total price of taxable merchant services (including 7% GST)						0.00	5.23-
Total merchant services exempt from GST							
<b>Summary</b>	Number of Charges	Submission Amount	Discount Amount	Fee	Refund	GST Amount	Net Amount
012 345 678 9 SAMPLE BAR & GRILL							
Total Card	1	190.00	5.23-	0.00	0.00	0.00	184.77
OTHER FEE		0.00	0.00	5.00-	0.00	0.00	5.00-
CHARGEBACK		0.00	1.38-	0.00	50.00-	0.00	48.62-
<b>TOTAL BANKED</b>	1	190.00	3.85-	5.00-	50.00-	0.00	131.13

**Summary:**  
A summary of the payments (settlements) you will have received from American Express during the month.

**Total Banked:**  
Total value of the transactions you have processed.

**Discount Amount:**  
Retained Discount Rate Credits – if you process a refund, whilst the customer will receive the amount in full, American Express will retain the original fee applied.

**Net Amount:**  
Grand total of all settlements and charges.