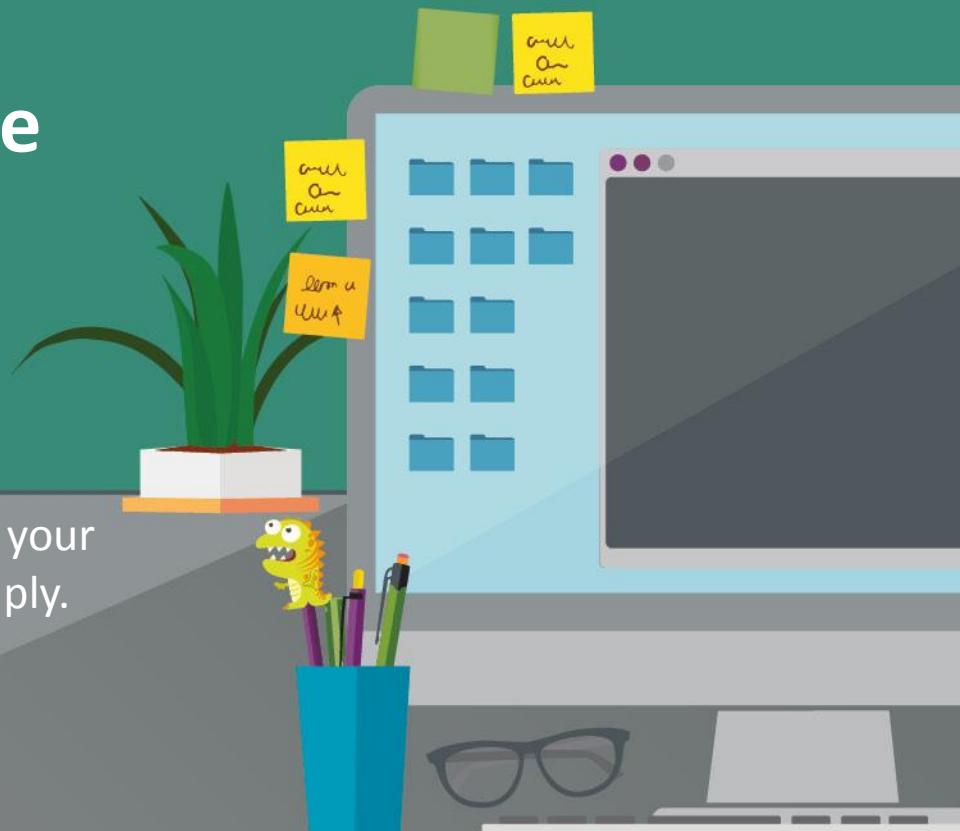




Welcome to the Merchant Website Training

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.



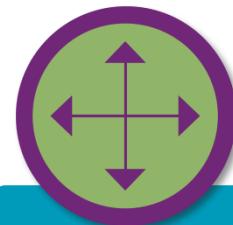
LOG IN



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.

Merchant Home Manage Your Account Streamline Payments Attract Customers Get Support Accept the Card

User ID
Password

Log In

Remember me
[Forgot User ID or password](#)
[Register now](#)

[Change password](#)
[Manage payments](#)
[Respond to enquiries](#)
[More](#)

If you're looking for a sign,
here it is

The complimentary Logos and Supplies store is back.

GET STARTED ATTRACT CUSTOMERS JOIN OUR NETWORK

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

Merchant Home Manage Your Account Streamline Payments Attract Customers Get Support Accept the Card

User ID
Password
Log In
 Remember me
[Forgot User ID or password](#)
[Register now](#)

Change password
Manage payments
Respond to enquiries
[More](#)

If you're looking for a sign, here it is
The complimentary Logos and Supplies store is back.

GET STARTED ATTRACT CUSTOMERS JOIN OUR NETWORK

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 with the following sections and data:

- Notifications:** You have 3 new notifications out of 23 total notifications.
- Menu:** Service Requests (checked), Payments (2 notifications), Disputes, Profile and Settings, Logos and Supplies, User guides.
- Payments:** Settlements (€946.96), Pending (€946.96, €4.47, €0.00). Submission amount, Discount amount, Fees and incentives.
- Disputes:** Take Action (35 cases), Closed. Cases table:

| Take Action | Reply by | Submitting merchant | Case number | Amount |
|-------------|------------|---------------------|-------------|--------|
| 15/07/17 | 9423853415 | D-BB0402B | → 4 | €3.00 |
| 15/07/17 | 9423853415 | D-CC0403C | → 4 | €6.00 |
| 15/07/17 | 9423853415 | D-DD0404D | → 4 | €8.00 |
| 15/07/17 | 9423853415 | D-EE0405E | → 4 | €9.00 |
| 15/07/17 | 9423853415 | D-FF0406F | → 4 | €40.50 |

See all 'Take action' disputes.
- Logos and Supplies:** Featured products (VISA, AMERICAN EXPRESS, VISA Debit).

A vertical 'Walk Me Through' button is located on the right side of the dashboard.

Get started

Everything you need to know to get up and running



1 2 3 4 5

Notifications

Unread notifications are in bold. Click on the notification to read it. Once you have, it will be unbolted.

The screenshot shows the Merchant Dashboard with a sidebar menu on the left. The sidebar includes links for Dashboard, Payments, Disputes, Logos and Supplies, Resources, and a 'Walk Me Through' button. The main content area is divided into three sections: Notifications, Payments, and Disputes.

Notifications: A box titled 'You have 0 new notifications out of 23 total notifications' is shown. It lists notifications from 28/10/2017 to 16/09/2017. The first notification is bolded: 'You can now watch a 30 minute training video to help you manage disputes and payments online. Register here to have instant access.' The other notifications are regular text.

Payments: This section shows a summary of payments. It includes a total of £946.96 settled in the last 7 days (from 02/08/2017 to today). Below this, it details submission amount, discount amount, and fees and incentives. Buttons for 'Last 7 days', 'Last 30 days', and 'Month to date' are available.

Disputes: This section shows a summary of disputes. It includes a total of 35 cases. Below this, it details 'Take Action' and 'Closed' cases. A table lists cases with columns for 'Take Action', 'Reply by', 'Submitting merchant', 'Case number', and 'Amount'. Buttons for 'See all 'Take action' disputes' and 'See all disputes' are available.

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 Merchant Dashboard. At the top is a navigation bar with links: Home, Dashboard, Payments, Disputes, Logos and Supplies, Resources, and a user icon. Below the navigation bar is a banner indicating 'You have 3 new notifications out of 23 total notifications'. The main content area is divided into several sections:

- Payments:** Shows a summary with a total of £946.96 (settled in the last 7 days from 02/08/2017 to today). It includes links for E-statement and See all payments, and buttons for Settlements and Pending.
- Disputes:** Shows 35 cases with a 'Take Action' button. A table lists disputes with columns for Reply by, Submitting merchant, Case number, and Amount. Examples include 9423853415 (D-BB0402B → £3.00) and 9423853415 (D-CC0403C → £6.00).
- Logos and Supplies:** Features a 'Featured products' section with images of American Express and Visa signs. A 'See all signs and supplies' button is at the bottom.

A sidebar on the left contains a 'Menu' with links to Service Requests, Payments, Disputes, Profile and Settings (which is expanded to show sub-links like Change Password, Contact Information, Notification, Marketing & Survey Email Preferences, and Manage Locations), Logos and Supplies, User guides, Order logos and supplies, and a 'Pull Push' section. An 'Up Arrow' icon is next to the Profile and Settings link. A 'Log out' button is at the bottom of the sidebar. A 'Browse selection' button is at the bottom of the main content area.

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. To quickly view your E-statement, or All Payments, use the navigation buttons on the top right.

The screenshot shows the Merchant Dashboard with the following sections:

- Payments:** Displays a summary of paid payments (total £946.96) and upcoming payments (Pending). Buttons for E-statement and See all payments are available.
- Disputes:** Shows 35 cases with a table of recent disputes. Buttons for Take Action and See all disputes are available.
- Logos and Supplies:** Features a section for Featured products, including American Express and Visa signs.

A sidebar on the left includes a menu with Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, and User guides. A 'Pull Push' integration section is also present.

Get started

Everything you need to know to get up and running



1 2 3 4 5

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. Clicking on the case number will allow you to view the details of the specific case.

The screenshot shows the Merchant Dashboard with a sidebar menu on the left. The main content area is divided into several sections:
1. **Payments**: Shows a summary of settlements and pending payments. Settlements total £946.96 (settled in the last 7 days from 02/08/2017 to today).
2. **Disputes**: Shows 35 cases. A table lists cases with details like reply date, merchant, case number, and amount.
3. **Logos and Supplies**: Features a section for 'Featured products' with images of American Express and Visa cards.

| Take Action | Reply by | Submitting merchant | Case number | Amount |
|-------------|------------|---------------------|-------------|--------|
| 15/07/17 | 9423853415 | D-BB0402B | → | £6.00 |
| 15/07/17 | 9423853415 | D-CC0403C | → | £6.00 |
| 15/07/17 | 9423853415 | D-DD0404D | → | £8.00 |
| 15/07/17 | 9423853415 | D-EE0405E | → | £9.00 |
| 15/07/17 | 9423853415 | D-FF0406F | → | £40.50 |

Get started

Everything you need to know to get up and running



Logos and Supplies

To view the Complimentary Logos and Supplies, click the link. You'll be taken to our website where you can browse our complimentary merchandise and signage.

You have 3 new notifications out of 23 total notifications

MERCHANT123

Dashboard Payments Disputes Logos and Supplies Resources

Menu

- Service Requests
- Payments
- Disputes
- Profile and Settings >
- Logos and Supplies
- User guide >

Order logos and supplies

Browse selection

Payments

Settlements Pending

£946.96

settled in the last 7 days (from 02/08/2017 to today)

| Submission amount | £946.96 |
|---------------------|---------|
| Discount amount | £4.47 |
| Fees and incentives | £0.00 |

Last 7 days Last 30 days Month to date

Disputes

Take Action See all disputes

35 Cases

| Take Action | Reply by | Submitting merchant | Case number | Amount |
|-------------|------------|---------------------|-------------|--------|
| 15/07/17 | 9423853415 | D-BB0402B | → | £3.00 |
| 15/07/17 | 9423853415 | D-CC0403C | → | £6.00 |
| 15/07/17 | 9423853415 | D-DD0404D | → | £8.00 |
| 15/07/17 | 9423853415 | D-EE0405E | → | £9.00 |
| 15/07/17 | 9423853415 | D-FF0406F | → | £40.50 |

See all 'Take action' disputes

Logos and Supplies

Featured products

See all signs and supplies

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. At the top, there is a navigation bar with links to Dashboard, Payments, Disputes, Logos and Supplies, and Resources. Below the navigation bar, the main content area is divided into several sections:

- Payments:** Shows a summary of payments with a total of £946.96 settled in the last 7 days (from 02/08/2017 to today). It includes details for Submission amount (£946.96), Discount amount (£4.47), and Fees and incentives (£0.00). Buttons for Last 7 days, Last 30 days, and Month to date are available.
- Disputes:** Shows 35 cases. A table lists disputes with columns for Reply by, Submitting merchant, Case number, and Amount. Examples include 9423853415 (D-BB0402B, £6.00), 9423853415 (D-CC0403C, £6.00), 9423853415 (D-DD0404D, £8.00), 9423853415 (D-EE0405E, £9.00), and 9423853415 (D-FF0406F, £40.50). A link to 'See all 'Take action' disputes' is provided.
- Logos and Supplies:** Features a section for 'Featured products' with images of American Express and Visa signs. A button 'See all signs and supplies' is available.

A 'Walk Me Through' button is located on the right side of the dashboard.

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



- 1
- 2
- 3
- 4
- 5

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

Payments

Learn how to manage everything to do with payments



1 2 3 4 5

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' overview page. At the top, there are location and date filters: 'LOCATIONS (212)' and 'DATE (1/8/2017 - 18/8/2017)'. Below these are two date pickers: 'From: 1/8/2017' (highlighted with a red box) and 'To: 18/8/2017'. The 'From' date picker shows the 1st of August, and the 'To' date picker shows the 18th of August. Under 'Quick links', there are buttons for 'Today', 'This Week', 'Last Week', 'Month to date', and 'Last month'. The 'From' and 'To' date pickers are also labeled with these categories. At the bottom, there is a table with columns for 'Settlements', 'Submissions', 'Adjustments and Chargebacks', and 'Transaction types'. The 'Settlements' column is highlighted with a blue bar. The total settlement amount is listed as £1,388.05. Below the table is a table of settlement details with columns for Settlement Date, Settlement Number, Total Charges, Credits, Submission Amount, Discount Amount, Fees and Incentives, DPA Name, Chargebacks, Bank Sort Code, and Adjustments. The first row shows 10/8/2017, 4221912597, £484.10, -£77.25, £406.85, £1.47, £0.00, MAJESTIC CARS (UK) LIMITED, £0.00, XXX861, and £0.00.

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.

① Click here to view a new user guide

LOCATIONS (21) DATE (1/9/2017 - 18/9/2017)

Payments overview

Total submissions: 1,388.05

Total charges: 1,465.50

Total credits: -77.25

Discounts: -1.47

Tax amount: 0.00

Fees & Incentives: -0.00

Total settlement amount: £1,388.05

| SETTLEMENT DATE | SETTLEMENT NUMBER | TOTAL CHARGES | CREDITS | SUBMISSION AMOUNT | DISCOUNT AMOUNT | FEES AND INCENTIVES | DBA NAME | CHARGEBACKS | BANK SORT CODE | ADJUSTMENTS | RE |
|-----------------|-------------------|---------------|---------|-------------------|-----------------|---------------------|----------------------------|-------------|----------------|-------------|----|
| 10/8/2017 | 4221912597 | £484.10 | -77.25 | £406.85 | -£1.47 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 9/8/2017 | 4221608983 | £72.10 | £0.00 | £72.10 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 8/8/2017 | 4221508581 | £300.76 | £0.00 | £300.76 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 7/8/2017 | 4221409052 | £77.25 | £0.00 | £77.25 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 4/8/2017 | 4221308155 | £90.00 | £0.00 | £90.00 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 1/8/2017 | 4220809921 | £441.09 | £0.00 | £441.09 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £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.

Click here to view a new user guide

LOCATIONS (21) DATE (1/8/2017 - 18/8/2017) Payments overview

Total settlement amount £1,388.05

| Settlements | Submissions | Adjustments and Chargebacks | Transaction types |
|-------------|-------------|-----------------------------|-------------------|
| £1,388.05 | £0.00 | £0.00 | £0.00 |

Pending

Settlements

| Settlement Date | Settlement Number | Total Charges | Credits | Submission Amount | Discount Amount | FEES AND INCENTIVES | DRG NAME | CHARGEBACKS | BANK SORT CODE | ADJUSTMENTS | SH |
|-----------------|-------------------|---------------|---------|-------------------|-----------------|---------------------|----------------------------|-------------|----------------|-------------|----|
| 10/8/2017 | 4221912597 | £484.10 | -£77.25 | £406.85 | -£1.47 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 9/8/2017 | 4221608963 | £72.10 | £0.00 | £72.10 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 8/8/2017 | 4221508581 | £300.76 | £0.00 | £300.76 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 7/8/2017 | 4221400052 | £77.25 | £0.00 | £77.25 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 4/8/2017 | 4221308155 | £90.00 | £0.00 | £90.00 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 1/8/2017 | 4220809921 | £441.09 | £0.00 | £441.09 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £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.

The screenshot shows the American Express Payments overview page. At the top, there is a navigation bar with links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. Below the navigation bar, there is a section for 'Click here to view a new user guide' and filters for 'LOCATION (2/2)' and 'DATE (1/8/2017 - 18/8/2017)'. A large button labeled 'Payments overview' is prominently displayed. Below this, there is a summary table with the following data:

| | Settlements | Submissions | Adjustments and Chargebacks | Transaction types |
|-------------------|-------------|-------------|-----------------------------|-------------------|
| Total submissions | 1,388.05 | | | |
| Total charges | | 1,388.05 | | |
| Total credits | | 1,388.05 | | |
| Discounts | | 1,388.05 | | |
| Tax amount | | 1,388.05 | | |
| Fees & Incentives | | 1,388.05 | | |

Below the summary table, there is a section for 'Total settlement amount' with a value of £1,388.05. The main content area displays a table of transaction details:

| SUBMISSION DATE | SO INVOICE # | SETTLEMENT NUMBER | TOTAL CHARGES | CREDITS | SUBMISSION AMOUNT | DISCOUNT AMOUNT | FEES AND INCENTIVES | SETTLEMENT AMOUNT | PAYER MERCHANT NUMBER | SUBMITTING MERCHANT NUMBER |
|-----------------|--------------|-------------------|---------------|---------|-------------------|-----------------|---------------------|-------------------|-----------------------|----------------------------|
| 7/8/2017 | 007783 | 4221912597 | £0.00 | £77.25 | £77.25 | £1.47 | £0.00 | £77.25 | 9420007783 | 9420007783 |
| 6/8/2017 | 007783 | 4221912597 | £484.10 | £0.00 | £484.10 | £0.00 | £0.00 | £484.10 | 9420007783 | 9420007783 |
| 4/8/2017 | 079980 | 4221608983 | £72.10 | £0.00 | £72.10 | £0.00 | £0.00 | £72.10 | 9420007783 | 9420007980 |
| 3/8/2017 | 007783 | 4221508581 | £300.76 | £0.00 | £300.76 | £0.00 | £0.00 | £300.76 | 9420007783 | 9420007783 |
| 2/8/2017 | 007783 | 4221409052 | £77.25 | £0.00 | £77.25 | £0.00 | £0.00 | £77.25 | 9420007783 | 9420007783 |
| 1/8/2017 | 079980 | 4221308155 | £90.00 | £0.00 | £90.00 | £0.00 | £0.00 | £90.00 | 9420007783 | 9420007980 |

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.

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.



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 shows a 'Payments' interface with a navigation bar at the top. Below the bar, a summary table shows a total settlement amount of £1,388.05. A modal window is open, titled 'Customise Reports', showing a list of report columns with checkboxes for selection. The columns include Settlement date, Settlement number, Total charges, Credits, Submission amount, Discount amount, Fees and incentives, DBA name, Chargebacks, Bank sort code, and Adjustments. The 'Settlement date' and 'Settlement number' checkboxes are checked. A circular callout highlights the '+' icon on the left side of the modal window. The 'Apply' button is visible at the bottom right of the modal.

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.

The screenshot shows a 'Payments overview' page with a 'Settlements' table. A modal window is open over the table, titled 'Settlements'. It contains checkboxes for 'Download with details?' and 'Customise column selection'. A dropdown menu shows '1-6'. Below these are sections for 'Pending settlements' (which is collapsed) and 'Settlements' (which is expanded). It shows 8 rows of settlement data. The 'Settlements' section includes a 'Select format' dropdown with 'CSV' selected, and radio buttons for 'Include Currency Symbols' (Yes/No). At the bottom of the modal are 'Cancel', 'RESET', and 'Download' buttons. The main page has a navigation bar with 'Dashboard', 'Payments', 'Disputes', 'Logos and Supplies', 'Resources', and user icons. A 'LOCATIONS (22)' and 'DATE (1/8/2017 - 18/8/2017)' filter are also visible.

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.

① Click here to view a new user guide

LOCATIONS (312) DATE (1/8/2017 - 18/8/2017)

Payments overview

Submissions Export Report

Include Transactions

Merchant no.

Select format CSV XLSX

Header Info Yes No

Total settlement amount £1,3

Pending Settlements

Settlements

| SETTLEMENT DATE | SETTLEMENT NUMBER | TOTAL CHARGES | CREDITS | SUBMISSION AMOUNT | DISCOUNT AMOUNT | FEES AND INCENTIVES | DEA NAME | CHARGEBACKS | BANK SORT CODE | ADJUSTMENTS | ST |
|-----------------|-------------------|---------------|---------|-------------------|-----------------|---------------------|----------------------------|-------------|----------------|-------------|----|
| 10/8/2017 | 4221912597 | £484.10 | -£77.25 | £406.85 | -£1.47 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 9/8/2017 | 4221605983 | £72.10 | £0.00 | £72.10 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 8/8/2017 | 4221508581 | £300.76 | £0.00 | £300.76 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 7/8/2017 | 4221409052 | £77.25 | £0.00 | £77.25 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 4/8/2017 | 4221308155 | £90.00 | £0.00 | £90.00 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |
| 1/8/2017 | 4220808921 | £441.09 | £0.00 | £441.09 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXX861 | £0.00 | |

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.

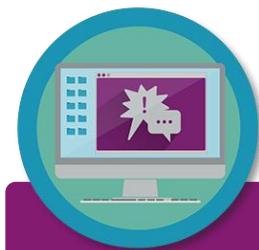
Direct debit reports can be produced from here as well.

The screenshot shows the 'Payments overview' page with a search dialog open. The search dialog has fields for 'Search within' (Settlements), 'Date' (Starts: 1/8/2017, Ends: 18/8/2017), 'Amount' (From, To), and 'Settlement number'. There are also radio buttons for 'All locations (2/2)' and 'Selected locations (2/2)'. The 'Search' button is highlighted with a red circle. The main table lists settlements with columns: SETTLEMENT DATE, SETTLEMENT NUMBER, TOTAL CHARGES, CREDITS, BILLS, etc. The table shows 7 rows of data, all from 1/8/2017 to 10/8/2017, with amounts ranging from £72.10 to £484.10.

| SETTLEMENT DATE | SETTLEMENT NUMBER | TOTAL CHARGES | CREDITS | BILLS | DISPUTES | TYPE | SETTLEMENT DATE | SETTLEMENT NUMBER | TOTAL CHARGES | CREDITS | BILLS | DISPUTES | TYPE | |
|-----------------|-------------------|---------------|---------|---------|----------|-------|----------------------------|-------------------|---------------|---------|-------|----------|---------|-------|
| 10/8/2017 | 4221912597 | £484.10 | -£77.25 | £406.85 | £1.47 | £0.00 | MAJESTIC CARS (UK) LIMITED | 1/8/2017 | 4220808921 | £441.09 | £0.00 | £0.00 | XXXX861 | £0.00 |
| 9/8/2017 | 4221605983 | £72.10 | £0.00 | £72.10 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXXX861 | £0.00 | £0.00 | £0.00 | XXXX861 | £0.00 |
| 8/8/2017 | 4221508581 | £300.76 | £0.00 | £300.76 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXXX861 | £0.00 | £0.00 | £0.00 | XXXX861 | £0.00 |
| 7/8/2017 | 4221409052 | £77.25 | £0.00 | £77.25 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXXX861 | £0.00 | £0.00 | £0.00 | XXXX861 | £0.00 |
| 4/8/2017 | 4221308155 | £90.00 | £0.00 | £90.00 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXXX861 | £0.00 | £0.00 | £0.00 | XXXX861 | £0.00 |
| 1/8/2017 | 4220808921 | £441.09 | £0.00 | £441.09 | £0.00 | £0.00 | MAJESTIC CARS (UK) LIMITED | £0.00 | XXXX861 | £0.00 | £0.00 | £0.00 | XXXX861 | £0.00 |

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 with a summary report table. The table has 15 rows, each representing a dispute case. The columns are: CASE NUMBER, STATUS, DATE RECEIVED, REPLY BY, DAYS LEFT, REASON AND CODE, DISPUTE TYPE, CASE TYPE, AMOUNT, and CARD NUMBER AT TRANSACTION. The disputes listed are all of type 'IQ' (Charge amount exceeds authorization amount-A01) and have a status of 'Please respond'. The amounts range from \$473.00 to \$203.00. The table is paginated with 'Showing 1-20 of 2992' at the top. The top navigation bar includes 'Dashboard', 'Payments', 'Disputes' (which is highlighted in blue), 'Logos and Supplies', and 'Resources'. There are also icons for 'Help & Chat' and a user profile.

| CASE NUMBER | STATUS | DATE RECEIVED | REPLY BY | DAYS LEFT | REASON AND CODE | DISPUTE TYPE | CASE TYPE | AMOUNT | CARD NUMBER AT TRANSACTION |
|-------------|----------------|---------------|-----------|-----------|------------------------------------------------|--------------|-----------|----------|----------------------------|
| I073869TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$203.00 | 700372XXXXXXXXXX1003 |
| I142590TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$885.00 | 700852XXXXXXXXXX1007 |
| I198430TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$428.00 | 700612XXXXXXXXXX1001 |
| I243607TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$186.00 | 700552XXXXXXXXXX1002 |
| I296778TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$995.00 | 700802XXXXXXXXXX1006 |
| I329074TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$98.00 | 700252XXXXXXXXXX1006 |
| I398916TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$945.00 | 700542XXXXXXXXXX1008 |
| I448870TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$614.00 | 700142XXXXXXXXXX1008 |
| I494126TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$106.00 | 700432XXXXXXXXXX1000 |
| I542064TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$394.00 | 700872XXXXXXXXXX1006 |
| I588980TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$138.00 | 700902XXXXXXXXXX1003 |
| I653508TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$971.00 | 700712XXXXXXXXXX1005 |
| I779129TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$117.00 | 700462XXXXXXXXXX1000 |
| I840179TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$473.00 | 700372XXXXXXXXXX1002 |
| I858850TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$928.00 | 700282XXXXXXXXXX1000 |

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.

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 shows a software interface for managing disputes. At the top, there's a navigation bar with tabs for Dashboard, Payments, Disputes (which is selected), Logos and Supplies, and Resources. Below the navigation is a toolbar with icons for Home, Print, Copy, and Search. The main area displays a list of disputes with columns for Case Number, Status, Date Received, Reply By, Days Left, Reason and Code, Dispute Type, Case Type, Amount, and Card Number. A modal window is open, showing filtering options: 'All Disputes' (selected) or 'Selected Disputes', and download buttons for CSV, XLS, and XLSX. The modal also includes a checkbox for 'Include Currencies'. The overall interface is clean and professional, designed for easy navigation and data management.

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 Cardmember disputes quickly and efficiently.

The screenshot shows a software interface for managing disputes. At the top, there's a navigation bar with links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. Below the navigation is a summary table with columns for TAKE ACTION (2992), LOCATIONS (1/11), DATE, RESPONDED (53), CLOSED (76870), and ADJUSTMENTS (5). A dropdown menu labeled 'How to respond to a dispute' is open, showing options like 'Agree to Full Refund', 'Respond', and 'Respond offline'. The 'Respond' button is highlighted with a red box. Below this, there's a 'Respond' form with fields for 'Select a reason' (0), 'Select a comment' (\$%), and 'Additional comments'. To the right of the form, there's a note about choosing to respond and instructions for adding attachments. At the bottom of the form, there are 'Cancel', 'Enter initials to verify this information', and 'Submit' buttons.

Disputes

Find out how to manage all your disputes online quickly and easily



Summary Report

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

| Case Number | Status | Date Received | Reply By | Days Left | Reason and Code | Dispute Type | Case Type | Amount | Card Number at Transaction |
|-------------|----------------|---------------|-----------|-----------|------------------------------------------------|--------------|-----------|----------|----------------------------|
| I073869TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$203.00 | 700372XXXXXXXXX1003 |
| I142590TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$886.00 | 700852XXXXXXXXX1007 |
| I198430TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$428.00 | 700612XXXXXXXXX1001 |
| I243607TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$186.00 | 700552XXXXXXXXX1002 |
| I296778TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$995.00 | 700802XXXXXXXXX1006 |
| I329074TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$98.00 | 700252XXXXXXXXX1006 |
| I388916TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$945.00 | 700542XXXXXXXXX1008 |
| I448870TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$614.00 | 700142XXXXXXXXX1008 |
| I494126TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$106.00 | 700432XXXXXXXXX1000 |
| I542064TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$394.00 | 700872XXXXXXXXX1006 |
| I5888980TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$138.00 | 700902XXXXXXXXX1003 |
| I653508TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$971.00 | 700712XXXXXXXXX1005 |
| I779129TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$117.00 | 700462XXXXXXXXX1000 |
| I840179TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$473.00 | 700372XXXXXXXXX1002 |
| I858850TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 | IQ | N/A | \$928.00 | 700282XXXXXXXXX1000 |

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.

Dashboard Payments Disputes Logos and Supplies Resources

LOCATIONS (11/11) DATE

TAKE ACTION 2992 RESPONDED 53 CLOSED 76870 ADJUSTMENTS 5

All Unviewed Viewed All Chargebacks Inquiries Case Updates How to respond to a dispute

Agree to Full Refund Respond Respond offline

| 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 | 700372XXXXXXXXXXXX1003 |

Print Preview

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
Chargeback amount
Transaction amount

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.

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.

Dashboard Payments Disputes Logos and Supplies Resources

LOCATIONS (1111) DATE

TAKE ACTION 2992 RESPONDED 53 CLOSED 76870 ADJUSTMENTS 5

How to respond to a dispute

Showing 1-20 of 2992

| | | Agree to Full Refund | | | Respond | |
|----|------------|----------------------|----------|---------------|----------|------------------------------------------------|
| | | CASE NUMBER | STATUS | DATE RECEIVED | REPLY BY | REASONS AND CODE |
| 1 | I073869TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |
| 2 | I142590TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |
| 3 | I198430TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |
| 4 | I243607TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |
| 5 | I296778TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |
| 6 | I329074TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |
| 7 | I398916TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |
| 8 | I448870TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |
| 9 | I494126TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |
| 10 | I542064TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |
| 11 | I588980TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |
| 12 | I653508TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |
| 13 | I779129TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |
| 14 | I840179TST | Please respond | 4/4/2017 | 4/25/2017 | N/A | Charge amount exceeds authorization amount-A01 |

Group by Win/Loss

Group by Select to group by and by Select to group by

Detail level Summary Detailed

Status All

Dispute Type All Dispute Types

Locations All locations

Dates All dates

Records No Results

Report format CSV XLS XLSX

Download reports

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.

Logos and Supplies

Small sign, big message

Displaying our logo at the front of your business is a great way to welcome more American Express® Cardmembers.

[VIEW HERE](#)

SHOW THEM HOW GREAT YOU ARE

YOU'VE FOUND A GREAT PLACE TO SHOP

We think your business is a great place for customers to eat, shop, or shop, that's why we've designed these special deals just for you.

DO YOU DO BUSINESS ONLINE?

WE OFFER A RANGE OF DIGITAL LOGOS, PERFECT FOR LETTING YOUR CUSTOMERS KNOW YOU ACCEPT AMERICAN EXPRESS®

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 on the [ACCOUNT DASHBOARD](#) page. 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)

Download Account User Management user guide

MERCHANT123

TERMS OF USE

CHANGE PASSWORD

>Password *****

SEE DETAILS

EDIT

ACCOUNT SUMMARY

CHANGE PASSWORD

CONTACT INFORMATION

NOTIFICATION

MARKETING & SURVEY EMAIL PREFERENCES

MANAGE LOCATIONS

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 any of the following numbers.

EMAIL

LIVE CHAT

INTERACTIVE
WALKME ASSISTANT

Call us on
0800 032 7216

(or the designated number for your Account)

Monday to Friday, 8am to 6pm

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

Email us your questions and/or requests through the Secure Message Centre.

The screenshot shows the Merchant Website dashboard. The top navigation bar includes links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. The main content area is titled 'MERCHANT123'. On the left, a sidebar menu is open, showing 'Service Requests' (which is highlighted with a red box), 'Payments', 'Disputes', 'Profile and Settings', 'Logos and Supplies', and 'User guides'. Below the sidebar is a 'Pull Push' logo with a 'Cards Welcome' sub-label and a 'Browse selection' button. The main area is divided into two sections: 'Payments' and 'Disputes'. The 'Payments' section shows a total of £946.96 settled in the last 7 days (from 02/08/2017 to today). It details submission amount (£946.96), discount amount (£4.47), and fees and incentives (£0.00). Below this are buttons for 'Last 7 days', 'Last 30 days', and 'Month to date'. The 'Disputes' section shows 35 cases, with a 'Take Action' tab selected. It lists 3 cases with details: 15/07/17, 9423853415, D-BB0402B, £3.00; 15/07/17, 9423853415, D-CC0403C, £6.00; and 15/07/17, 9423853415, D-DD0404D, £8.00. A 'Closed' tab is also visible. A 'See all disputes' button is located in the top right of the disputes section. A 'Walk Me Through' button is located on the far right edge of the page.

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

Chat

Open a Live Chat with Customer Service whenever you see these icons. Available Mon- Fri 8am-6pm, Sat 9am to 5pm

Chat with us X

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
Inquiry about fees or discount rates
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 to launch the Help Menu. Choose the topic you need help with and WalkMe will prompt you what to do next.

Payments

| Settlements | Pending |
|----------------------------------------------------------|---------|
| £946.96 | |
| settled in the last 7 days (from 02/08/2017 to today) | |
| Submission amount | £946.96 |
| Discount amount | £4.47 |
| Fees and incentives | £0.00 |

Disputes

| Take Action | Closed | | | |
|-------------|------------|---------------------|-------------|--------|
| 35 | | | | |
| Take Action | Reply by | Submitting merchant | Case number | Amount |
| 15/07/17 | 9423853415 | D-BB0402B | → | £3.00 |
| 15/07/17 | 9423853415 | D-CC0403C | → | £6.00 |
| 15/07/17 | 9423853415 | D-DD0404D | → | £8.00 |
| 15/07/17 | 9423853415 | D-EE0405E | → | £9.00 |



Congratulations!

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

LOG IN

