



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



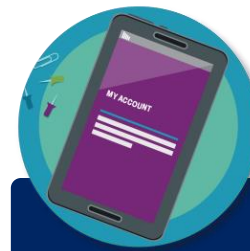
DISPUTES

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.



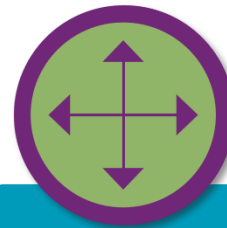
LOG IN



**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.

A screenshot of the merchant website homepage. At the top is a navigation bar with links: Merchant Home, Manage Your Account, Streamline Payments, Attract Customers, Get Support, and Accept the Card. On the left is a login sidebar with fields for 'User ID' and 'Password', a 'Log In' button, a 'Remember me' checkbox, and links for 'Forgot User ID or password', 'Register now', 'Change password', 'Manage payments', 'Respond to enquiries', and 'More'. The main content area features a large banner with the text 'If you're looking for a sign, here it is' and 'The complimentary Logos and Supplies store is back.' Below the banner is a photo of a smiling couple. At the bottom are three buttons: 'GET STARTED' (with a person icon), 'ATTRACT CUSTOMERS' (with a group icon), and 'JOIN OUR NETWORK' (with a wallet icon).

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

A screenshot of a merchant dashboard. The top navigation bar includes links: Merchant Home, Manage Your Account, Streamline Payments, Attract Customers, Get Support, and Accept the Card. The main content area features a large banner with the text "If you're looking for a sign, here it is" and "The complimentary Logos and Supplies store is back." Below the banner is a photo of a man and a woman in a store. On the left side, there is a login section with fields for "User ID" and "Password", a "Log in" button, a "Remember me" checkbox, and a link "Forgot User ID or password" which is highlighted with a red rectangle. Below the login section are links for "Change password", "Manage payments", "Respond to enquiries", and "More". At the bottom, there are three buttons: "GET STARTED" (with a person icon), "ATTRACT CUSTOMERS" (with a group of people icon), and "JOIN OUR NETWORK" (with a checkmark icon).

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 for a merchant named 'MERCHANT123'. The interface includes a top navigation bar with links to Dashboard, Payments, Disputes, Logos and Supplies, and Resources. A notification banner at the top right indicates 'You have 3 new notifications out of 23 total notifications'. The main content area is divided into several sections:

- Menu:** A sidebar menu with links to Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, and User guides.
- Payments:** A section showing the total amount settled in the last 7 days (£946.96) and a table of recent payments.
- Disputes:** A section showing the number of cases (35) and a table of recent disputes.
- Logos and Supplies:** A section showing featured products and a button to see all signs and supplies.

Numbered callouts 1 through 5 highlight specific features: 1. Notifications, 2. Menu, 3. Payments, 4. Disputes, and 5. Logos and Supplies.

Get started

Everything you need to know to get up and running



Notifications

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

The screenshot shows the Merchant Dashboard for 'MERCHANT123'. The top navigation bar includes links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. A notification bell icon indicates 0 new notifications out of 23 total. The notifications list shows several items, with the first one being bolded. The Payments section displays a total of £946.96 settled in the last 7 days, with a breakdown of submission, discount, and fees. The Disputes section shows a table of disputes with columns for Take Action, Reply by, Submitting merchant, Case number, and Amount. A '35 Cases' badge is visible next to the 'Take Action' header.

Take Action	Reply by	Submitting merchant	Case number	Amount
35 Cases	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

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 for 'MERCHANT123'. The top navigation bar includes links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. A notification banner indicates 'You have 3 new notifications out of 23 total notifications'. The main content area is divided into several sections:

- Payments:** Shows a balance of £946.96 settled in the last 7 days. It includes tabs for Settlements and Pending, and a table with columns for amount, incentives, and dates.
- Disputes:** Shows a table with columns for Take Action, Reply by, Submitting merchant, Case number, and Amount. It includes a 'See all disputes' button.
- Logos and Supplies:** Features a 'Featured products' section with images of logos and a 'See all signs and supplies' button.

A 'Menu' sidebar is visible on the left, listing options like Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, and User guides. A 'Put Push' button is also present. A '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



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.

Payments

£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

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

Logos and Supplies

Featured products

See all signs and supplies

Get started

Everything you need to know to get up and running



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 for 'MERCHANT123'. The top navigation bar includes links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. A notification banner indicates 'You have 3 new notifications out of 23 total notifications'. The main content area is divided into several sections:

- Payments:** Shows a summary of payments settled in the last 7 days, totaling £946.96. It includes a breakdown of submission amount (£946.96), discount amount (£4.47), and fees and incentives (£0.00). Filters for 'Last 7 days', 'Last 30 days', and 'Month to date' are available.
- Disputes:** A section with a 'See all disputes' button. It contains two tabs: 'Take Action' and 'Closed'. The 'Take Action' tab is currently selected, showing a list of 35 cases. The table below details these cases.
- Logos and Supplies:** A section for featured products, including logos and supplies, with a 'See all signs and supplies' button.

	Reply by	Submitting merchant	Case number	Amount
Take Action 35 Cases	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

2 Walk Me Through

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.

Dashboard Payments Disputes Logos and Supplies Resources

9:00am MY ACCOUNT

1 2 3 4 5

MERCHANT123

You have 3 new notifications out of 23 total notifications

Menu

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

Order logos and supplies

Payments E-statement See all 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 See all disputes

Take Action Closed

	Reply by	Submitting merchant	Case number	Amount
Take Action 35 Cases	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

Walk Me Through

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.

Merchant Menu Dashboard (MERCHANT123)

Payments

Settlements

£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

Take Action	Reply by	Submitting merchant	Case number	Amount
35 Cases	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

Logos and Supplies

Featured products

See all signs and supplies

Payments

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**PAYMENTS AT A
GLANCE**



**CUSTOMISE
REPORTS**



**DOWNLOAD
REPORTS**



EXPORT REPORTS



SEARCH REPORTS

Payments

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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

The screenshot shows the Payments Homepage interface. At the top is a navigation bar with links: Dashboard, Payments, Disputes, Logos and Supplies, Resources. On the right are icons for email and user profile. Below the navigation bar is a section with filters: LOCATIONS (2/2) and DATE (1/8/2017 - 1/8/2017). To the right of these filters is a 'Payments overview' button and a 'STATEMENT' button. Below the filters is a summary table with the following data:

* Total submissions	* Expand all
* Total charges	* £1,388.05
* Total credits	* £1,465.30
* Discounts	* -£77.25
* Tax amount	* -£1.47
* Fees & incentives	* £0.00
Total settlement amount	* £1,388.05

To the right of the summary table is a report menu with four options: Settlements, Submissions, Adjustments and Chargebacks, and Transaction types. Below the report menu is a table of pending settlements. The table has the following columns: SETTLEMENT DATE, SETTLEMENT NUMBER, TOTAL CHARGES, CREDITS, SUBMISSION AMOUNT, DISCOUNT AMOUNT, FEES AND INCENTIVES, DEBIT NAME, CHARGEBACKS, BANK SORT CODE, ADJUSTMENTS, and BALANCE. The table contains 6 rows of data, all for MAJESTIC CARS (UK) LIMITED.

SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DISCOUNT AMOUNT	FEES AND INCENTIVES	DEBIT NAME	CHARGEBACKS	BANK SORT CODE	ADJUSTMENTS	BALANCE
10/8/2017	4221912597	£484.10	£77.25	£406.85	£1.47	£0.00	MAJESTIC CARS (UK) LIMITED	£0.00	XXX861	£0.00	£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	£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	£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	£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	£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	£0.00

Payments

Learn how to manage everything to do with payments



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 dashboard with a blue header bar containing navigation links: Dashboard, Payments, Disputes, Logos and Supplies, and Resources. A user profile icon is in the top right. Below the header, there's a section for filters. A red box highlights the 'LOCATIONS (2)' and 'DATE (1/8/2017 - 18/8/2017)' filters. To the left of the date pickers are 'Quick links' for Today, This Week, Last Week, Month to date, and Last month. The date pickers show August 2017 calendars. Below the filters are buttons for 'Cancel', 'RESET', and 'View'. A summary section shows a list of metrics: Total submissions, Total charges, Total credits, Discounts, Tax amount, and Fees & Incentives, with their respective values. To the right of this are four tabs: Settlements, Submissions, Adjustments and Chargebacks, and Transaction types. Below the summary is a table with the following data:

SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DISCOUNT AMOUNT	FEES AND INCENTIVES	DEA NAME	CHARGEBACKS	BANK SORT CODE	ADJUSTMENTS
10/8/2017	4221912597	£484.10	-£77.25	£406.85	-£1.47	£0.00	MAJESTIC CARS (UK) LIMITED	£0.00	XXX861	£0.00

Payments

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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.

The screenshot displays the 'Payments overview' page. At the top, there's a navigation bar with links to Dashboard, Payments, Disputes, Logos and Supplies, and Resources. Below this, a summary section shows 'Total submissions' at £1,388.05, 'Total charges' at £1,465.30, 'Total credits' at -£77.25, 'Discounts' at -£1.47, 'Tax amount' at £0.00, and 'Fees & incentives' at £0.00. The 'Total settlement amount' is £1,388.05. A table below lists individual settlements with columns for Settlement Date, Settlement Number, Total Charges, Credits, Submission Amount, Discount Amount, Fees and Incentives, DBA Name, Chargebacks, Bank Sort Code, Adjustments, and SE. The table shows six entries for MAJESTIC CARS (UK) LIMITED, all with a submission amount of £300.76 and a total charge of £484.10.

SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DISCOUNT AMOUNT	FEES AND INCENTIVES	DBA NAME	CHARGEBACKS	BANK SORT CODE	ADJUSTMENTS	SE
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	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



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.

The screenshot shows the 'Payments' section of the American Express dashboard. The top navigation bar includes 'Dashboard', 'Payments', 'Disputes', 'Logos and Supplies', and 'Resources'. The 'Payments' section is active, showing a 'Payments overview' tab. A summary table on the left lists various payment components, with a total settlement amount of £1,388.05. Below this, a table of settlements is displayed, showing details for each payment transaction, including settlement date, number, charges, credits, submission amount, discount amount, fees and incentives, and the merchant name (MAJESTIC CARS (UK) LIMITED).

+	Expand all
+ Total submissions	£1,388.05
+ Total charges	£1,465.30
+ Total credits	-£77.25
+ Discounts	-£1.47
+ Tax amount	-£0.00
+ Fees & incentives	-£0.00
Total settlement amount	£1,388.05

+	Settlements										
+	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	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



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 dashboard. The top navigation bar includes links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. The main content area features a 'Payments overview' section with a report menu containing four options: Settlements, Submissions, Adjustments and Chargebacks, and Transaction types. Below the menu, a table displays settlement data for various dates and amounts.

SUBMISSION DATE	DOC INVOICE #	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DISCOUNT AMOUNT	FEES AND INCENTIVES	SETTLEMENT AMOUNT	PAYEE 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	9420079980
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	9420079980

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.

The screenshot shows the Payments dashboard. At the top is a navigation bar with links: Dashboard, Payments, Disputes, Logos and Supplies, Resources. Below this is a summary table with columns: Settlements, Submissions, Adjustments and Chargebacks, Transaction types. The 'Submissions' column is highlighted. Below the summary table is a detailed table with columns: SETTLEMENT DATE, SETTLEMENT NUMBER, TOTAL CHARGES, CREDITS, SUBMISSION AMOUNT, DISCOUNT AMOUNT, FEES AND INCENTIVES, DRA NAME, CHARGEBACKS, BANK SORT CODE. The first row of the detailed table is highlighted with a red box. A red circle highlights the '+' icon in the first row of the detailed table. A red arrow points from the '+' icon to the 'Submissions' section header. A red box highlights the 'Submissions' section header and the first row of the detailed table. A red arrow points from the 'Submissions' section header to the first row of the detailed table. A red box highlights the first row of the detailed table. A red arrow points from the first row of the detailed table to the right side of the screen.

SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DISCOUNT AMOUNT	FEES AND INCENTIVES	DRA NAME	CHARGEBACKS	BANK SORT CODE
10/8/2017	4221912597	£484.10	£77.25	£406.85	£1.47	£0.00	MAJESTIC CARS (UK) LIMITED	£0.00	XXXX861
Submissions									
6/8/2017	007783	£484.10	£0.00	£484.10	£0.00	£0.00	MAJESTIC CARS (UK) LIMITED	£0.00	XXXX861
7/8/2017	007783	£0.00	£0.00	£0.00	£0.00	£0.00	MAJESTIC CARS (UK) LIMITED	£0.00	XXXX861
9/8/2017	4221608983	£72.10	£0.00	£72.10	£0.00	£0.00	MAJESTIC CARS (UK) LIMITED	£0.00	XXXX861
8/8/2017	4221508581	£300.76	£0.00	£300.76	£0.00	£0.00	MAJESTIC CARS (UK) LIMITED	£0.00	XXXX861
7/8/2017	4221409052	£77.25	£0.00	£77.25	£0.00	£0.00	MAJESTIC CARS (UK) LIMITED	£0.00	XXXX861
4/8/2017	4221308155	£90.00	£0.00	£90.00	£0.00	£0.00	MAJESTIC CARS (UK) LIMITED	£0.00	XXXX861
1/8/2017	4220808921	£441.09	£0.00	£441.09	£0.00	£0.00	MAJESTIC CARS (UK) LIMITED	£0.00	XXXX861

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 displays the 'Payments overview' dashboard. At the top, there's a navigation bar with links to Dashboard, Payments, Disputes, Logos and Supplies, and Resources. Below this, a summary section shows 'Total submissions' at £1,388.05, 'Total charges' at £1,465.30, 'Total credits' at -£77.25, 'Discounts' at -£1.47, 'Tax amount' at £0.00, and 'Fees & incentives' at £0.00. A 'Total settlement amount' of £1,388.05 is highlighted. A modal window titled 'Customise reports' is open, allowing users to select or deselect various data fields for their reports. The modal lists fields such as Settlement date, Settlement number, Total charges, Credits, Submission amount, Discount amount, Fees and incentives, DBA name, Chargebacks, Bank sort code, Adjustments, Settlement amount, Payee merchant number, Payee location ID, Number of transactions, Opening debit balance, Bank account no., and Tax amount. The modal includes 'Cancel', 'RESET', and 'Apply' buttons.

SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DISCOUNT AMOUNT	FEES AND INCENTIVES	DBA NAME	CHARGEBACKS	BANK SORT CODE	ADJUSTMENTS
10/8/2017	4721512597	£484.10	£77.25	£406.85	£1.47	£0.00	MAJESTIC CARS (UK) LIMITED	£0.00	Y00861	£0.00

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 the 'Payments overview' page. A modal window titled 'Settlements' is open, prompting the user to download a report. The modal includes options for 'Download with details?', a row range selector (1-6), a 'Customise column selection' link, a 'Pending settlements' checkbox, a 'Select format' dropdown (CSV, XLSX, PDF), and an 'Include Currency Symbols' checkbox. A 'Download' button is visible in the modal. In the background, a table lists settlements with columns for date, number, total charges, credits, and company name. A red circle highlights the download icon in the top right navigation bar, and a red arrow points from it to the modal.

SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS
10/6/2017	4221912597	£484.10	£77.25
9/8/2017	4221608963	£72.10	£0.00
8/8/2017	4221508581	£300.76	£0.00
7/8/2017	4221409052	£77.25	£0.00
4/6/2017	4221308155	£90.00	£0.00
1/6/2017	4220808921	£441.09	£0.00

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.

The screenshot shows the 'Payments' dashboard with a blue header bar containing navigation links: Dashboard, Payments, Disputes, Logos and Supplies, and Resources. A 'Report' icon in the top right navigation bar is circled in red. A modal titled 'Submissions Export Report' is open, showing options to 'Include Transactions' (unchecked), a 'Merchant no.' field, 'Select format' (radio buttons for CSV and XLSX), and 'Header info' (radio buttons for Yes and No). A 'Download' button is visible. Below the modal, a table displays settlement data for 'MAJESTIC CARS (UK) LIMITED'.

SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DISCOUNT AMOUNT	FEES AND INCENTIVES	ISA NAME	CHARGEBACKS	BANK SORT CODE	ADJUSTMENTS
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	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 displays the Payments dashboard with a search overlay. The dashboard includes a navigation bar with links to Dashboard, Payments, Disputes, Logos and Supplies, and Resources. The search overlay allows filtering by Settlements, Date (Starts/Ends), Amount (From/To), and Settlement number. It also includes options to search within all locations or selected locations. The background shows a table of settlements with columns for Settlement Date, Settlement Number, Total Charges, Credits, and Sum.

SETTLEMENT DATE	SETTLEMENT NUMBER	TOTAL CHARGES	CREDITS	SUM
10/8/2017	4221912597	£484.10	£77.25	£406.85
9/8/2017	4221608983	£72.10	£0.00	£72.10
8/8/2017	4221508581	£300.76	£0.00	£300.76
7/8/2017	4221409052	£77.25	£0.00	£77.25
4/8/2017	4221308155	£90.00	£0.00	£90.00
1/8/2017	4220808921	£441.09	£0.00	£441.09

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 the following elements:

- 1**: Filter and summary section. Includes 'LOCATIONS (1111)', 'DATE', 'TAKE ACTION 2992', 'RESPONDED 53', 'CLOSED 76870', and 'ADJUSTMENTS 5'. It also has radio buttons for 'All', 'Unviewed', 'Viewed', 'All', 'Chargebacks', 'Inquiries', and 'Case Updates'. A button 'How to respond to a dispute' is also present.
- 2**: User profile and search icons.
- 3**: Action buttons: 'Agree to Full Refund', 'Respond', and 'Respond offline'.
- 4**: Table of disputes.

	CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DAYS LEFT	REASON AND CODE	DISPUTE TYPE	CASE TYPE	AMOUNT	CARD NUMBER AT TRANSACTION
<input type="checkbox"/>	1073869TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$203.00	700372XXXXXX1003
<input type="checkbox"/>	1142590TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$886.00	700832XXXXXX1007
<input type="checkbox"/>	1198430TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$428.00	700612XXXXXX1001
<input type="checkbox"/>	1243607TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$186.00	700552XXXXXX1002
<input type="checkbox"/>	1296778TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$995.00	700802XXXXXX1006
<input type="checkbox"/>	1329074TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$98.00	700252XXXXXX1006
<input type="checkbox"/>	1398916TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$945.00	700542XXXXXX1008
<input type="checkbox"/>	1448870TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$614.00	700142XXXXXX1008
<input type="checkbox"/>	1494126TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$106.00	700432XXXXXX1000
<input type="checkbox"/>	1542064TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$394.00	700872XXXXXX1006
<input type="checkbox"/>	1588980TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$138.00	700902XXXXXX1003
<input type="checkbox"/>	1633508TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$971.00	700712XXXXXX1005
<input type="checkbox"/>	1779129TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$117.00	700462XXXXXX1000
<input type="checkbox"/>	1840179TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$473.00	700372XXXXXX1002
<input type="checkbox"/>	1858850TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$928.00	700282XXXXXX1000

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.

The screenshot shows a web application interface for managing disputes. At the top is a navigation bar with links: Dashboard, Payments, Disputes, Logos and Supplies, and Resources. Below this is a filter section with tabs for 'TAKE ACTION' (2992), 'RESPONDED' (53), 'CLOSED' (76870), and 'ADJUSTMENTS' (5). There are also radio buttons for 'All', 'Unviewed', 'Viewed', 'All', 'Chargebacks', 'Inquiries', and 'Case Updates'. A 'How to respond to a dispute' link is also present. Below the filters is a table with columns: Agree to Full Refund, Respond, and Respond offline. The main table displays a list of dispute cases with columns: CASE NUMBER, STATUS, DATE RECEIVED, REPLY BY, DATES LEFT, REASON AND CODE, DISPUTE TYPE, CASE TYPE, AMOUNT, and CARD NUMBER AT TRANSACTION. The table shows 10 rows of data, all with a status of 'Please respond' and a reason of 'Charge amount exceeds authorization amount-A01'.

CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DATES 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	700372XXXXXX1003
1142590TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$886.00	700832XXXXXX1007
1198430TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$428.00	700612XXXXXX1001
1243607TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$186.00	700552XXXXXX1002
1296778TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$995.00	700802XXXXXX1006
1329074TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$98.00	700252XXXXXX1006
1398916TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$945.00	700542XXXXXX1008
1448870TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$614.00	700142XXXXXX1008
1494126TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$106.00	700432XXXXXX1000
1542064TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$394.00	700872XXXXXX1006
1588980TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$138.00	700902XXXXXX1003
1653508TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$971.00	700712XXXXXX1005
1779129TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$117.00	700462XXXXXX1000
1840179TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$473.00	700372XXXXXX1002
1858850TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$928.00	700282XXXXXX1000

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.

	CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DATE LEFT	REASON AND CODE	DISPUTE TYPE	CASE TYPE	AMOUNT	CARD NUMBER AT TRANSACTION
<input type="checkbox"/>	I073869TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$203.00	700372XXXXXXX1003
<input type="checkbox"/>	I142590TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$886.00	700832XXXXXXX1007
<input type="checkbox"/>	I198430TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$428.00	700612XXXXXXX1001
<input type="checkbox"/>	I243607TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$186.00	700552XXXXXXX1002
<input type="checkbox"/>	I296778TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$995.00	700802XXXXXXX1006
<input type="checkbox"/>	I329074TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$98.00	700252XXXXXXX1006
<input type="checkbox"/>	I308916TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$945.00	700542XXXXXXX1008
<input type="checkbox"/>	I448870TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$614.00	700142XXXXXXX1008
<input type="checkbox"/>	I494126TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$106.00	700432XXXXXXX1000
<input type="checkbox"/>	I542064TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$394.00	700872XXXXXXX1006
<input type="checkbox"/>	I58890TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$138.00	700802XXXXXXX1003
<input type="checkbox"/>	I853508TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$971.00	700712XXXXXXX1005
<input type="checkbox"/>	I779129TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$117.00	700462XXXXXXX1000
<input type="checkbox"/>	I840179TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$473.00	700372XXXXXXX1002
<input type="checkbox"/>	I858850TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01	IQ	N/A	\$928.00	700282XXXXXXX1000

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 displays the 'Disputes' section of a web application. The top navigation bar includes links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. Below the navigation bar, there are filters for LOCATIONS (1111), DATE, TAKE ACTION (2992), RESPONDED (53), CLOSED (76870), and ADJUSTMENTS (5). A tab labeled 'How to respond to a dispute' is active, showing three buttons: 'Agree to Full Refund', 'Respond' (highlighted with a red border), and 'Respond offline'. Below these buttons, the 'Respond' section is expanded, showing a form with a text input field containing '0', a currency selector set to '\$', and a percentage selector set to '%'. There are also buttons for 'Select a reason' and 'Select a comment', and a text area for 'Additional comments'. To the right of the form, there is a section titled 'Add attachments' with a warning message and a list of requirements for attachments. At the bottom of the form, there are 'Cancel' and 'Submit' buttons, and a checkbox for 'Enter initials to verify this information'.

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.

The screenshot displays a web application for managing disputes. The top navigation bar includes links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. Below this, a filter bar shows 'LOCATIONS (11/11)', 'DATE', and a 'TAKE ACTION' dropdown set to '2992'. A table lists various dispute actions like 'Unviewed', 'Viewed', 'Chargebacks', 'Inquiries', and 'Case Updates'. A modal window titled 'Dispute details' is open, showing information for case 'I073869TST'. It includes a 'Dispute details' section with a note about authorization approval, a 'Disputed amount' of \$203.00, and a 'Chargeback amount' of \$203.00. Below this, it lists 'Card Member', 'Tracking number', 'Card Number', and 'Case type'. A 'What you can do' section prompts the user to respond to the dispute, while a 'What will happen' section explains the review process. At the bottom, a table shows the dispute's history, including the date (4/4/2017), status change (Please respond), dispute type (Inquiry), and details (Please respond to this inquiry by 4/25/2017). A red 'X' icon in the top right corner of the modal indicates a close button.

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	700372XXXXXXX1003

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 \$203.00
Chargeback amount \$203.00
Transaction amount \$267.00

Card Member Rahul 3013DATA SETUP_JOB
Tracking number N/A
Card Number 700372XXXXXXX1003
Case type SEDIS

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.

The screenshot shows the 'Disputes' section of a dashboard. At the top, there's a navigation bar with 'Dashboard', 'Payments', 'Disputes', 'Logos and Supplies', and 'Resources'. Below this, there's a filter bar with 'LOCATIONS (11/11)', 'DATE', and 'TAKE ACTION 2992'. A table of disputes is displayed with columns: CASE NUMBER, STATUS, DATE RECEIVED, REPLY BY, DAYS LEFT, and REASON AND CODE. A modal window titled 'Download reports' is open, showing options for 'Group by' (Win/Loss), 'Detail level' (Summary/Detailed), 'Status' (All), 'Dispute Type' (All Dispute Types), 'Locations' (All locations), 'Dates' (All dates), 'Records' (No Results), and 'Report format' (CSV, XLS, XLSX). A 'Download reports' button is at the bottom of the modal.

CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DAYS LEFT	REASON AND CODE
I073869TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I142590TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I198430TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I243607TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I296778TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I329074TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I398916TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I448870TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I494126TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I542064TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I588980TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I653508TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I779129TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01
I840179TST	Please respond	4/4/2017	4/25/2017	N/A	Charge amount exceeds authorization amount-A01

Complimentary signage

The fastest and easiest way to get merchandise and supplies for your business

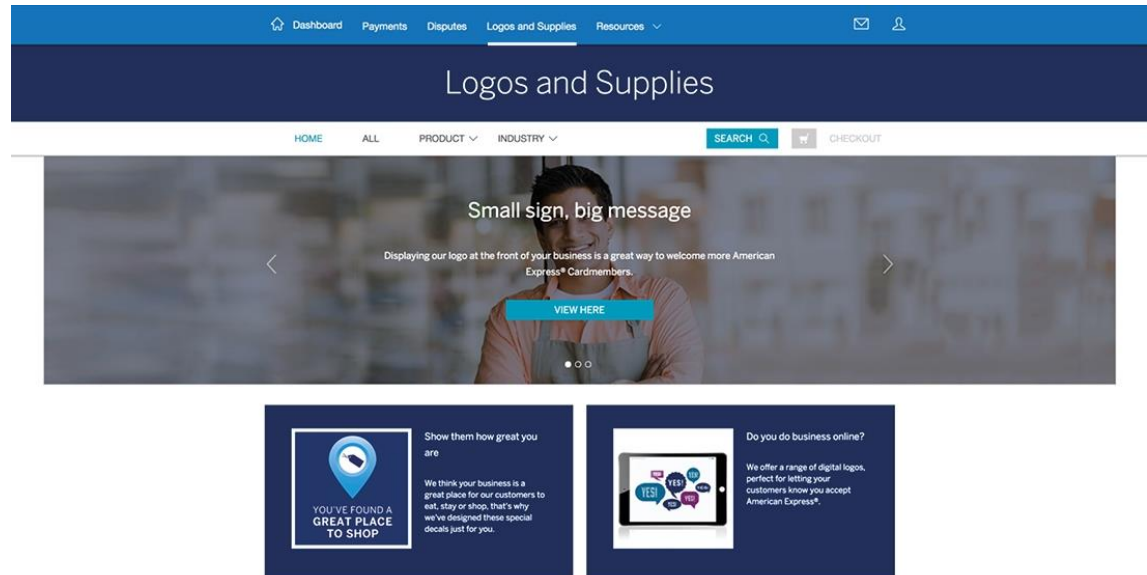


Logos and Supplies

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.



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)

Dashboard Payments Disputes Logos and Supplies Resources

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

Download Account User Management user guide

MERCHANT123 [TERMS OF USE](#)

ACCOUNT SUMMARY

CHANGE PASSWORD

CONTACT INFORMATION

NOTIFICATION

MARKETING & SURVEY EMAIL PREFERENCES

MANAGE LOCATIONS

CHANGE PASSWORD

Password

[SEE DETAILS](#) [EDIT](#)

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

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

LIVE CHAT

INTERACTIVE
WALKME ASSISTANT

MERCHANT123

Menu

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

Order logos and supplies

Payments

E-statement See all 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

See all disputes

Take Action Closed

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

35

Walk Me Through

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

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

Chat

Chat with us

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
- Inquire about fees or discount rate
- 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

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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.

The screenshot shows the Merchant Website dashboard for 'MERCHANT123'. The top navigation bar includes links for Dashboard, Payments, Disputes, Logos and Supplies, and Resources. A notification banner indicates 'You have 3 new notifications out of 23 total notifications'. The left sidebar contains a 'Menu' with options: Service Requests, Payments, Disputes, Profile and Settings, Logos and Supplies, and User guides. Below the menu is a section for 'Order logos and supplies' with a 'Pull Push' graphic and a 'Browse selection' button. The main content area is divided into two sections: 'Payments' and 'Disputes'. The 'Payments' section shows a summary of £946.96 settled in the last 7 days, with a breakdown of submission amount (£946.96), discount amount (£4.47), and fees and incentives (£0.00). The 'Disputes' section shows a table of disputes with columns for Take Action, Reply by, Submitting merchant, Case number, and Amount. A '35' badge is visible in the bottom left of the disputes table.

Take Action	Reply by	Submitting merchant	Case number	Amount
Take Action ⓘ	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

? Walk Me Through



Congratulations!

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

LOG IN

