Merchant Dashboard User Guide

Table of Contents

Individual Transaction Search

1. Select Transaction > Purchases
2. Select a Date Range
3. Enter search term in the Search text box. The search options include Txn Id, Reference, Card Holder and Card Number

⊕ All ▾	Actions ▾	📅 27/01/2016 — 25/02/2016 ▾

Search: Mike   Result: All ⇕

Previous | **1** | 2 | Next

Card Holder	Card Number	Date	Status	Amount	
Mike Smith	VISA 444433XXXXXX1111	18/01/2016 16:14:03	Approved	🇦🇺 $10	⚙ ▾
Mike Smith	VISA 444433XXXXXX1111	18/01/2016 16:01:39	Approved	🇦🇺 $10	⚙ ▾

It is also possible to perform an individual transaction search on Authorizations and Refunds.

Settlement Summary Report

1. Select Reports > Settlements Summary
2. Select a Date Range

Settlement Date	Visa/MasterCard	AMEX
25/02/2016	$1,167.12 (-$259.21)	$0.00 ($0.00)
24/02/2016	$73.00 (-$131.26)	$0.00 ($0.00)
23/02/2016	$50.00 (-$24.34)	$0.00 ($0.00)
21/02/2016	$0.00 (-$12.00)	$0.00 ($0.00)
20/02/2016	$3,272.08 (-$826.96)	$0.00 ($0.00)
19/02/2016	$3,475.14 (-$274.00)	$0.00 ($0.00)

You will be able to view a list of the daily settlement amounts within your date range. Amex and Diners will appear in separate columns to allow you reconcile these amounts when they are settled into your bank account.

The settlement summary report provides a 'View' option that provides a breakdown of transactions by card type. You can also download an individual transaction report when viewing a settlement day.

Download Transactions

1. Select Reports > Transactions
2. Select a Date Range
3. Select Download Detailed Report from the Actions menu

Please note that there is a 'Based on settlement date' checkbox option. If this option is not selected, you will receive transactions from and up to midnight within the selected date range.

All Merchants Report

If you have multiple merchant accounts linked to your login, it is possible to view the daily settlement totals for each account. You can view this report by selecting Reports > All Merchants.

Virtual Terminal

1. Select Virtual Terminal
2. Complete the payment form by entering the Amount, Description (Optional), a Unique Reference, and the Card details.
3. Select the Charge Card button to complete the transaction

Please find an example of our Virtual Terminal below.

	VISA [card logos]	
Amount	AUD ▼	20.00
Description	e.g. Cupcakes 27/6	
	This will not show up on the customers statement.	
Unique Reference	e.g. INV-1234	
	This is your reference (e.g. Credit Note reference, or similar). Note a reference will be automatically generated if one is not provided. This will not show up on the customers statement.	
Name on Card		
Card number	4444 3333 2222 1111	
Expiry & Security Code	mm/yyyy	Security Code

By clicking the 'Charge Card' button below you will be charging the customer for $20.00 immediately. You agree that you are authorized to charge this customers card for the amount above.

☐ **Authorize Only**

[Charge Card for $20.00 >]

Our Virtual Terminal provides an option to 'Authorize Only'. This transaction type places a hold on the funds, but does not debit the card. You will need to capture the funds within 4-7 days if you proceed with this option.

Refund A Transaction

1. Select Transaction > Purchases
2. Select a Date Range
3. If required, enter search term in the Search text box to locate the transaction. The search options include Txn Id, Reference, Card Holder and Card Number
4. Select Refund from the transaction drop down menu.
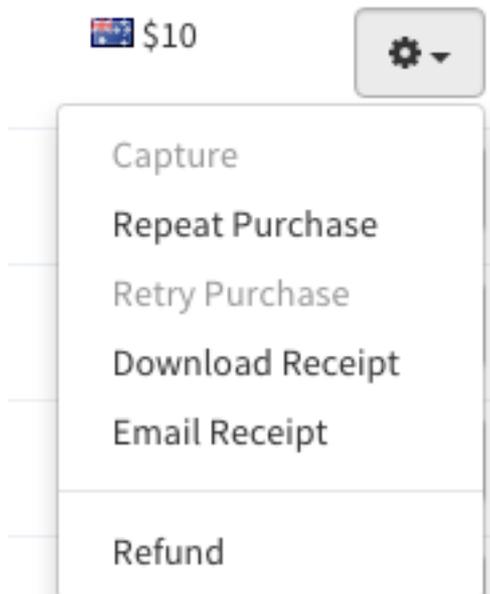
5. Select the tab to 'Refund full amount' or 'Refund partial amount'
6. Enter a Description (Optional) and a Unique Reference
7. Select the Refund button to complete the transaction

Repeat A Transaction

1. Select Transaction > Purchases
2. Select a Date Range
3. If required, enter search term in the Search text box to locate the transaction. The search options include Txn Id, Reference, Card Holder and Card Number
4. Select Repeat from the transaction drop down menu.
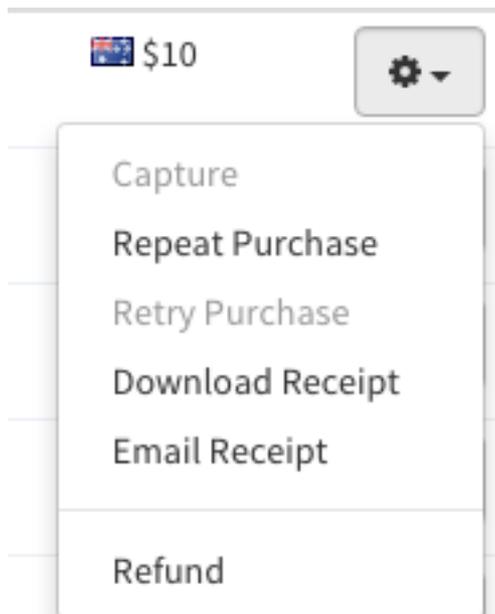
5. Complete the payment form by entering the Amount, Description (Optional), a Unique Reference, and the Card details.
6. Select the Charge Card button to complete the transaction

Add a Customer

1. Select Customers from the left hand side menu
2. Select New Customer from the Actions menu
3. Enter the Customer details, including optional address and contact details

Name	John	Smith

Email john.smith@email.com

Reference CUST001

Optional Information

Address

City

State

Postcode

Country Australia ▼

Phone

4. Enter the Customers credit card, AND/OR bank account details

Credit Card (Optional)

Card number

Expiry & CVV 10/2034   CVV

Bank Account (Optional)

BSB

Number

Create Customer ›

5. Select the Create Customer button to add the Customer

Add a Payment Plan

1. Select Customer
2. Select 'Create Payment Plan' from the Actions menu
3. Enter the Payment Plan details

Overview

Payment method	Credit Card (512345XXXXXX2346) ▾
Reference	
	This must be a unique reference for each plan (e.g. SUB-1234)
Description	
	For internal use - this will not be displayed on the customers credit card statement

Payment Amounts

Currency	AUD ▾
First Charge / Setup Fee	0.0
Payment Amount	250.0

Billing Cycle

Frequency	Weekly ▾
Billing Day	Thursday ▾
Start/End Date	17/09/2020 End Date
	Leave blank for ongoing

☐ Don't calculate the total amount or transactions - this plan will run until the end date, or is ongoing.

Total successful amount	2500.0
Total successful transactions	10

Failed Payments

Fee per Retry	5.0
Days between retries	3

Create Plan ❯

4. Select the Create Plan button to add the Payment Plan

Charge a Customer's Credit Card

1. Select Customers from the left hand side menu
2. Locate the Customer using the search box

Search: John

Previous | 1 | Next

Reference	Name	Email	Date	
CUST001	John Smith	john.smith@email.com	04/03/2016 16:59:33	⚙▾

3. Select Charge Card from the Customer drop down menu

Name	Email	Date	
John Smith	john.smith@email.com	04/03/2016 16:59:33	⚙▾

Edit
Update Card
Update Bank Account
Charge Card
Create Direct Debit
Create Direct Credit

4. Complete the payment form by entering the Amount, Description (Optional), and a Unique Reference.
5. Select the Charge Card button to complete the transaction

Debit a Customers Bank Account

1. Select Customers from the left hand side menu
2. Locate the Customer using the search box

3. Select Create Direct Debit from the Customer drop down menu

6. Complete the payment form by entering the Amount, Date, Description, and a Unique Reference.
7. Select the Create Debit button to complete the transaction

Email or Download Receipt

1. Select Transaction > Purchases
2. Select a Date Range
3. If required, enter search term in the Search text box to locate the transaction. The search options include Txn Id, Reference, Card Holder and Card Number
4. Select 'Download Receipt' or 'Email Receipt' from the transaction drop down menu.
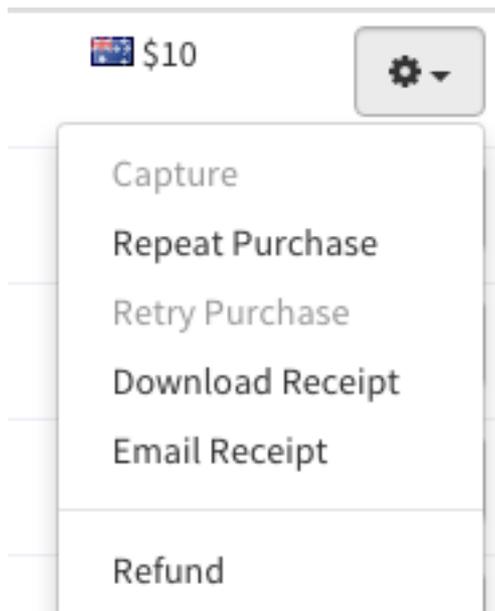
5. If emailing a receipt, enter the email address and select the 'Send' button.

Email Reports

1. Select Reports > Subscribers
2. Select New Subscriber from the Actions menu
3. Enter the Recipient name and email address
4. Select each report that you would like the subscriber to receive. Please find the options below

Report Type	Description
☐ Settlement	Provides an overview of the previous days transactions which have settled overnight, broken down by card type.
☐ Transaction	Summary of transaction amounts and totals for the previous day.
☐ Payment Plans	Payment Plan status changes in the last 24 hours, including new, reactivated, suspended and cancelled plans.
☐ Payment Plan Payments	Details the payment plan payments processed in the last 24 hours.
☐ Direct Entry	Detailed report of Direct Debits and Direct Credits process in the previous day, and rejections which have happened in the past 24 hours.
☐ Direct Entry Summary	Daily summary of Direct Debits and Direct Credits processed and rejected.
☐ Weekly Summary	Weekly transaction summary report providing an overview of your account for the past week. This report runs each Monday.

5. Select the Add Subscriber button

Invite Users

1. Select Account > Users
2. Select a New User from the Actions menu
3. Enter the new Users email address
4. Specify if the new User will be an Admin or Standard user. Admin users have the ability to set up additional and edit other users
5. Select the Permissions for the User
6. Select the Invite User button
7. The user will receive an email invite with instructions on how to set up their password

Email Address	demo@test.com.au		
Account Type	Standard User		
Permissions		Read	Write
Purchases		✓	✓
Refunds		✓	✓
Direct Debits		✓	✓
Direct Credits		✓	✓
Customers		✓	✓
Billing		✓	✓
Plans		✓	✓
Subscriptions		✓	✓
Recurring Payments		✓	✓
Reports		✓	✓
Wallets		✓	✓

Invite User

Upload Batch Files

1. Batch Payments > Batches
2. Select 'New Batch' from the Actions menu.
3. Ensure your batch file is named in the required format. Select the batch file, and Upload Batch.

New Batch

Please attach batch files for processing below. Only valid batch files will be processed.

File Names: Batch files must be named in the following format:

```
[Prefix]-[Version]-[Type]-[Username]-[Date]-[Suffix].csv
```

where:

- Prefix - denots the file type - this will always be BATCH
- Version - version of the batch format - currently v1
- Type - the batch type - PURCHASE or DIRECTDEBIT
- Username - the username for the account the batches are being processed under
- Date - the date the batch should run - format: YYYYMMDD
- Suffix - the merchant reference for the batch

e.g.

```
BATCH-V1-PURCHASE-TESTfz-20180214-b66b34ae.csv
```

The maximum accepted file size is 35Mb.

Browse...

Upload Batch   Cancel