

MERCHANT PORTAL

User Guide



MERCHANTS, TRANSACTIONS & BILLING

WWW.TILLPAYMENTS.COM

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1. Introduction

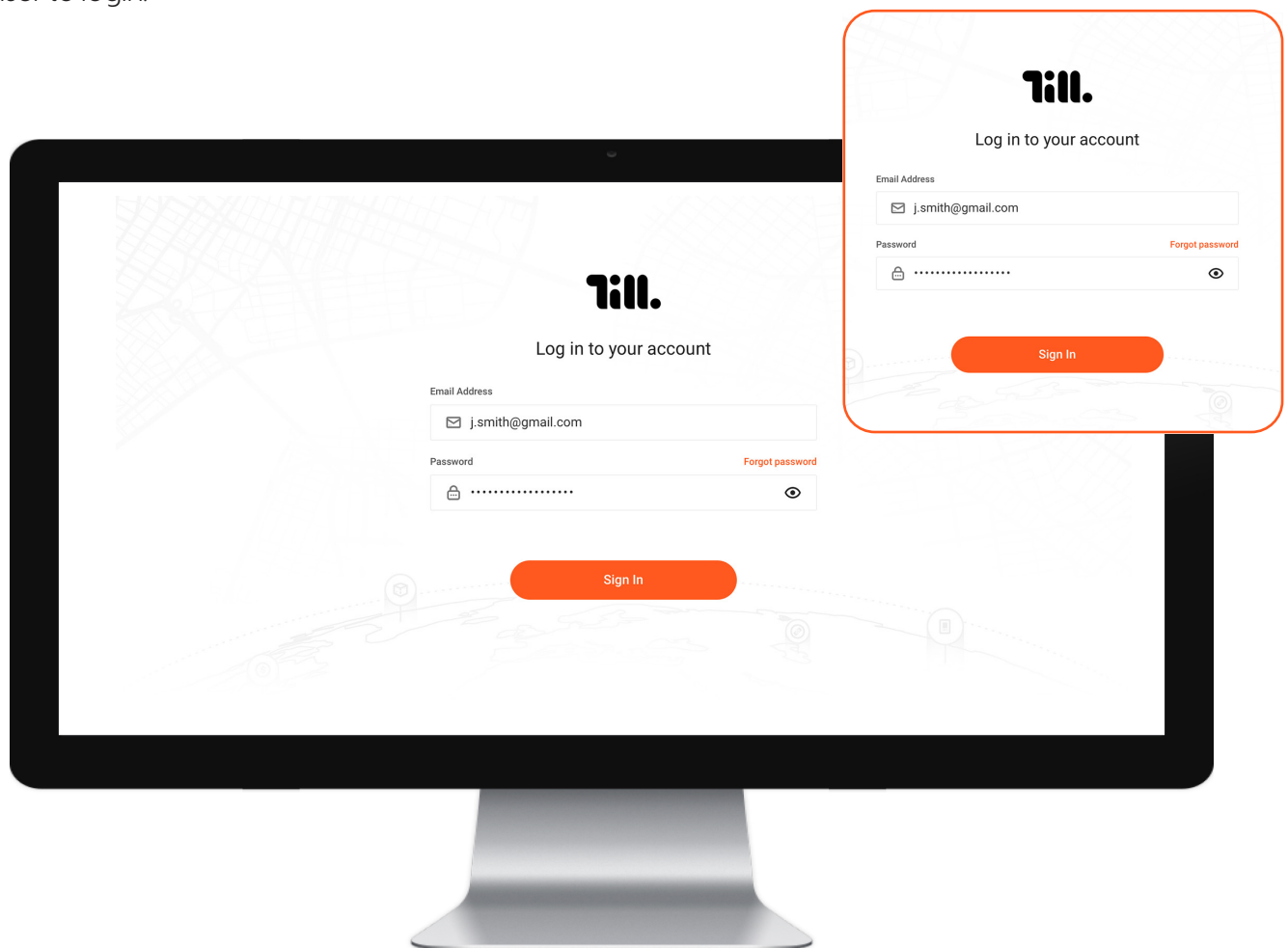
Till Merchant Portal (TMP) is a platform providing Merchant Reporting for our clients. All users are provided portal access to perform functions of their respective departments. The platform has configurable user access controls via Profiles, Roles and Permissions. This user manual outlines the features that are present in the current version of TMP.

1.1 Log-in

The portal URL is <https://merchant.tillpayments.com> and users can enter the application with valid Credentials and password. User management is handled by Till Support who can be reached on support@tillpayments.com and 1300 369 692.

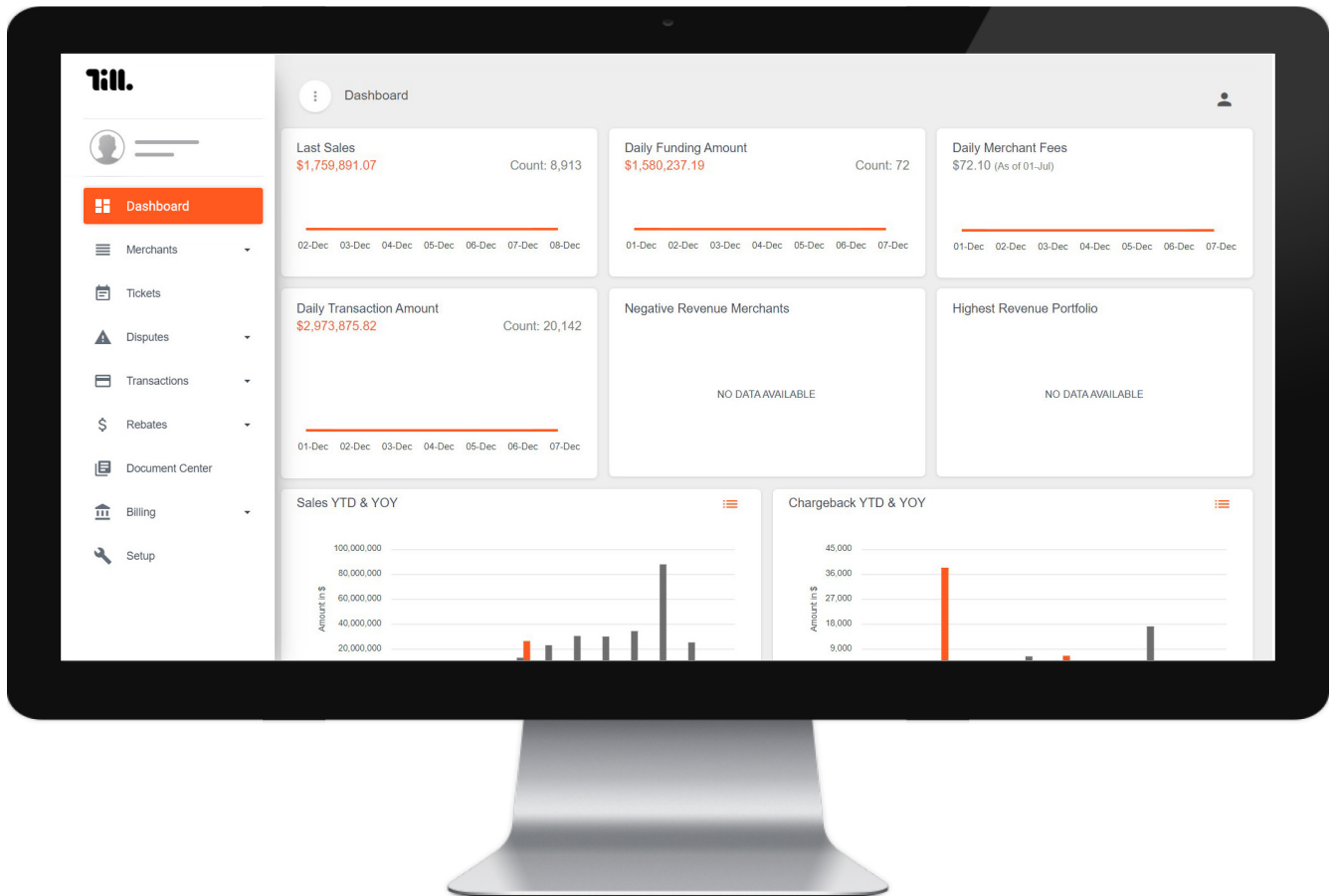
Step 1 - Log-in Screen

When user enters valid username and password, system validates the credentials and allows the user to login.



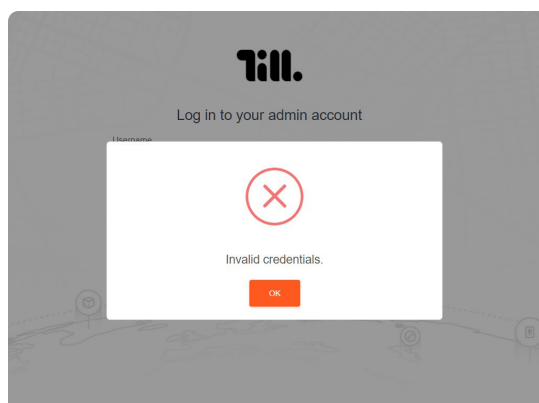
Step 2 - Landing Page

Upon successful validation, the user is logged into the system and lands on the configured 'Landing Page'.



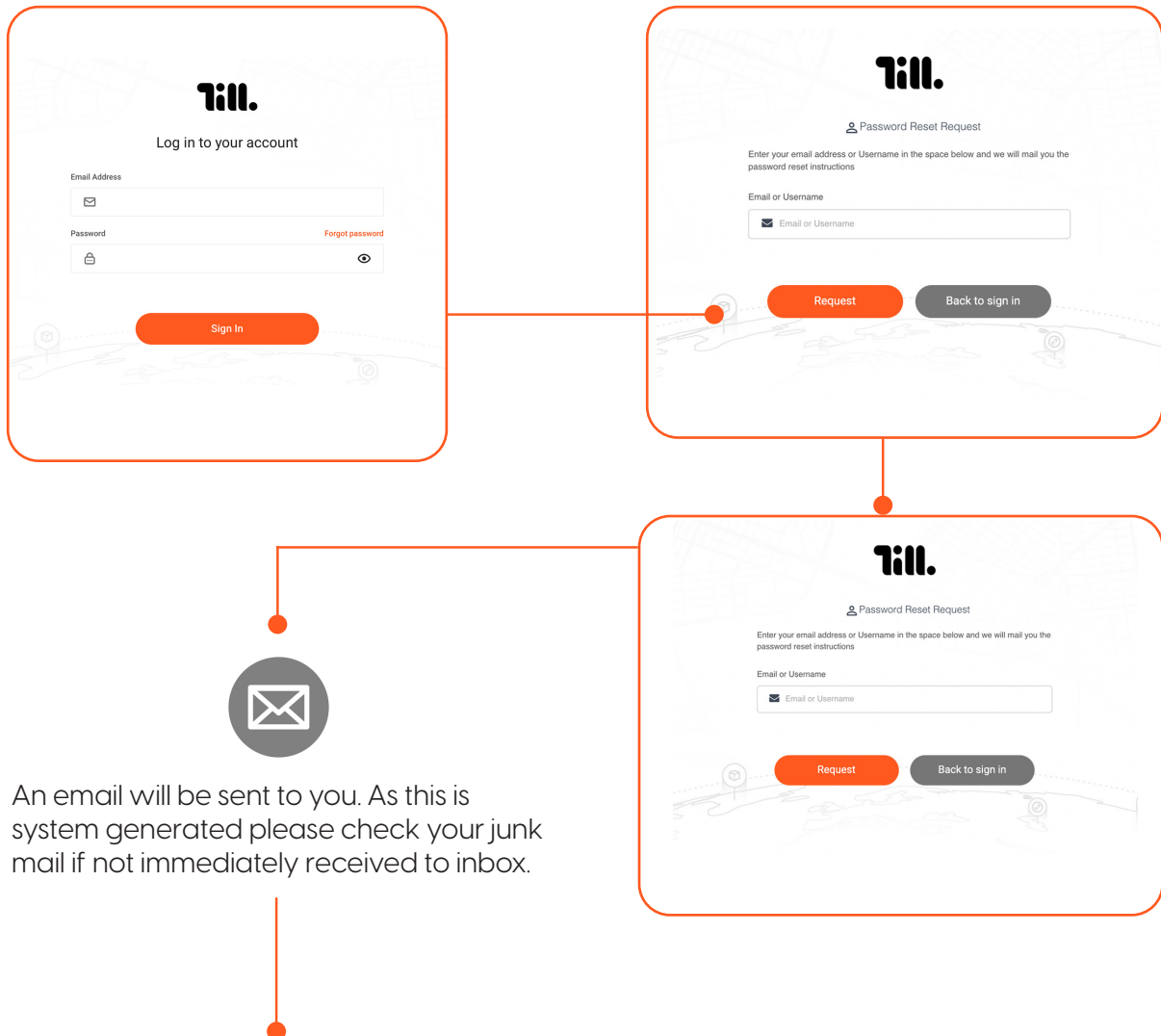
Step 3 - Invalid Credentials

If a user enters invalid credentials, the system prompts an error message 'Invalid credentials' post validation.



Step 3.1 - Invalid Credentials

Forgot Password link is provided to retrieve password by providing a valid email address to which



An email will be sent to you. As this is system generated please check your junk mail if not immediately received to inbox.

From: Till Support
Sent: Tuesday, 5 May 2020 5:41 PM
To: Mike Chammas
Subject: Change password request

Dear Mike Chammas

To reset your password to the Till Payments Merchant Services portal please click on the follow Link [Reset password](#)

If you did not make this request please visit <https://support.tillpayments.com> and notify us.

The link will expire in 30 minutes

Regards,
Till Payments Support

2. Dashboard

The landing page will always display your dashboard. The dashboard provides summarised data points using infographics for better readability of the users. The following are the different dashboard features available to users based on the roles and permissions set in the system.

Daily Transaction Amount

The transaction amount graph provides the daily transaction amount for the set of merchants for the last seven days.

Daily Transaction Amount

\$2,973,875.82

Count: 20,142

01-Dec 02-Dec 03-Dec 04-Dec 05-Dec 06-Dec 07-Dec

Daily Funding Amount

The funding amount graph provides the daily funding details for the set of merchants for the last seven days.

Daily Funding Amount

\$1,580,237.19

Count: 72

01-Dec 02-Dec 03-Dec 04-Dec 05-Dec 06-Dec 07-Dec

Daily Merchant Fees

This graph provides the total amount of fees daily for the set of merchants for the last seven days.

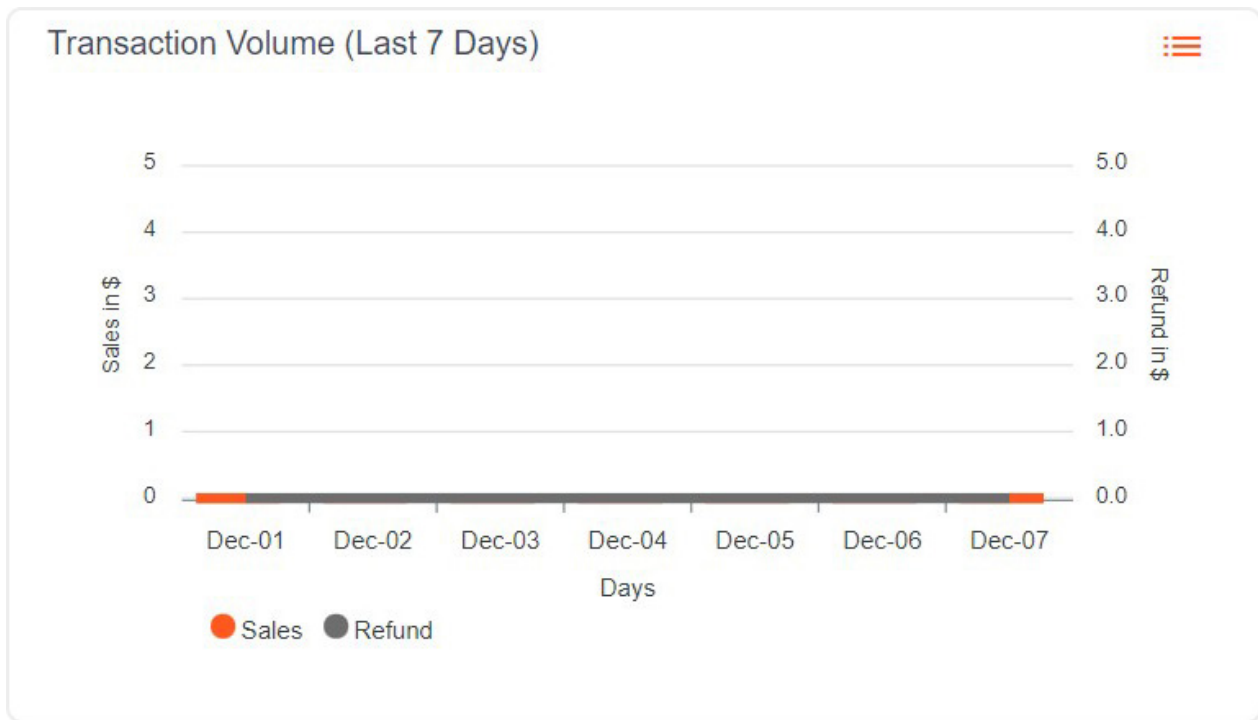
Daily Merchant Fees

\$72.10 (As of 01-Jul)

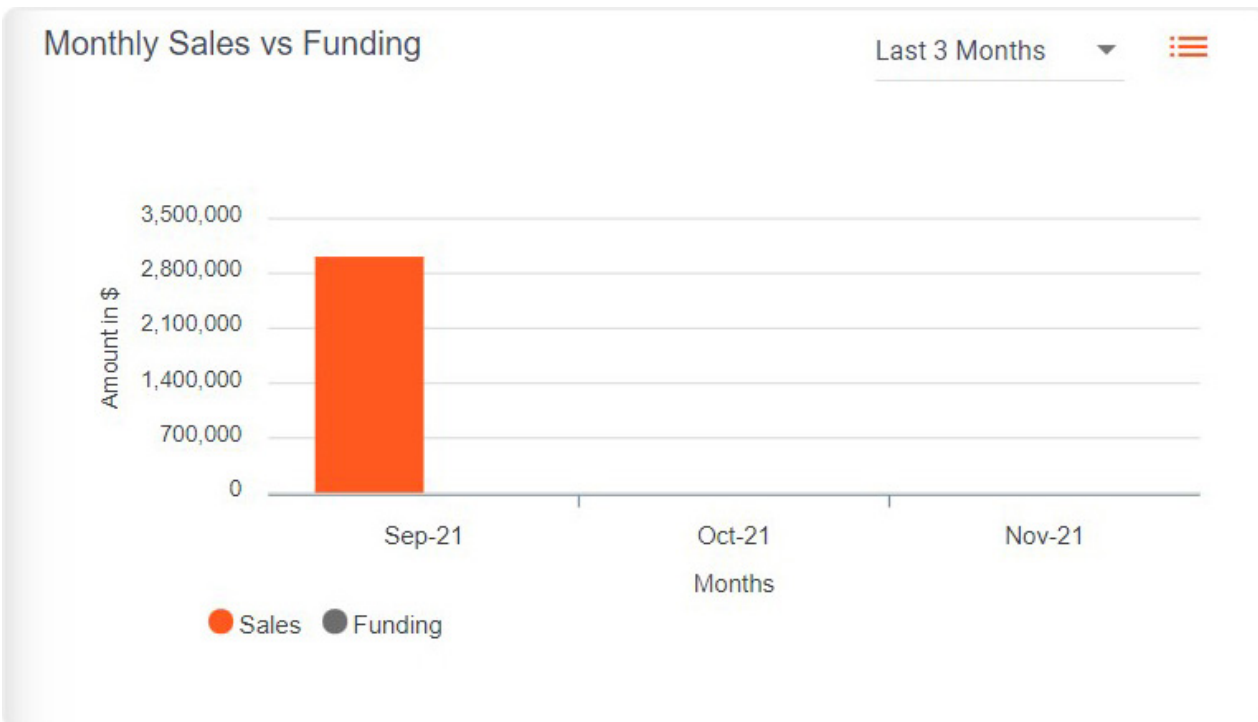
01-Dec 02-Dec 03-Dec 04-Dec 05-Dec 06-Dec 07-Dec

Transaction Volume

The transaction volume graph shows the value of the sales and refunds for the last seven

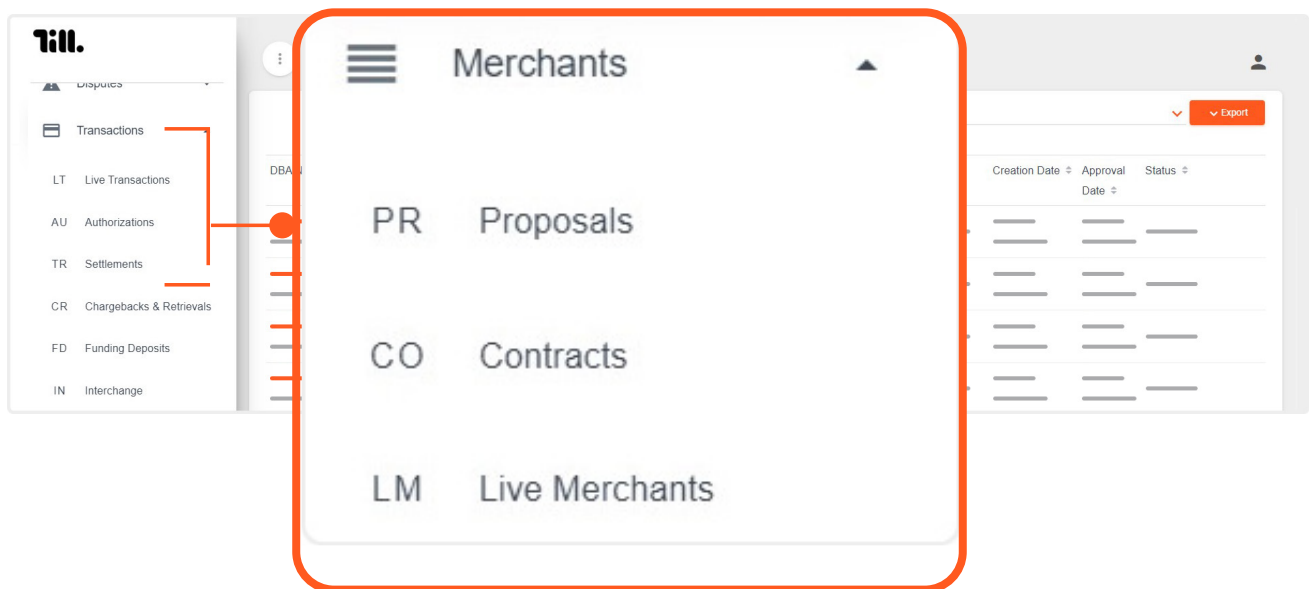


Monthly Sales vs Funding



3. Merchants

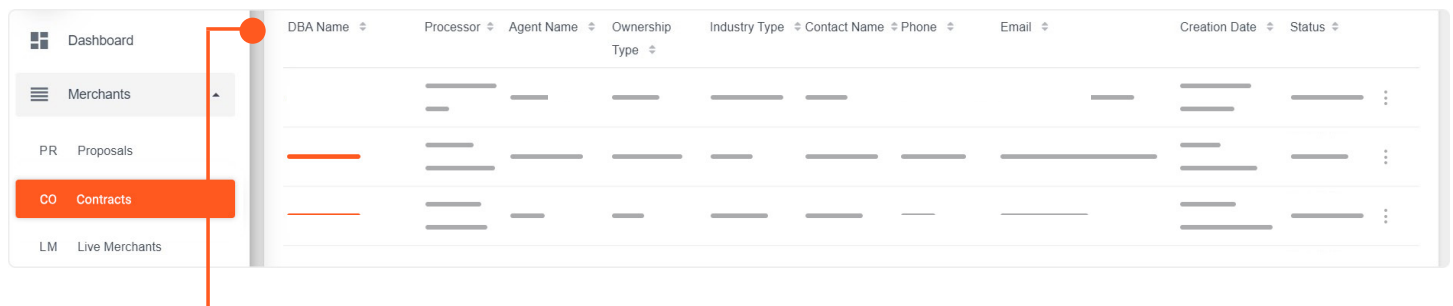
The Merchant tab is comprised of two (2) sub-tabs: Contracts & Live Merchants. The Contracts tab refers to all contracts that are in the system but are not yet live while Live Merchants refers to all the sites and channels that are transacting.



Contracts

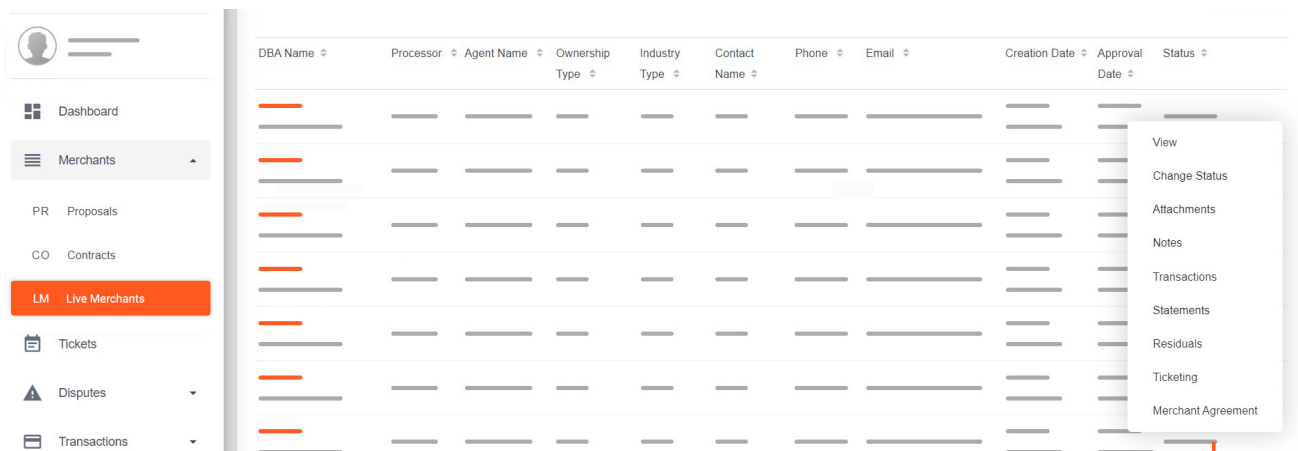
Contracts in TMP displays the information for individual merchant applications are stored and referred to before the application is boarded to the processing platforms.

In the contracts grid, a user can see DBA name ('doing business as'/'trading name'), processor, agent name (Till Representative), contact name (Client) with status information.



Clicking on DBA name system will redirect to the merchant contract. Information is arranged in four sections:

1. Business Information
2. Banking & owner Information
3. Terminals
4. Pricing



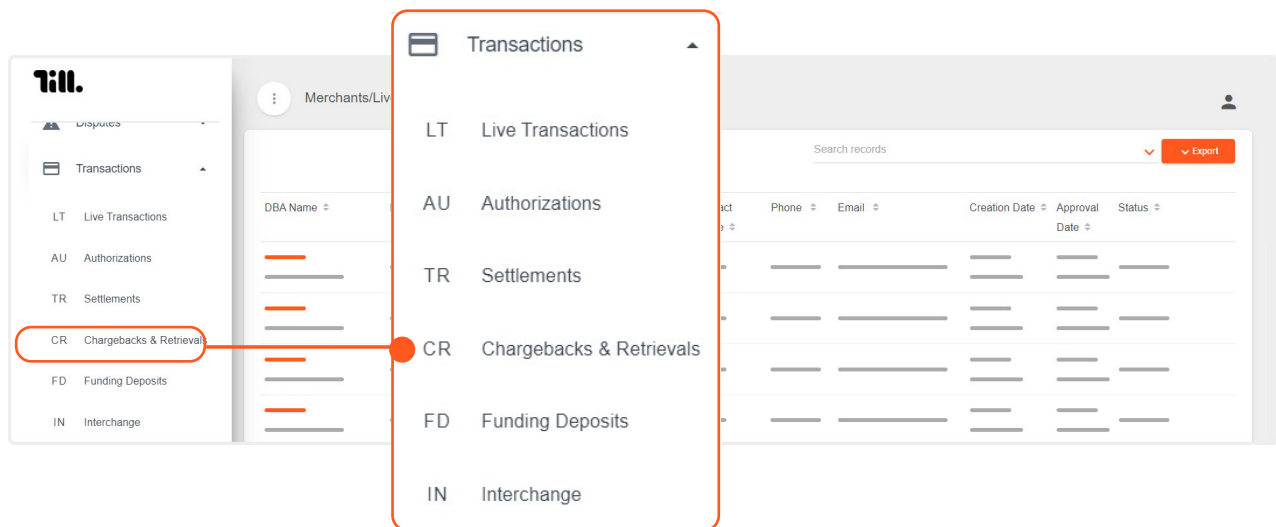
Common Features

- Attachments - merchants have an attachment button that allows users to attach file in attachments
- Notes - Notes are 2000-character text for any special notes
- Transactions
- Statements

4. Transactions

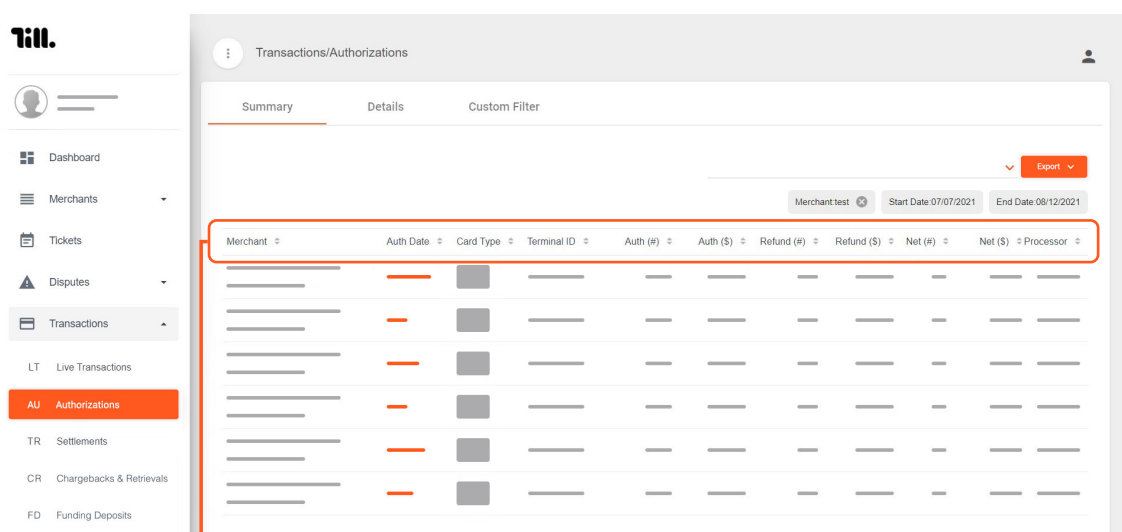
The Transaction section in TMP consists of different types of reports for the transactions of merchants. The reports available are:

- Authorisations
- Transactions
- Chargebacks & Retrievals
- Funding Deposits



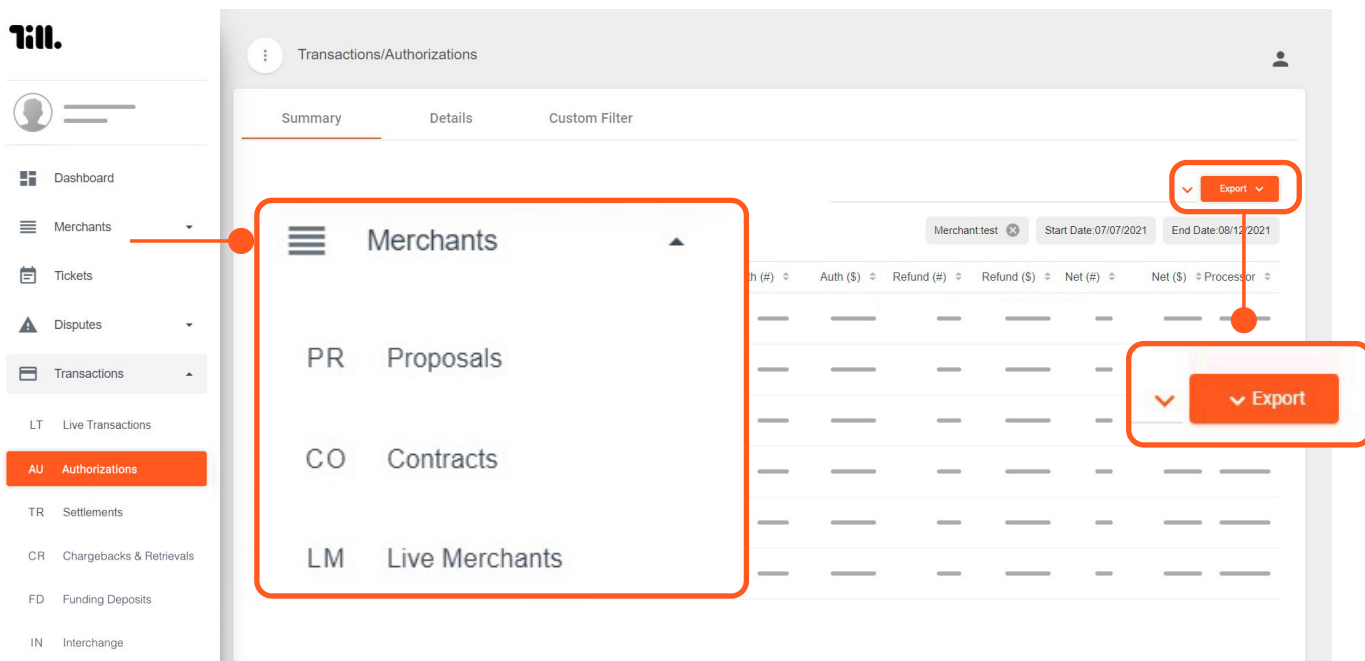
Authorisations

The authorisations report provides a detailed report of transactions which have been authorized and or declined by the processor prior to settlement. This includes all types of transactions which have been Approved/Declined/Voided by the Processor.



The report displays merchant, Card number, card type, Transaction type, Auth response, Auth code, Terminal ID, Transaction ID, Auth Amount and Auth Time.

Detail search can be found in search field. The basic search grid allows users to search data based on Merchant/MID.

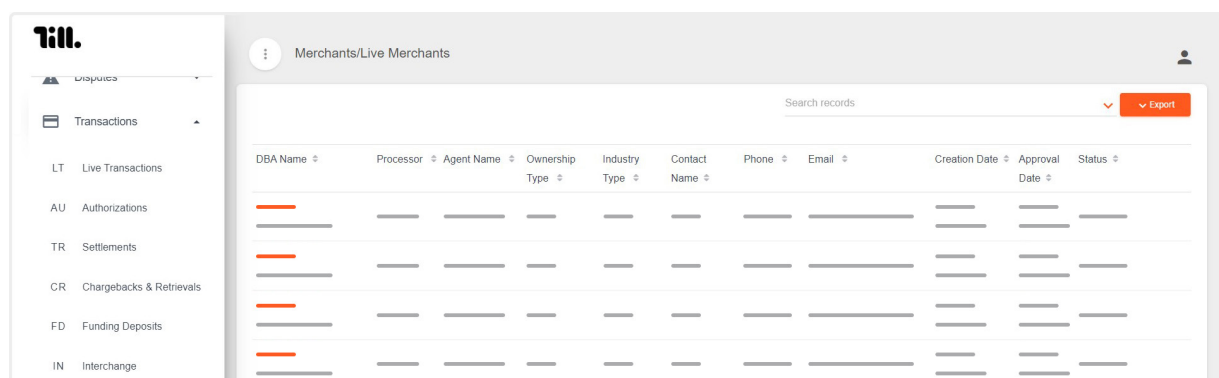


Advanced search grid allows users to search data based on Merchant/MID, Card number (last 4 digits), Auth code, Transaction ID, Auth amount, card type and Terminal ID. There is also a date range selection available to filter based on dates and then search for specific merchants satisfying the given search criteria. Each field in the search grid is dependent on the other. For example, when the Terminal ID is selected, all other fields will show data in a drop-down menu for that processor only.

You can also export the report to an excel file format.

Transactions

The TR report consists of transactions which have been approved by the backend. The report will have transactions which have been successfully authorised and can also be a refund which have been issued to the Cardholder.



By clicking on Transaction ID, the system will redirect to drilldown which have general Cardholder information and additional data on that transaction.

DBA Name	Processor	Agent Name	Ownership Type	Industry Type	Contact Name	Phone	Email	Creation Date	Approval Date	Status

Advanced search grid allows users to search data based on Merchant/MID, Card number (last 4 digits), Auth code, Transaction ID, Auth amount, card type, and Terminal ID.

There is also a date range selection available to filter based on dates and then search for specific merchants satisfying the given search criteria.

Transactions	
LT	Live Transactions
AU	Authorizations
TR	Settlements
CR	Chargebacks & Retrievals
FD	Funding Deposits
IN	Interchange

Chargebacks and Retrievals

In this tab, you can find everything relating to chargebacks and retrievals. Click on any record to get more information about the chargeback or retrieval. You will find general information as well as more detailed information for each record. Search and Export are as per previous.

[illegible]

Funding Deposits

This report displays the funding deposit amount to the merchant, also known as a settlement. For merchants. Gross Funding fee deduction occurs on a monthly basis and net funding fee deductions occur on daily basis.

Funding deposit will display the following fields: Merchant, Funding date, Trace number, Funding currency, Settle Method, Settle Bank cards, Settle Nonbankcards, Chargebacks, Refunds, reserves, Discounts, Net deposit amount and funding status.

[illegible]

Reconciling Funding Deposits

From funding deposits, you can click on any settlement bankcard to view all the transactions associated with that settlement in the transaction tab.

As funding deposits are split per MID, it becomes extremely easy to reconcile each account through the TMP.

Transactions/Funding Deposits

Summary Details Custom Filter

Search records

Start Date: 12/05/2021 End Date: 08/12/2021

Merchant	Funding Date	Settle Date	Terminal ID	Currency	Settle Method	Settle Bankcards	Settle Non Bankcards	Chargebacks	Refunds	Net Deposit Amount	Funding Status	Processor

Transactions listing from the funding deposit selected:

Transactions/Funding Deposits

Summary Details Custom Filter

Search records

Start Date: 12/05/2021 End Date: 08/12/2021

Merchant	Funding Date	Settle Date	Terminal ID	Currency	Settle Method	Settle Bankcards	Settle Non Bankcards	Chargebacks	Refunds	Net Deposit Amount	Funding Status	Processor
LE LABO FRAGRANCES AUS MID: 534930011000729	Purchase			AUD	Online	11806993972	096824	11/05/2021 03:20:42 PM	11/05/2021	AUS23.00	Tillpayment Acquiring	
LE LABO FRAGRANCES AUS MID: 534930011000729	Purchase			AUD	Online	11806993968	424549	11/05/2021 03:20:37 PM	11/05/2021	AUS23.00	Tillpayment Acquiring	
LE LABO FRAGRANCES AUS MID: 534930011000729	Purchase			AUD	Online	11806993969	928674	11/05/2021 03:20:38 PM	11/05/2021	AUS102.00	Tillpayment Acquiring	
LE LABO FRAGRANCES AUS MID: 534930011000729	Purchase			AUD	Online	11806993970	143456	11/05/2021 03:20:41 PM	11/05/2021	AUS50.00	Tillpayment Acquiring	
LE LABO FRAGRANCES AUS MID: 534930011000729	Purchase			AUD	Online	11806993971	825835	11/05/2021 03:20:40 PM	11/05/2021	AUS14.00	Tillpayment Acquiring	

Reports can also be exported into an Excel spreadsheet:

Transaction_Funding_Deposit_7_5_2020_3_12.xlsx

https://tillpayments-excel-reports.s3.amazonaws.com/Transaction_Funding_Deposit...

Show in folder

5. Billing

This section contains the Merchant Statements for viewing by the users. The Billing tab will display the following fields:

- Merchant, Processor
- Month, Currency
- Settlement Amount
- Net charges
- Adjustments and Actions Clicking

The screenshot shows the 'Billing/Statements' page in the Till Merchant Portal. The left sidebar contains navigation links: Dashboard, Merchants, Tickets, Disputes, Transactions, Rebates, Document Center, and Billing. The main content area displays a table with the following columns: Merchant, Processor, Month, Currency, Settlement Amount, Net Charges, and Adjustments. A red box highlights the 'Settlement Amount' column header, and another red box highlights a specific row's 'Settlement Amount' value, '\$50,798.39'.

Clicking on the Settlement Amount will take you to your paperless statement displayed in a tabular view:

The screenshot shows the 'paperless statement' displayed in a tabular view. The statement is divided into sections: Summary, Transaction Totals, Transaction Charges, Settlement Details, Other Fees, and Cost of Acceptance. The 'Settlement Details' section is highlighted, showing the following items:

Type	Amount
Merchant Service Fees	\$30,648.89
Other Fees	\$120.00
Net Fees	\$30,768.89
GST Charged	\$2,797.17

Clicking on the View action will result in download of the PDF copy of the statement.

Dashboard

Merchants

Tickets

Disputes

Transactions

LT Live Transactions

AU Authorizations

TR Settlements

CR Chargebacks & Retrievals

test

Export

Start Date: 13/07/2021

Merchant: test

End Date: 08/12/2021

Merchant	Card Type	Transaction Date	Terminal ID	Sales (#)	Sales (\$)	Refund (#)	Refund (\$)	Net (#)	Net (\$)	Processor
Merchant A	Card Type A	2021-07-13	Terminal A	1	\$100	0	\$0	1	\$100	Processor A
Merchant B	Card Type B	2021-07-14	Terminal B	1	\$100	0	\$0	1	\$100	Processor B
Merchant C	Card Type C	2021-07-15	Terminal C	1	\$100	0	\$0	1	\$100	Processor C
Merchant D	Card Type D	2021-07-16	Terminal D	1	\$100	0	\$0	1	\$100	Processor D
Merchant E	Card Type E	2021-07-17	Terminal E	1	\$100	0	\$0	1	\$100	Processor E
Merchant F	Card Type F	2021-07-18	Terminal F	1	\$100	0	\$0	1	\$100	Processor F
Merchant G	Card Type G	2021-07-19	Terminal G	1	\$100	0	\$0	1	\$100	Processor G
Merchant H	Card Type H	2021-07-20	Terminal H	1	\$100	0	\$0	1	\$100	Processor H
Merchant I	Card Type I	2021-07-21	Terminal I	1	\$100	0	\$0	1	\$100	Processor I
Merchant J	Card Type J	2021-07-22	Terminal J	1	\$100	0	\$0	1	\$100	Processor J

Downloads

Search downloads

Your browser is managed by your organization

Today

PDF

Till Payments_42298540800202_01032020.pdf

https://tillpayments.s3.amazonaws.com/Statements/Till%20Payments_4229854080...

[Show in folder](#)

// **Let Us
Show You
How to
Read Your
Statements** //



MERCHANT STATEMENT TAX INVOICE

For all inquiries, please call: 1300 369 692

Business Name
Addressed to
Street Number, Street Name
City, State, Post Code

Statement
period
indicates the
date range
included
on this
statement

Your merchant ID number

Merchant Number	12345678
Period	1 - 30 June, 2019
Invoice Number	B15847592
Date Issued	30 June, 2019
Merchant ABN	12 345 678 901

Your business ABN

Summary

Merchant Services Fees (MSF)	\$41.29
Credit Card Interchanges	\$381.20
Other Charges	\$88.95

Net Charges (Including GST)	\$511.44
GST Charged	\$46.50

Keep an eye out for offers in the section from Till Payments*

* This offer is available to existing merchants only and is subject to eligibility criteria (available on request).

All cash back payments are GST inclusive and will be paid when we have an operating and valid processing agreement in place.

This message is regularly updated with relevant

Transaction Totals

Card Type	Sales	Sales Amount	Returns	Returns Amount	Net Sales
VISA	9	\$10,363.89	0	\$0.00	\$10,363.89
MCD	23	\$18,135.29	0	\$0.00	\$18,135.29
Debit Card - EFTPOS	7	\$302.25	0	\$0.00	\$302.25
Total	39	\$28,801.43	0	\$0.00	\$28,801.43

Transaction Charges

Card Type	Sales Fee	Sales Fee Amount	Returns Fee	Returns Fee Amount	Net MSF
VISA	0.14%	\$14.51	0.00%	\$0.00	\$14.51
MCD	0.14%	\$25.38	0.00%	\$0.00	\$25.38
Debit Card - EFTPOS	0.20	\$1.40	0.00%	\$0.00	\$1.40
Total		\$41.29		\$0.00	\$41.29



MERCHANT STATEMENT TAX INVOICE

B Fees set by and paid to Visa and MasterCard

Credit Card Interchange Billed

Scheme	Category	No. of Txns	Value of Txns	Per Tran Rate	%Rate	Fee
Visa	AU ELECTRONIC PRM	2	\$6,399.36	N/A	1.0230%	\$65.47
Visa	AU CORPORATE	3	\$3,192.55	N/A	1.3200%	\$42.15
MasterCard	AU CORPORATE	5	\$2,106.25	N/A	1.1000%	\$23.16
MasterCard	AU SUPER PREM	2	\$8,613.50	N/A	1.7500%	\$150.74
MasterCard	AU CORPORATE	2	\$1,782.65	N/A	1.1000%	\$19.61
MasterCard	AU CORP EXEC	2	\$2,641.15	N/A	1.4300%	\$37.77
Visa	AU PURCHASING	1	\$707.00	N/A	1.3200%	\$9.33
MasterCard	AU CORPORATE	4	\$1,959.40	N/A	1.1000%	\$21.55
MasterCard	AU CORPORATE	1	\$903.95	N/A	1.1000%	\$9.94
MasterCard	AU BASE PRM	3	\$73.79	N/A	1.0400%	\$0.76
Visa	AU ELECTRONIC DB	1	\$15.00	\$0.0880	0.0000%	\$0.09
MasterCard	AU ELECTRONIC	3	\$39.60	N/A	0.3300%	\$0.13
MasterCard	AU ELECTRONIC	1	\$15.00	N/A	0.3300%	\$0.05
Visa	AU INF SIG ELEC	1	\$18.18	N/A	1.9800%	\$0.36
Visa	AU ELECTRONIC DB	1	\$31.80	\$0.0880	0.0000%	\$0.09
Total		32	\$28,499.18			\$381.20

C Ongoing account keeping fees and other charges

Other Charges

Type	Fee per Item	Count	Amount
Terminal Rental Fee	\$29.95	1	\$29.95
Communications Fee			\$59.00
Total			\$88.95

Daily settlement amount total

Settlement Amounts

Date	No. of Sales	Sales Amount	No. of Returns	Returns Amount	Net Settlement
01/06/2014	1	\$14.00	0	\$0.00	\$14.00
03/06/2014	1	\$2,671.45	0	\$0.00	\$2,671.45
04/06/2014	1	\$1,748.30	0	\$0.00	\$1,748.30
05/06/2014	3	\$1,753.35	0	\$0.00	\$1,753.35
19/06/2014	1	\$429.25	0	\$0.00	\$429.25
20/06/2014	2	\$3,847.91	0	\$0.00	\$3,847.91
24/06/2014	2	\$1,333.20	0	\$0.00	\$1,333.20
25/06/2014	1	\$364.00	0	\$0.00	\$364.00
26/06/2014	1	\$898.90	0	\$0.00	\$898.90
27/06/2014	4	\$2,857.65	0	\$0.00	\$2,857.65
28/06/2014	13	\$345.62	0	\$0.00	\$345.62
Total	39	\$28,801.43	0		\$28,801.43

Need a bit of help? Contact us

**Call 1300 369 692 or email
support@tillpayments.com**

This user guide is intended to provide all the necessary information regarding Till Payments Merchant Portal. Our dedicated team of experts can assist you over the phone 24/7 with questions, problem resolution and extra training.

For more information, please visit
www.tillpayments.com

