



Merchants, Transactions & Billing



# Merchant Portal

## User Guide

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# 01 Introduction

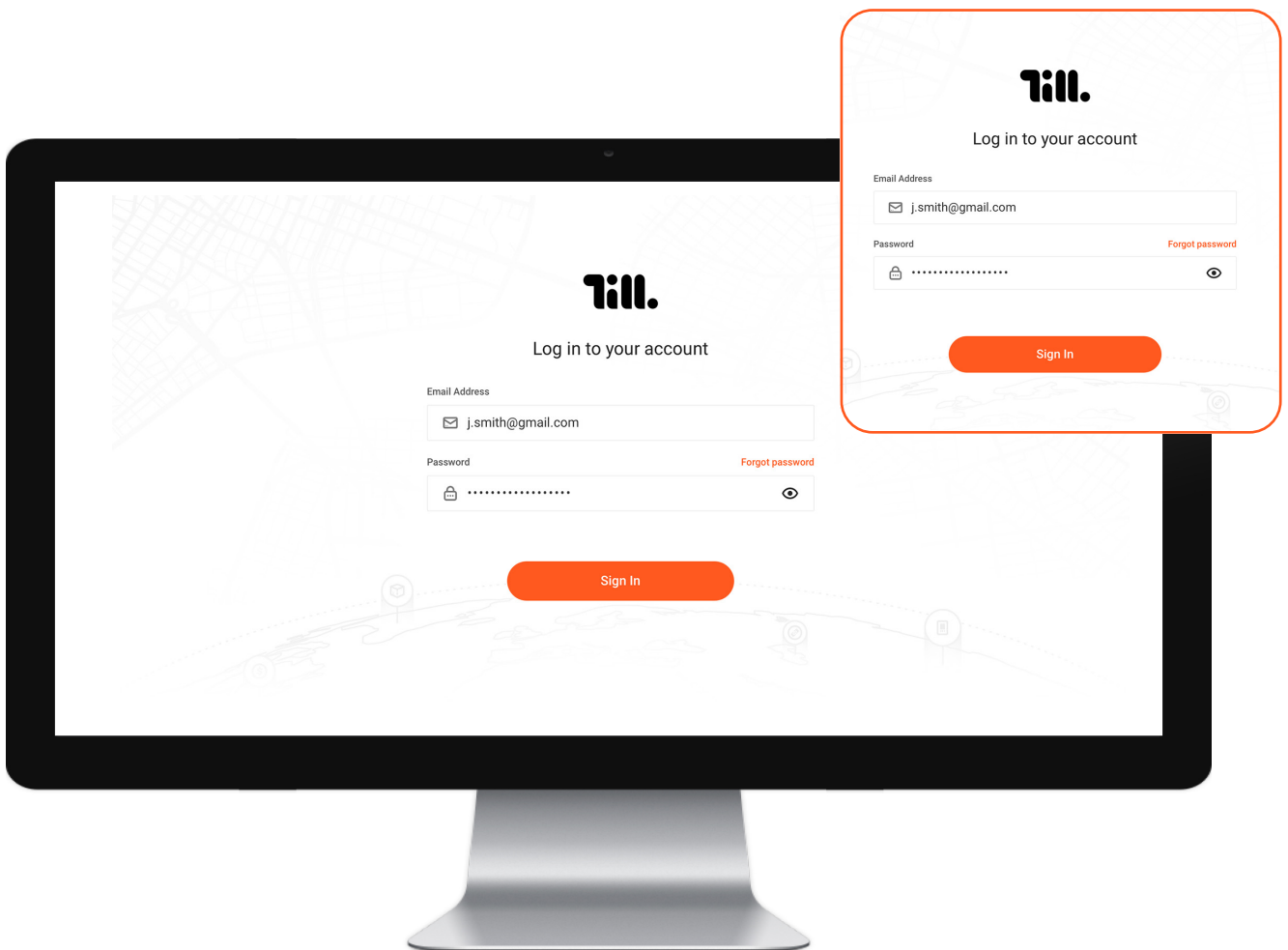
Till Merchant Portal (TMP) is a platform providing Merchant Reporting for our clients. All users are provided Portal access to perform functions of their respective departments. The platform has configurable user access controls via Profiles, Roles and Permissions. This user manual outlines the features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

## 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 [us-support@tillpayments.com](mailto:us-support@tillpayments.com) and 347 991 5997.

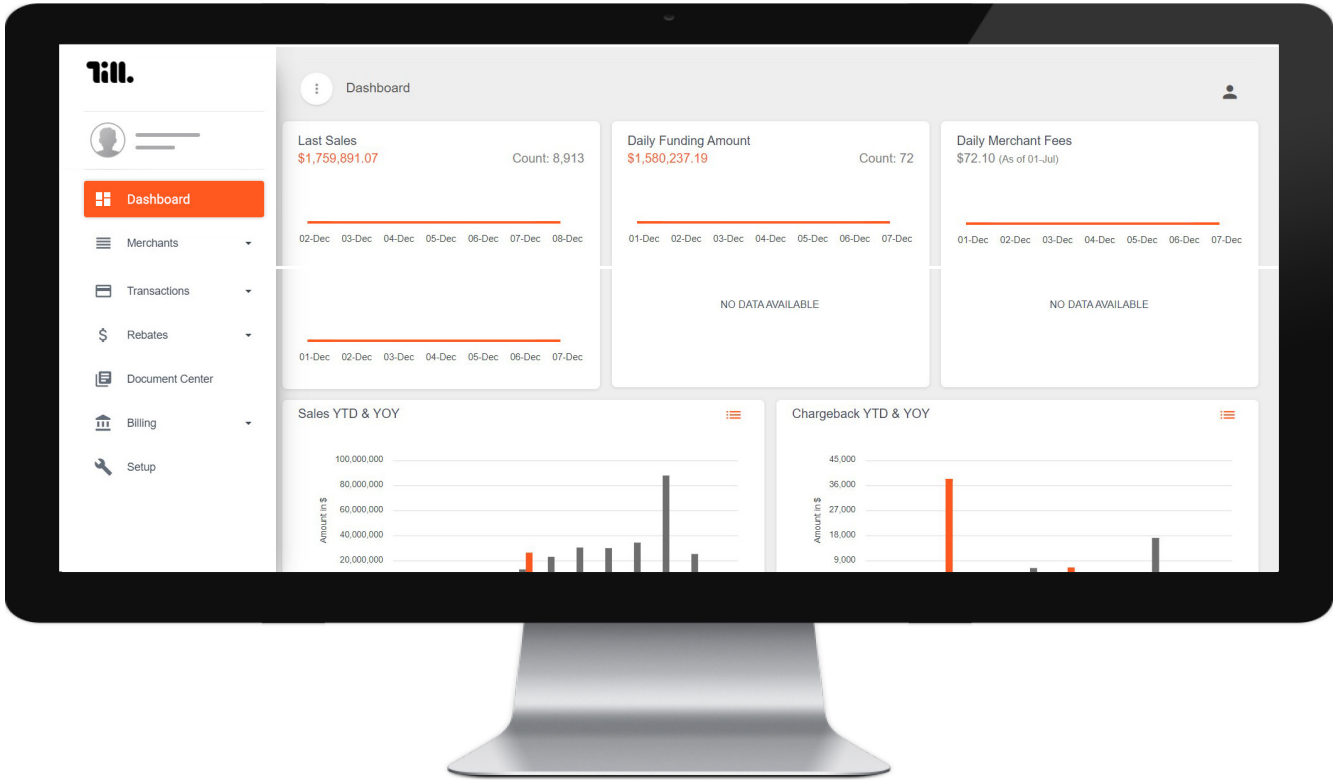
### Step 1 - Log-in screen

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



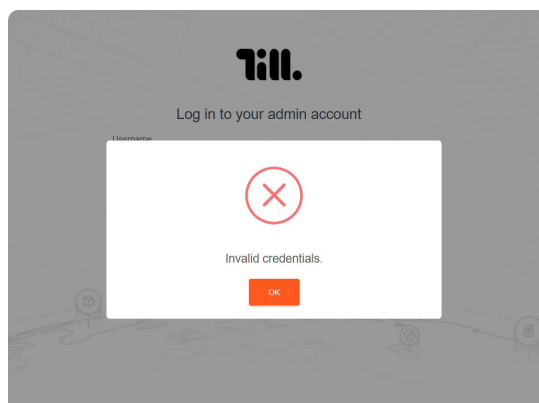
## Step 2 - Landing page

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



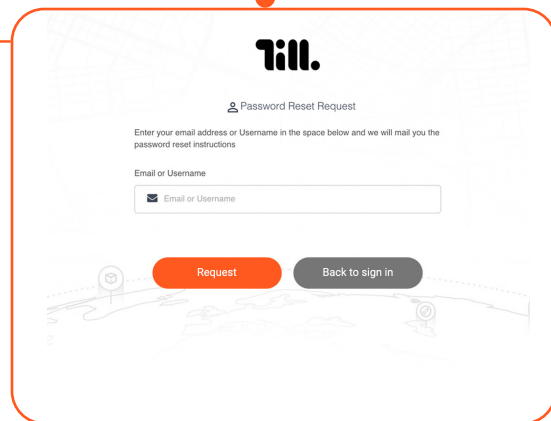
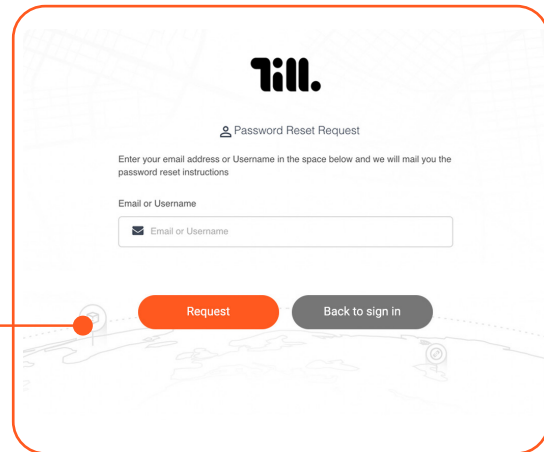
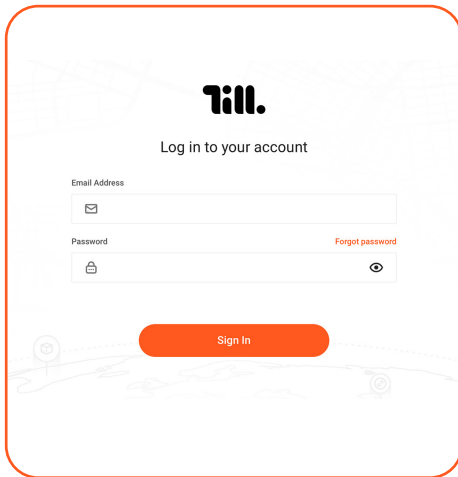
## Step 3 - Invalid credentials

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 password reset link is sent.



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

## 02 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



### 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



### Daily merchant fees

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

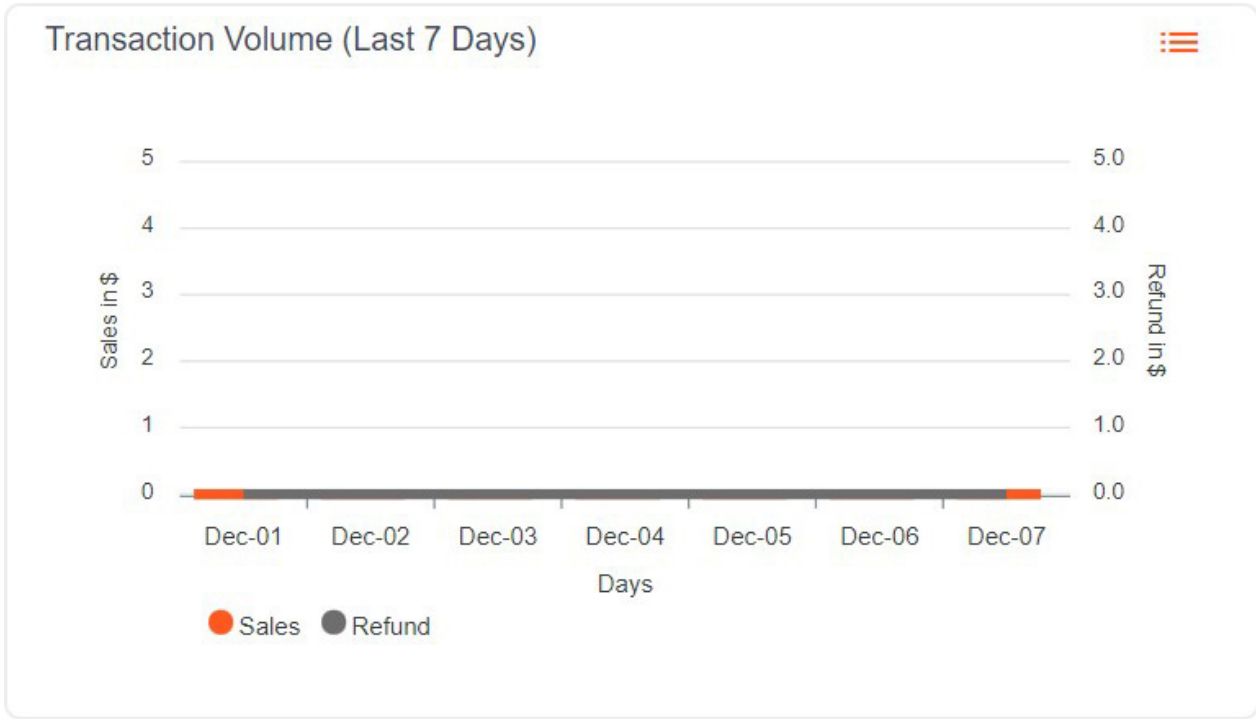
#### Daily Merchant Fees

\$72.10 (As of 01-Jul)

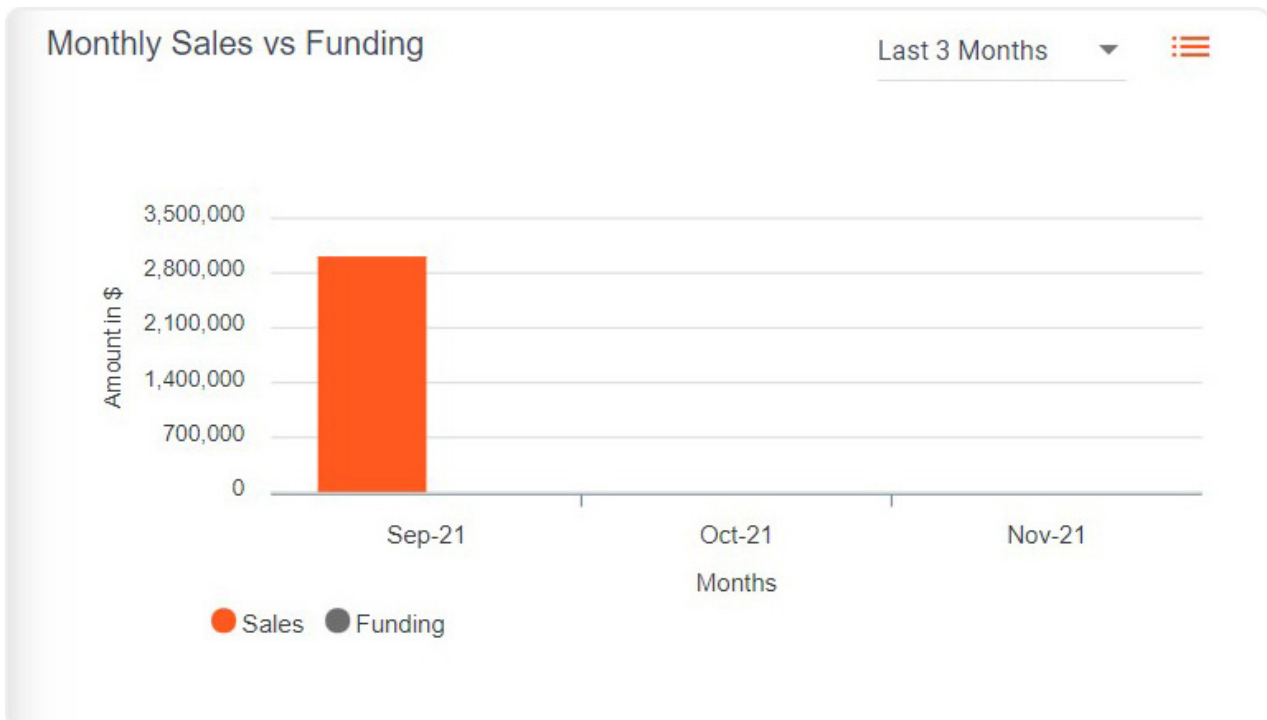


## Transaction volume

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

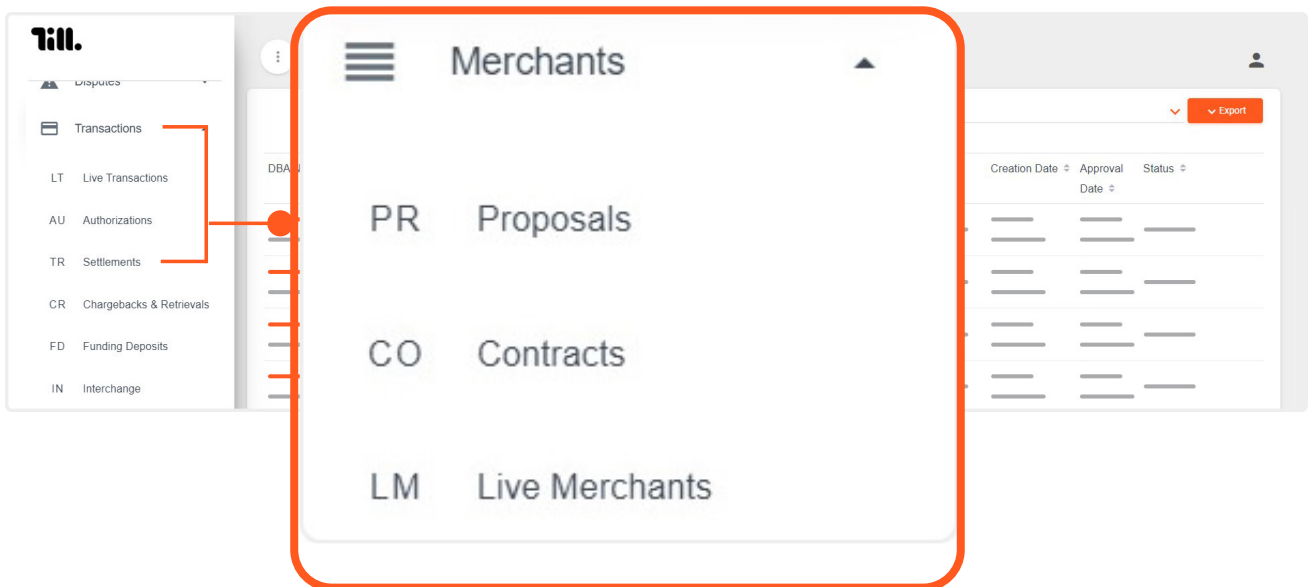


## Monthly sales vs funding



# 03 Merchants

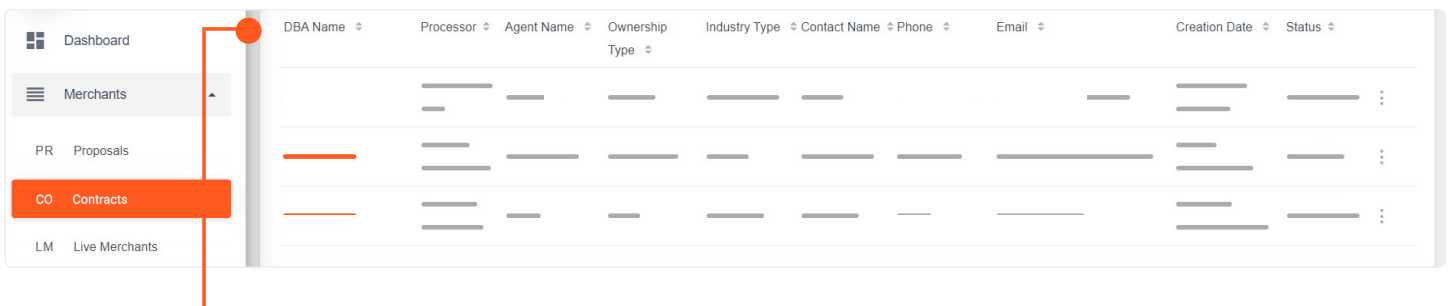
The merchant tab is comprised of two (2) sub-tabs: contracts & live merchants. The contracts tab refers to all contracts that are in the system but are not yet live while live merchants refers to all the sites and channels that are transacting.



## 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.

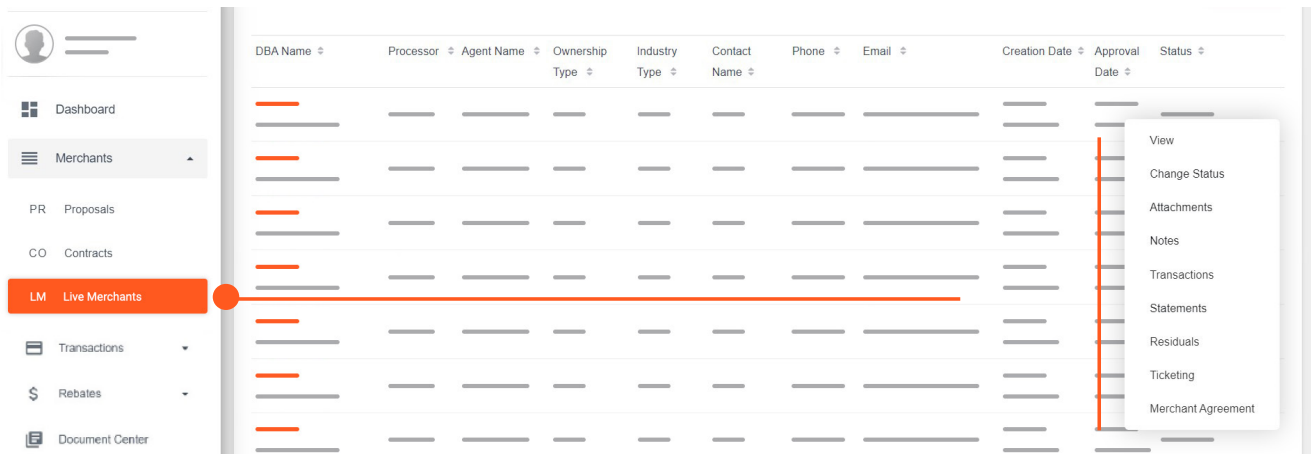
In the contracts grid, a user can see DBA name ('doing business as/'trading name'), processor, agent name (Till Representative), contact name (Client) with status information.



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

- Business information
- Banking & owner information
- Terminals
- Pricing





## Common features

Attachments - merchants have an attachment button that allows users to attach file in attachments

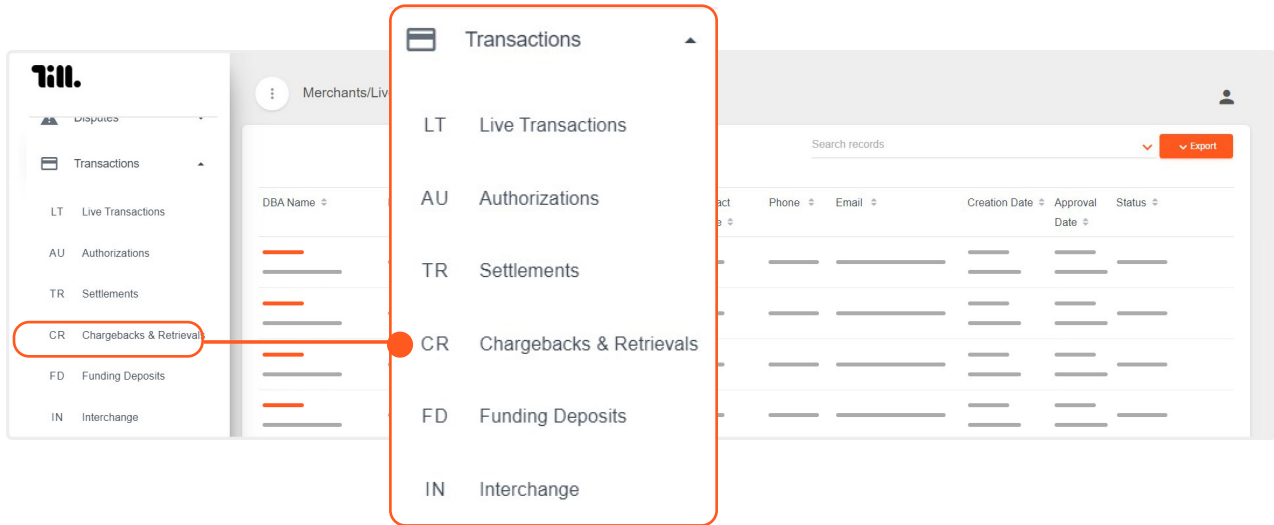
Notes - Notes are 2000-character text for any special notes

- Transactions
- Statements

# 04 Transactions

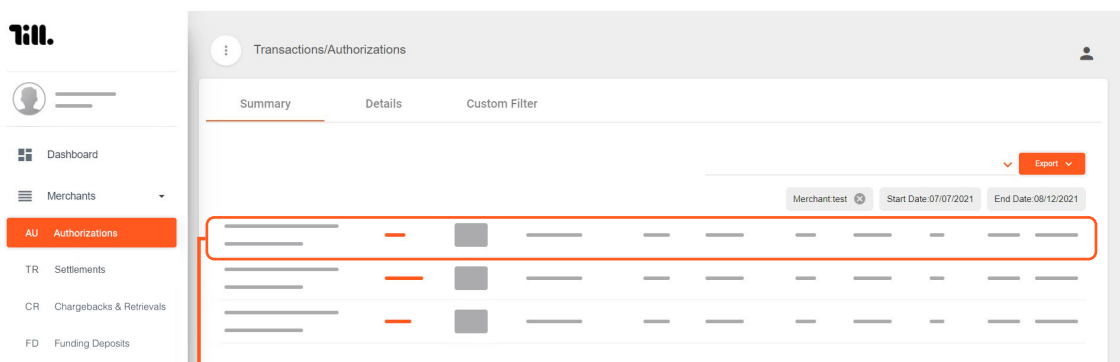
The Transaction section in TMP consists of different types of reports for the transactions of merchants. The reports available are:

- Authorizations
- Transactions
- Chargebacks & Retrievals
- Funding Deposits



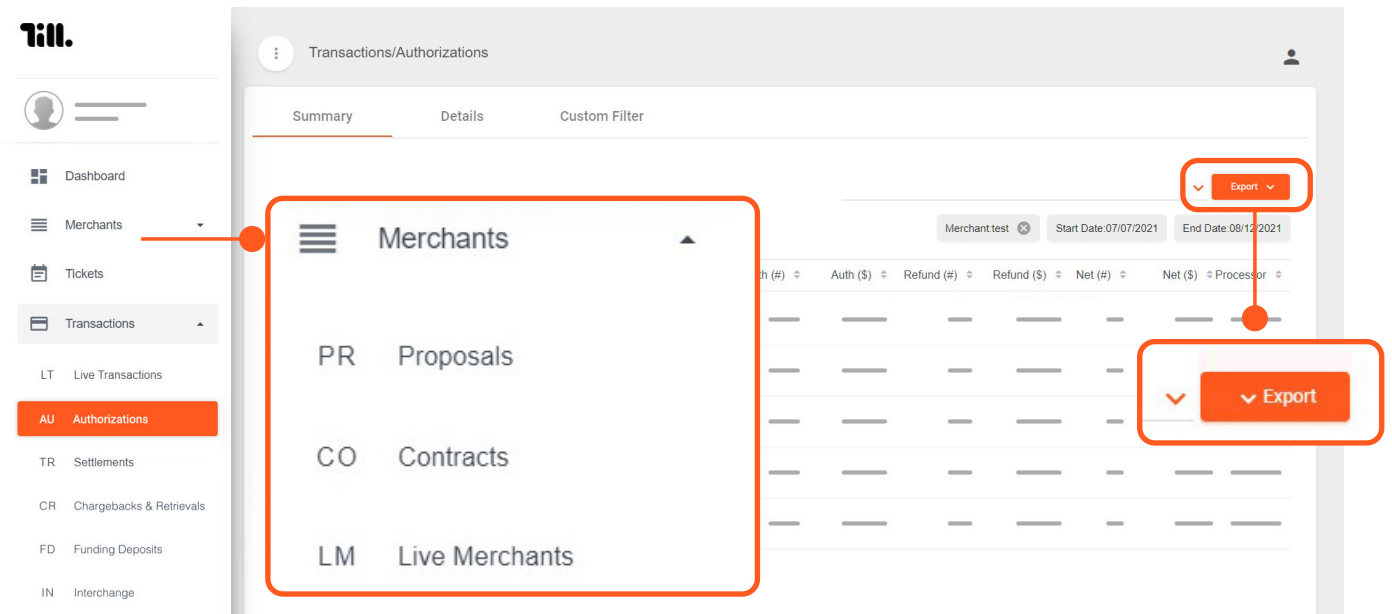
## Authorizations

The authorizations 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.

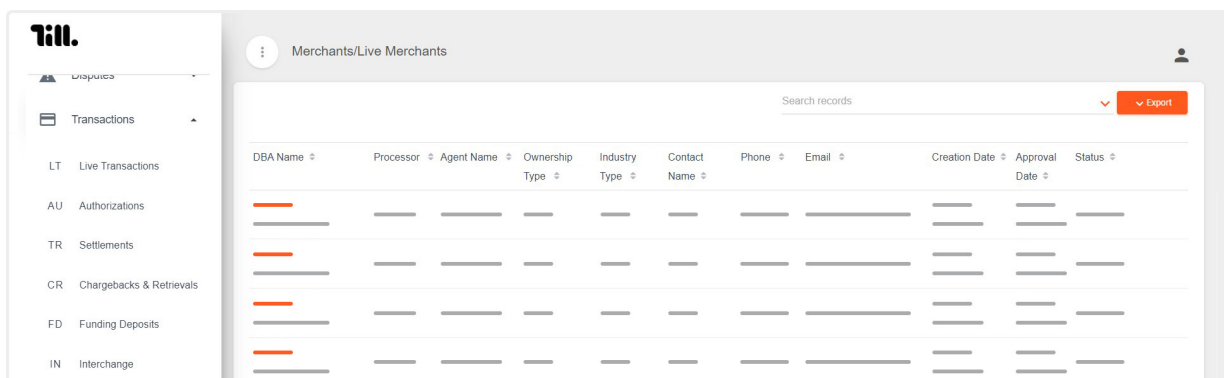


Advanced search grid allows users to search data based on merchant/mid, card number (last 4 digits), auth code, transaction ID, auth amount, card type and terminal id. There is also a date range selection available to filter based on dates and then search for specific merchants satisfying the given search 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.

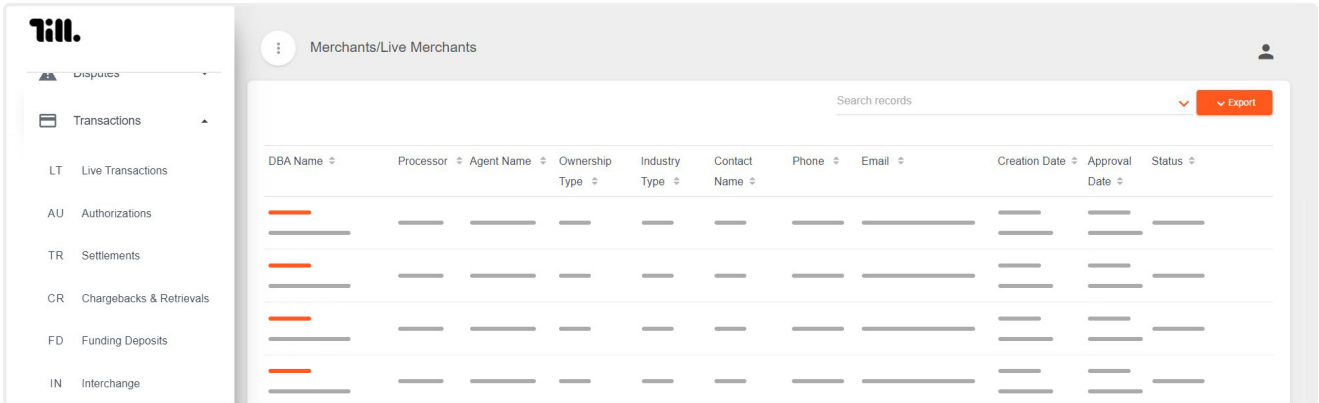
You can also export the report to an excel file format.

## 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.

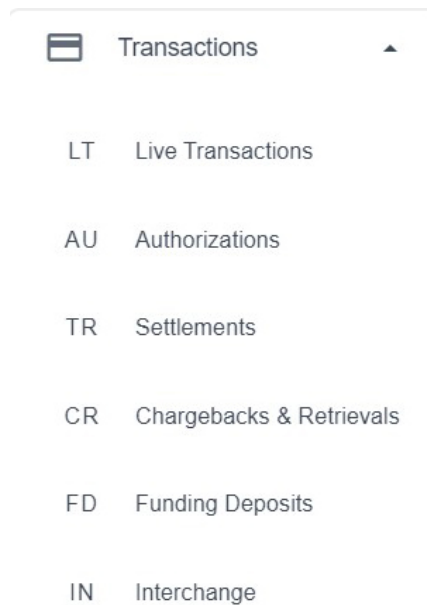


By clicking on Transaction ID, the system will redirect to drilldown which have general Cardholder information and additional data on that transaction.



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.



# 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.

# Funding deposits

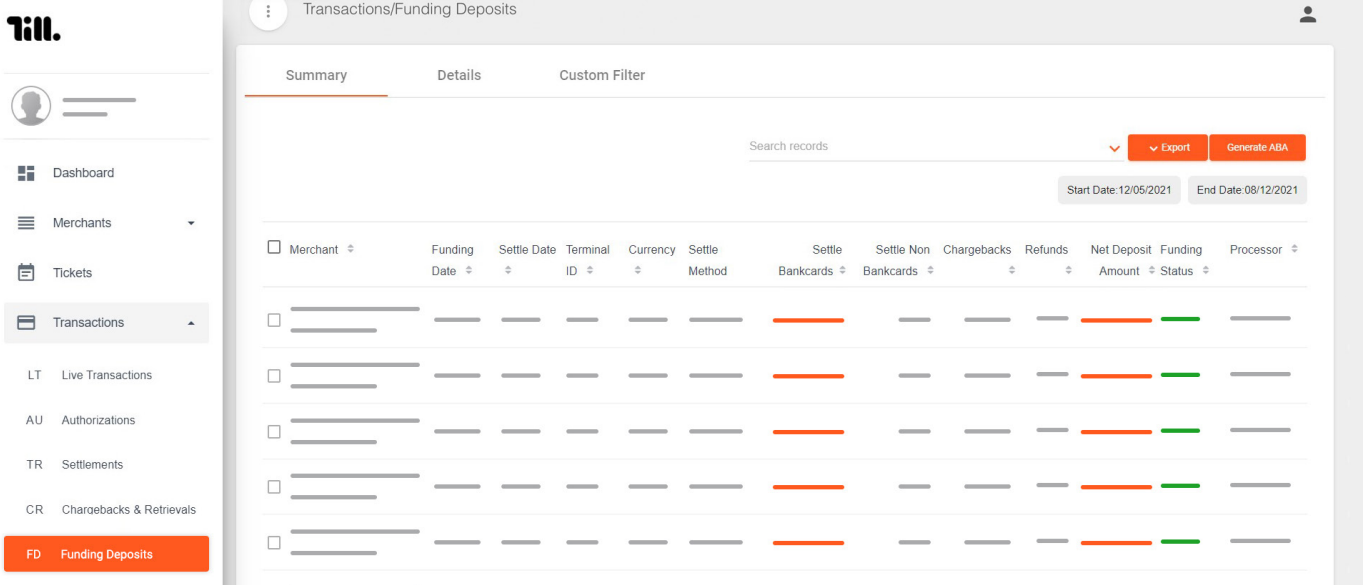
This report displays the funding deposit amount to the merchant, also known as a settlement. For merchants. Gross funding fee deduction occurs on a monthly basis and net funding fee deductions occur on daily basis.

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.

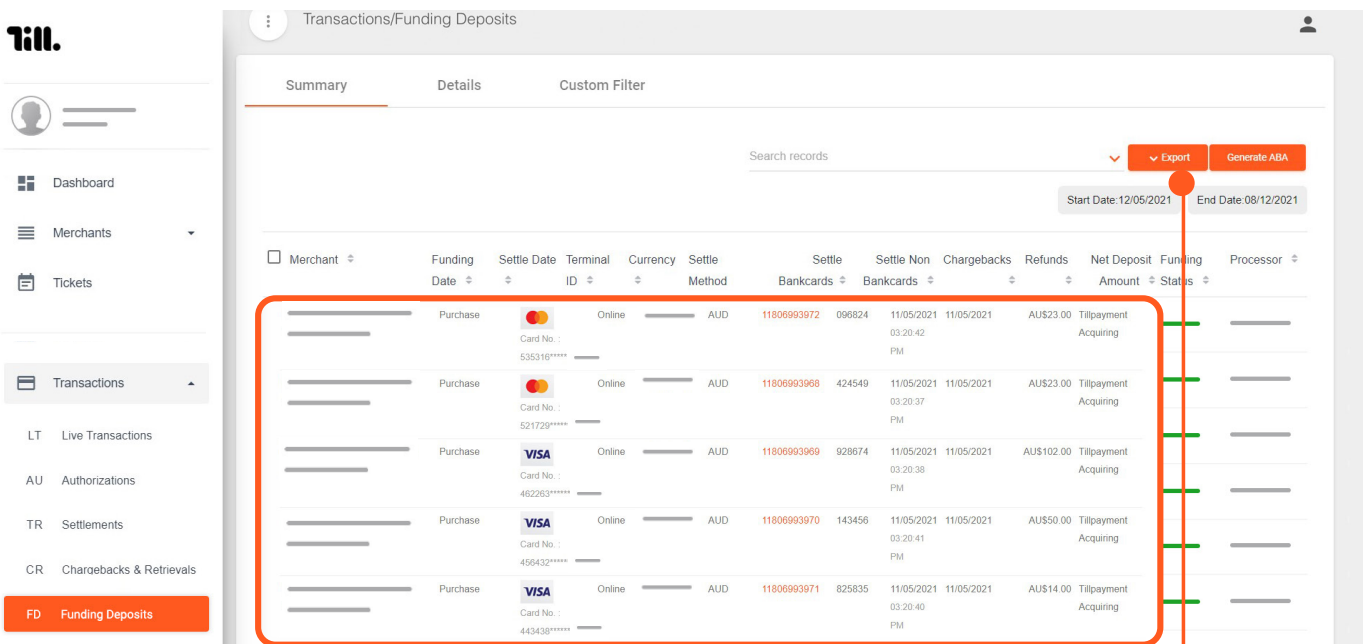
# Reconciling funding deposits

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

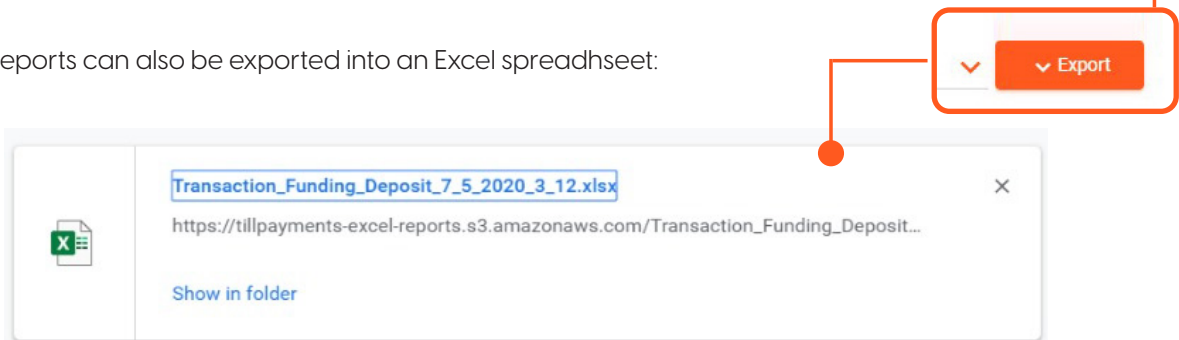
As funding deposits are split per MID, it becomes extremely easy to reconcile each account through the TMP.



Transactions listing from the funding deposit selected:



Reports can also be exported into an Excel spreadsheet:



# 05 ACH

There are several types of ACH reports available for merchants.

## Enrollment Report

The enrollment report provides a detailed report of ACH enrollment transactions. The report displays < Station, Approved or Declined, Reference No, Merchant Tran ID, Transaction Date, Email Address, MID> . The basic search grid allows users to search data based on merchant/MID. This report can be downloaded.

Merchant	Partner	Station	Reference Number	Transaction ID	Email	Transaction Date	Transaction Status
██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████
██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████
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██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████

## Authorization Report

The authorization report provides a detailed report of ACH transactions which have been authorized and or declined by the processor prior to settlement. The report displays < Account, Station, ID Number, Check Number, Face Amount, Approval Number, Declined, Merchant Tran ID, Transaction Date, MID> . The basic search grid allows users to search data based on merchant MID. This report can be downloaded.

Merchant	Partner	Account	Station	ID Number	Check Number	Face Amount	Approval Number	Declined	Transaction Date
██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████
██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████
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## Transaction (Settlement) Report

The transaction report provides a detailed report of authorized ACH transactions. The report displays < Station, Settlement Type, Confirmed Amt, Transaction Date, Approved, Declined or Canceled, Reference No, Merchant Tran ID, MID>. The basic search grid allows users to search data based on merchant/MID. This report can be downloaded.

The screenshot shows the 'ACH Reports/Settlement' page. The left sidebar contains a navigation menu with 'Settlement' highlighted in red. The main content area features a search grid with the following columns: Merchant, Partner, Station, Settlement Type, Confirmed Amount, Transaction Status, Reference Number, and Transaction Date. At the top right, there is a search bar, an 'Export' button, and date filters for 'Start Date 06/01/2022' and 'End Date 10/04/2022'. The grid contains several rows of data, each with a red bar on the left side.

## Entered Claims Report

The entered claims report provides a detailed report of entered ACH claims. The report displays < Entry Date, Face Amount, Check #, Guaranteed Amt, Auth #, Bank Reason Cd Desc, Payment Date, Merchant Tran ID, MID>. The basic search grid allows users to search data based on merchant/MID. This report can be downloaded.

The screenshot shows the 'ACH Reports/Entered Claims' page. The left sidebar contains a navigation menu with 'Entered Claims' highlighted in red. The main content area features a search grid with the following columns: Merchant, Partner, Entry Date, Face Amount, Check #, Guaranteed Amount, Auth #, Bank Reason Code Desc, and Payment Date. At the top right, there is a search bar, an 'Export' button, and date filters for 'Start Date 06/01/2022' and 'End Date 10/04/2022'. The grid contains several rows of data, each with a red bar on the left side.



## Paid Claim Report

The paid claims report provides a detailed report of paid ACH claims. The report displays < Debtor Name, Check Date, Check #, Check Amt, Claim #, Approval #, Payment Date, Payment Amount, Merchant Tran ID, MID> . The basic search grid allows users to search data based on merchant/MID. This report can be downloaded.

Merchant	Partner	Debtor Name	Check Date	Check #	Check Amount	Claim #	Approval #	Payment Amount	Payment Date

## Disallowed Claim Report

The disallowed claims report provides a detailed report of disapproved (declined) ACH claims. The report displays < Station, Claim #, Check Date, Check Amt, Check #, Claim Reject Cd, Claim Type, Merchant Tran ID, MID> . The basic search grid allows users to search data based on merchant/MID. This report can be downloaded.

Merchant	Partner	Station #	Claim #	Check Amount	Check #	Claim Reject Code	Claim Type	Check Date

# 06 Billing

This section contains the Merchant Statements for viewing by the users. Clicking on the view action will result in download of the PDF copy of the statement.

The screenshot shows the Till Billing/Statements interface. On the left is a navigation sidebar with the Till logo at the top, followed by the user name 'Jessica Chase'. Below are menu items: Dashboard, Merchants, Proposals, Contracts, Live Merchants, ACH Reports, Transactions, Rebates, and Billing. The 'Billing' menu is expanded, showing 'ST - Statements' in a red box. The main content area is titled 'Billing/Statements' and features a search bar and date filters for 'From: Aug-2022' and 'To: Sep-2022'. A table displays the following data:

Merchant	Processor	Month	Currency	
ZSK*VE GA CLNC DUNWOODY MID:984032500881	Fiserv US	Aug-2022	USD	
ZSK*VE GA CLNC PEACHTREE MID:984032501889	Fiserv US	Aug-2022	USD	
ZSK*VE GA CLNC NEPHROLOG MID:984032502887	Fiserv US	Aug-2022	USD	
ZSK*VE GA CLNC DR VAYNER MID:984032503885	Fiserv US	Aug-2022	USD	
ZSK*VE GA CLNC DR WILLIA MID:984032504883	Fiserv US	Aug-2022	USD	
ZSK*VE GA CLNC RADIOLOG MID:984032505880	Fiserv US	Aug-2022	USD	
ZSK*VE GA CLNC WEST END MID:984032506888	Fiserv US	Aug-2022	USD	
ZSK*VE GA CLNC SUWANEE MID:984032507886	Fiserv US	Aug-2022	USD	

In your respective Internet browser, go to your downloads to retrieve the PDF File:

The screenshot shows a browser's Downloads folder. At the top, there is a search bar labeled 'Search downloads'. Below the search bar, a notification states 'Your browser is managed by your organization'. Under the heading 'Today', a single download is listed:

- Till Payments\_42298540800202\_01032020.pdf**  
[https://tillpayments.s3.amazonaws.com/Statements/Till%20Payments\\_4229854080...](https://tillpayments.s3.amazonaws.com/Statements/Till%20Payments_4229854080...)  
[Show in folder](#)



# Need a bit of help?

## Contact us



Call **347 991 5997**



Email us at **[us-support@tillpayments.com](mailto:us-support@tillpayments.com)**

Our dedicated team of experts can assist you over the phone 24/7 with questions, problem resolution and extra training. Keep your merchant ID number handy when you call, this will help speed up your inquiry.

For online reports and statements please visit **[us.merchant.tillpayments.com](https://us.merchant.tillpayments.com)**