globalpayments

Global Access @dvantage

Quick Start Guide

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Introduction

In today's competitive marketplace, quick access to business information is important to help you stay on top of your business. You need to simplify merchant accounting and be able to view transaction details easily to better manage your business. **Global Access @dvantage™ (GA@)** is a comprehensive information management tool that puts the information you need right at your fingertips.

GA@ provides 24-hour online access to transaction, payment, settlement and chargeback information. Using Internet Explorer 6.0 or above version, this powerful web-based tool allows you to look up settlement data by authorisation code, sales amount, terminal number and many other data elements. With **GA@**, you can easily retrieve current and historical transaction data and create customised reports to help you with merchant accounting and business analysis.

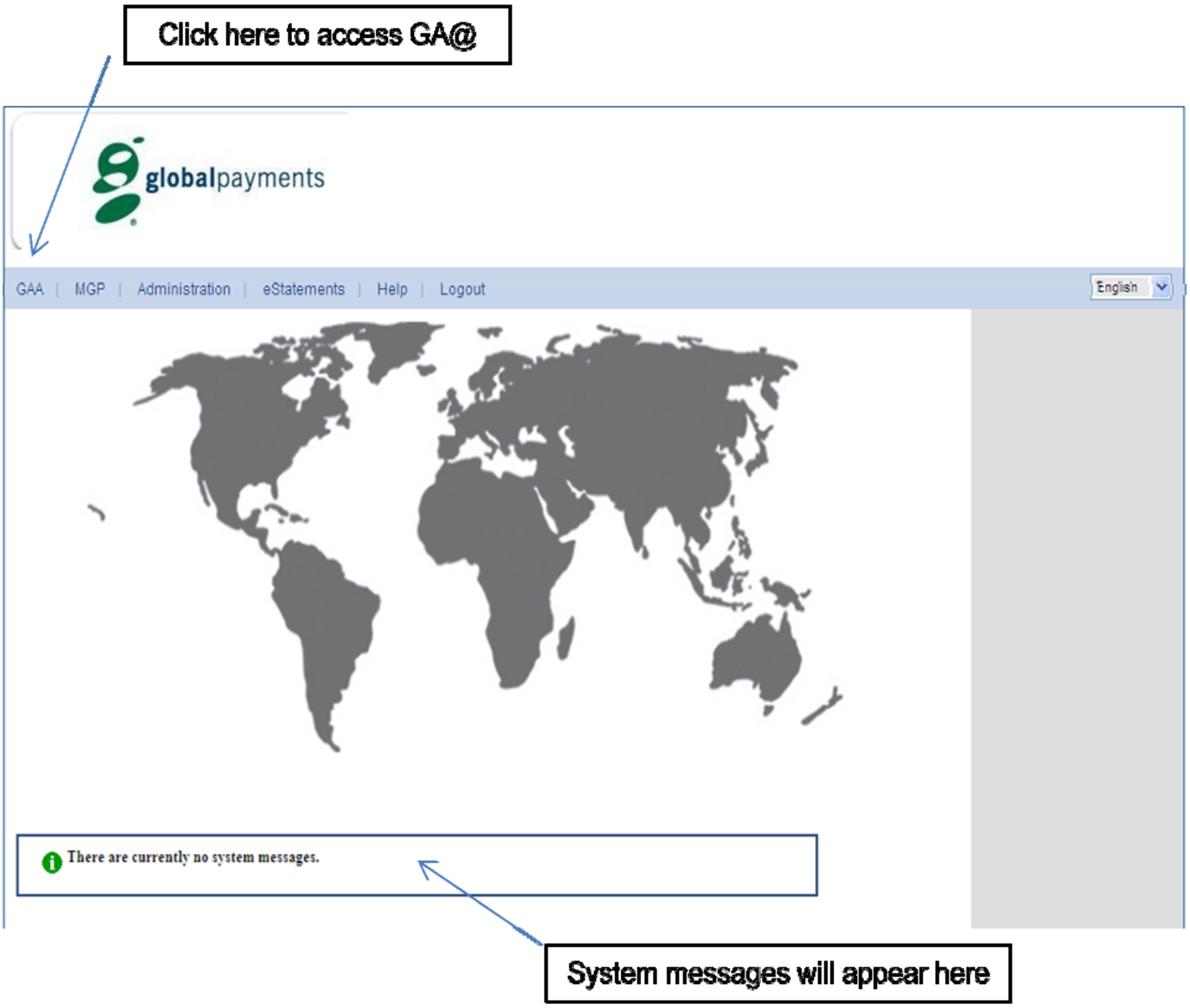
Make better and informed financial decisions with **Global Access @dvantage™**.

Logging into Global Access @dvantage™

1. Launch your browser.
2. Enter the website https://mymerchinfo.com.
3. Log in with your username and password (provided on your Welcome Email).

Note: If you have forgotten your password, click on 'Forgot Your Password' on the Login Page (see above).

The next screen you see will be the landing screen, click on GAA to access the system.

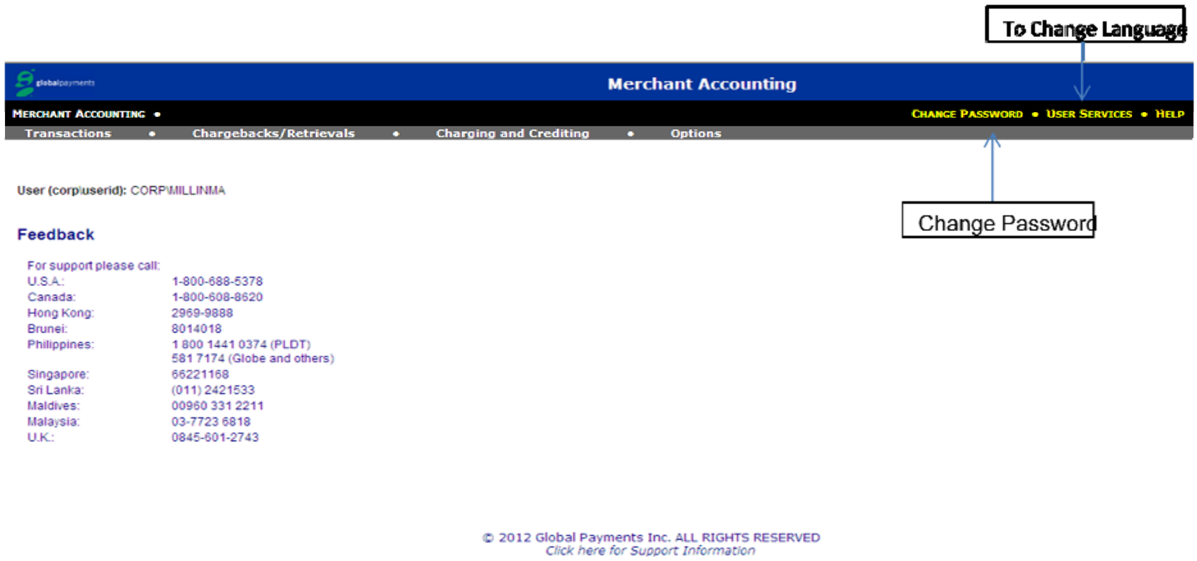


At First Log In

As part of your first log in you will need to change the language to English (GB).

1. Click on 'User Services' on the black toolbar.
2. Click on 'Language' on the grey toolbar.
3. From the drop down menu choose 'English (GB)'.
4. Click on 'Save Language'.
5. Click 'Merchant Accounting' from the black toolbar to return to system.

You will only need to do this after your first log on.



Change Password

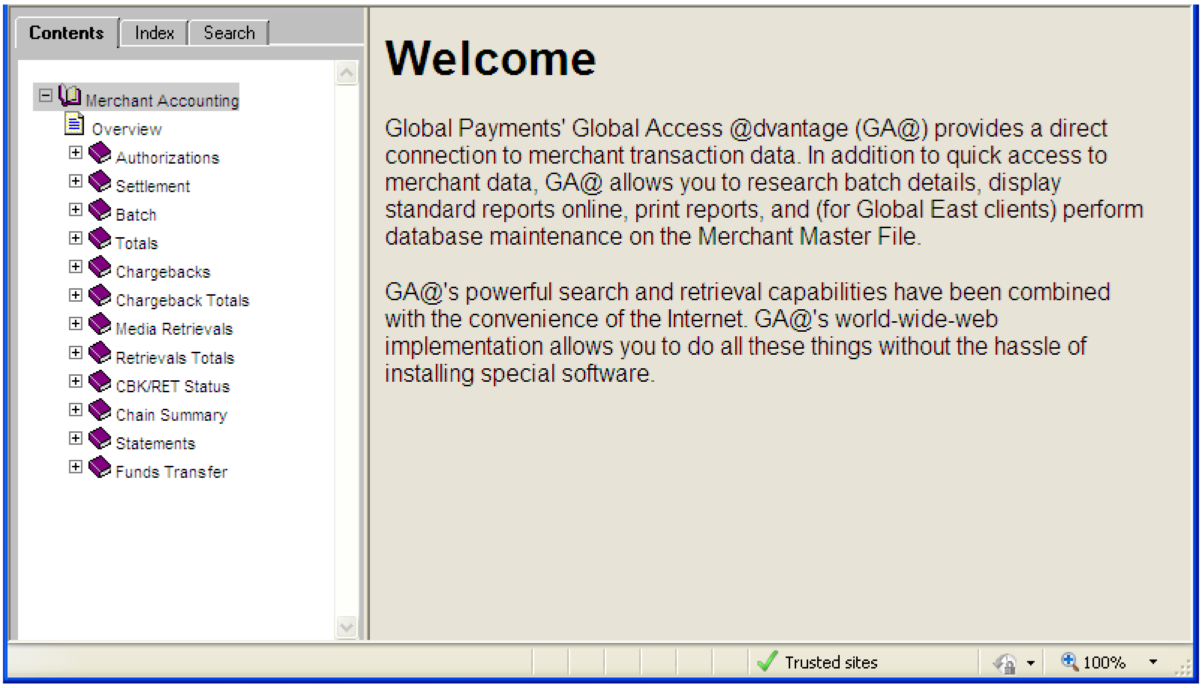
The **Change Password** function allows you to change your password.

Note: Your password will expire every 28 days. You must change your password before it expires or you will be locked out of GA@.

1. Click on 'Change Password' in the black toolbar at the top.
2. Make sure that your username is entered correctly.
3. Enter your current password.
4. Enter the new password and then enter it again. *Make sure the new password meets the requirements listed on the Change Password page.*
5. Click on the 'Change Password' button.

Help Tool

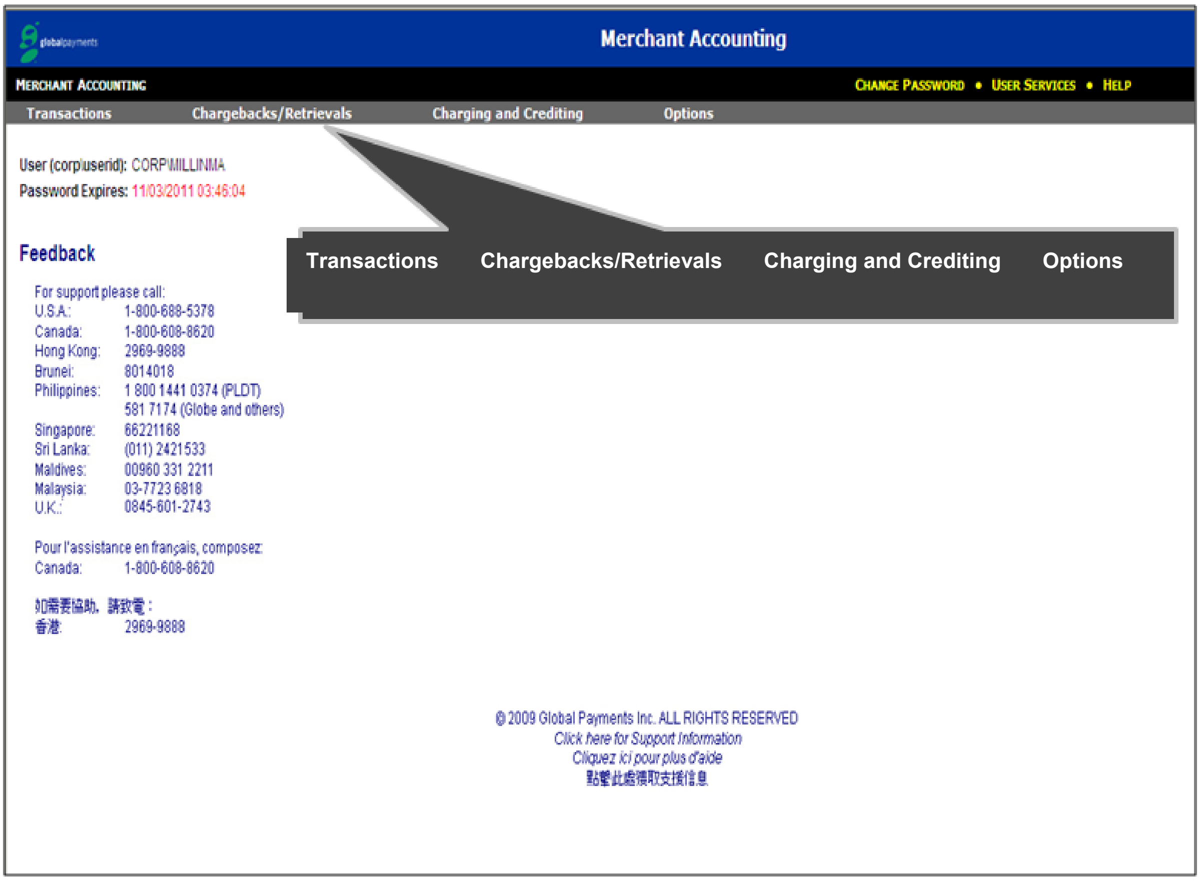
GA@ also provides an online help tool.



1. Click on 'Help' on the black toolbar.
2. Click on 'Merchant Accounting' under the 'Contents' tab to display all the help topics.
3. Click on the topic you need help with. This will display the information related to that heading and/or further sub-headings within that section.

Using Global Access @dvantage

You will now be able to select different search functions from the grey toolbar at the top.

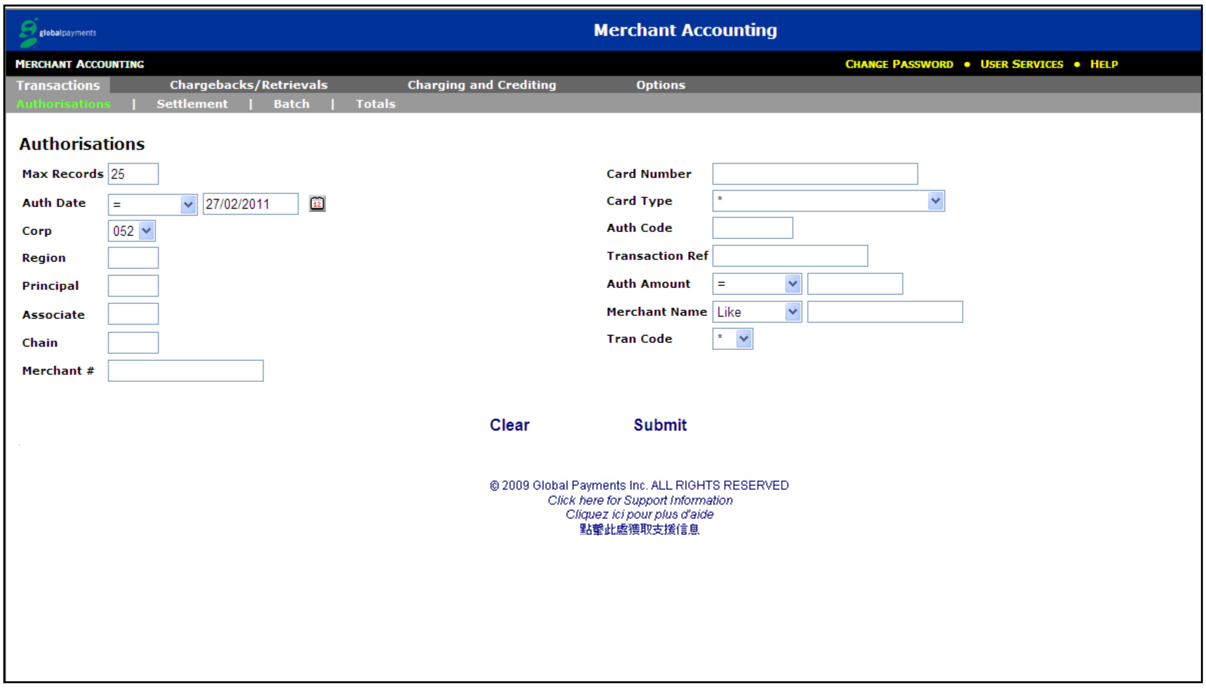


Transactions

1. Click on 'Transactions' in the grey toolbar.
2. Select **Authorisations**, **Settlement**, **Batch**, or **Totals.**

Authorisations

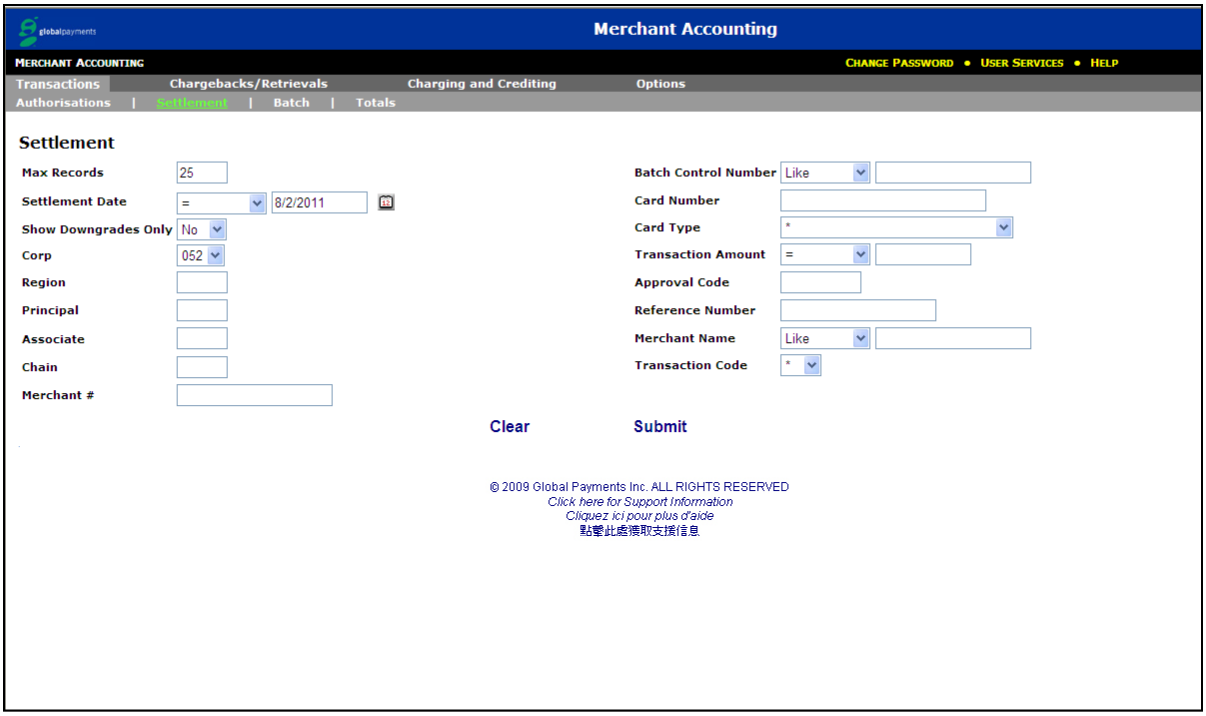
The **Authorisations** function can be used to locate and review previously authorised transactions.



1. Select the date or date range that you wish to search.
2. Enter your merchant number in the 'Merchant #' field.
3. If you wish to search a specific credit card number, enter it in the 'Card Number' field.
4. Enter any other detailed information about the transaction(s) you may have (for example, Card Type or Auth Amount).
5. Click on 'Submit'.
6. All authorised transactions that meet the search criteria you entered will be displayed.

Settlement

The **Settlement** function can be used to locate and review previously settled transactions, and for balancing and reconciliation purposes.



1. Select the date or date range that you wish to search.
2. Enter your merchant number in the 'Merchant #' field.
3. If you wish to search a specific credit card number, enter it in the 'Card Number' field.
4. Enter any other detailed information about the transaction(s) you may have (for example, Card Number or Transaction Amount).
5. Click on 'Submit'.
6. All settled transactions that meet the search criteria you entered will be displayed.

Batch

The **Batch** function can be used to locate and review previously settled batches, and for balancing and reconciliation purposes.

1. Select the date or date range that you wish to search.
2. Enter your merchant number in the 'Merchant #' field.
3. Enter any other detailed information about the batch(es) you may have (for example, Batch Amount).
4. Click on 'Submit'.
5. The details for all batches you have sent that meet the search criteria you entered will be displayed.

Totals

The **Totals** function can be used to look up totals by merchant number or chain number for reconciliation purposes. Totals will be displayed for the date selected.

1. Select the date of the total you wish to view.
2. Enter your merchant number in the ‘Merchant #’ field.
3. Enter any other detailed information about the totals you may have.
4. Click on ‘Submit’.
5. The details for the selected day’s totals will be displayed.

Chargebacks/Retrievals

1. Click on ‘Chargebacks/Retrievals’ in the toolbar at the top.
2. Select **Chargebacks** or **Chargeback Totals**.

Note: When responding to incoming chargeback cases, please respond to any letters or correspondence received. **GA@ displays historical chargeback information only.**

Chargebacks

The **Chargebacks** function displays a list of chargebacks that have occurred within a selected date range. It can be used to view and manage **historical** chargebacks and transaction disputes.

1. Select the date or date range that you wish to search.
2. Enter your merchant number in the ‘Merchant #’ field.
3. Enter any other detailed information about the chargeback(s) you may have (for example, Case Number).
4. Click on ‘Submit’.
5. The details for all chargebacks that meet the search criteria you entered will be displayed.

Chargeback Totals

The **Chargeback Totals** function will display a total amount of all **historical** chargebacks within a selected date range. It can be used for reconciling chargeback totals.

1. Select the date or date range that you wish to search in.
2. Enter your merchant number in the ‘Merchant #’ field.
3. Enter any other detailed information about the chargeback(s) you may have (for example, Case Number).
4. Click on ‘Submit’.
5. The totals for all chargebacks that meet the search criteria you entered will be displayed. You can also view the details that make up each total by clicking on the icon under ‘Detailed Report’.

Media Retrievals

The **Media Retrievals** function displays a list of retrieval requests that have occurred within a selected date range. It can be used to view and manage **historical** retrieval requests and transaction disputes.

1. Select the date or date range that you wish to search.
2. Enter your merchant number in the 'Merchant #' field.
3. Enter any other detailed information about the retrieval(s) you may have (for example, Amount).
4. Click on 'Submit'.
5. The details for all retrievals that meet the search criteria you entered will be displayed.

Retrievals Totals

The **Retrievals Totals** function will display a total amount of all **historical** retrieval requests within a selected date range. It can be used for reconciling retrieval totals.

1. Select the date or date range that you wish to search in.
2. Enter your merchant number in the 'Merchant #' field.
3. Enter any other detailed information about the retrieval(s) you may have (for example, Amount).
4. Click on 'Submit'.
5. The totals for all retrievals that meet the search criteria you entered will be displayed. You can also view the details that make up each total by clicking on the icon under 'Detailed Report'.

CBK/RET Status

This option is not currently used. Information on chargeback and retrieval statuses can be found on My.globalpay. Please call us if you would like more information on this service.

Charging and Crediting

1. Click on 'Charging and Crediting' in the toolbar at the top.
2. Select **Funds Transfer**.

Funds Transfer

The **Funds Transfer** function displays the totals of all credits made to your nominated bank account by Global Payments within a selected date range. This can be used for reconciling credits from Global Payments with a bank statement.

1. Select the date or date range that you wish to search in.
2. Enter your merchant number in the 'Merchant #' field.
3. Enter any other detailed information about the credit(s) you may have (for example, Amount).
4. Click on 'Submit'.
5. All credits that meet the search criteria you entered will be displayed. Click on 'Detailed Report' to view the credit details.

Invoices

This option is not currently used.

Chain Summary

This option is not currently used.

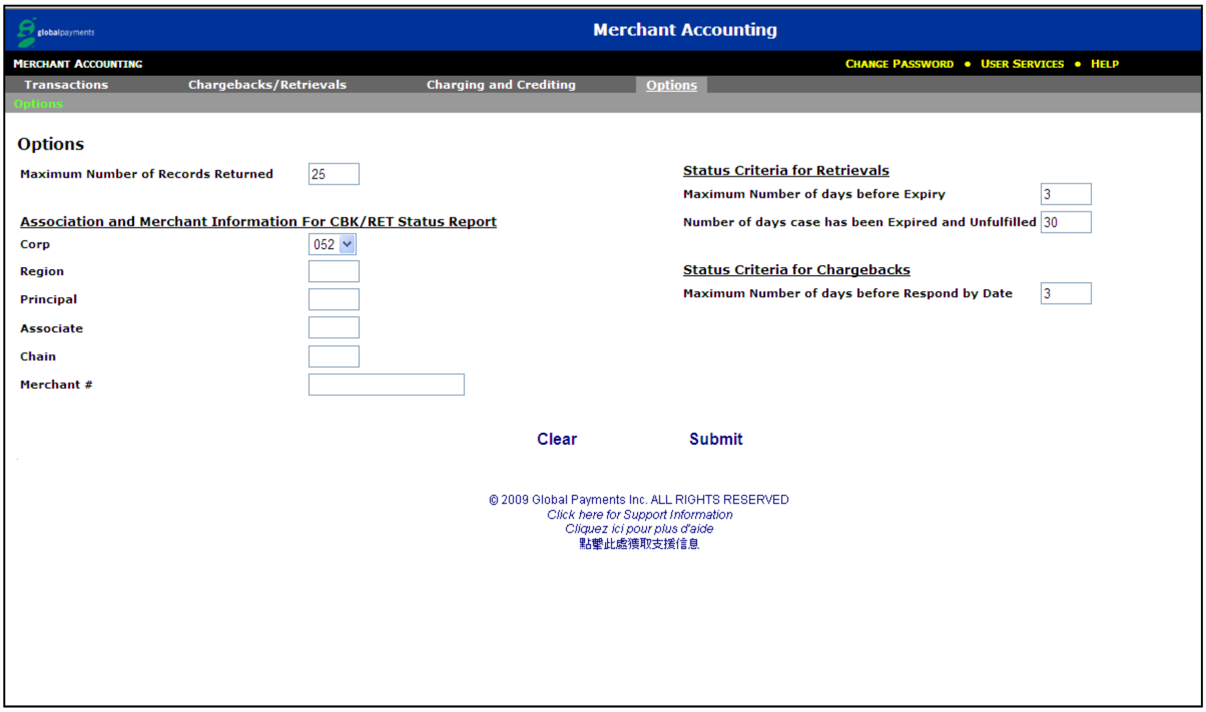
Payment Advices

The **Payment Advices** function displays a list of all currency conversion advices that have occurred within a selected date range.

1. Select the date or date range that you wish to search in.
2. Enter your merchant number in the 'Merchant #' field.
3. Enter any other detailed information about the payment advice(s) you may have (for example, Amount).
4. Click on 'Submit'.
5. All payment advices that meet the search criteria you entered will be displayed. Click on 'Detailed Report' to view the advice details.

Options

The **Options** function allows you to customise the search results up to a maximum of 999 records.



1. Click on 'Options' in the toolbar at the top.
2. Amend the figure in the 'Maximum Number of Records Returned' field.
3. Click on 'Submit'.
4. When using any of the search functions within GA@, the number of resulting matches will be limited to the figure you have set.

Note: The other fields on this screen relate to the CBK/RET Status function, which is not currently used.

Exporting Transaction Details

Exporting

Search for transactions you want (refer to the *Transactions* section on page 7).

1. Select ‘Export’.
2. Select the following fields:
   - → Date – Transaction Date
   - → Transaction Time
   - → Currency – Currency Code (if needed)
   - → Value – Transaction Amount
   - → Card Number
   - → Auth Code – Approval Code
   - → Reference – Reference Number
   - → Response – Auth response
   - → Transaction Type – Tran Code
   - → Capture Method – C/H ID Method
   - → Card Scheme – Card Type
   - → Merchant ID (Outlet) – Merchant #
   - → Terminal ID.

3. Select the ‘Comma separated values (CSV)’ option in the ‘Export To’ field.
4. Click on ‘Generate’.
5. You can view the file immediately by clicking ‘Open’ or save it in excel format.

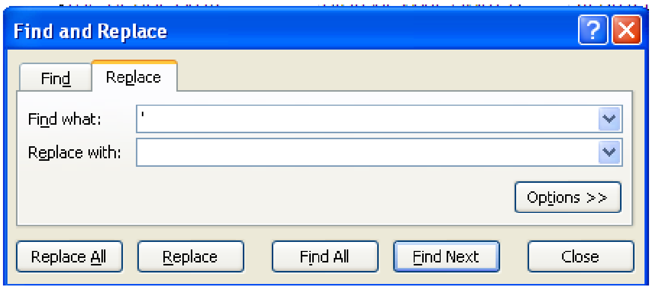
The data will appear as follows:

Card Number	Approval Code	Card Type	Currency Code	Transaction Date	Merchant Name	Transaction Code	Transaction Amount	Merchant #
'123456XXXXXX1234	'493472	'48	'GBP	'20120528	'MERCHANT & NAME	'05	'43.59	'12345671
'987456XXXXXX5678	'229081	'42	'GBP	'20120528	'MERCHANT & NAME	'06	'37.95	'12345671

The data will need some small changes once you open the CSV file. To do this, follow the steps detailed in the following sections.

Changing the Data to Figures

1. Click on the ‘Replace’ option in your spreadsheet software to remove apostrophes.
2. Type an apostrophe (‘) in the ‘Find what:’ field and nothing in the ‘Replace with:’ field.
3. Click on ‘Replace All’. This will mean the data can be manipulated.

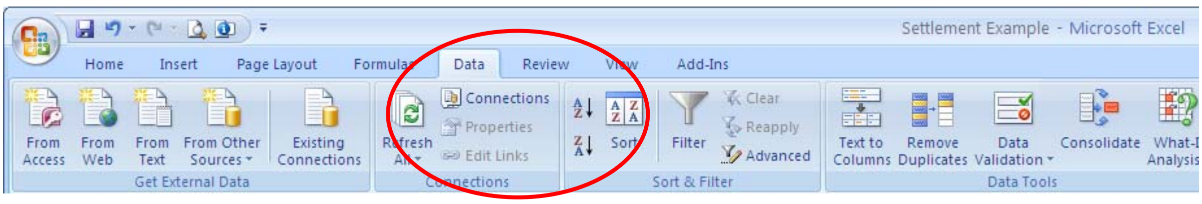


Identifying Sales and Refunds

After removing the apostrophes as detailed in the previous section, sort the transactions by ‘Transaction Code’. This will group all the sales and refunds together, as the exported ‘Transaction Amounts’ do not contain a minus (-) to denote a negative figure (refund):

→ Transaction Code 05 is a sale.
→ Transaction Code 06 is a refund.

1. Highlight all of the data under the headings in the spreadsheet (not the headings).
2. Click on ‘Data’ then ‘Sort’.

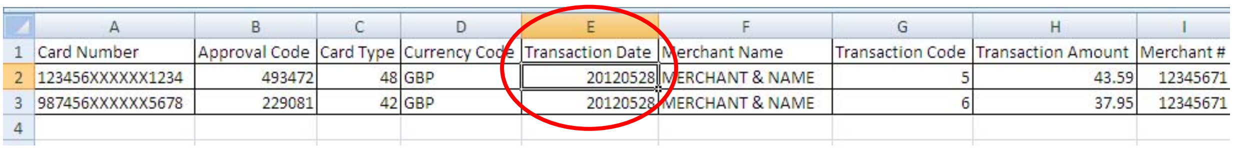


3. In the ‘Sort By’ field, select the ‘Transaction Code’ column, which would be ‘G’ in the example above.
4. Click on ‘OK’.

Changing the Date Format

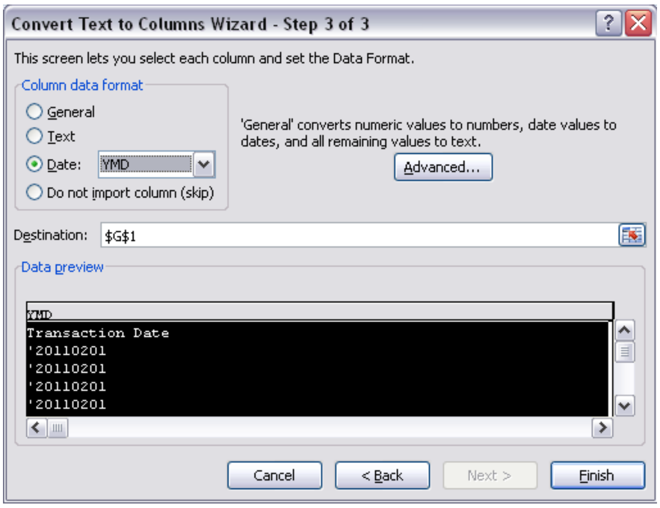
To change the transaction date to a more familiar format:

1. Ensure you have already followed the steps to remove the apostrophes.
2. The date is currently in the format CCYYMMDD, for example, 28 May 2012 appears as 20120528, as shown in the data example below.
3. Highlight the ‘Transaction Date’ column, which would be ‘E’ in the example below.
4. Select ‘Data’ then ‘Text to Columns’.

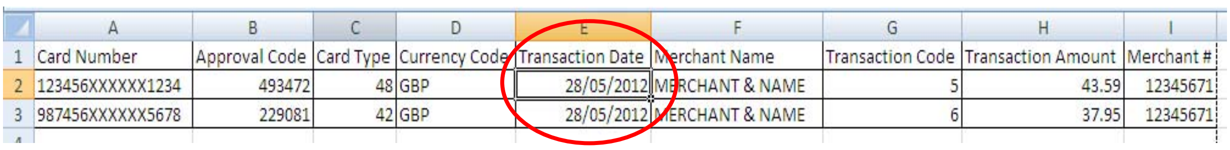


	A	B	C	D	E	F	G	H	I
1	Card Number	Approval Code	Card Type	Currency Code	Transaction Date	Merchant Name	Transaction Code	Transaction Amount	Merchant #
2	123456XXXXXX1234	493472	48	GBP	20120528	MERCHANT & NAME	5	43.59	12345671
3	987456XXXXXX5678	229081	42	GBP	20120528	MERCHANT & NAME	6	37.95	12345671
4									

5. Select ‘Fixed width’, then click on ‘Next’ twice.
6. In the final screen select the ‘Date’ radio button and YMD from the drop down list.



7. Click ‘Finish’. The date will now appear in your chosen format.



	A	B	C	D	E	F	G	H	I
1	Card Number	Approval Code	Card Type	Currency Code	Transaction Date	Merchant Name	Transaction Code	Transaction Amount	Merchant #
2	123456XXXXXX1234	493472	48	GBP	28/05/2012	MERCHANT & NAME	5	43.59	12345671
3	987456XXXXXX5678	229081	42	GBP	28/05/2012	MERCHANT & NAME	6	37.95	12345671

Note: Other columns can be reformatted or sorted using the normal functions in your spreadsheet software (for example, transaction amounts can be formatted to be currency) once the apostrophes have been removed.

How to Contact Us

Have your merchant number and User ID ready whenever you call us.

Calls are monitored or recorded from time to time to improve our service to you. Any recording remains our sole property.

Global Access @dvantage Helpdesk: 0845 601 2743

We are open for GA@ enquiries every day (except Christmas Day) between 8.00am and 11.00pm Monday to Saturday, 10.00am and 5.00pm Sunday and between 10.00am and 4.00pm on public holidays.

We are here to help, so please call us but please do not use this number for any other type of card processing query.

There are two options on this number:
- → **Password Resets** - select if your password has become locked out and needs resetting
- → **Technical Assistance -** select if you need help on how to use this service.

We also provide a textphone service on 0845 602 4818.

Global Payments
51 De Montfort Street
Leicester
LE1 7BB
Tel 0845 702 3344
Textphone 0845 602 4818
www.globalpaymentsinc.co.uk

Global Payments is HSBC Bank plc's preferred supplier for card processing in the UK.

Global Payments is a trading name of GPUK LLP. GPUK LLP is authorised by the Financial Conduct Authority under the Payment Services Regulations 2009 (504290) for the provision of payment services.

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