merchant payments and reconciliation
What’s the easiest way for me to manage my account?

How much will I get paid?

When will I receive payment?

Why is my account in debit?

What should I do if my account is in debit?
What’s the easiest way for me to manage my account?

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

How much will I get paid?

- American Express will pay you the net value of each transaction.
- The net value is the gross value minus any deductions such as the Discount Rate (as per your contract).
- By paying you in this way we won’t need to make any deductions at the end of each month.
- If you carried an outstanding debt forward from a previous period, American Express will offset this prior to settlement.
When will I receive payment?

Once you’ve submitted your transaction, the number of working days before you receive payment will depend on your individual payment plan. Please refer to your terms and conditions for details.

To avoid any delay in receiving your payment, please refer to the following guidelines:

- Transactions submitted after 9pm will not be processed until the following working day.
- Transactions submitted on non-working days such as Bank Holidays or Weekends will not be processed until the following working day.
- If your transaction volume is less than £50,000 per annum, please remember to call us if you wish to change your bank account details.
- If your transaction volume is over £50,000 per annum, please write to us if you wish to change your bank account details.
- If your transaction volume is less than £10,000 per annum, please call us if you wish to change your addresses.
- If your transaction volume is over £10,000 per annum, please write to us if you wish to change your addresses.
- If your P.O.S terminal requires manual reconciliation, please ensure this is completed correctly otherwise payment may be subject to delay.

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

There are three possible reasons why your account with us may show a debit:

- If you have issued a refund to an American Express Cardmember.

- If a dispute is upheld against you and the Cardmember is refunded. All such transactions will appear on your statement with a unique reference number. Should you wish to discuss any dispute please call us on 01273 67 55 33 with your statement to hand.

- If fees are deducted from your account such as the £1.75 paper statement fee.

- Please be aware that statement fees will appear on your statement a month in arrears. For example the fee for your January statement will appear on your February statement.
What should I do if my account is in debit?

- If you submit transactions of sufficient value to American Express, no action is necessary. The outstanding amount will simply be deducted from the next payment we make to you.

- Alternatively, if you want to clear your account by making a payment to American Express, please use one of the following methods:

**Cheque**
Made payable to: American Express Payment Services Ltd

Send to: American Express Payment Services Ltd
Merchant Risk
1st Floor, Pillar E
52-10-010
Brighton
BN88 1AH

**BACS Payment**
Sort Code: 30-00-02
Account Number: 00 88 67 80
Reference: Your merchant number

**Direct Debit**
We shall debit your account if you signed a Direct Debit mandate.
CONTACT US

Save yourself time by keeping the following numbers to hand. That way, you’ll get straight through to the right department whenever you need to call us.

American Express Merchant Services

01273 67 55 33 - For merchant enquiries and POS assistance.

0208 551 11 11 – Authorisations
## Monthly Statement Explained

This box is used to communicate useful information to merchants such as details of new products and services.

### Payee Number
This is your American Express Merchant Number (At Hierarchy level if you are a chain), and your Business name.

### Summary Number
The 7 digit number which is generated by the terminal for each transaction processed where the customer pays by chip and pin.

### Debit Gross
Total value of the transactions you have processed.

### Service Fee
Any fees we have charged you, most commonly the £1.75 paper statement fee.

### Credit Gross
This denotes any refunds you have processed.

### Net Amount
The amount we pay you after all deductions.

### Your Bank Sort Code and Account Number

### If you wish to change your address details you will need to write to us on business headed paper at American Express Payment Services Ltd, Department 23, Brighton BN88 1AH
A summary of the payments (settlements) you will have received from American Express during the month.

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

Grand total of all settlements and charges.