

Welcome to the Merchant Website Training

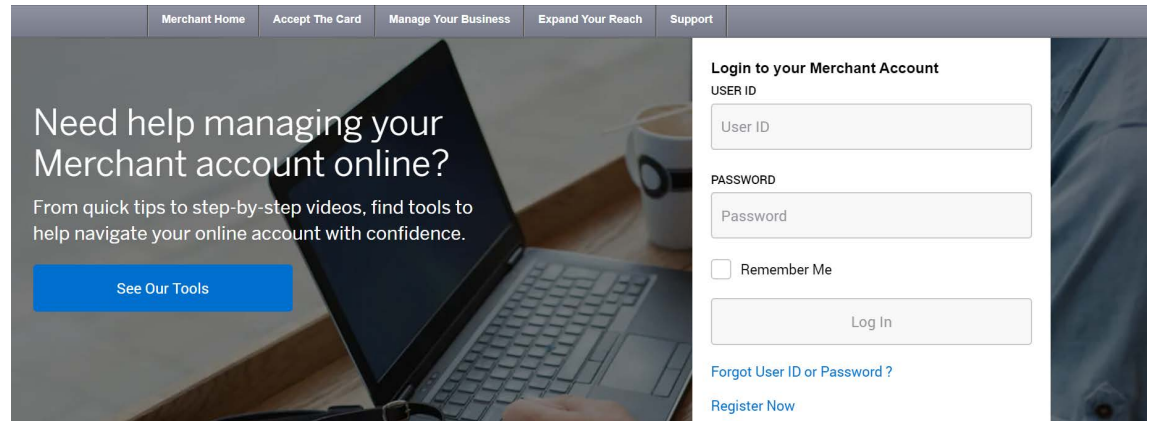
An essential guide to managing your Account
online, quickly

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 a web application's login page. The page has a dark blue header with navigation links: Merchant Home, Accept The Card, Manage Your Business, Expand Your Reach, and Support. The main content area features a large image of a laptop on a desk with a coffee cup. Overlaid on this image is a white box containing the text "Need help managing your Merchant account online?" and a blue button labeled "See Our Tools". To the right of the image is a white login form titled "Login to your Merchant Account". The form includes fields for "USER ID" and "PASSWORD", a "Remember Me" checkbox, and a "Log In" button. Below the form are links for "Forgot User ID or Password ?" and "Register Now".

Merchant Home Accept The Card Manage Your Business Expand Your Reach Support

Need help managing your Merchant account online?

From quick tips to step-by-step videos, find tools to help navigate your online account with confidence.

See Our Tools

Login to your Merchant Account

USER ID

User ID

PASSWORD

Password

☐ Remember Me

Log In

[Forgot User ID or Password ?](#)

[Register Now](#)

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 Accept The Card Manage Your Business Expand Your Reach Support

Need help managing your Merchant account online?

From quick tips to step-by-step videos, find tools to help navigate your online account with confidence.

[See Our Tools](#)

Login to your Merchant Account

USER ID

USER ID

PASSWORD

Password

☐ Remember Me

Log In

[Forgot User ID or Password ?](#)

[Register Now](#)

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 download E-Statements
6. A way to order complimentary signage
7. Useful Links

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 American Express merchant dashboard. At the top is a blue navigation bar with a 'Menu' button, the 'AMERICAN EXPRESS' logo, and links for 'Help' and 'Log Out'. Below this is a secondary navigation bar with links for 'Dashboard', 'Payments', 'Disputes', 'Account Services', and 'Free Signs & Supplies'. The main content area starts with a welcome message: 'Welcome, Amex! Thank you, LAMPLIGHTER PITTSBURG OPERATIONS, for accepting American Express.' The dashboard is divided into several sections: 1. 'Payments' showing a balance of \$40,891.80 settled in the last 7 days, with a table of submission, discount, and fees amounts, and a 'See All Payments' button. 2. 'Download E-Statements' with a location dropdown, a table of latest PDF statements, and a 'More Download Options' button. 3. 'Disputes' with a table showing expiration and amounts, and a 'See All Disputes' button. 4. A promotional banner for 'Get Free Signs & Supplies' featuring an 'OPEN COME IN' sign and an 'Order Free Signage' button. 5. A 'Useful Links' sidebar on the right with links to Support Center, Public Profile Listing, Tools For New Merchants, Find Payment Solutions, Services & Savings Hub, Update Your Tax Information, 1099-K Form(s), Merchant Policy, Technical Documents, and Terms of Use.

Menu AMERICAN EXPRESS Help Log Out

Dashboard Payments Disputes Account Services Free Signs & Supplies

Welcome, Amex!
Thank you, LAMPLIGHTER PITTSBURG OPERATIONS, for accepting American Express.

Payments

\$40,891.80
settled in the last 7 days
(from 10/29/2020 to today)

Submission Amount	\$41,027.68
Discount Amount	\$1,157.99
Fees & Incentives	\$10.33

See All Payments

Download E-Statements

LOCATION
1150482214

LATEST PDF STATEMENTS

2020-10-31
2020-09-30

More Download Options

Disputes

EXPIRES	AMOUNT
16 days	-\$29.97

See All Disputes

Get Free Signs & Supplies
Browse from our large selection and let customers know that you welcome their business in store and on your site.
Order Free Signage

Useful Links

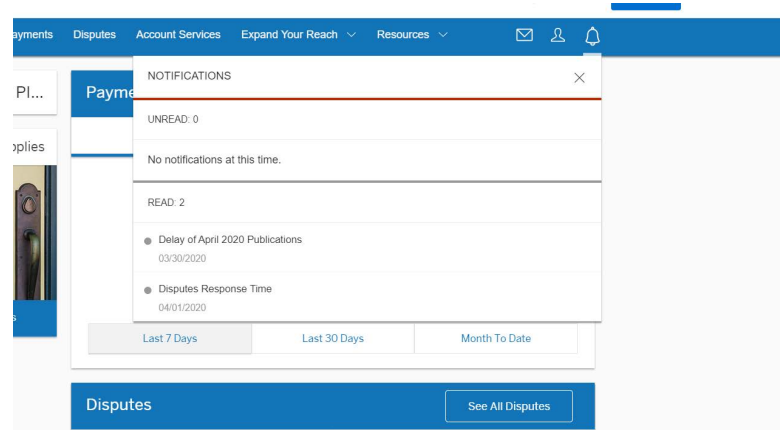
- Support Center
- Public Profile Listing
- Tools For New Merchants
- Find Payment Solutions
- Services & Savings Hub
- Update Your Tax Information
- 1099-K Form(s)
- Merchant Policy
- Technical Documents
- Terms of Use

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.

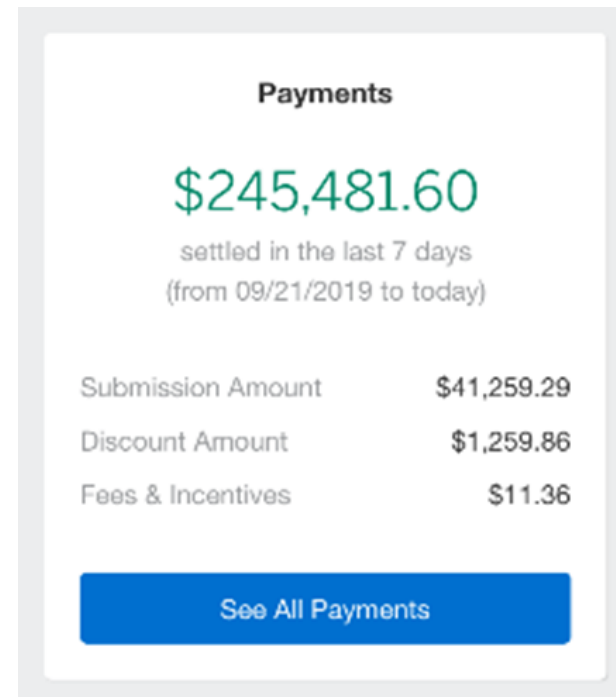


Get started

Everything you need to know to get up and running

Payments

The Payments section provides a snapshot of the payments made to your account. Here you will see a summary view of your Payments amount over the last 7 days. You can also choose to view all Payments directly.



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

Disputes	
EXPIRES	TOTAL
Today	-\$1,128.71
4 days	-\$440.08
5 days	-\$440.08
8 days	-\$440.08
12 days	-\$440.08
See All Disputes	

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Everything you need to know to get up and running

Logos and Supplies

To view complimentary logos and supplies, click the “Order Free Signage” link. You will be taken to our website where you can browse our complimentary merchandise.



Get Free Signs & Supplies

Browse from our large selection and let customers know that you welcome their business in store and on your site.

[Order Free Signage](#)

Get started

Everything you need to know to get up and running

E-Statements


Download your two most recent pdf statements for the location of your choice, if available. You can also view your available download options on the Payments page.


Download E-Statements

LOCATION

1150482214

LATEST PDF STATEMENTS

 [Download Jul. 2019](#)

 [Download Jun. 2019](#)

[More Download Options](#)

Get started

Everything you need to know to get up and running

Useful Links

Browse additional merchant content, from the website Support Center to tax information.

Useful Links

[Resources for New Merchants](#)

[Public Profile Listing](#)

[Small Business Resource Center](#)

[Data Security Best Practices](#)

[Merchant Policy](#)

[Your Tax Information](#)

[1099-K Forms](#)

Payments

Learn how to manage everything to do with payments

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

The screenshot displays the PAYMENTS HOMEPAGE interface. At the top, there is a navigation bar with tabs for 'My Account', 'Cards', 'Travel', 'Rewards', and 'Business'. A search icon and a 'Log In' button are also present. Below the navigation bar, a link to 'Click Here to view the Payments User Guide.' is visible. The main content area features filters for 'LOCATIONS (19/19)' and 'DATE (4/1/2020 - 4/16/2020)', along with icons for user, print, PDF, and search, and an 'E-STATEMENT' button. A summary section on the left lists: '+ Total Submissions \$34,359.81', '+ Total Charges \$34,965.06', '+ Total Credits \$605.25', '+ Discounts \$1,046.02', and '+ Fees & Incentives \$7.16'. Below this, the 'Total Settlement Amount' is shown as '\$34,310.62' with a note: 'Total Gross Pay Debits, Fee: \$ 36.90 and Discount Amount: \$ 4,049.60'. To the right of the summary are four cards: 'Settlements', 'Submissions', 'Adjustments & Chargebacks', and 'More...'. At the bottom, there is a table with columns: 'PAYEE LOCATION ID', 'PAYEE MERCHANT NUMBER', 'SETTLEMENT DATE', 'NUMBER OF TRANSACTIONS', 'TOTAL CHARGES', 'CREDITS', 'SUBMISSION AMOUNT', and 'DI'. The first row of data shows a redacted location ID, a redacted merchant number, a redacted settlement date, and values of \$138.46 for total charges, \$22.92 for credits, and \$115.54 for submission amount.

PAYEE LOCATION ID	PAYEE MERCHANT NUMBER	SETTLEMENT DATE	NUMBER OF TRANSACTIONS	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DI
[REDACTED]	[REDACTED]	[REDACTED]		\$138.46	\$22.92	\$115.54	

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.

My Account

Cards

Travel

Rewards

Business

Search

Help

Log In

+ Expand All

+ Total Submissions\$34,359.81

+ Total Charges\$34,965.06

+ Total Credits\$605.25

+ Discounts\$1,046.02

+ Fees & Incentives\$7.16

Total Settlement Amount

\$34,310.62

Total Gross Pay Debits. Fee : \$ 36.90 and Discount Amount : \$ 4,049.60

Settlements

Submissions

Adjustments & Chargebacks

More...

+ Pending

- Posted

⚙	PAYEE LOCATION ID	PAYEE MERCHANT NUMBER	SETTLEMENT DATE	NUMBER OF TRANSACTIONS	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DI
+					\$138.46	\$22.92	\$115.54	
+					\$308.75	\$0.00	\$308.75	
+					\$321.79	\$0.00	\$321.79	

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.

AMERICAN EXPRESS	My Account	Cards	Travel	Rewards	Business	Search	Help	Log In																																				
<div>+ Expand All</div> <div>+ Total Submissions \$34,359.81</div> <div>+ Total Charges \$34,965.06</div> <div>+ Total Credits \$605.25</div> <div>+ Discounts \$1,046.02</div> <div>+ Fees & Incentives \$7.16</div> <div>Total Settlement Amount \$34,310.62</div> <div>Total Gross Pay Debits, Fee : \$ 36.90 and Discount Amount : \$ 4,049.60</div> <div><div>Settlements</div><div>Submissions</div><div>Adjustments & Chargebacks</div><div>More...</div></div> <div>+ Pending</div> <div>- Posted</div> <table><thead><tr><th>⚙</th><th>PAYEE LOCATION ID</th><th>PAYEE MERCHANT NUMBER ▾</th><th>SETTLEMENT DATE ▾</th><th>NUMBER OF TRANSACTIONS</th><th>TOTAL CHARGES</th><th>CREDITS</th><th>SUBMISSION AMOUNT</th><th>DI</th></tr></thead><tbody><tr><td>+ </td><td colspan="4"></td><td>\$138.46</td><td>\$22.92</td><td>\$115.54</td><td></td></tr><tr><td>+ </td><td colspan="4"></td><td>\$308.75</td><td>\$0.00</td><td>\$308.75</td><td></td></tr><tr><td>+ </td><td colspan="4"></td><td>\$321.79</td><td>\$0.00</td><td>\$321.79</td><td></td></tr></tbody></table>									⚙	PAYEE LOCATION ID	PAYEE MERCHANT NUMBER ▾	SETTLEMENT DATE ▾	NUMBER OF TRANSACTIONS	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DI	+					\$138.46	\$22.92	\$115.54		+					\$308.75	\$0.00	\$308.75		+					\$321.79	\$0.00	\$321.79	
⚙	PAYEE LOCATION ID	PAYEE MERCHANT NUMBER ▾	SETTLEMENT DATE ▾	NUMBER OF TRANSACTIONS	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT	DI																																				
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+					\$321.79	\$0.00	\$321.79																																					

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 displays the American Express Payments User Guide interface. At the top, there is a navigation bar with the American Express logo and links for My Account, Cards, Travel, Rewards, and Business. A search icon and a Log Out button are also present. Below the navigation bar, a link to the Payments User Guide is provided. The main content area features a filter section with a 'LOCATIONS (19/19)' dropdown and a 'DATE (4/1/2020 - 4/17/2020)' dropdown. To the left of the date filters is a 'Quick Links' section with options: Today, Yesterday, Month to date, Last Month, Last 3 months, Last 6 months, This year, and Last year. The date filters are set to 'From: 4/1/2020' and 'To: 4/17/2020', each with a calendar view for April 2020. The 'From' calendar shows the 1st as the selected date. The 'To' calendar shows the 17th as the selected date. At the bottom of the filter section are 'Cancel', 'RESET', and 'View' buttons.

From: 4/1/2020						
SU	MO	TU	WE	TH	FR	SA
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

To: 4/17/2020						
SU	MO	TU	WE	TH	FR	SA
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

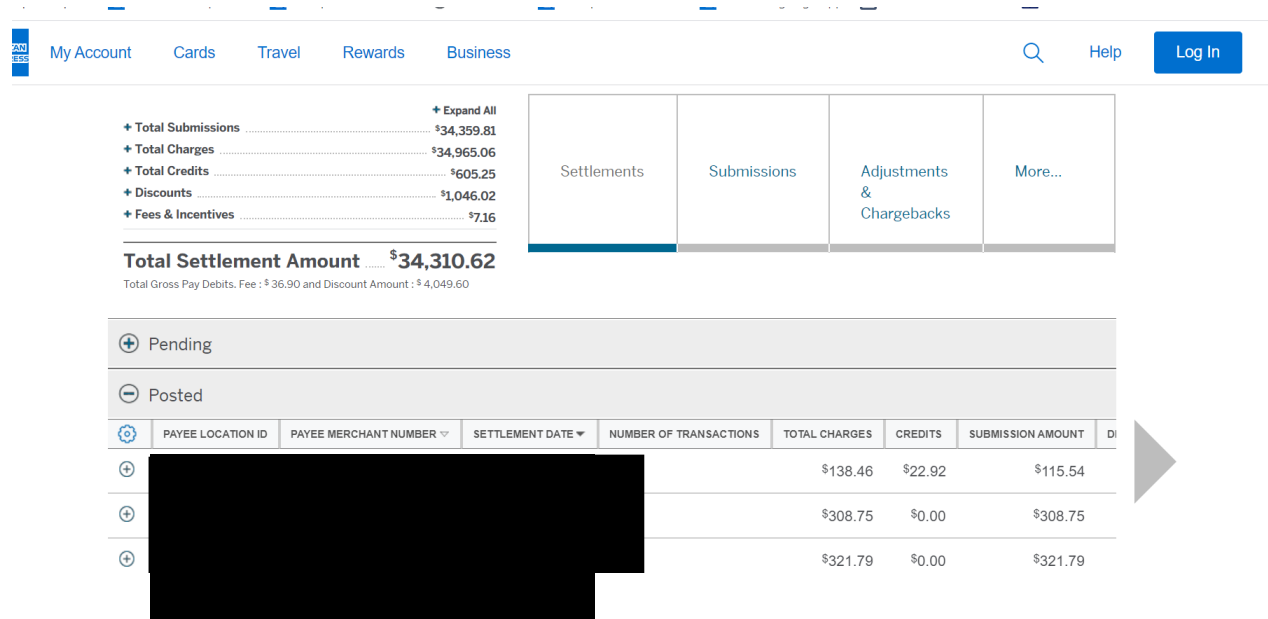
Payments

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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 Business Payments interface. At the top, there's a navigation bar with links for My Account, Cards, Travel, Rewards, and Business. A search icon and a Log In button are also present. Below the navigation bar, there's a summary section with a list of metrics: Total Submissions (\$34,359.81), Total Charges (\$34,965.06), Total Credits (\$605.25), Discounts (\$1,046.02), and Fees & Incentives (\$7.16). The Total Settlement Amount is \$34,310.62. Below this, there's a table with columns for PAYEE LOCATION ID, PAYEE MERCHANT NUMBER, SETTLEMENT DATE, NUMBER OF TRANSACTIONS, TOTAL CHARGES, CREDITS, and SUBMISSION AMOUNT. The table shows three rows of data, with the first two rows having a total charges of \$138.46 and \$308.75 respectively, and the third row having a total charges of \$321.79. The submission amounts are \$115.54, \$308.75, and \$321.79 respectively.

		Settlements	Submissions	Adjustments & Chargebacks	More...

		Total Submissions	Total Charges	Total Credits	Discounts	Fees & Incentives
		\$34,359.81	\$34,965.06	\$605.25	\$1,046.02	\$7.16

		Total Settlement Amount
		\$34,310.62

		PAYEE LOCATION ID	PAYEE MERCHANT NUMBER	SETTLEMENT DATE	NUMBER OF TRANSACTIONS	TOTAL CHARGES	CREDITS	SUBMISSION AMOUNT
						\$138.46	\$22.92	\$115.54
						\$308.75	\$0.00	\$308.75
						\$321.79	\$0.00	\$321.79

Payments

Learn how to manage everything to do with payments

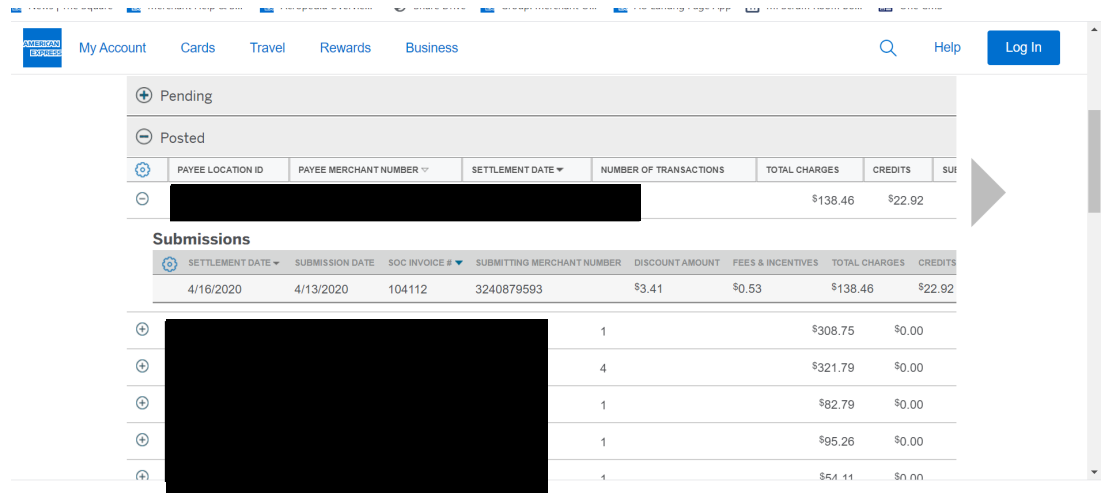
View report

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 from the 4 boxes at the top.

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 displays the American Express Payments dashboard. At the top, there's a navigation bar with the American Express logo and links for 'My Account', 'Cards', 'Travel', 'Rewards', and 'Business'. A search icon, 'Help', and a 'Log In' button are also present. Below the navigation bar, there are two expandable sections: 'Pending' (with a '+' icon) and 'Posted' (with a '-' icon). The 'Posted' section is currently expanded, showing a summary table with columns: PAYEE LOCATION ID, PAYEE MERCHANT NUMBER, SETTLEMENT DATE, NUMBER OF TRANSACTIONS, TOTAL CHARGES, CREDITS, and a partial 'SUM' column. The data row shows a total charge of \$138.46 and credits of \$22.92. Below this is a 'Submissions' section with a '+' icon to expand it. The expanded 'Submissions' table has columns: SETTLEMENT DATE, SUBMISSION DATE, SOC INVOICE #, SUBMITTING MERCHANT NUMBER, DISCOUNT AMOUNT, FEES & INCENTIVES, TOTAL CHARGES, and CREDITS. It lists five transactions with their respective dates, invoice numbers, merchant numbers, discount amounts, fees, and charges.

Payments Summary							
PAYEE LOCATION ID	PAYEE MERCHANT NUMBER	SETTLEMENT DATE	NUMBER OF TRANSACTIONS	TOTAL CHARGES	CREDITS	SUM	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$138.46	\$22.92		

Submissions							
SETTLEMENT DATE	SUBMISSION DATE	SOC INVOICE #	SUBMITTING MERCHANT NUMBER	DISCOUNT AMOUNT	FEES & INCENTIVES	TOTAL CHARGES	CREDITS
4/16/2020	4/13/2020	104112	3240879593	\$3.41	\$0.53	\$138.46	\$22.92
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1		\$308.75	\$0.00
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	4		\$321.79	\$0.00
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1		\$82.79	\$0.00
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1		\$95.26	\$0.00
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1		\$54.11	\$0.00

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' dashboard. At the top, there's a navigation bar with links to Dashboard, Payments, Disputes, Attract Customers, and Resources. Below this, a summary section shows 'LOCATIONS (2/2)' and 'DATE (18/2017 - 18/2017)'. A table lists various transaction metrics:

Metric	Value
+ Total Submissions	\$34,359.81
+ Total Charges	\$34,965.06
+ Total Credits	\$605.25
+ Discounts	\$1,046.02
+ Fees & Incentives	\$7.16

The 'Total Settlement Amount' is \$34,310.62. Below this, a 'Payments overview' section shows tabs for Settlements, Submissions, Adjustments and Chargebacks, and Transaction types. A customisation modal is open for the 'Settlements' report, allowing users to check or uncheck various data fields. The modal includes a 'Cancel' button, a 'RESET' button, and an 'Apply' button.

Settlements Report Customisation Fields:

- ☒ 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.
- ☒ Tax amount

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 Chase website's 'Download' modal. The modal is titled 'Download' and has three tabs: 'Download', 'Bulk Download', and 'Reports'. The 'Download' tab is active. It contains two sections: 'Settlements' and 'Pending Settlements'. Each section has a checkbox for 'Download With Details?' and a dropdown menu for 'Please select the row range you wish to download'. The 'Settlements' section has a row range of '1-108' and the 'Pending Settlements' section has a row range of '1-16'. Below these sections is a 'Select Format' section with radio buttons for 'CSV', 'XLS', and 'PDF'. The 'CSV' option is selected. There is also an 'Include Currency Symbols' section with radio buttons for 'Yes' and 'No'. The 'Yes' option is selected. At the bottom of the modal are 'Cancel', 'RESET', and 'Download' buttons. On the right side of the modal, there is a preview of the report data. It shows a table with columns 'DEBIT', 'CREDITS', and 'SUM'. The 'DEBIT' column has a value of '\$138.46' and the 'CREDITS' column has a value of '\$22.92'. The 'SUM' column has a value of '\$138.46'. Below this table is a summary row with columns 'TOTAL CHARGES' and 'CREDITS'. The 'TOTAL CHARGES' column has a value of '\$138.46' and the 'CREDITS' column has a value of '\$22.92'.

DEBIT	CREDITS	SUM
\$138.46	\$22.92	\$138.46
TOTAL CHARGES	CREDITS	
\$138.46	\$22.92	

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 'Download Report' interface within the American Express account management system. The top navigation bar includes 'My Account', 'Cards', 'Travel', 'Rewards', and 'Business'. The 'Download Report' section contains the following fields:

- Report Type:** A dropdown menu set to 'Merchant Financial Activity Statement'.
- Group Download By:** A dropdown menu set to 'Individual Settlement'.
- Select the level of information:** Two radio button options: 'Summary Only' (selected) and 'Summary with breakdowns for submissions, chargebacks, and adjustments'.
- Selected locations:** Two radio button options: 'Select all locations(19/19)' (selected) and 'Selected locations(19/19)'.
- Select Date:** Two date pickers for 'Starts' (4/1/2020) and 'Ends' (4/16/2020).
- Date Type:** A dropdown menu set to 'Settlement Date'.

On the right side of the interface, there is a 'My Saved Reports' section with a close button (X).

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 American Express user interface. At the top, there is a navigation bar with links for 'My Account', 'Cards', 'Travel', 'Rewards', and 'Business'. A search icon and a 'Log In' button are also present. Below the navigation bar, a search modal is open, allowing users to filter results. The modal includes a 'Search within' dropdown set to 'Settlements'. It features input fields for 'Date' (with 'Starts' and 'Ends' dates of 4/1/2020 and 4/16/2020 respectively), 'Amount' (with 'From' and 'To' fields), and 'Settlement number'. At the bottom of the modal, there are radio buttons for 'All Locations (19/19)' (which is selected) and 'Selected Locations (19/19)'. The modal also contains 'Cancel', 'RESET', and 'Search' buttons. In the background, a table of transactions is partially visible, showing columns for 'AMEX DATE' and 'DATE'.

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

The screenshot displays the Disputes Homepage interface. At the top, there are four filter tabs: TAKE ACTION (2), RESPONDED (0), CLOSED (84), and ADJUSTMENTS (9). Below these are radio buttons for filtering by status: All (selected), Unviewed, and Viewed. Further down, there are radio buttons for filtering by type: All (selected), Chargebacks, Inquiries, and Case Updates. A 'Showing 2 of 2' indicator is present. Below the filters are three action buttons: 'Agree to Full Refund', 'Respond', and 'Respond offline'. The main table lists dispute cases with columns for CASE NUMBER, STATUS, REPLY BY, DAYS LEFT, REASON AND CODE, DISPUTE TYPE, CASE TYPE, AMOUNT, and REASON. Two cases are visible, both marked as 'CB' (Chargeback) and 'Non Fraud'. The first case has an amount of -165.16 and a reason of 'Credit not'. The second case has an amount of -59.67 and a reason of 'Reservatic'. A large black redaction box covers the 'CASE NUMBER' and 'STATUS' columns for both cases.

CASE NUMBER	STATUS	REPLY BY	DAYS LEFT	REASON AND CODE	DISPUTE TYPE	CASE TYPE	AMOUNT	REASON
[REDACTED]	[REDACTED]				CB	Non Fraud	-165.16	Credit not
[REDACTED]	[REDACTED]				CB	Non Fraud	-59.67	Reservatic

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.

TAKE ACTION2

RESPONDED0

CLOSED84

ADJUSTMENTS9

☒ All

☐ Unviewed

☐ Viewed

☒ All

☐ Chargebacks

☐ Inquiries

☐ Case Updates

Showing 2 of 2

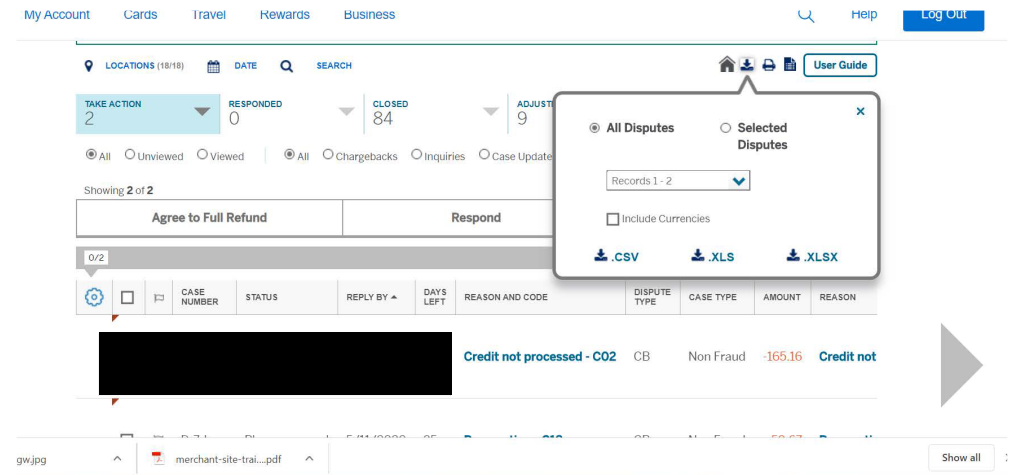
Agree to Full Refund	Respond	Respond offline						
0/2								
CASE NUMBER	STATUS	REPLY BY	DAYS LEFT	REASON AND CODE	DISPUTE TYPE	CASE TYPE	AMOUNT	REASON
					CB	Non Fraud	-165.16	Credit not
					CB	Non Fraud	-59.67	Reservatic

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 web application interface for managing disputes. At the top, there are navigation links: "My Account", "Cards", "Travel", "Rewards", and "Business". On the right, there are links for "Help" and "Log Out". Below the navigation bar, there are filters for "LOCATIONS (18/18)", "DATE", and "SEARCH". A summary section shows "TAKE ACTION 2", "RESPONDED 0", "CLOSED 84", and "ADJUSTED 9". Below this, there are radio buttons for "All", "Unviewed", and "Viewed", and another set for "All", "Chargebacks", "Inquiries", and "Case Updates". A "Showing 2 of 2" indicator is present. The main table has columns: "CASE NUMBER", "STATUS", "REPLY BY", "DAYS LEFT", "REASON AND CODE", "DISPUTE TYPE", "CASE TYPE", "AMOUNT", and "REASON". A modal window is open over the table, titled "All Disputes" / "Selected Disputes", with a "Records 1 - 2" dropdown and an "Include Currencies" checkbox. At the bottom of the modal are download buttons for ".CSV", ".XLS", and ".XLSX". The first row of the table is partially visible, showing "Credit not processed - C02", "CB", "Non Fraud", and an amount of "-165.16".

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 Card Member disputes quickly and efficiently.

The screenshot shows a web interface for managing disputes. At the top, there are filters for 'LOCATIONS (17/17)', 'DATE', and 'SEARCH'. Below these are four summary boxes: 'TAKE ACTION 1005', 'RESPONDED 277', 'CLOSED 39617', and 'ADJUSTMENTS 4263'. A row of radio buttons allows filtering by 'All', 'Unviewed', 'Viewed', 'Chargebacks', 'Inquiries', and 'Case Updates'. A 'How to respond to a dispute' button is also present. Below the filters are three main action buttons: 'Agree to Full Refund', 'Respond' (highlighted in purple), and 'Respond offline'. The 'Respond' section is titled 'Respond' and includes a note: 'Choosing to respond means that you do not agree with the dispute.' It contains three numbered steps: 1. 'Please submit documentation that verifies the charge.' with links for 'View acceptable formats' and 'View required documents', and an 'Attach files' button. 2. 'Please enter your comments about this chargeback. You can select from saved comments.' with a text area labeled 'Additional comments'. 3. 'Enter initials to verify this information' with a text input field. A 'Submit' button is located at the bottom right of the form. A status indicator '0/444' is at the bottom left.

Disputes

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

Summary Report

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

My Account

Cards

Travel

Rewards

Business

Help

TAKE ACTION

2

RESPONDED

0

CLOSED

84

ADJUSTMENTS

9

☒ All☐ Unviewed☐ Viewed

☒ All☐ Chargebacks☐ Inquiries☐ Case Updates

Showing 2 of 2

Agree to Full Refund	Respond	Respond offline						
0/2								
<div><div></div><div><input type="checkbox"/></div><div></div><div>CASE NUMBER</div></div>	STATUS	REPLY BY ▲	DAYS LEFT	REASON AND CODE	DISPUTE TYPE	CASE TYPE	AMOUNT	REASON
<div><input type="checkbox"/></div>					CB	Non Fraud	-165.16	Credit not
<div><input type="checkbox"/></div>					CB	Non Fraud	-59.67	Reservatic

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 dispute management interface. At the top, a navigation bar includes links for Dashboard, Payments, Disputes, Attract Customers, and Resources. Below this, a filter section shows 'TAKE ACTION' (2992), 'RESPONDED' (53), 'CLOSED' (76870), and 'ADJUSTMENTS' (5). A 'How to respond to a dispute' button is visible. The main content area features a table with columns for CASE NUMBER, STATUS, DATE RECEIVED, REPLY BY, DAYS LEFT, REASON AND CODE, DISPUTE TYPE, CASE TYPE, AMOUNT, and CARD NUMBER AT TRANSACTION. A specific case is highlighted, showing a dispute amount of \$203.00 and a chargeback amount of \$203.00. The 'Dispute details' section provides additional information, including the reason for the dispute: 'Charge amount exceeds authorization amount-A01'. The 'What you can do' section prompts the user to respond to the dispute, while the 'What will happen' section explains the next steps. A 'Print Preview' button is also present.

CASE NUMBER	STATUS	DATE RECEIVED	REPLY BY	DAYS LEFT	REASON AND CODE	DISPUTE TYPE	CASE TYPE	AMOUNT	CARD NUMBER AT TRANSACTION
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Charge amount exceeds authorization amount-A01	IQ	N/A	\$203.00	700372XXXXXX1003

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 [REDACTED]

Card Member
Tracking number
Card Number
Case type

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.

The screenshot shows a web interface for managing disputes. At the top, there are filters for 'TAKE ACTION' (1005), 'RESPONDED' (277), 'CLOSED' (39617), and 'ADJUSTMENTS' (4263). Below these are tabs for 'All', 'Unviewed', 'Viewed', and a 'How to respond to a dispute' button. The main section has three buttons: 'Agree to Full Refund', 'Respond' (highlighted in purple), and 'Respond offline'. The 'Respond' section is titled 'Respond' and includes a note: 'Choosing to respond means that you do not agree with the dispute.' It contains three numbered steps: 1. 'Please submit documentation that verifies the charge.' with links for 'View acceptable formats' and 'View required documents', and an 'Attach files' button. 2. 'Please enter your comments about this chargeback. You can select from saved comments.' with a text area labeled 'Additional comments'. 3. 'Enter initials to verify this information' with a text input field. A 'Submit' button is located at the bottom right. The bottom left corner shows '0/444'.

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

| ATTRACT CUSTOMERS

RESOURCES

LOCATIONS (11/1)

DATE

TAKE ACTION
2992

RESPONDED
53

CLOSED
76870

ADJUSTMENTS
5

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

Showing 1-20 of 2992

Agree to Full Refund Respond

02/29/2022

CASE NUMBER STATUS DATE RECEIVED REPLY BY DATE LEFT REASON AND CODE

Charge amount exceeds authorization amount-A01 IQ N/A \$106.00 700432XXXXXXXXXX1000

Charge amount exceeds authorization amount-A01 IQ N/A \$394.00 700872XXXXXXXXXX1006

Charge amount exceeds authorization amount-A01 IQ N/A \$138.00 700902XXXXXXXXXX1003

Charge amount exceeds authorization amount-A01 IQ N/A \$971.00 700712XXXXXXXXXX1005

Charge amount exceeds authorization amount-A01 IQ N/A \$117.00 700462XXXXXXXXXX1000

Charge amount exceeds authorization amount-A01 IQ N/A \$473.00 700372XXXXXXXXXX1002

Group by Win/Loss

Group by Select group by and by Select 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

Logos and supplies

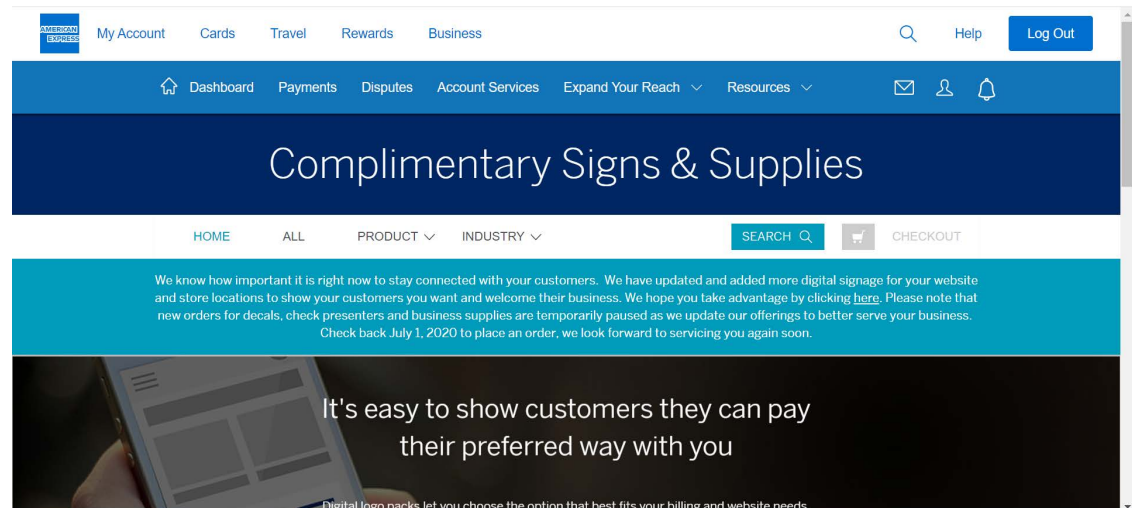
The fastest and easiest way to get merchandise and supplies for your business

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.



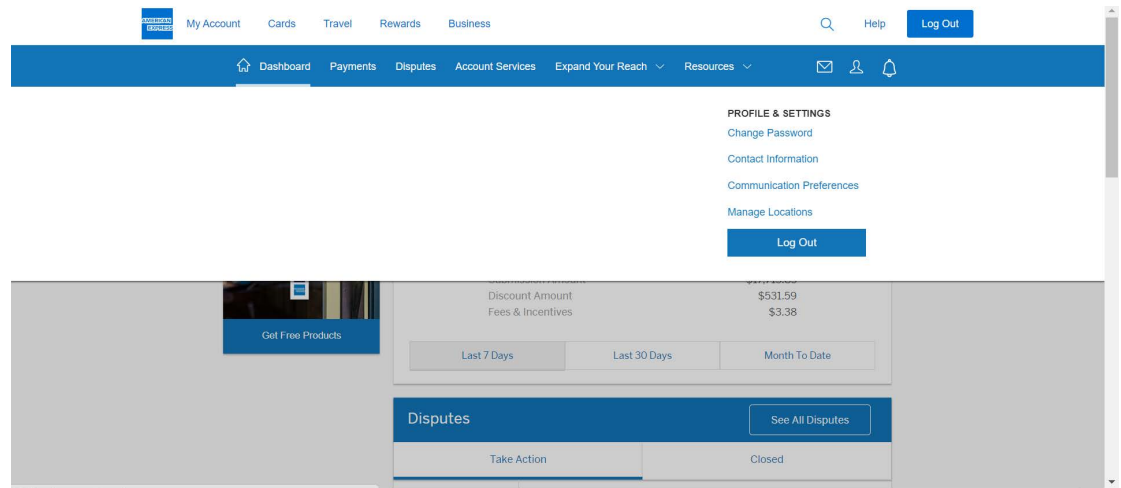
Profile and settings

Manage your profile quickly and easily

Profile and Settings

You can update your user profile and account information by clicking Profile & Settings link. 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)



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
1-800-528-5200

[EMAIL](#)

Email us your questions and/or requests through the secure message center

[LIVE CHAT](#)

Click the 'Chat' icon on the bottom right corner of the screen, to open a Live Chat with Customer Service.
Available Mon-Fri 8-6:00

[INTERACTIVE WALKME ASSISTANT](#)

Click this button to launch the Help Menu. Choose the topic you need help with and WalkMe will prompt you what to do next.

