Merchant E-Statements Quick Guide

LOGGING IN TO THE MERCHANT WEBSITE:

1. Navigate to www.mymerchantservices.org and enter your merchant number for the login ID.
2. Enter "start123" for the password and click "submit".
3. For first time login - Click "Change Password" on the left menu toolbar and type in your new password.

MESSAGES WINDOW:

1. New messages sent from the Merchant Services provider will appear in this popup window under messages.
2. To view past messages - select the desired date range and click "View".
3. If fraud data is available, it will display under the Non-verified Returns heading for quick viewing.

MERCHANT BATCH SUMMARY PAGE:

1. Basic merchant information is displayed in the Merchant Information box at the top of the report page.
2. Daily batch summary and card summary tables are displayed with the most recent day's activities.
3. View alternate report dates by selecting the desired date in the Daily Report Date dialogue box and clicking view.
4. Click on the Excel Format icon to download the summary information into Microsoft Excel. Excel must be installed on the local computer for this feature to work.
5. Click on the batch number hyperlink to navigate to the transaction details within the batch.
6. Move the mouse pointer over the menu bar on the left to select any of the available features.

BATCH DETAILS PAGE:

1. The batch details page displays the individual transaction details associated with a specific batch.
2. At the top of the report is the report date. The report date is the date in which the file was processed, typically one day after the transaction date.
3. If an individual transaction was not manually entered the word "Voucher" will appear at the end of the information line.
4. Clicking on the Voucher hyperlink will generate a voucher image that can be viewed and/or printed.
5. Batch transaction count and total sales amounts are displayed at the bottom of the details table.
6. Move the mouse pointer over the menu bar on the left to select any of the available features.
7. Navigate back to the transaction summary page by clicking on "Return to Prior Screen" located in the upper right hand corner.

MENU BAR SELECTIONS:

The menu bar is available on the left side of each page.

1. **Card Search** - Enter the last four digits of the card number or an amount to search for transaction details. Enter a date range to limit your search.
2. **Batch Details** - Provides summary reports in a daily or monthly report format. Move the mouse pointer over Batch details and click on the desired format.
3. **Retrieval/Chargebacks** - Provides Retrieval Requests and Chargeback reports. Move the mouse pointer over Retrieval/Chargebacks and click on the desired report.
4. **Payment History** - Provides summary reports in a daily or monthly report format. Sorting can be done by clicking on the desired column headers.
5. **Returns** - Displays non-verified and verified returns.
6. **Statements** - Click on "View Statement" then select from the list of all available online merchant statements. To view another month, select the desired month from the dropdown list and click on "View Statement".
7. **Customer Messages** - Displays current messages from Merchant Services provider. View past message dates by selecting the desired date in the past messages box.
8. **User Administration** - Allows the primary user to add, update, deactivate, or reset the password for any secondary users.
9. **Change Password** - Provides an input form to change your login password.
10. **Contact Us** - Allows the merchant to send a message to their Merchant Services provider via the system's messaging system.
11. **Log Off** - Ends the current session.