## Dashboard – User Manual for Merchants General use of Dashboard

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### 1. Introduction

#### 1.1. Purpose

The purpose of this document is to describe the use of the different sections found in the *Dashboard* page.

#### 1.2. Scope

This document applies to users who are registered and active as merchant administrators, with access to the *Dashboard* page to view analytics and transactions for the merchant's different payment channels and account statements.

Note: The term "owner" refers to the merchant's administrator user. Meanwhile, the term "new user" refers to the merchant user created by the owner.

### 2. Accessing Dashboard

Go to the website <u>https://dashboard.evertecinc.com</u> using either Firefox or the Google Chrome browser. Once the home page loads, you must enter your email and password and click on the Login button to gain access.



Note: The user should have set up their credentials in order to access the *Dashboard* (please refer to <u>Step-by-step process for owner to create a new user [merchant administrator user]</u> to set up the credentials).



### 3. Home Page - Notification Center

After the user logs in successfully, they will see the notification center as their home page. The *Dashboard* page will show the payment channels that apply to the merchant or business.

dashboard		≡ ⊙ English ▼	
Home		Notification Center	
Checkout Page POS Susers	> > >	Welcome to our Dashboard The Dashboard is designed to provide a fast and modern experience for transaction viewing and reporting for our payment channels.	
E Statements	>	Summary charts and graphics that provide key statistics on payment channel behavior. Universal search hor that allows you to find the data you need faster. Able to export data in Excel and PDF format. Void transaction available for ACH and Covelt Card payments.* Pofform partial or full refund of Credit Card payments.* POS closed transactions are available up to 1 year.	
Visa (4) Mastercard (3) ATH Móvil (3) ATH (3)		E-commerce closed infrance.onds are available Up to you days.     Manage charge-charge-backs for Viala Matercard, ATH MoVil QR code, and EBT, **     ** And available for klosk and POS payment channels.     ** Available for participating financial institutions.	
Email Management			

The user will see the following sections in the home page:

- 1. Analytics Charts and statistics for the payment channels registered to the merchant or business.
- Call Center Pay and Checkout Page Shows the daily settlement, pending transactions, closed transactions, and online response. It allows the administrator user to modify the merchant settings, cancel ACH and credit card transactions, and issue partial or complete refunds to credit cards. The business owner and the user can export the data to Excel and PDF files.
- Checkout API and Kiosk Features daily settlements, pending transactions, closed transactions, and online response. It allows the merchant administrator user to cancel ACH and credit card transactions and issue partial or full refunds to credit cards. The business owner and the user can export the data to Excel and PDF files.
- 4. **POS** Shows closed transactions. You can export the data to Excel and PDF files. The data is available for up to one year.
- 5. **Recurring** Shows the daily settlements and closed transactions. You can export the data to Excel and PDF files.
- 6. Account statements Shows the monthly account statements, available to view in the browser or

export to Excel or PDF files. These statements are available for up to 18 months.

- 7. **Users** Shows the merchant users that are actively using the Dashboard page. A merchant administrator user can create users with their corresponding roles. This user can also generate user reports for auditing purposes.
- Reports It lets the user generate reports containing the actions performed by administrator users and in the Audit Report section.
- 9. Chargebacks Displays and lets users manage chargebacks for different payment card brands.



### 4. Analytics

In this section, you will find charts for transaction summery by payment type, sales volume, and transaction summary by status. Any transactions left pending at closing will be displayed here. Analytics will be available for all payment channels.

🌰 dashboar	rd E	\Xi 🚱 English 👻											
Home		Transaction Summary by Payment Type					-	Transaction Summ	ary by Status				-
Analytics		Total Payments	Total Amount										
Call Center Pay	>	5,080			26,291.44								
Checkout Page	>			0.0									
Checkout API	>	VISA		\$3	,806,872.47			4					
Kiosk	,	7,207		\$1	,084,323.72				53,5	509			
POS	>			0.0	07.007.51								
Recurrent	>	1,033		\$3	87,987.01								
Users	>	\$=1		\$8	,920,392.15		-						
Statements													
Reports	,	Daily Volume by Period											
Chargebacks	>	20,000											
		15,000											
		10,000					8:00-1 Transactions	2:00 a.m On Period: 1,140					
		5,000											
		0 12:00-4:00a.m.	4.00-8.00a.m.	8:00-12:00 p.m.	12:00-4:00 p.m.	4:00-8:00 p.m.	8.00-1	2:00 a.m					
		Daily Volume by Hour										Completed III Not	t Completed
		4000											
		3000		-									
		2500				•							

### 5. Payment Channels

Payment channels will be available depending on the type of merchant or business.

#### I. Daily Settlement

Available for: *Call Center Pay, Checkout Page, Checkout API, and Kiosk.* You will be able to see the daily settlement as reported and based on bank deposits. It includes payment method, date, and amount. This information may be printed by selecting I

s Reported	t				
PAYMENT TYP	PE î↓ I	DATE		AMOUNT	
	(	02/16/2022		\$10,616.12	
\$=/		02/16/2022		\$6,653.80	
(NINERON)		02/16/2022		\$4,350.74	
ank Depos	sit	02/16/2022		\$0.00	
ank Depos	it date î↓	02/16/2022 AMOUNT ↑↓	DIFI	\$0.00 FERENCE 11	STATUS
ank Depos	it DATE 11 N/A	AMOUNT ↑↓ 0	DIFI (\$10	\$0.00 FERENCE 11 0,616.12)	<b>STATUS</b> In Process
ank Depos PAYMENT TYPE 1	it DATE 11 N/A N/A	AMOUNT 11 0 0	DIFI (\$10 (\$6,	\$0.00 FERENCE 11 0,616.12) 653.80)	STATUS In Process In Process
ank Depos	it DATE	AMOUNT 11 0 0 0	DIFI (\$10 (\$6, (\$4,	\$0.00 FERENCE 11 0,616.12) 653.80) 350.74)	STATUS In Process In Process

#### II. Pending Transactions

Available for payment channels: Call Center Pay, Checkout Page, Checkout API, and Kiosk.

a. Select the Pending Transactions option.

Transactions in Process

b. You can search for transactions by payment method (credit card, ACH, check, etc.), status (completed or not completed), authorization number, transaction ID, and amount.

Payment Type	~	Status	~	
Authorization Number		Transaction ID		Amount

c. Dashboard will display the transactions. You can change the number of records to be shown per page, either 25 or 100.

🍈 dashboard		😑 🚯 English 🔫								占 Lorell.Pizar
者 Home		Transaction	ns In Process							
R Analytics		Sack to Merchants	List							
🞧 Call Center Pay	>									
📜 Checkout Page	~	Merchant:	8548725434	with the						
Daily Recon		Payment Type	~	Status		~				
Transactions in Process										
Closed Transactions		Authorization N	umber	Transaction ID		Amount				
Online Response										
View Setup										
Checkout API	>	CUSTOMER	TRANSACTION	DATE		PAVMENT		ватен		
Kiosk	>	ID		PROCESSED 1	Amount $\uparrow\downarrow$	TYPE 🗅	AUTH.# ᡝ	NUMBER 1	STATUS	RECEIPT
POS	>	640075019	x1533733ac04c58	02/17/2022 08:55:50 PM	\$327.14	VISA			Voided	
Recurrent	>			02/17/2022	\$73.07		005204	49		
📇 Users	>	022671295	24854/72543ca54	08:48:20 PM		VISA				
	Tho	status colur	nn shows wh	other or no	at the tra	ansaction	wasco	mnlatad		

- Select the icon to view the customer's receipt, customer name, customer email, customer ID, and payment confirmation number. You can also print a receipt copy.
- You may print the data or export the transaction list to Excel or PDF.

#### III. Closed Transactions

Available for payment channels: Call Center Pay, Checkout Page, Checkout API, and Kiosk.

- a. Select the Closed Transactions option
- b. The batch of closed transactions will be displayed. Select the **Q** icon to search and view specific lots.

		CI	osed Tra	nsactio	ns									
😭 Home														
Analytics		k	Back to Merchant	ts List										
🕽 Call Center Pay	>	м	lerchant: Com	ercio Checko	out API - 4549	9444000002								
Checkout Page	>													
Checkout API	÷		2 3									Search:		
Daily Recon Transactions in Process			DATE PROCESSED	BATCH NUMBER	↓↑ TOTAL PAYMENTS	け TOTAL AMOUNT	TOTAL ACH PAYMENTS	TOTAL II ACH AMOUNT	TOTAL CARD PAYMENTS	TOTAL IT CARD AMOUNT	TOTAL CASH PAYMENTS	TOTAL CASH AMOUNT	VIEW	
Closed Transactions			11/06/2017	310	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	Q	
Online Response			11/03/2017	307	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	Q	
Kiosk	>		11/02/2017	306	11	\$4.71	11	\$4.71	0	\$0.00	0	\$0.00	Q	
POS	>		11/01/2017	305	9	\$4.03	7	\$3.02	2	\$1.01	0	\$0.00	Q	
C Recurrent	>		10/31/2017	304	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	Q	
Collect	>		10/30/2017	303	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	Q	
Users	>		10/27/2017	300	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	Q	
			10/26/2017	299	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	Q	
			10/25/2017	298	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	Q	
			10/24/2017	297	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	

c. You can search for a transaction by payment method (credit card, ACH, check, etc.), status (completed or not completed), authorization number, transaction ID, and amount.

Payment Type 🗸	Status	,
Authorization Number	Transaction ID	Amount

d. Dashboard will display the transactions. You can change the number of records, either 25 or 100, to be shown per page.

& Home		Closed Transac	ctions								
Analytics Call Center Pay Checkout Page	>	Back to Closed Transaction     Merchant: Comercio	na List								
Checkout API ~		Payment Type		٠				*			
Daily Recon		Authorization Number			Transaction ID			Amount	Amount		
Transactions in Proc	e55										
Closed Transactions		0 0									
Closed Transactions Online Response						10		10			
Closed Transactions Online Response Klosk	,	CUSTOMER ID	TRANSACTION ID	JI DATE PROC	ESSED	If AMOUNT II	PAYMENT TYPE	II AUTH.# II	BATCH NUMBER	STATUS	II RECEIF
Closed Transactions Online Response Klosk	>	CUSTOMER ID 0200	TRANSACTION ID	11 DATE PROC 11/02/201	ESSED 11:37:47 AM	17 AMOUNT 11 50.52	PAYMENT TYPE	11 AUTH.# 11 175024	BATCH NUMBER 306	STATUS	II RECEIF
Closed Transactions Online Response Klosk POS	>	CUSTOMER ID 11 0200	TRANSACTION ID	11 DATE PRO 11/02/201 11/02/201	ESSED 11:37:47 AM 11:37:46 AM	17 AMOUNT 11 50.52 50.51		II AUTH.# II 175024 175025	BATCH NUMBER 1 306 306	STATUS Completed Completed	II RECEI
Closed Transactions Online Response Klosk POS Recurrent	> > >	CUSTOMER ID 0200	TRANSACTION ID	JI         DATE PROC           11/02/201         11/02/201	ESSED 11:37:47 AM 11:37:46 AM	IF         AMOUNT         11           \$0.52         \$0.51		II AUTH.# II 175024 175025	BATCH NUMBER	STATUS Completed Completed	IT RECEIF
Closed Transactions Online Response Klosk POS Recurrent Collect	> > >	Image: Customer ID         Image:	TRANSACTION ID	JI         DATE PROC           11/02/2011         11/02/2011           11/02/2011         11/02/2011           11/02/2011         11/02/2011	ESSED 11.37:47 AM 11.37:46 AM 11.37:45 AM	IP         AMOUNT         II           \$0.52         \$0.51         \$0.51           \$0.04         \$0.04         \$0.04	PAYMENT TYPE SEL SEL	II AUTH.# II 175024 175025 175023	BATCH NUMBER 17 306 306 306	STATUS Completed Completed	H RECEIF
Closed Transactions Online Response Klosk POS Recurrent Collect Users	> > > >	D         D           CUSTOMER ID         1           0200         1           0200         1           0200         1           0200         1           0200         1	TRANSACTION ID	II         DATE PROC           11/02/2011         11/02/2011           11/02/2011         11/02/2011           11/02/2011         11/02/2011	ESSED 11.37.47 AM 11.37.46 AM 11.37.45 AM 11.37.45 AM	IF         AMOUNT         II           \$0.52         \$0.51           \$0.04         \$0.62		II AUTH.# II 175024 175025 175025 175023 175021	BATCH NUMBER 17 306 306 306 306	STATUS Completed Completed Completed	II RECEI

• The status column shows whether or not the transaction was completed. To view a transaction's detailed history (transaction log), click on **Completed**. The transaction log may be exported to Excel or PDF.

Description 1	Date Processed	
Send Customer Checkout Payment System	02/15/2022 03:00:30 PM	
The customer enters to select a payment method	02/15/2022 03:00:33 PM	
The customer presses the continue button	02/15/2022 03:00:44 PM	
The customer was sent to Credit Card payment verification	02/15/2022 03:00:44 PM	
The customer arrived to Credit Card payment verification	02/15/2022 03:00:44 PM	
The customer press Submit Payment button	02/15/2022 03:00:53 PM	
Success	02/15/2022 03:00:54 PM	
The customer was sent to payment confirmation	02/15/2022 03:00:55 PM	
The customer receives a confirmation that the payment was completed	02/15/2022 03:00:55 PM	
howing 1 to 9 of 9 entrie	s	
		Previous 1 Next

- You can export the data to Excel and PDF.
- You may cancel credit card transactions and refund ACH transactions (available depending on user role).
- Select the receipt icon to view the customer's receipt and other information, including customer name, customer email, customer ID, and confirmation number. You can print the receipt by selecting **Print**.



	Receipt			
	Merch 234			
DATE:		TIME:		
02/15/2022	CALE	03:00:54 PN	1	
	SALE			
Merchant Number:				
Transaction ID:				↑⊥
Customer Name:				
E-mail:				
Customer ID:				
Payment Type:				
Card Number (ending in):				
Amount:				
Authorization Number:				
Confirmation Number:				
		Close	🖨 Print	

#### IV. Online Response

Available for payment channels: Call Center Pay, Checkout Page, Checkout API, and Kiosk.

The application will display the merchant's URL for the Online Response service, an OK 200 response code indicating that the information sent was received correctly. The system will let you export the data in Excel or PDF format.



🍈 dashboard	Ξ 🔮 English ▼		💄 Lorell.Pizar
A Home	Online Response		
<ul> <li>Analytics</li> <li>Call Center Pay &gt;</li> </ul>	Back to Merchants List		
🐂 Checkout Page 🗸 🗸	Merchant:		
Daily Recon Transactions in Process		Search:	
Closed Transactions	CUSTOMER POST		
Online Response	ID ID DATA IO ORL	AWOUNT IN THE IN AUTH.	DATE
View Setup		OK 200 \$50.00	02/17/2022 03:22:34 PM

Note: If the merchant does not have the Online Response service set up in the application, no data will be shown.

#### V. View Setup

Available for payment channels: Call Center Pay and Checkout Page.

It allows you to modify merchant settings, including button settings, display options, and email options.

a. Button Configuration – May include the Return button description in English and Spanish, Return button URL, and Cancel button URL. To learn more about the requirements related to

configuration parameters, please go to the Setup Manual located on the right side

Setup Manual

🍈 dashboard		🗮 😵 English 🔫				💄 Lorell.Pizarro 🔻
A Home		Merchant: *	Transiti			
Analytics		BUTTON CONF	IGURATION	DISPLAY OPTIONS	EMAIL OPTIONS	3
Call Center Pay	>					
🐂 Checkout Page	~	Return Button Label - Spanish	Regresar			
Daily Recon						
Transactions in Process		Return Button URL - Spanish				
Closed Transactions						
Online Response		Return Button Label - English	Return			
View Setup		Potura Rutton I IPL - English				
Checkout API	>	Return Button ORL - English				
Kiosk	>	Cancel Button URL - Spanish				
POS	>	Cancel Button URL - English				
Recurrent	>					
Users	>					
Statements						NEXT

b. Display options – It lets you include a header image, set up whether the customer address information will be required or not, customer name label in English and Spanish, account name label, customer ID masking field, and payment confirmation note.

To learn more about the requirements related to configuration parameters, please go to the

Setup Manual located on the right side

# evertec

🍈 dashboard	:	🗮 🚱 English 🗸					Lorell.Pizarro 🔻
A Home		BUTTON CON	IFIGURATION	DISPLAY OPTI	ONS	EMAIL OPTIONS	
Analytics							
Call Center Pay	>	Header Image	Upload Image				UPLOAD
Checkout Page	~						
Daily Recon		Customer Address Information	Display - Required		~		
Transactions in Process		Ourterre News Oracist	01				
Closed Transactions		Customer Name - Spanish	Cliente				
Online Response		Customer Name - English	Client				
View Setup							
Checkout API	>	Account Name - English	Account				
Kiosk	>	Account Name Cranich	Cuente				
POS	>	Account Name - Spanish	Guenta				
Recurrent	>	Mask Customer ID					
Users	>	Note Text - Spanish					
Statements		Note Text - English					

c. Email options - You will be able to set up the email subject and message in English and Spanish. To learn more about the requirements related to configuration parameters, please go

Setup Manual

to th	ne S	Setup Manual loo	cated on the right s	ide						
i dashboard		🗮 😵 English 👻			💄 Lorell.Pizarro					
😭 Home		Back to Merchants List								
Analytics										
Call Center Pay	>	Merchant: *P MERCH	IANT TEST 098							
Theckout Page	~	BUTTON CO	NFIGURATION	DISPLAY OPTIONS	EMAIL OPTIONS					
Daily Recon										
Transactions in Process										
Closed Transactions		Subject Text - Spanish	Confirmación de Pago							
Online Response										
View Setup		Subject Text - English	Payment Confirmation							
Checkout API	>	Message Text - Spanish								
Kiosk	>									
POS	>									
Recurrent	>	Message Text - English								
Users	>									
Statements										



### 6. POS Receipts

Dashboard displays the POS receipts, including the merchant copy and the customer copy. Both are available to send by email and to print.

	MERCHANT TEST		
DATE Jul 09, 20	TIME 14:44:23	HOST ATH	
BATCH 17114	TERMINAL ID	MERCHANT ID	
	SALE		
	ACCT.		
DEBIT	*******7805		
AUTH.CODE: 8	03867	INVOICE: 001834 TRACE : 000000	L .
TOTAL:	S	7.40	
	NO SIGNATURE REQUI	RED -	L .
	Gracias por su patroci	inio	L
	A Print	ail	

	MERCHANT TES	т			
DATE Jul 09, 20	TIME 14:44:23	HOST ATH			
BATCH 17114	TERMINAL ID	MERCHANT ID			
	SALE				
	ACCT.				
DEBIT	*******7805				
AUTH.CODE: 80	3867	INVOICE: 001834 TRACE : 000000			
TOTAL:	s	7.40			
	NO SIGNATURE REQUI	RED -			
CARDHOLDER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICE IN THE ANOUNT OF THE TOTAL SHOWN HEREON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH IN THE CARDHOLDER'S AGREEMENT WITH THE ISSUER					
	CUSTOMER COPY				
	Gracias por su patroci	nio			
I	🖨 Print 🔤 Em	ail			

### 7. Transaction Voids & Refunds

Available for payment channels: Call Center Pay, Checkout Page, and Checkout API.

A merchant administrator may perform, cancel, or void a transaction on Dashboard.

ACH and credit card transactions may be voided before 3:00 p.m. Credit card transactions may be refunded for up to 90 days after the date of the transaction.

To process a refund, select the icon **D**. The administrator user must enter:

- ✓ the refund amount
- ✓ the reason for the refund
- ✓ customer email
- ✓ credit card number and confirmation, CVV, and expiration date

A dashboard	d	😑 🔹 English 👻										a merchadminuser
						Please Confi	m !					
😭 Home		Closed Transac	ctions		Are you sure you want to refund the selected transaction?							
Analytics						Transaction I	D	_				
🜔 Call Center Pay		K Back to Closed Transaction	ns List		if so, ve	d5be926d6706	Bc3 low and click Yes.					
🐂 Checkout Page												
Daily Recon					Refund Amount:	Full						
Transactions in Proce	69.5	Payment Type			Refund Reason:	Service not prov	ided	•				
Closed Transactions					Customer Email:							
Setup					Credit Card Number:							
Checkout API		@ D D	D		Confirm Card Number:							
al Kinsk			TRANSACTION ID	DATE	CM2-				II RATCH NUMBER	STATUS	RECEIPT	REFUND
			150x03667068-3	04/2	699.				110	Startes in	R	noono
POS	3			Contra .	Expiration Date:	MMYY				Completed		5
C Recurrent		784975188	6b8590a1ad5955c	04/2	Merchant Name	MERCHANT	TEST 098				B	C
Collect		780467254	7493de9d22a5b6c	04/2	Transaction ID	d5be926d6706	8c3			Completed	B	5
알 Users					Customer Name	Customer					_	
				04/2	Authorization #	59184489		_		8 Not Completed	E	5
		.778738075	b647b75b3164239	04/2	Payment Type						Ē.	5
		.746908574	bffa2234c50ba11	04/2	Amount	\$ 70.82		_		Completed	Đ	C
		786489592	c3523ec64e0a372	04/2			No	Yes			B	C
		784975188	d34880faf3b8c05	04/2						8 Not Completed	B	C
		762116434	6b43de2c288d6b5	64720/	2017 02 36:59 PM	\$66.49	VISA	645193			Ē.	C
		709995887	52c076480fc09ea	04/20/	2017 02 36 37 PM		SEL	534835		Completed	B	C
		Showing 1 to 10 of 4 921 et	ntries									



To process a void, press the e icon. The administrator user will need to view and confirm the following information:

- ✓ Merchant name
- ✓ Transaction ID
- ✓ Customer name
- ✓ Authorization number
- ✓ Payment type
- ✓ Amount

() dashboard	🗮 🛛 English 👻					_				🖁 merchadminuser 🔻	Â
				Please Confirm !			_				1
<ul> <li>Home</li> <li>Analytics</li> <li>Call Center Pay</li> </ul>	Cransactions II	n Process	Are you su	Are you sure you want to void the selected transaction? Transaction ID 880ee8bd5ad0647 if so, verify the incomation below and click Yes.							
🏲 Checkout Page 🗸 🗸											
Daily Recon	Daumant Ture		Merchant Name	Merchant Name MERCHANT TEST 098							
Transactions in Process	Payment type		Transaction ID	880e68bd5ad0647	7						
Closed Transactions	Authorization Number		Customer Name	Customer							
Online Response			Authorization #	61830189							
Setup	4 x B	<b>₽</b>	Payment Type								
Checkout API >	CUSTOMER ID	TRANSACTION ID	DAT Amount	\$ 51.59		гн.# J1	BATCH NUMBER	JT STATUS	RECEIPT	VOID	
🖞 Kiosk >	716615066	880e68bd5ad0647	04/			2		Completed		0	
POS >					Ne			-			
	754434750	48cb8a539d1a958	04/		NO Yes			Not Completed		0	
Collect >	782468599	9642ddfee4a87da	04/20/2017 05:20:09 PM	\$8.00	• <u>ATH</u>	81733		Completed	È	0	
🐮 Users >	711992368	f77661e3c2c1a97	04/20/2017 05:19:14 PM	\$58.16	AMERICAN DOPRESS	44012	111	Completed	B	•	



### 8. Account Statements

*Dashboard* includes your monthly account statements. These may be viewed in the browser and exported to Excel and PDF. Account statements are available for up to 18 months.

🌰 dashboard	≡	🚱 English 🔫					Lorell.Pizarr
😭 Home		Statements					
Analytics		Back to Merchants List					
<b>Q</b> Call Center Pay	>	Merchant:					
Theckout Page	>				Search		
Checkout API	>				Search.		
🖞 Kiosk	>	January	December	November	October	September	August
POS	>	2022	2021	2021	2021	2021	2021
Recurrent	>	PDF	PDF	PDF	PDF	PDF	PDF
Providence and the second seco	>	O Proviow	O Proview	O Proviow	O Proview	O Proview	O Proview
Statements							
Reports	>	July	June	May	April	March	February
Chargebacks	>	2021	2021	2021	2021	2021	2021
		PDF	PDF	PDF	PDF		PDF
		<b>Q</b> Preview	Q Preview	Q Preview	Q Preview	<b>Q</b> Preview	Q Preview

dashboard 💮	d	🚍 🚯 English 🕶		💄 Lorell.Pizarro 👻
Home	,	Statement (January 2022)		
Checkout Page	>	Merchant:		
☞☞ Checkout API	>		1 / 3   - 75% +   🕃 ᠌	± 🖶 :
POS	>		BANCO POPULAR.	MERCHANT acquiring solutions
Statements	>		MERCHANT STATEMENT	From: January 1, 2022 To: January 1, 2022 Page: 1 of 3
Reports	>		MERCHANT TEST PO Box 9876	RODOLF DI NAZARIO ORTEGA RODOLF DI NAZARIO ORTEGA Merchant Number: MERCHANT ACQUIRNO SOLUTIONS PO ROX 34537
S Chargebacks	>			SAN JUAN, PR 00936-6527 Phone: (787)773-5150 Ext.3214 Fax: (787)76-6783 merchantclaims@evertecinc.com
		The second secon	DDA Acce	Ch 139

### 9. Audit Report

Note: In the latest Dashboard version, this report is located in the Reports section.

This option is used to generate reports featuring the actions performed by the merchant users. You may search by user, user type, actions, or date range.

- After selecting any of the search options, press Search.
- If there is any action performed by the user, the screen will provide detailed information.
- From this screen, you will be able to save, export, or print the report.

() dashboard	=	Ξ 🛛 English 👻						👗 paymentgateway 👻
<ul><li>Home</li><li>Analytics</li></ul>	1	Audit Trail Report						
🕠 Call Center Pay	>							
🐂 Checkout Page	<b>`</b>	Banco Popular of Puerto Rico	•	EVERTEC - 000000	• 00000000	User +		
Checkout API	> >	User Type	÷	Actions	*	05/21/2017 - 06/19/2017	Q Search	
POS	>	4 1 4 8					Search:	
Recurrent	>	Email 14	User Type	J1 Action J1	Change Description			J1 Created On J1
Collect	*	gabriel.rodriguez@evertecinc.com	System Admin	View	User Login			6/19/2017 10:52:00 AM
Users Users	>	gabriel.rodriguez@evertecinc.com	System Admin	View	Successful Answer			6/19/2017 10:52:00 AM
		gabriel.rodriguez@evertecinc.com	System Admin	View	Successful Answer			6/19/2017 10:46:00 AM
		gabriel.rodriguez@evertecinc.com	System Admin	View	User Login			6/19/2017 10:39:00 AM
		gabriel.rodriguez@evertecinc.com	System Admin	View	User Login			6/19/2017 10:17:00 AM
		gabriel.rodriguez@evertecinc.com	System Admin	View	Successful Answer			6/19/2017 10:17:00 AM
		gabriel.rodriguez@evertecinc.com	System Admin	View	User logged out			6/16/2017 8:17:00 PM
		gabriel.rodriguez@evertecinc.com	System Admin	View	User Login			6/16/2017 8:16:00 PM
		gabriel.rodriguez@evertecinc.com	System Admin	View	Successful Answer			6/16/2017 8:16:00 PM
		gabriel.rodriguez@evertecinc.com	System Admin	Report	User Arrived to Audit Trail Report Scree	en		6/16/2017 8:16:00 PM
		Showing 1 to 10 of 6,020 entries						
					c	bout 10 -		Previous 1 2 3 4 5 602 Next
					5	10W 10 *		
		evertec						2017 EVERTEC INC. All Rights Reserved.

## 10. Step-by-step process for owner to create a new user (merchant administrator user)

Process: Description	Process: Screenshot
First, the owner logs into the new Dashboard site: https://dashboard.evertecinc.com	dashboard
To create a new user, the owner must go to " <b>Users</b> " in the left-side menu panel and press the " <b>Add User</b> " button in the drop-down menu. As the first step to create a new user, the system will direct you to the " <b>Profile</b> " section.	<ul><li>Home</li><li>Analytics</li></ul>
If the " <b>Add User</b> " button is not displayed, it means the owner does not have the access privileges to create users. In order to obtain this access privilege, the owner must contact	Call Center Pay >
the system administrator for assistance.	Checkout API >
Note: Please note that you will need to complete a total of four sections in order to register the new user in the system. First, the " <b>Profile</b> " section, then	🖞 Kiosk >
the " <b>Bank</b> " section, followed by the " <b>Merchant</b> " section, and finally, the " <b>Roles</b> " section. These sections will be explained in detail in steps 2	POS >
through 5.	₽ Recurrent >
	Collect >
	📽 Users 🗸 🗸
	Add User
	Edit User
	Audit Trail Report

#### Process: Description

The owner must enter the new user's information in the "**Profile**" section.

Fields such as "Name," "Last Name," and "Email" are required. The "Email" field will also be the new user's login credential. Therefore, once the email is saved to the system, it may not be changed. Only "First Name" and "Last Name" will be editable.

The **"User Type**" button specifies the type of access the new user will have in Dashboard. This field is required and must be selected in order to continue with the registration process.

The owner may disable or enable the buttons on this screen at any time. When creating a new user, it is recommended to use the default settings. Their descriptions are as follows:

"<u>Status</u>" : If set to "Active", it lets the user access Dashboard. Default is "Active".

"<u>Reset Password</u>" : If set to "Yes", the system will send the user an email to reset their password. Default is "Yes" when creating a new user.

"<u>Blocked</u>": If set to "Yes", the user's access to Dashboard will be blocked. This button is automatically enabled if the user enters the wrong password after five attempts to log in. Default is "No".

"Reset Security Question": If set to Yes, the system will reset the security question and answer. Default is "No".

"<u>Send Email Notification</u>": If set to Yes, notifications will be sent by email to the registered user. Default is "Yes".



Process: Screenshot	
Add User	
PROFILE	
(*) Required First Name *	
Last Name *	
Email *	
User Type *	Merchant User
Status	Active
Reset Password	Yes
Blocked	No
Reset Security Question	No
Send Email Notifications	Yes



#### **Process:** Description

The owner will assign an institution to the new user in the "**Bank**" section. Since the owner has a bank assigned by default, the system will automatically set it to "**Active**".

This toggle button may not be modified, which means it will always remain "**Active**", since at least one bank is required to proceed with the registration process.



In the "**Merchants**" section, the owner must assign one or more merchants to the new user by selecting them from a list. The list displayed will depend on the owner's access to these merchants.

The owner can filter the list by "**Payment Channel**" or use the "**Search**" to look for a specific merchant.

The toggle buttons

8		

determine whether the merchant is selected (Yes) or not selected (No). The owner may select merchants individually with the button on the left or select all using the "**Select All**" button located on the upper left side of the page.

At least one merchant should be selected in order to continue with the registration process.

Process: Screer	nshot	
Add User		
	BANK	
Bank of Puerto Rico	Active	
Add User	ANTS	
Select All: No	Filter By: Payment Channel	Ŧ
Search:		
Select Merchant	Merchant Name	IT Merchant Number
No	Abc	000000000001
No	Cbc	000000000002
No	Dfg	000000000003
No	Gfd	000000000004
No	ніі	000000000005
No	Jih	000000000006
No	Klm	000000000007
No	Mlk	000000000008
No	Nop	00000000009



Screenshot

#### Process: Description

In the "Roles" section, the owner may assign one, several, or no roles to the user. If the button is set to " <i>Active</i> ", the new user will be assigned <u>Active</u> corresponding function in Dashboard, and if it is set to " <i>Inactive</i> ", <u>Inactive</u> the function will not be assigned.	Add User
<ul> <li>A merchant user may have different roles, such as:</li> <li>Void - Access to transactions canceled before the end of closing.</li> <li>Refund - Access to refund transactions after closing.</li> <li>Note: The "Users" function will be disabled because merchant users do not have access to add or edit users in Dashboard</li> <li>After the roles are determined, a "Finish" button will appear at the bottom of the page to complete the registration process performed by the owner.</li> </ul>	Void Inactive   Users Inactive   Refund Inactive
After pressing the " <b>Finish</b> " button in step 5, a confirmation pop-up window will appear. If the " <b>Cancel</b> " button is pressed, no action will be performed, and the owner will be returned to the " <b>Roles</b> " section of the page. If the " <b>Submit</b> " button is pressed, the information will be uploaded to the system, the owner will be redirected to the " <b>Edit User</b> " page, where the new user will be added to the list, and an email will be automatically sent to the new user with login instructions.	Are you sure you want to register johndoe@abcdefg.com? Cancel

### 11. Step-by-step process for new user to obtain access in Dashboard





#### Process: Description

Once the new user clicks the "**Reset**" button in step 8, the system will send an email to confirm that the password reset request is complete.

The new user can now press the "**Login to Dashboard**" button to be redirected to the Dashboard login page.



In the Dashboard login page, the system will ask the new user to enter the email and password and press the "**Login**" button to submit the information.

The system will validate that the user credentials are correct and redirect the user to a security question validation page to complete the registration process.





#### Process: Description

In the security validation page, the system will have first-time users select a question from a drop-down menu and enter their answer, which will be case sensitive, in the box provided. Once submitted, the system will save this information as part of the validation process. The next time the user tries to login, the system will validate that both the selected question and the answer entered are correct before letting the user access Dashboard.

Note: If the user opts to enable the "**Remember this device**" option, the next time they log in from the same device, they will be able to skip the security question, until the user changes the device or the security question, with of the owner's authorization.

Congratulations, welcome to Dashboard! Once the validation is complete, the newly created user can start navigating the Dashboard site, starting with the Notification Center as their home page.



🌰 dashboa	rd = e English -
<ul> <li>Home</li> <li>Analytics</li> <li>Call Center Pay</li> <li>Checkout Page</li> <li>Checkout API</li> </ul>	Notification Center
<ul> <li>Klosk</li> <li>POS</li> <li>Recurrent</li> <li>Collect</li> <li>Users</li> </ul>	<ul> <li>New summary charts and graphics that provide key statistics on payment chanse</li> <li>Universal search box that allows you to find the data you need faster.</li> <li>Able to export data in Excel and PDF format.</li> <li>Void transaction available for ACH and Coald Card payments.*</li> <li>Perform partial or full refund of Cedit Card payments.*</li> <li>POS closed transactions report available up to 7 days back.</li> <li>The previous version of the Enterprise Payment Dashboard will be located at the 2017.</li> <li>* not available for klock and PDS payment channels.</li> </ul>
	evertec



### 12. Chargebacks

In this section, you will be able to view and manage chargebacks for VISA, MasterCard, ATH (including ATH Móvil QR code), and EBT payment cards.

dashboard		Ξ ϑ English ▼
Home		Notification Center
Checkout Page	>	Welcome to our Dashboard The Dashboard is designed to provide a fast and modern experience for transaction viewing and reporting for our payment channels.
Statements	>	Summary charts and graphics that provide key statistics on payment channel behavior. Universal search box that allows you to find the data you need faster.     Able to export data in facel and PDF format.     Void transaction available for ACH and Credit Card payments.*     Perform partial or full refund of Credit Card payments.*
Visa (4) Mastercard (3) ATH Móvil (3) ATH (3)		POS closed transactions are available up to 90 days.     Ecommerce loader transactions are available up to 90 days.     Manage chargebacks for Visa, Mastercard, ATH, ATH Móvil QR code, and EBT. **     *not available for kiosk and POS payment channels.     ** Available for participating financial institutions.
EBT (3) Email Management		

To learn more about the navigation, go to section I. General Navigation in the Chargeback Section.

For instructions to manage chargebacks, go to section II. Chargeback Management by Merchant Administrator.

### I. General Navigation in the Chargeback Section

The **Chargeback** screen will appear when you select a payment card brand for a chargeback in the Chargeback section. This screen displays a table with the summary of chargeback batches:

Home	- 1	Chargebacks						
Analytics	>	8				Search:		
POS	>	BATCH DATE	BATCH NUMBER	TOTAL AMOUNT	11 PENDING	11 CLOSED	TOTAL QUANTITY	1. VIEW
Users	>	12/26/2021	101	\$92.00	2	2	4	Q
Statements		12/26/2021	111	\$80.00	2	1	3	Q
Reports Chargebacks	>	Showing 1 to 2 of 2 entries		Show	10 -			Previous 1 Nex
Visa (4) Mastercard (3)								
Visa (4) Mastercard (3) ATH Móvil (3)								
Visa (4) Mastercard (3) ATH Móvil (3) ATH (3)	1							
Visa (4) Mastercard (3) ATH Móvil (3) ATH (3) EBT (3)	1							

On this screen you can:

- View chargeback batches, batch date, batch number, total chargeback amount, number of open chargebacks, letters sent, chargebacks sent to debit, chargebacks represented in a claim, number of pending and closed chargebacks, total quantity of chargebacks, days to complete batch chargebacks, and view detail of each chargeback.
- Arrange a column's content in ascending or descending order by clicking on the column name.
- Show multiple batches in a single page (up to 100 batches per page) by clicking on **Show**.



You can also:

- Use **Search** to perform a numeric search for a chargeback.
- Download the list of chargeback batches as shown on the screen, in CSV (Excel)

PDF format.

		Chargebacks						VI
Analytics	>	ð Å				Search:		
POS	>	BATCH DATE	BATCH NUMBER	TOTAL AMOUNT	PENDING	1. CLOSED 1.	TOTAL QUANTITY	1. VIEW
Susers	>	12/26/2021	101	\$92.00	2	2	4	Q
Statements		12/26/2021	111	\$80.00	2	1	3	Q
Reports	>	Showing 1 to 2 of 2 entries						
Chargebacks	~			Show	r 10 -			Previous 1 Next
Visa (4)								
Mastercard (3)								
ATH Móvil (3)								
ATH (3)								
EBT (3)								

To see a summary of the chargebacks in a batch, select <u>VIEW</u>.

The **Chargeback Summary** screen will appear, displaying a table with the summary and information for each chargeback corresponding to the batch (see below).

The Chargeback Summary screen will display a table with the information for each chargeback.

• Home		Chargeback S	Summary											VI
Analytics														_
Checkout Page	>	< Back to Chargeback												
POS	>	Channel		~	Status		~	Merchant	Name			Merchant Number		
Users	>													
Statements		Authorization Numbe	ſ		Reason Code			Chargeba	CK AMOUNT			Iransaction Amount		
Reports	>													
Chargebacks	~	CHARGEBACK	TRANSACTION		MERCHANT	MERCHANT	AUTH	СНВК	TRANS	CARD LAST 4	REASON		MERCHANT DAYS TO	
Visa (4)		DATE 1	DATE	CHANNEL	NAME	NUMBER 1	# 11	AMOUNT	AMOUNT	DIGITS	CODE	STATUS	RESPOND	VIEW
Mastercard (3)		10/28/2021	10/29/2021	Checkout Page			1a2b3c	\$10.00	\$10.00	1111	<u>13.1</u>	Closed	0	٩
ATH (3)		10/28/2021	10/29/2021	Checkout Page			1a2b3c	\$12.00	\$12.00	1111	<u>13.2</u>	Closed	0	۹
EBT (3) Email Management		10/28/2021	10/29/2021	POS			1a2b3c	\$30.00	\$30.00	3333	<u>13.4</u>	Letter Sent	9	۹
-		10/28/2021	10/29/2021	POS			1a2b3c	\$40.00	\$40.00	4444	<u>13.5</u>	In Process	0	۹
		Showing 1 to 4 of 4 entr	ries			s	show 10 -						Previous 1	Next

Note: To see the whole table, you must adjust the web browser's view (zoom).

The table columns will show:

- Chargeback Date
- Transaction Date
- Channel
- Merchant Name
- Merchant Number
- Authorization Number
- Chargeback Amount
- Transaction Amount
- Last 4 digits of card
- Reason Code
- Status
- Days for Merchant to Respond days remaining in the chargeback processing time, starting on the date the letter is sent to the merchant.

#### Important:

The total number of days granted **for the merchant to respond**, from the date the letter is sent, will be:

- a) 15 days for Visa / MasterCard
- b) 15 days for ATH / ATH Móvil QR code
- c) 5 days for EBT cards

The total number of days for the analyst **to process the chargeback**, from the date the letter is sent, will be:

- a) 30 days for Visa
- b) 45 days for MasterCard
- c) 30 days for ATH / ATH Móvil QR code
- d) 15 days for EBT cards
- View it will let you view the chargeback documents (within the Chargeback Summary screen)

To view chargebacks for a particular channel or status, select a filter under **Channel** or **Status**.

Home		Chargeback S	Summarv											V
Analytics														
Checkout Page	>	K Back to Chargeback												
POS	>	Channel		~	Status		~	Merchant Name				Merchant Number		
Users	>	Channel												
Statements		POS			Reason Code			Chargeback	< Amount			Transaction Amount		
Reports	>	X B												
Chargebacks	~	CHARGEBACK	TRANSACTION	CHANNEL	MERCHANT	MERCHANT	AUTH	CHBK	TRANS	CARD LAST 4	REASON	STATUS	MERCHANT DAYS TO	VIEW
Visa (4)		DATE	DATE	CHANNEL	NAME	NOMBER	# 11	AMOUNT	AMOUNT	DIGITS	CODE	STATUS	RESPOND	VIEW
Mastercard (3)		10/28/2021	10/29/2021	Checkout Page			1a2b3c	\$10.00	\$10.00	1111	<u>13.1</u>	Closed	0	٩
ATH MOVII (3) ATH (3)		10/28/2021	10/29/2021	Checkout Page			1a2b3c	\$12.00	\$12.00	1111	<u>13.2</u>	Closed	0	Q
EBT (3) Email Management		10/28/2021	10/29/2021	POS	SUPERMAX GUAYNABO	4549106583685	1a2b3c	\$30.00	\$30.00	3333	<u>13.4</u>	Letter Sent	9	Q
		10/28/2021	10/29/2021	POS	SUPERMAX DE DIEGO (ECR)	4549116587223	1a2b3c	\$40.00	\$40.00	4444	<u>13.5</u>	In Process	0	Q
		Showing 1 to 4 of 4 ent	ries			S	how 10 👻						Previous	Next

To view details of a chargeback **Status**, select the status on the table. The **Log Status** screen will appear.

Home		Chargeback S	ummarv											VIS
Analytics			unnung											112
Checkout Page	>	< Back to Chargeback												
POS	>	Channel			Olahus			Marchael N	Name -			March and Munches		
Users	>	Authorization Number			Status Closed Letter Sent		_	Chargeback	c Amount			Transaction Amount		
Reports	>				In Process			1						
Chargebacks	٠	CHARGEBACK DATE	TRANSACTION	CHANNEL	MERCHANT	MERCHANT	AUTH g	CHBK AMOUNT	TRANS	CARD LAST 4 DIGITS	REASON CODE	STATUS	MERCHANT DAYS TO RESPOND	VIEW
Mastercard (3)		10/28/2021	10/29/2021	Checkout Page			1a2b3c	\$10.00	\$10.00	un	12.1	Closed	Ŭ.	٩
ATH Movil (3) ATH (3)		10/28/2021	10/29/2021	Checkout Page			1a2b3c	\$12.00	\$12.00	1111	13.2	Closed	0	Q
EBT (3) Email Management		10/28/2021	10/29/2021	POS			1a2b3c	\$30.00	\$30.00	3333	13,4	Letter Sent	9	Q
		10/28/2021	10/29/2021	POS			1a2b3c	\$40.00	\$40.00	4444	13.5	In Process	0	Q
		Showing 1 to 4 of 4 entri	ies				Show 10 +						Bradaus	Next

The **Log Status** screen will show you a description of the status changes –for example, if a chargeback claim was submitted and whether it will be debited from the account– and the date of said changes.

Home		Chargeback S	Summary		0 0			-				VIS
Analytics		-			N N			1				
Checkout Page		<ul> <li>Back to Chargeback</li> </ul>			Description	Date Processed						
POS		Channel		~	Status changed to Letter Sent.	01/26/2022 08:17:55 AM				Merchant Number		
Users					Status changed from	01/26/2022 10:45:42 AM						
Statements		Authorization Numbe			Process.							
Reports	•				Status changed from in Process to Closed. Reason: Transaction	01/26/2022 10:59:00 AM						
Chargebacks	×	CHARGEBACK	TRANSACTION	CHANNEL	claim by customer. Services / Merchandise cancelled			CARD LAST 4	REASON	STATUS	MERCHANT DAYS TO RESPOND	VIEW
Mastercard (3)				Checkout Page	Showing 1 to 3 of 3 entries		_	1111			0	٩
ATH MOVII (3) ATH (3)		10/28/2021		Checkout Page			Previous 1 Nex	1111	13.2	Closed	0	٩
EBT (3) Email Management				POS				2333	33.6	Letter Sent	9	٩
		10/28/2021		POS			Close	4444	12.5	In Process	0	۹
		Showing 1 to 4 of 4 ent	ries			Show 10 =					Previous	Next

You may export information from the **Log Status** to Excel or PDF format by selecting the corresponding icons.

Select **Close** to exit the screen.



To view the **documents or comments related to a chargeback**, select **View** 

nome		Chargeback S	Summary											7/
Analytics			Janninary											VI.
Checkout Page	>	< Back to Chargeback												
POS	>	Channel		~	Status		~	Merchant N	ame			Merchant Number		
Users	>	Channel		_										
. Statements		CHECKOUT PAGE POS			Reason Code			Chargebac	Amount			Transaction Amount		
Reports	>	X B												
Chargebacks	~	CHARGEBACK DATE	TRANSACTION	CHANNEL	MERCHANT	MERCHANT NUMBER	AUTH #	CHBK	TRANS	CARD LAST 4 DIGITS	REASON CODE	STATUS	MERCHANT DAYS TO RESPOND	VIEW
Visa (4) Mastercard (3)		10/28/2021	10/29/2021	Checkout Page			1a2b3c	\$10.00	\$10.00	1111	<u>13.1</u>	Closed	0	٩
ATH Móvil (3) ATH (3)		10/28/2021	10/29/2021	Checkout Page			1a2b3c	\$12.00	\$12.00	1111	<u>13.2</u>	Closed	0	٩
EBT (3) Email Management		10/28/2021	10/29/2021	POS	SUPERMAX GUAYNABO	4549106583685	1a2b3c	\$30.00	\$30.00	3333	<u>13.4</u>	Letter Sent	9	۹
		10/28/2021	10/29/2021	POS	SUPERMAX DE DIEGO (ECR)	4549116587223	1a2b3c	\$40.00	\$40.00	4444	<u>13.5</u>	In Process	0	Q
		Showing 1 to 4 of 4 ent	ries											

The **Chargeback Documents screen will appear.** Here, you will be able to see the merchant's name, chargeback number, and reference number, along with a table including attached documents and comments.



ashboard	≡ @ English ▼	💄 pentestuser7 👻
A Home	Chargeback Documents	🖨 ATH móvil
Analytics	K Back	
Checkout Page >		
POS >		
🚜 Users >	Merchant: ABC	
Statements	Chargeback: 2144332211	
Reports >	Reference number: 112233445566	
Chargebacks 🗸	B B Search:	
Visa (4)	DATE 11 ATTACHMENT 11 COMMENTS 11 UPLOADED BY 11 DOWNLOAD DELETE COmment & Attact	shment Upload
Mastercard (3)	12/26/2021 06:07:57 PM RefferedLetterTest.pdf Letter upload test Chargeback Operator 🔕 🛅	
ATH Móvil (3)	Showing 1 to 1 of 1 entries	
ATH (3)	SHOW 10 *	
Email Management		
	PDF, JPG or PNG imag	e attachment
	CHOOSE FILE	No file selected.
	SUBMIT	
	Legend	
	Referred Letter	
	Email	

You will also have the option to add documents and comments to the chargeback.

To add a comment or document to the chargeback:

- Make the corresponding entry in the box located on the right.
- If you want to add a file, click on the **Choose File** button.



Home	Chargeback D	ocuments				🕞 ATH mó
Analytics	< Back					
Checkout Page >						
POS >						
Users >	Merchant: ABC					
Statements	Chargeback: 2144332	211				
I Reports >	Reference number: 11	2233445566				
Chargebacks			Search:			
Visa (4)	DATE	1 ATTACHMENT	COMMENTS	OADED BY	AD DELETE Comment & Attachment Upload	i
Mastercard (3)	12/26/2021 06:07:57 PM	RefferedLetterTest.pdf	Letter upload test Cha	rgeback Operator	â	
ATH Móvil (3)	Chausian 1 in 1 of 1 antring					
ATH (3)	showing i to i or rentries		SHOW 10 -		1	
EBT (3)					-	
Email Management						
					PDF, JPG or PNG image attachment CHOOSE FILE No file selections of the selection of the sel	0 / 5 cted.
					Legend	
					Novemed Letter	

• Select the file and click on **Open**. Confirm that the file has been attached.

Open						×					- 0
ightarrow $ ightarrow$ $ ightarrow$ This	s PC > Deskto	p > Timesheets	~	U 🔎 Se	arch Timesheets					<ul> <li>○ ☆ ☆ ⊕ (</li> </ul>	Not syncing 🌘
ganize • New folder					E • 🔲	0					L pentestuser12
📰 Pictures 🛛 🖈 ^	Name	Date modified	Туре	Size		^					And a state of the state of the
Bashboard Chan	Weekl	2/1/2022 4:29 PM	Microsoft Word D	22 KB							Rented
Merchant Suppo	Weekl	2/1/2022 11:13 AM	Adobe Acrobat D	261 KB							VISA
pvot POS App Re	Weekl	1/31/2022 9:00 AM	Adobe Acrobat D	190 KB							
Timesheets	E Weekl	1/24/2022 8:50 AM	Adobe Acrobat D	326 KB							
	Weekl	1/21/2022 5:13 PM	Adobe Acrobat D	199 KB							
OneDrive - EVERT	E Weekl	1/18/2022 9:08 AM	Adobe Acrobat D	325 KB							
Microsoft Teams	& Weekl	1/18/2022 8:57 AM	Adobe Acrobat D	187 KB							
Microsoft Teams	Weekl	1/10/2022 5:01 PM	Adobe Acrobat D	328 KB							
This PC	Weekl	1/10/2022 9:10 AM	Adobe Acrobat D	191 KB							
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• Select the **Submit** button. The system will display a message confirming that the comment and file attachment have been added.

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Statements Reports Chargebacks	× *	Merchant: ABC - 4549444000 Chargeback: 2144332211 Reference number: 11223344	5566						
Mastercard (2)				Search:					
ATH (3)		DATE	11 ATTACHMENT	COMMENTS	UPLOADED BY	DOWNLOAD	DELETE	Comment & Attachment Upload	
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To delete a comment or file, select the  $\hat{\mathbf{m}}$  icon.

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A confirmation message will appear to delete the document or comment. Select **Confirm**.

In the Chargeback Documents screen, you can also:

• Use **Search** to look for a document.

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- Download the table of documents in Excel or PDF format by selecting the corresponding icon.
- Download the attached document (file) by clicking on the download icon  $\textcircled{\Phi}$ .

The **Email Management** section will show the screen to **manage recipients**, where you can view and add to the list of merchant contact emails.

Analytics		Merchants List (Email Managen	nent)					
Checkout Page	>	Click the edit icon on the selected Merchant to display Email Man	agement.			Filter By:	Payment Channel	Ŧ
POS :	>				Search:			
Statements		MERCHANT NAME	1. MERCHANT NUMBER	CHAIN NUMBER	1. PAYMENT CHANNEL		STATUS	EDIT
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Visa (2)		SUPERMAX B/UP WIRELESS	4549106613912	106583679	POS		Active	2
Mastercard (2)		SUPERMAX BAYAMON GARDENS	4549106584816	106583679	POS		Active	2
ATH Móvil (3)		SUPERMAX BAYAMON MAGNOLIA	4549106584956	106583679	POS		Active	2
ATH (3)		SUPERMAX CAGUAS	4549106662554	106583679	POS		Active	2
EBT (3) Email Management		SUPERMAX CAGUAS ECR	4549106662562	106583679	POS		Active	2
U U		SUPERMAX CAGUAS ECR (IPE)	4549116662562	106583679	POS		Active	2
		SUPERMAX CAPARRA (ECR)	4549106760812	106583679	POS		Active	
		SUPERMAX CIDRA	4549106585045	106583679	POS		Active	
		Showing 1 to 10 of 35 entries	Sho	w 10 👻			Previous 1 2 3	4 Next

These recipients will be able to receive notifications when there is a change in chargeback status or when the chargeback analyst sends a message or request for documentation regarding a chargeback.

Below is an example of this notice and an attached referred letter.



Carta de Referido - 5544332211 - US	- \$10.00				
No Reply <noreply@evertecinc.com></noreply@evertecinc.com>		C Reply	IREPIY All	-> Forward	
To To Tania Rodriguez Hernandez	Exmines 12/12/2028			Tue 12/14/2021	2:49 PM
CartaDeReferido_Automatic.pdf v 273 KB	ang tao ing tao ang tao				
	Cashboard vevertec				*
	Saludos,				
	Anexo a este correo le remitimos una carta/solicitud de copia para el envío de soportes de transacción.				
	Para responder una reclamación hecha por el tarjetahabiente y/o su banco, necesitamos nos provea copia del (los) boleto(s) o recibo(s) de venta firmado(s) por el cliente, voucher manual de la tarjeta (impresion), al igual que cualquier otro documento o soporte relacionado con la(s) venta(s), tal y como lo solicitamos en la carta anexa.				
	Favor de responder de acuerdo a lo descrito en la carta. Cualquier inquietud, no dude en dejarnos saber.				
	Buen día.				
	Greetings,				
	Attached to this email we provide you with a letter/copy request to send the transaction supports.				

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	Claim Id	2244668800		SOLICIITUD DE COPIA D	E BOLETA DE VENTA				Po
	Date	12/14/21		REQUEST FOR CO	OPY OF SALES				
	A : <b>TO</b>			DE : FROM					
	Número de Comerciante / M	ferchant No. 4		EVERTEC IN	4C				4
	US			Attention: Claims URL: https://dashboard.e	Group vertecinc.com				ĚD.
	email1_@email.com tania.rodriguez@evertecinc	com		Phone: 759-9999 EX1	846-4500				
									0
	Estimado cliente:			Dear customer				21	-
	Recibimos del banco de su c	liente una solicitud o	de información	We have received a request from your cus	stomer's				0
	Favor de suministrar a nuesti EVERTEC INC copia del boli	peta de credito en si ro proveedor de proj eto por email a la dir	u establecimiento. cesamiento POS, rección	bank for information related to a credit car made at your business. Please, supply co sales draft to our POS service provider. Et	d charge py of the VERTEC				B
	https://dashboard.evertec	inc.com		INC to the email address https://dashboard.evertecinc.com					~
									Che
	Razón de reclamo	/ Claim reaso	n:Consumer Di	sputes:  Merchandise / Services No	ot Received				C.
	Fecha de Transacción Transaction Date	Terminal Terminal	Importe Amount	Número de Tarjetahabiente Cardholder Account Number	Núm De AUTH AUTH Number				2
	10/29/21	1234	\$10.00	VISA ******** 1111	1a2b3c				
	**FAVOR INCLUIR TODA LA DESCRITAS COMO TAMBIE	DOCUMENTACIÓ EN UNA CARTA EX	N RELACIONADA PA PLICATIVA EN INGLI	ARA CONFIRMAR LA VALIDEZ DE LAS TR ÉS DE SER NECESARIA.	ANSACCIONES			~	→



To add an email address to the list of recipients, press the + button and enter the address. Then, select **Save.** 

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✤ Home ♠ Analytics		Email Management Recipients	
Checkout Page	>	< Back to Email Ma	
POS	>	Merchant: ABC - 4549444000001	
Users	>		
Statements		email_@email.com	
Reports	>	tania rodriguez@evertecinc.com	
Chargebacks	~		
Visa (2)		+ Add emails recipients	
Mastercard (2)			
ATH Móvil (3)			
ATH (3)			
EBT (3)			
Email Management		CANCEL	SAVE

A message will appear to confirm that you want to update the email list. Select **Confirm** to add the email address.

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Home C Analytics Checkout Page POS POS Attements C Reports C Na (2) Matericard (2) ATH Mövrl (3)	Email Management Recipients	
ATH (2) ERT (3) Email Management	Cancel	SAVE

Once added, a confirmation message will appear stating that the email address has been saved.

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Checkout Page	>	Back to Email Management	
POS	>	✓ Email list has been successfully saved.	×
Lusers	>		
Statements		Merchant: ABC	
Reports	>	email_@email.com	
Chargebacks	~		
Visa (2)		tania.rodrjuaz@evertecinc.com	
Mastercard (2)		Add emails receivers	
ATH Móvil (3)			
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EBT (3)			
Email Management			
		CANCEL	
		1	_

If you want to delete an email address, tick the check box by the address in the list and then, click on the  $\hat{\mathbf{m}}$  button.

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Analytics		Email Management Recipients	
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Reports	>	tania rodriouz 20evertecine.com	
Chargebacks	~		
Visa (2)		tania.rodriguez@evertecinc.com	
Mastercard (2)		Add emails recipients	
ATH Móvil (3)			
EBT (3)			
Email Management			
		CANCEL	
			SAVE
		4	

A message will appear to confirm this action. Select **Confirm** to delete the email address.

Email Management Recipients	
Back to Email Mana;	
Merchant: ABC - 4549444000001	
email1_@email.com	
tania.rodriguez@evertecinc.com	
tania.rodriguez@evertecinc.com	ure you want to delete this
Add emails recipients	email?
	Confirm
	Ermail Management Recipients

For extensive email lists, you can run an **email search** by merchant or business.

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ATH Móvil (4)		
EBT (4)		
Email Management		evertec

### II. Chargeback Management by Merchant Administrator

First, the merchant will receive an email (or letter) request regarding a cardholder transaction claim (chargeback).



This message or letter will ask for evidence of the transaction in order to respond to the cardholder's claim.

In the **Referred Letter** attached to this request, you will find details about the evidence requested and the deadline to submit it (see next page).

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	Fecha Date	12/30/21		IMPORT. REQUEST FOR CO	ANT IPY OF SALES			
	A : TO			DE : FROM				
	Número de Comerciante / I	Merchant No. 4		EVERTEC IN Attention: Claims (	C Group			
	tania.rodriguez@evertecino	.com		Phone: 759-9999 EXT	846-4500			
	Estimado cliente:			Dear customer:				
	Recibimos del banco de su o sobre transacción(es) con ta Favor de suministrar a nuest EVERTEC INC copia del bol https://dashboard.evertec	liente una solicitud de rjeta de crédito en su e ro proveedor de proces eto por email a la direc inc.com	información establecimiento. samiento POS, cción	We have received a request from your cust bank for information related to a credit card made at your business. Please, supply cop sales draft to ur POS service provider, EV INC to the email address https://dashboard.evertecinc.com	tomer's I charge y of the ERTEC			
	Razón de reclamo	/ Claim reason	: No CardHolde	er Authorization				
	Fecha de Transacción Transaction Date	Terminal Terminal	Importe Amount	Número de Tarjetahabiente Cardholder Account Number	Núm De AUTH AUTH Number			
	9/19/21		\$0.00	MC ******* 7673	01928B			
	**FAVOR INCLUIR TODA LI DESCRITAS COMO TAMBII **PLEASE INCLUDE ALL R	A DOCUMENTACIÓN ÉN UNA CARTA EXPL ELATED DOCUMENT	RELACIONADA PA LICATIVA EN INGLÉ	RA CONFIRMAR LA VALIDEZ DE LAS TRA IS DE SER NECESARIA. IM THE VALIDITY OF THE TRANSACTION	INSACCIONES			
				IMPORTANT REMINDER-				
	Dada la rigurosidad de los pl tarjetas, agradeceremos nos de la fecha de vencimiento s de parte de ustedes, debitan (s) transacción(es).	azos establecidos por envien la documentac eñalada debajo. De ni emos de su cuenta el (	las marcas de ción solicitada antes o recibir respuesta (los) monto(s) de la	Due to the credit card companies time fram appreciate you can provide us with the req before the date pointed below of this parag answer by that date, we will have to debit y amount(s).	te regulations, we will uested documentation rraph. In case you don't your account for the claimed			ľ
	FECHA LÍMITE DE ENVÍO I LEGIBLE DE SOPORTE: 1/	DE DOCUMENTACIÓN 14/2022	N	DUE DATE FOR THE RECEPTION OF TH DOCUMENTATION: 1/14/2022	E LEGIBLE SUPPORTING			
	Si tiene alguna pregunta en de contactarnos a los númer	relación con esta solici os de arriba.	itud, favor	If you have any question regarding this re- the numbers described above.	quest, please call us at			
	Cordialmente,			Kindly,				~

The merchant must submit the evidence (or supporting documentation) of the transaction: sales ticket(s) or receipt(s) signed by the customer, handwritten card voucher (print copy), as well as any other supporting documents related to the sale(s).

The letter will state the deadline to submit the evidence, which will be established based on the brand of card used for the transaction:

- 15 days for Visa / MasterCard
- 15 days for ATH / ATH Móvil QR code
- 5 days for EBT cards

If the evidence is not submitted within said deadline, the amount of the transaction will be debited from the merchant's account.

To submit the requested evidence:



• Select the payment card brand for the chargeback under the Chargeback section.

		Chargebacks								
Checkout Page	>						Search:			
POS	>	BATCH DATE	□↓ BATCH NUMBER	TOTAL AMOUNT		PENDING	CLOSED	TOTAL QUANTITY	1. VIE	EW
Susers	>	12/26/2021	101	\$92.00		2	2	4	0	2
Statements		12/26/2021	111	\$80.00		2	1	3	0	٦
Reports	>	Showing 1 to 2 of 2 entries								
Chargebacks	~			Sho	w 10 -				Previous 1	Nex
Visa (4)										
Mastercard (3)										
ATH Móvil (3)										
ATH Móvil (3) ATH (3)										
ATH Móvil (3) ATH (3) EBT (3)										

- The **Chargeback** screen will appear with a table summarizing the chargeback batches.
- Choose the batch corresponding to the chargeback by selecting the **View** icon by the batch row.
- The Chargeback Summary screen will appear.

- Identify the chargeback in the summary.
- If there is a large number of chargebacks for the particular brand, use the filters at the top of the screen to make your search easier. You can filter by merchant name, merchant number, authorization number, chargeback amount (amount claimed by the cardholder), and transaction amount (total amount).

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argeback Summary			VISA
ck to Chargeback			
ck to Chargeback Channel	✓ Status	✓ Merchant Name	Merchant Number

• When you find the chargeback, select View.

Home		Chargeback S	ummary											7/1
Analytics		onargebacko	unnury											VIS
Checkout Page	>	Back to Chargeback												
POS	>	Channel		~	Status			Merchant N	amo			Merchant Number		
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Visa (4)		DATE 1	DATE	CHANNEL	NAME 1	NUMBER	# 11	AMOUNT	AMOUNT	DIGITS	CODE	STATUS	RESPOND	VIEW
Mastercard (3)		10/28/2021	10/29/2021	Checkout Page			1a2b3c	\$10.00	\$10.00	1111	<u>13.1</u>	Closed	0	٩
ATH MOVII (3) ATH (3)		10/28/2021	10/29/2021	Checkout Page			1a2b3c	\$12.00	\$12.00	1111	<u>13.2</u>	Closed	0	۹
EBT (3) Email Management		10/28/2021	10/29/2021	POS	SUPERMAX GUAYNABO	4549106583685	1a2b3c	\$30.00	\$30.00	3333	<u>13.4</u>	Letter Sent	9	۹
		10/28/2021	10/29/2021	POS	SUPERMAX DE DIEGO (ECR)	4549116587223	1a2b3c	\$40.00	\$40.00	4444	<u>13.5</u>	In Process	0	۹
		Showing 1 to 4 of 4 entr	les			s	how 10 -						Previous	Next

• The Chargeback Documents screen will appear.

• Add the supporting documentation or evidence of the claimed transaction: sales ticket(s) or receipt(s) signed by the customer, handwritten card voucher (print copy), as well as any other supporting documents related to the sale(s):

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Users	>	Merchant: ABC -						
Statements		Chargeback: 214433221	1					
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Chargebacks	~			Search:				
Visa (4)		DATE	ATTACHMENT	COMMENTS	UPLOADED BY	DOWNLOAD DELETE	Comment & Attachment Upload	
Mastercard (3)		12/26/2021 06:07:57 PM	RefferedLetterTest.pdf	Letter upload test	Chargeback Operator	<b>a ū</b>		
ATH Móvil (3)		Showing 1 to 1 of 1 entries						
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							PDF, JPG or PNG image attachment	0 / 500
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- Add a comment in the box on the right side (if applicable).
- Add a file by clicking on the **Choose File** button.
- Select the file and click on **Open**.



Open						>	< l						- 0
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	Weekl	1/21/2022 5:13 PM	Adobe Acrobat D	199 KB									
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Microsoft Teams	🛃 Weekl	1/18/2022 8:57 AM	Adobe Acrobat D	187 KB									
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3D Objects	🛃 Weekl	12/30/2021 6:14 PM	Adobe Acrobat D	285 KB									
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	onowing t to	or renues		C1 (2011) 10					_				

- Confirm that the file has been attached.
- Select the **Submit** button.

The system will display a message confirming that the comment and file attachment have been added.

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Home		Chargeback Doc	cuments						• <u>ATH</u>
🐂 Checkout Page	>	Comment was uploaded suc	cessfully.						×
POS		< Back							
Users	>								
Statements									
Reports	>	Merchant: ABC - 454944							
Chargebacks	~	Chargeback: 2144332211							
Visa (2)		Reference number: 11223	3445566						
Mastercard (2)				Search:					
ATH Movil (3)		DATE	ATTACHMENT	COMMENTS	UPLOADED BY	DOWNLOAD	DELETE	Comment & Attachment Upload	
EBT (3)		02/02/2022 04:27:19 PM		Test	TEST TEST		Î		
Email Management		01/30/2022 04:14:09 PM	RefferedLetterTest.pdf	Letter upload test	Chargeback Operator	0	面		
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								PDF, JPG or PNG image attachment	0 / 500
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**Reminder**: you must submit the evidence as requested **before the deadline** established in the letter. Otherwise, the transaction will be debited from your merchant account.

If necessary, you may delete comments or files, as long as the chargeback status is **Letter Sent** — that is, after the letter is received.

**To view a chargeback status**, confirm a debit from your account, or check if a chargeback has been ruled in your favor (has not been debited):

- Go to the **Chargeback Summary** screen for the chargeback.
- Choose the chargeback status.

Home		Chargeback S	Summarv											VIS
Analytics														Colorado da
Checkout Page	>	Sack to Chargeback												
POS	>	Channel		×	Status			Merchanth	lame			Marchant Number		
Users	>	Authorization Number	r		Status Closed Letter Sent In Process			Chargeback	k Amount			Transaction Amount		
Reports	>													
Chargebacks	*	CHARGEBACK	TRANSACTION		MERCHANT	MERCHANT	AUTH	СНВК	TRANS	CARD LAST 4	REASON		MERCHANT DAYS TO	
Visa (4)		DATE	DATE	CHANNEL	NAME	NUMBER		AMOUNT	AMOUNT	DIGITS	CODE	STATUS	RESPOND	VIEW
Mastercard (3)		10/28/2021	10/29/2021	Checkout Page			1a2b3c	\$10.00	\$10.00	1111	12.1	Closed	0	Q
ATH MOVII (3) ATH (3)		10/28/2021	10/29/2021	Checkout Page			1a2b3c	\$12.00	\$12.00	1111	13.2	Closed	0	Q
EBT (3) Email Management		10/28/2021	10/29/2021	POS	SUPERMAX GUAYNABO	4549106583685	1a2b3c	\$30.00	\$30.00	3333	13.4	Letter Sent	9	Q
		10/28/2021	10/29/2021	POS	SUPERMAX DE DIEGO (ECR)	4549116587223	1a2b3c	\$40.00	\$40.00	4444	13.5	In Process	0	Q
		Showing 1 to 4 of 4 entr	ries			5	Show 10 =						Previous	1 Next

A **Log Status** screen will appear showing a description of the chargeback status changes and the date processed.

English 🔻						
				Log Status		
argeback S	Summary		X L			
ack to Chargeback			Description	Date Processed		
			Status changed to Letter Sent.	01/26/2022 08:17:55 AM		
Channel Authorization Numb	er	~	Status changed from Letter Sent to In Process.	01/26/2022 10:45:42 AM		
			Status changed from In Process to Closed. Reason: Transaction	01/26/2022 10:59:00 AM		
CHARGEBACK DATE	TRANSACTION ↓ DATE ↑↓	CHANNEL 1	Services / Merchandise cancelled.			
10/28/2021	10/29/2021	Checkout Page	Showing 1 to 3 of 3 entries			
10/28/2021	10/29/2021	Checkout Page			Previous	1 Next
	10/29/2021	POS				0
10/28/2021	10/29/2021	POS				Close

### **Contact information**

For information related to sales, you may contact your account management officer. If you need technical support, you may call (787) 759-9999 ext. 2222.