Dashboard – User Manual for Merchants

General use of Dashboard

Revised: May 5, 2022

Version: 1.1

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

Content

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

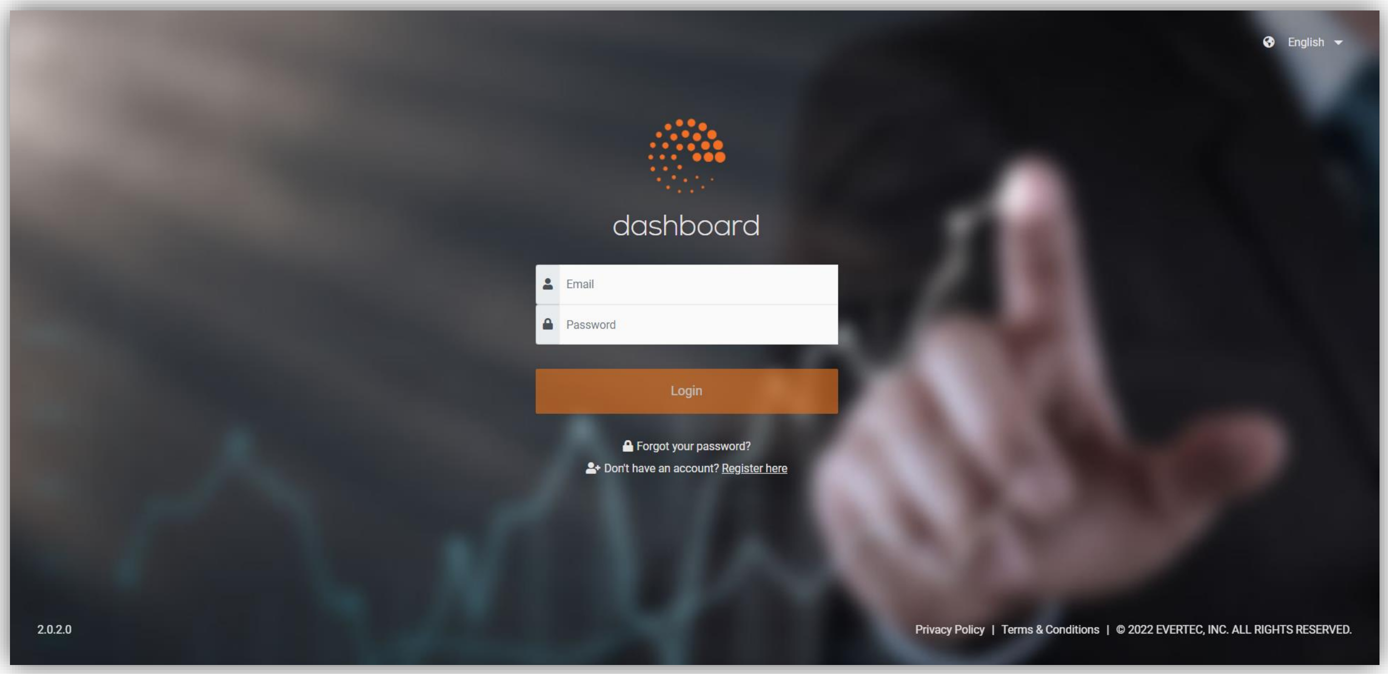
This document applies to users who are registered and active as merchant administrators, with access to the *Dashboard* page to view analytics and transactions for the merchant's different payment channels and account statements.

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.

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

2. Accessing Dashboard

Go to the website **https://dashboard.evertecinc.com** 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.

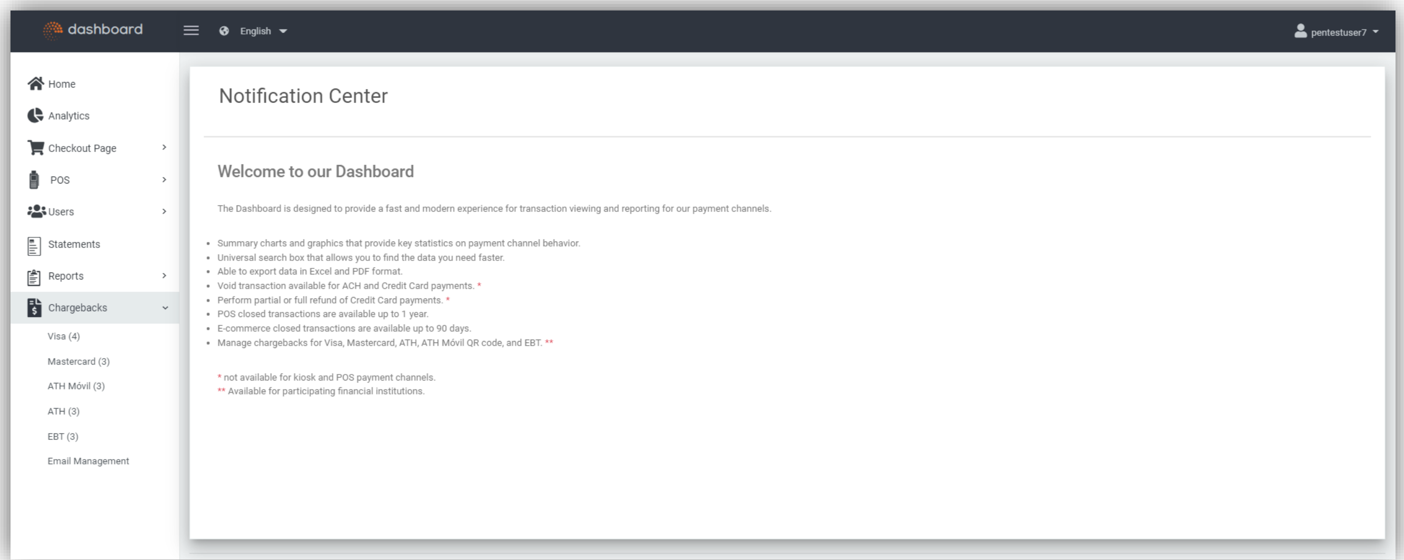


Note: The user should have set up their credentials in order to access the *Dashboard* (please refer to Step-by-step process for owner to create a new user [merchant administrator user] to set up the credentials).

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

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.



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.
2. **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.
3. **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

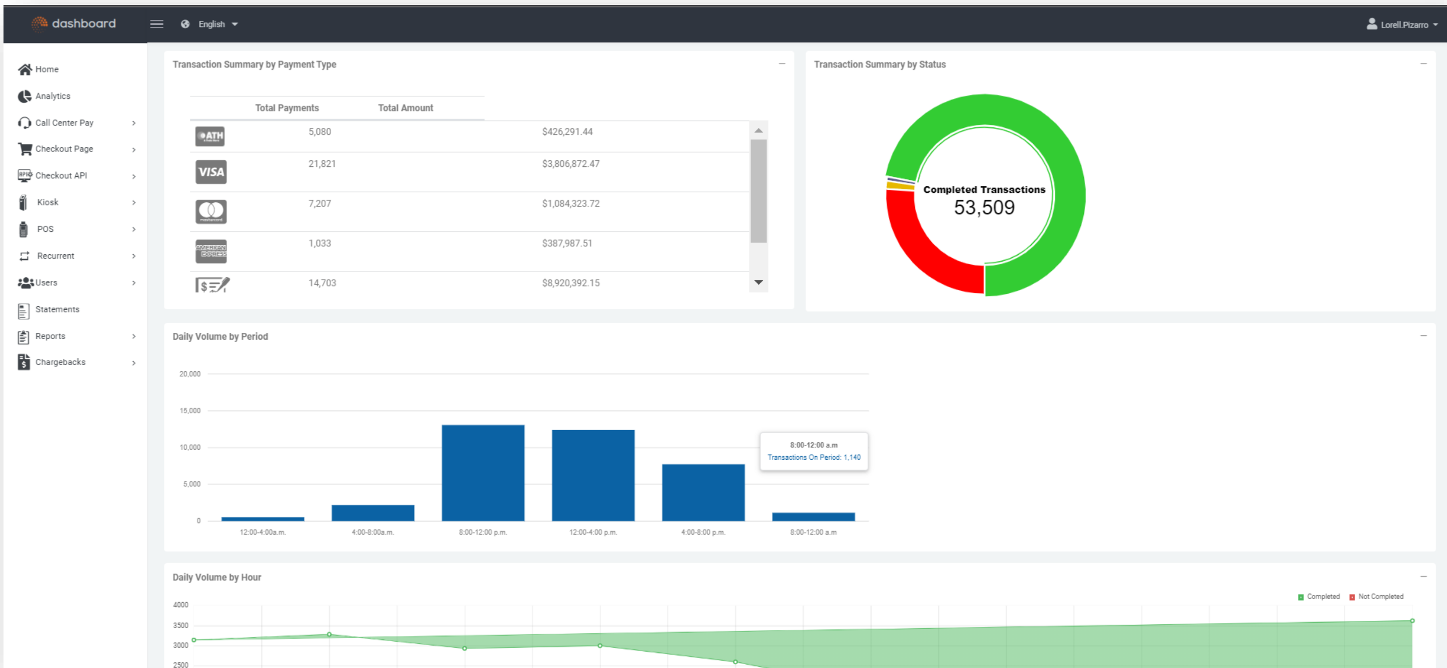
export to Excel or PDF files. These statements are available for up to 18 months.

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.
8. **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.

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

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.

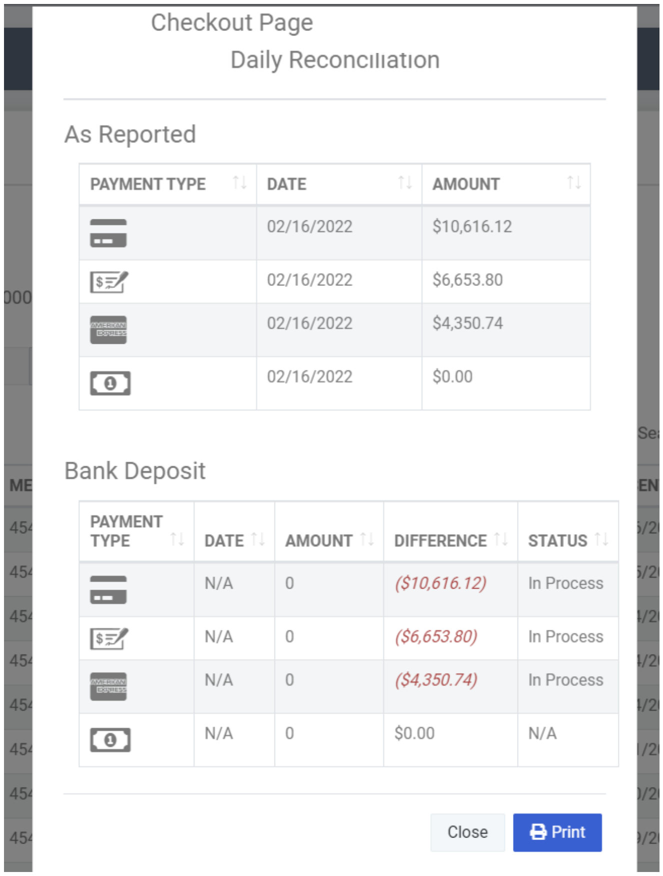


5. Payment Channels

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

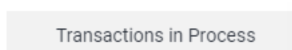


PAYMENT TYPE	DATE	AMOUNT
	02/16/2022	$10,616.12
	02/16/2022	$6,653.80
	02/16/2022	$4,350.74
	02/16/2022	$0.00

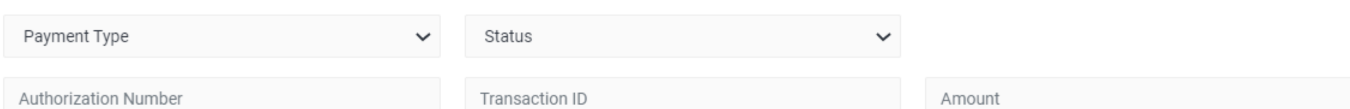
PAYMENT TYPE	DATE	AMOUNT	DIFFERENCE	STATUS
	N/A	0	*($10,616.12)*	In Process
	N/A	0	*($6,653.80)*	In Process
	N/A	0	*($4,350.74)*	In Process
	N/A	0	$0.00	N/A

II. Pending Transactions

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

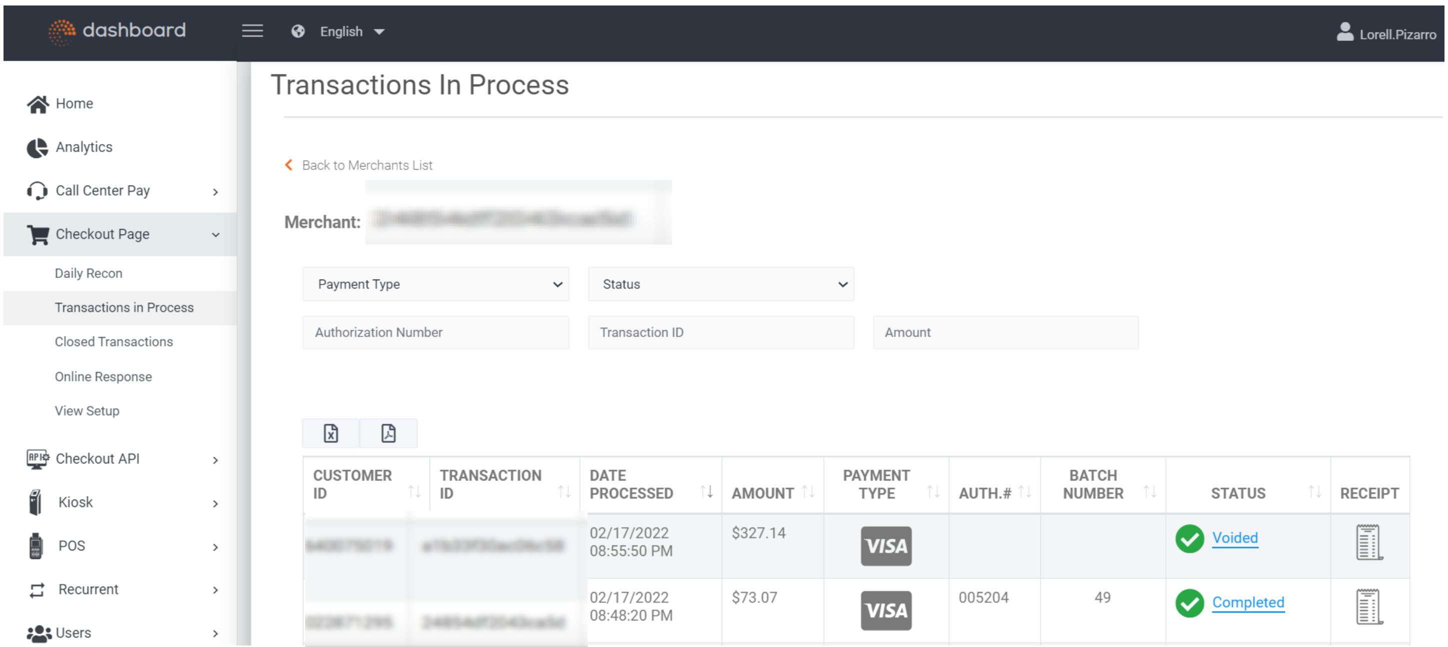
a. Select the Pending Transactions option. 

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.



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

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527



- The status column shows whether or not the transaction was completed.
- 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.

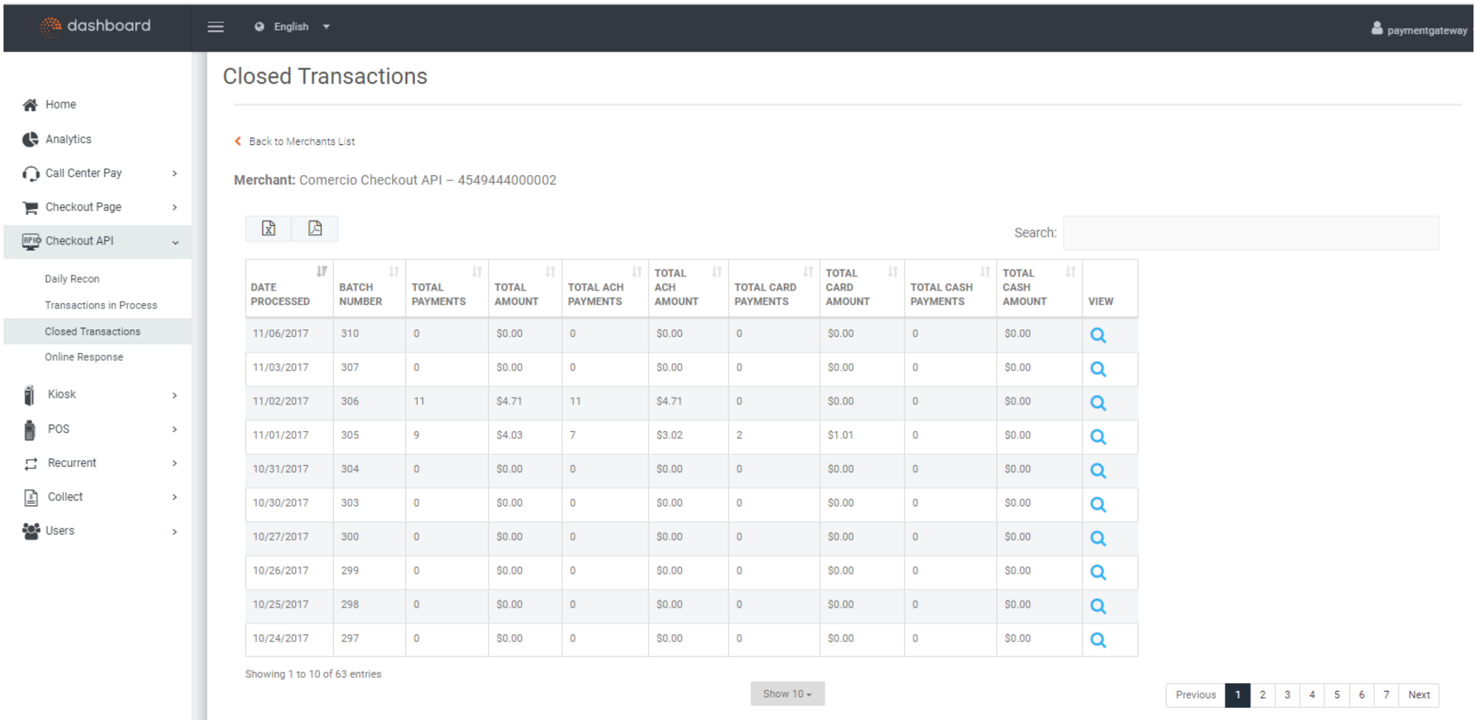
III. Closed Transactions

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

a. Select the Closed Transactions option Closed Transactions .

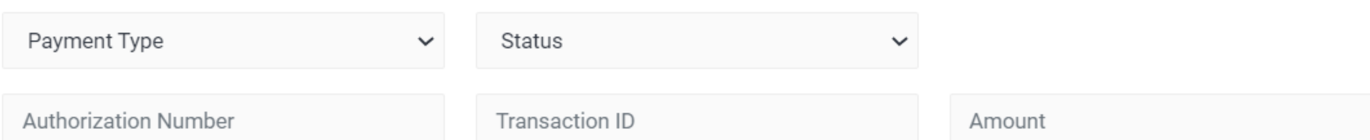
b. The batch of closed transactions will be displayed. Select the icon to search and view specific lots.

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

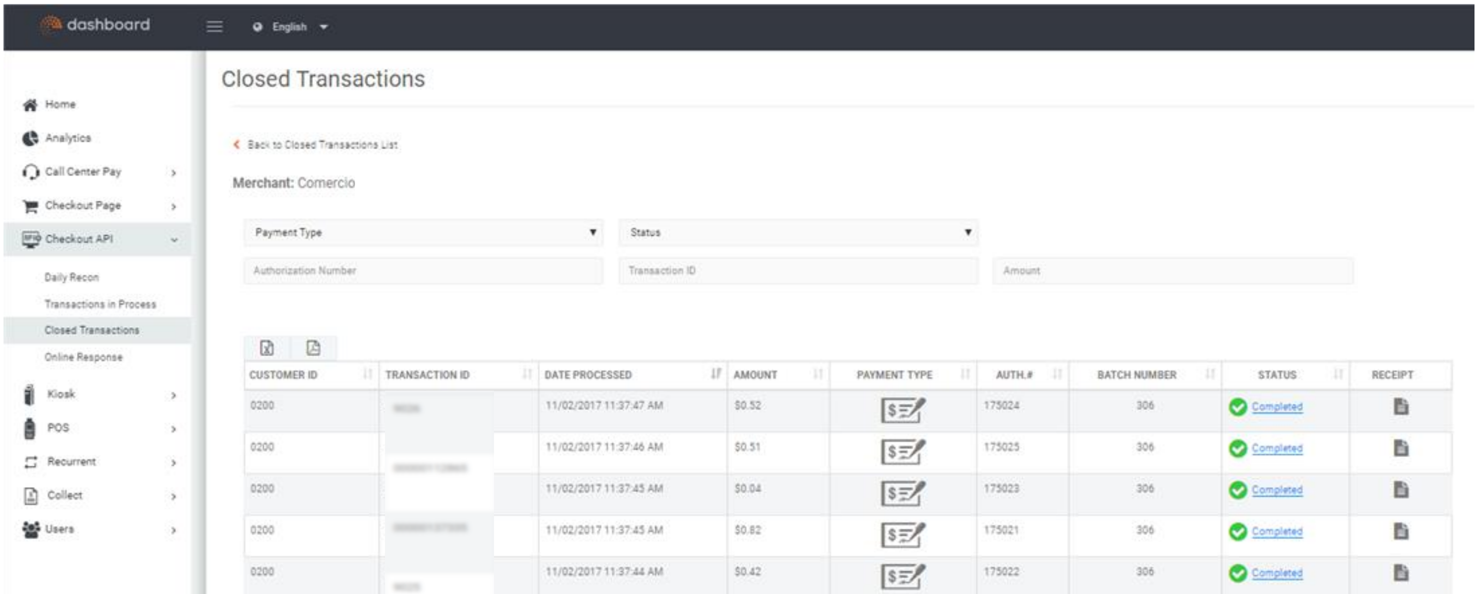


DATE PROCESSED	BATCH NUMBER	TOTAL PAYMENTS	TOTAL AMOUNT	TOTAL ACH PAYMENTS	TOTAL ACH AMOUNT	TOTAL CARD PAYMENTS	TOTAL CARD AMOUNT	TOTAL CASH PAYMENTS	TOTAL CASH AMOUNT	VIEW
11/06/2017	310	0	$0.00	0	$0.00	0	$0.00	0	$0.00	
11/03/2017	307	0	$0.00	0	$0.00	0	$0.00	0	$0.00	
11/02/2017	306	11	$4.71	11	$4.71	0	$0.00	0	$0.00	
11/01/2017	305	9	$4.03	7	$3.02	2	$1.01	0	$0.00	
10/31/2017	304	0	$0.00	0	$0.00	0	$0.00	0	$0.00	
10/30/2017	303	0	$0.00	0	$0.00	0	$0.00	0	$0.00	
10/27/2017	300	0	$0.00	0	$0.00	0	$0.00	0	$0.00	
10/26/2017	299	0	$0.00	0	$0.00	0	$0.00	0	$0.00	
10/25/2017	298	0	$0.00	0	$0.00	0	$0.00	0	$0.00	
10/24/2017	297	0	$0.00	0	$0.00	0	$0.00	0	$0.00	

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.

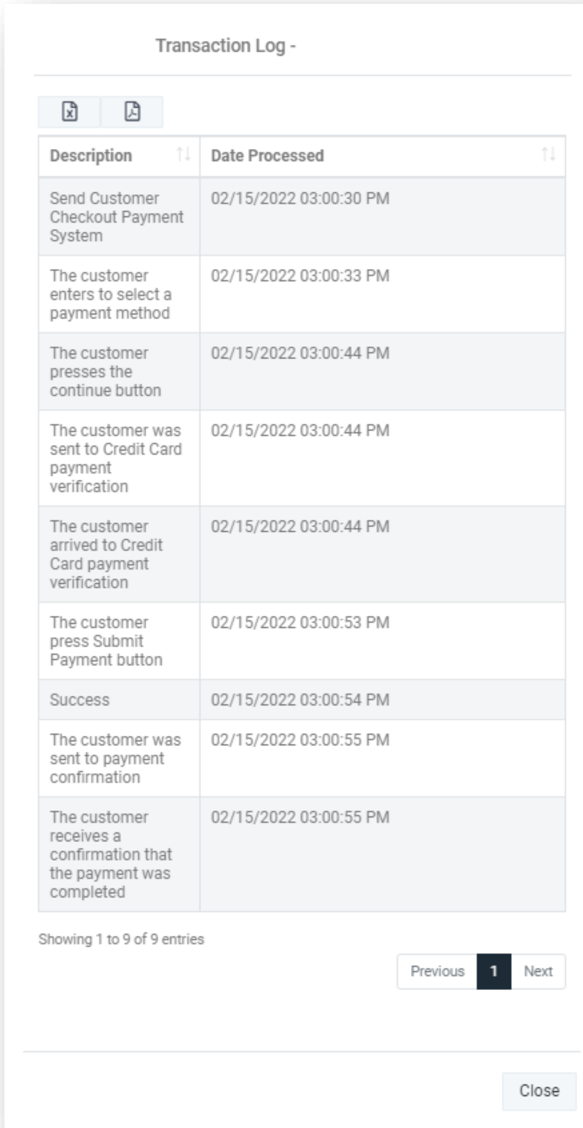


d. Dashboard will display the transactions. You can change the number of records, either 25 or 100, to be shown per page.



- 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.

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527



Transaction Log -

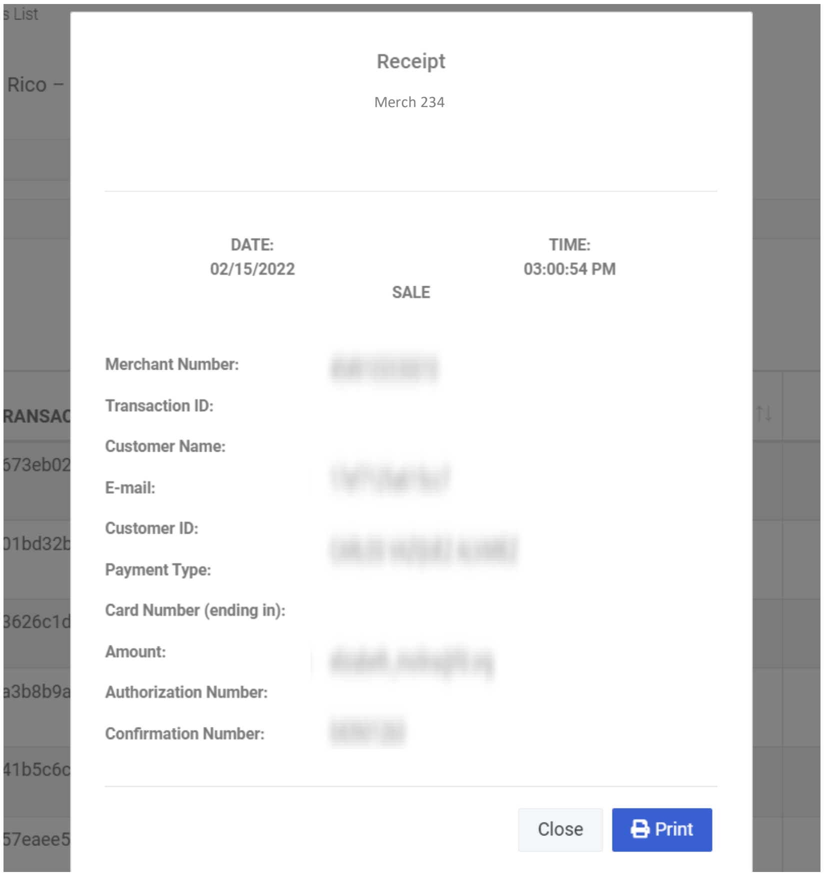
Description	Date Processed
Send Customer Checkout Payment System	02/15/2022 03:00:30 PM
The customer enters to select a payment method	02/15/2022 03:00:33 PM
The customer presses the continue button	02/15/2022 03:00:44 PM
The customer was sent to Credit Card payment verification	02/15/2022 03:00:44 PM
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

Showing 1 to 9 of 9 entries

Previous 1 Next

Close

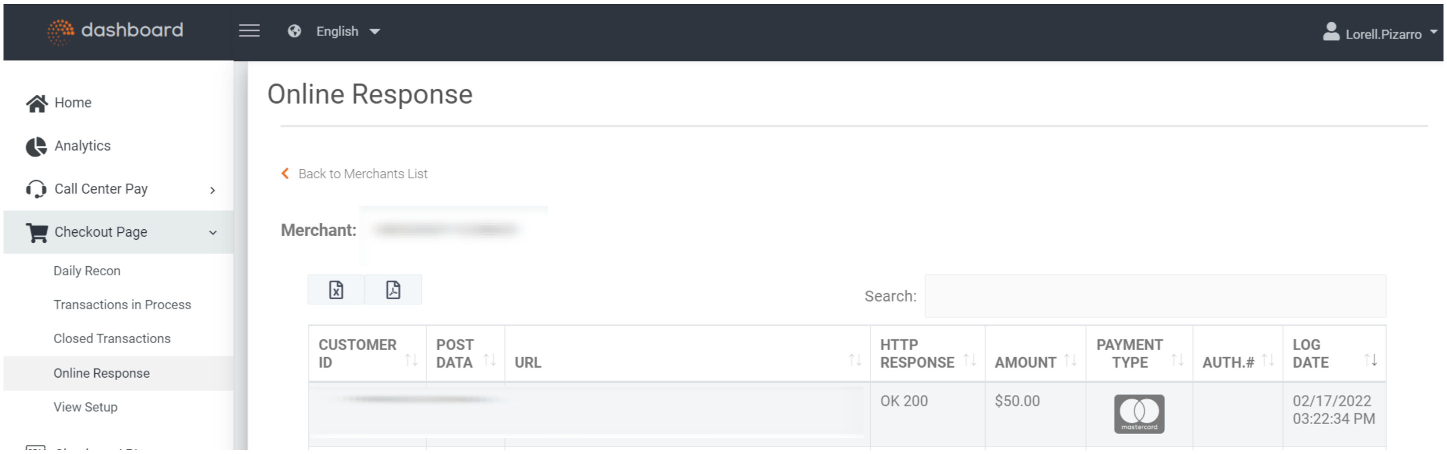
- You can export the data to Excel and PDF.
- You may cancel credit card transactions and refund ACH transactions (available depending on user role).
- Select the receipt icon  to view the customer's receipt and other information, including customer name, customer email, customer ID, and confirmation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



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.

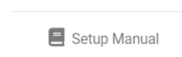


Note: If the merchant does not have the Online Response service set up in the application, no data will be shown.

V. View Setup

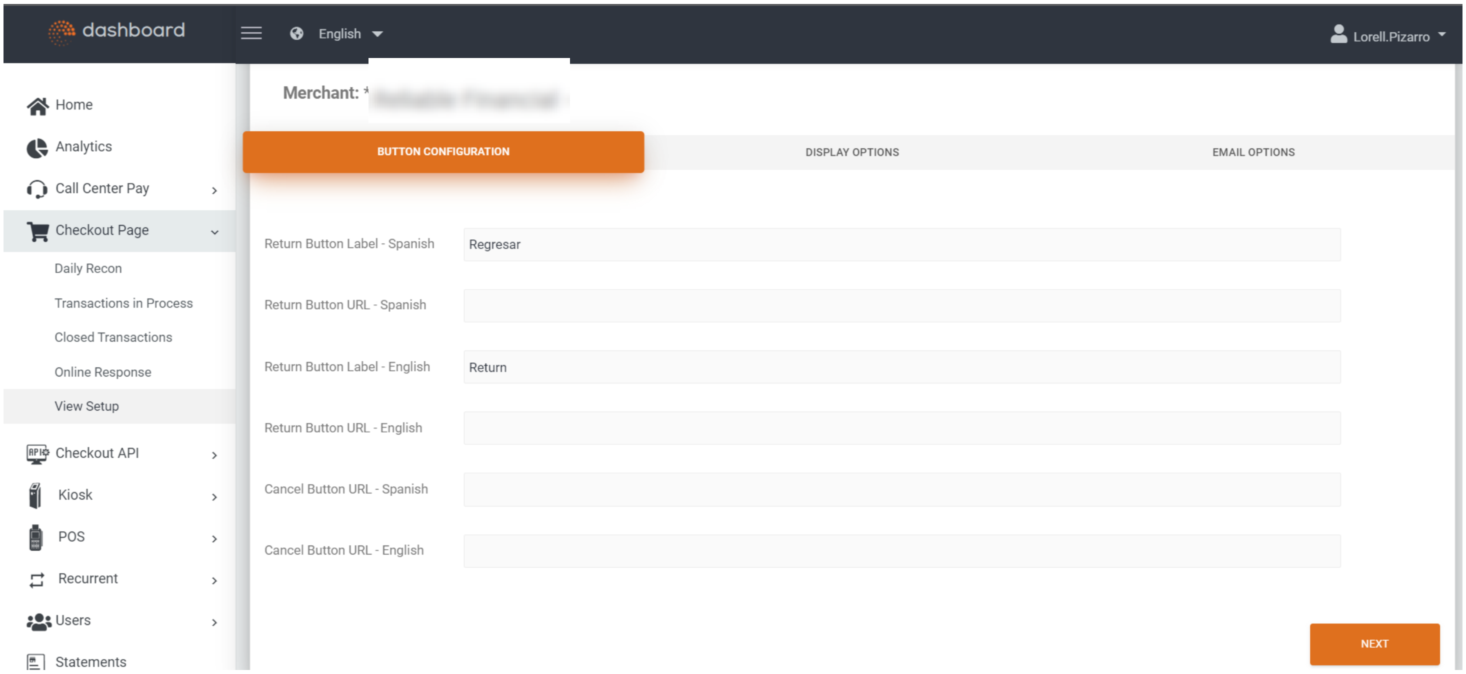
Available for payment channels: *Call Center Pay and Checkout Page.*

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

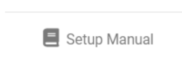
a. Button Configuration – May include the Return button description in English and Spanish, Return button URL, and Cancel button URL. To learn more about the requirements related to configuration parameters, please go to the Setup Manual located on the right side 

.

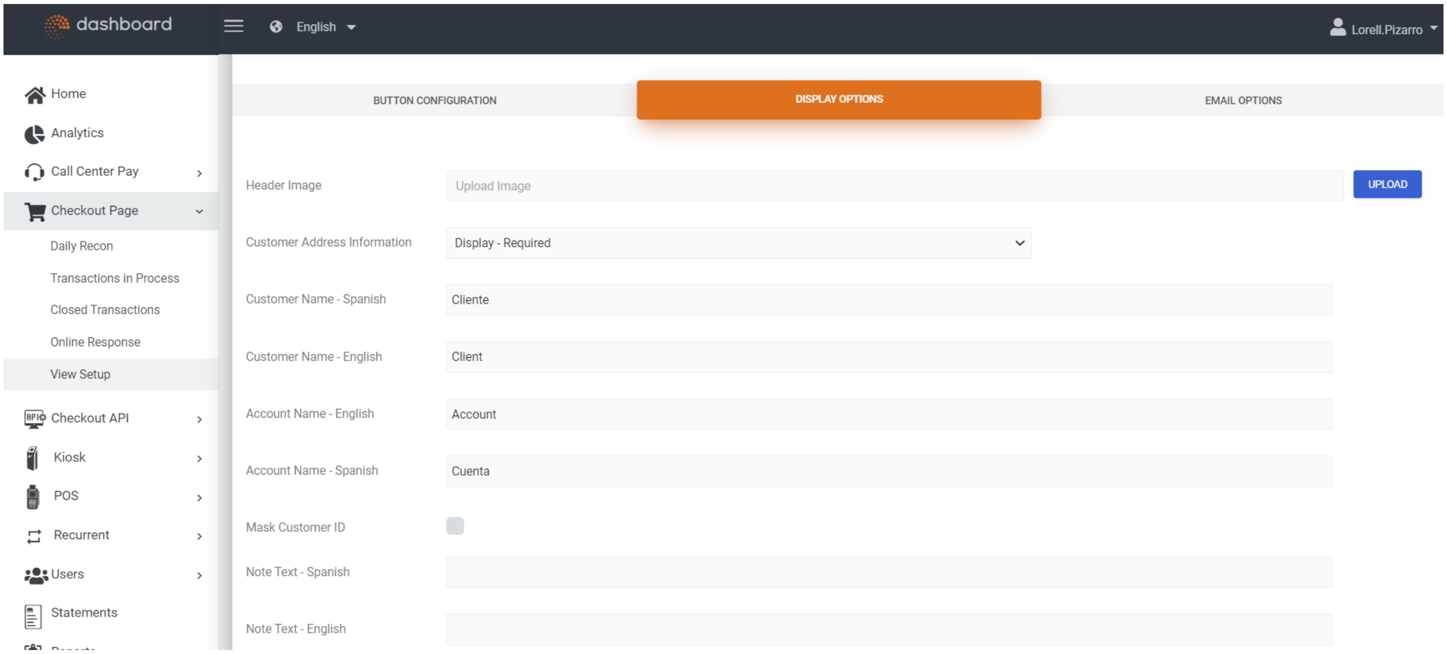
t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527



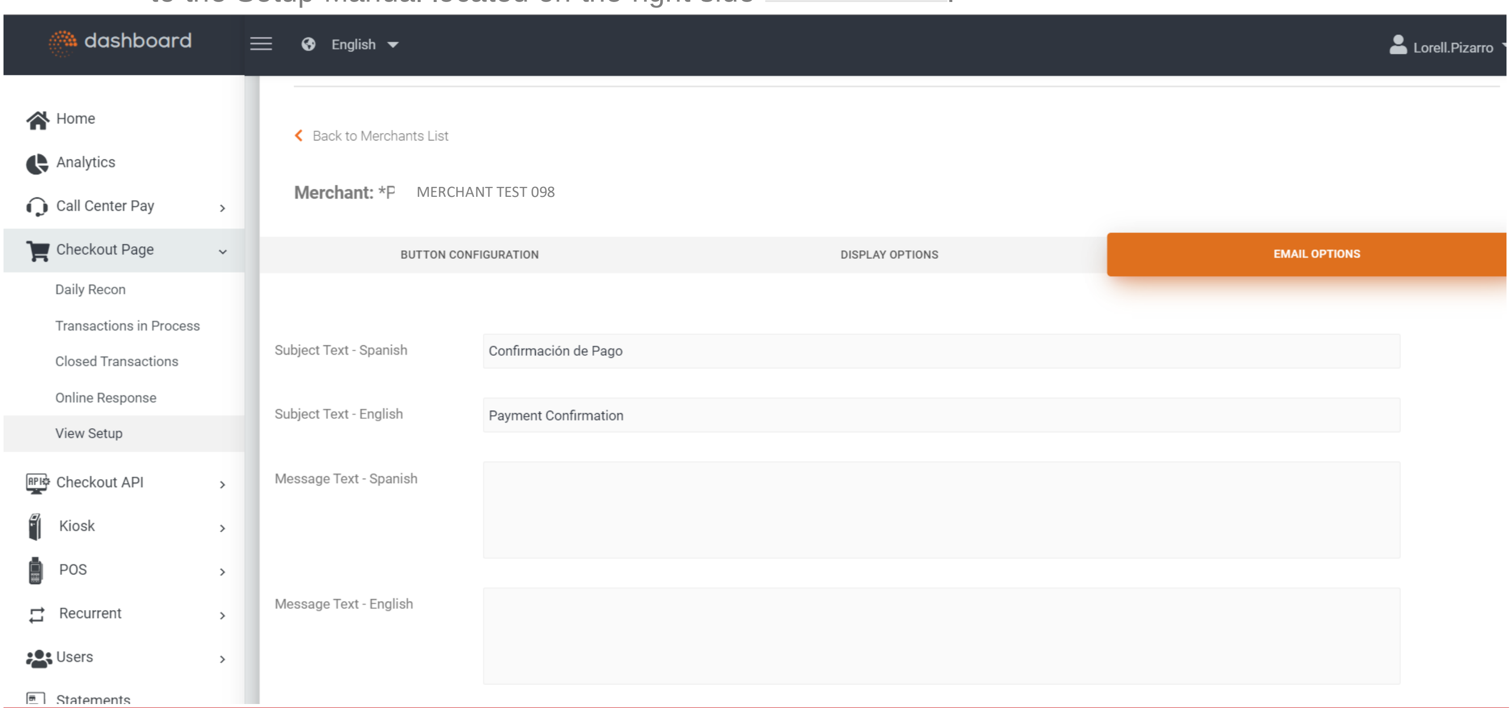
b. Display options – It lets you include a header image, set up whether the customer address information will be required or not, customer name label in English and Spanish, account name label, customer ID masking field, and payment confirmation note.

To learn more about the requirements related to configuration parameters, please go to the Setup Manual located on the right side 

.



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 to the Setup Manual located on the right side Setup Manual .



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.

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

7. Transaction Voids & Refunds

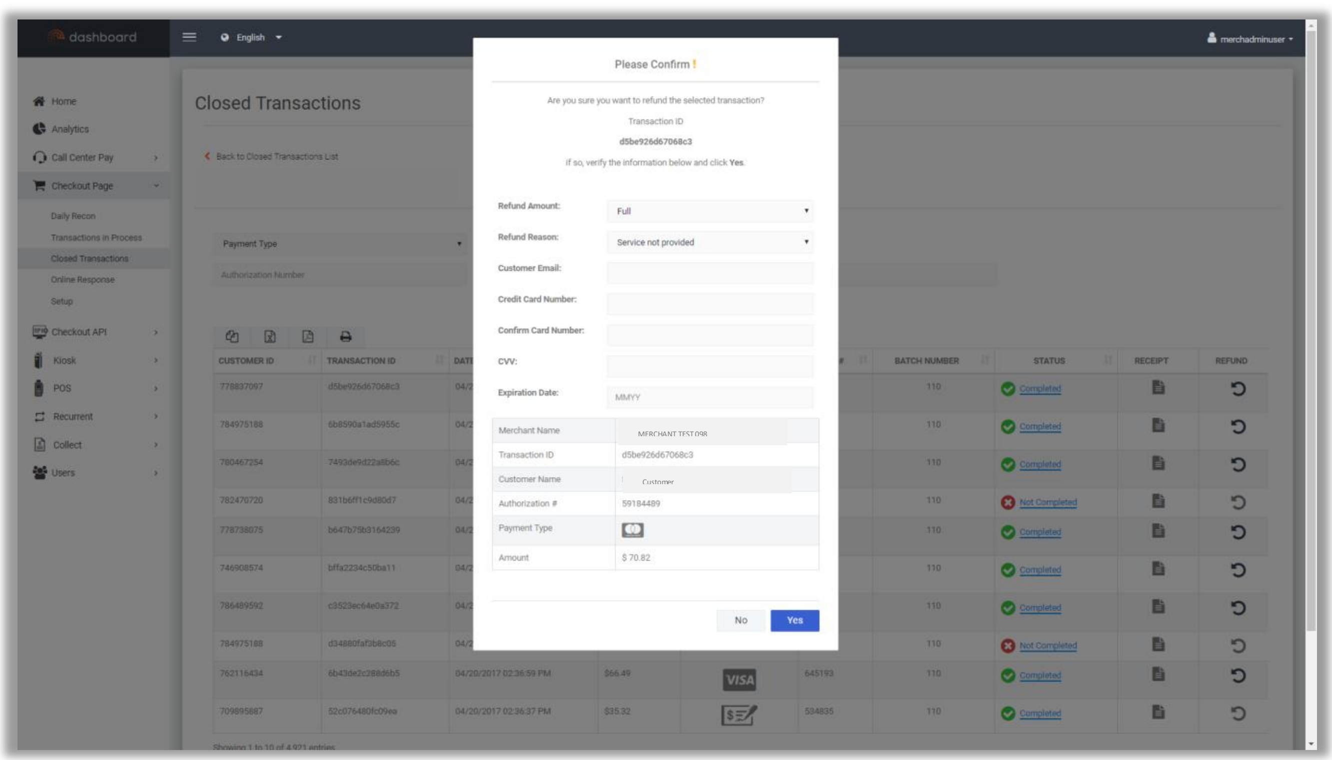
Available for payment channels: *Call Center Pay, Checkout Page, and Checkout API*.

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 . The administrator user must enter:

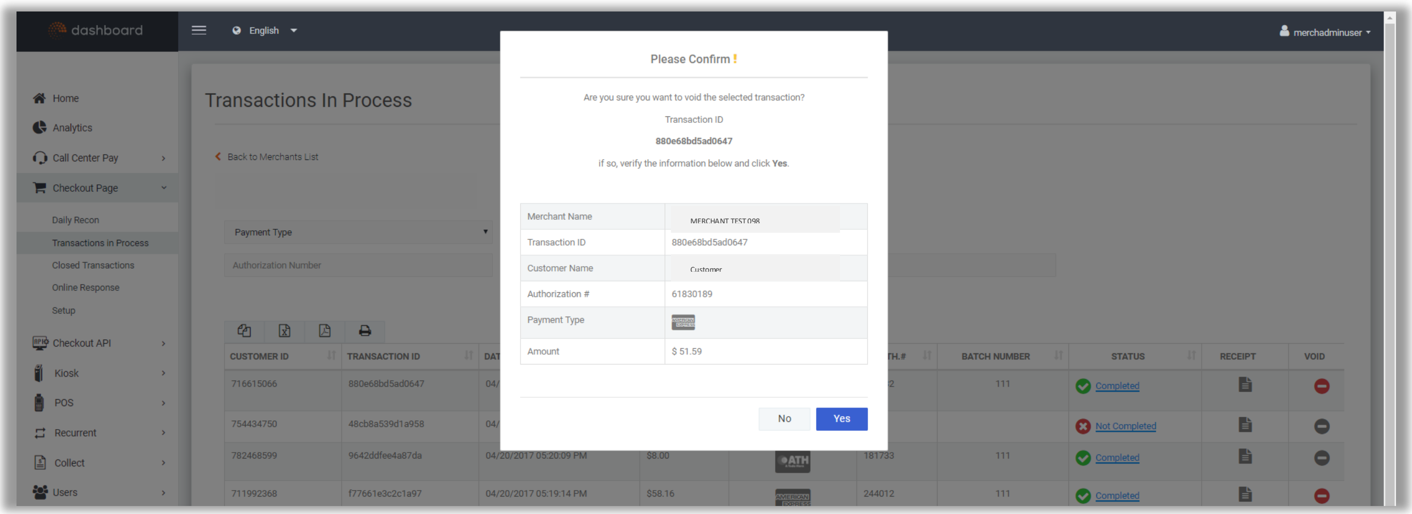
- ✓ the refund amount
- ✓ the reason for the refund
- ✓ customer email
- ✓ credit card number and confirmation, CVV, and expiration date



t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

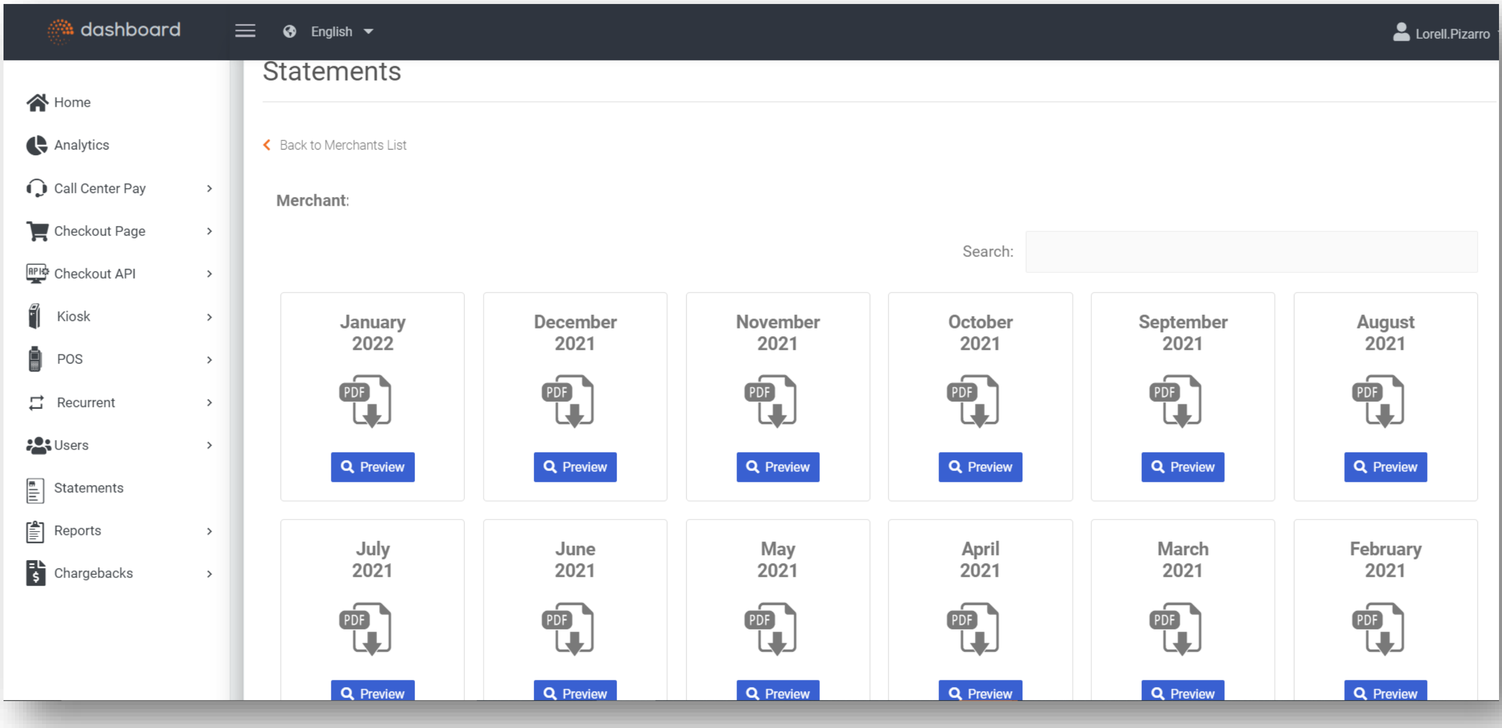
To process a void, press the ⛔ icon. The administrator user will need to view and confirm the following information:

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

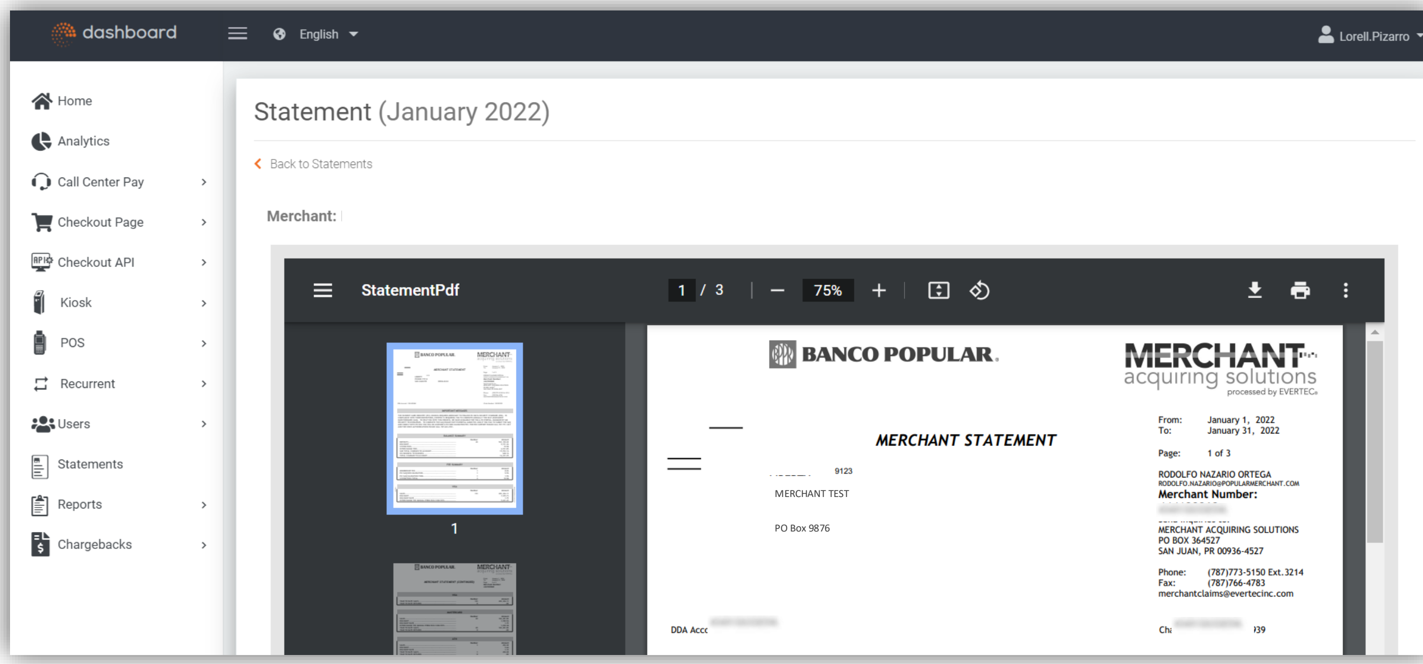


8. Account Statements

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.



t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

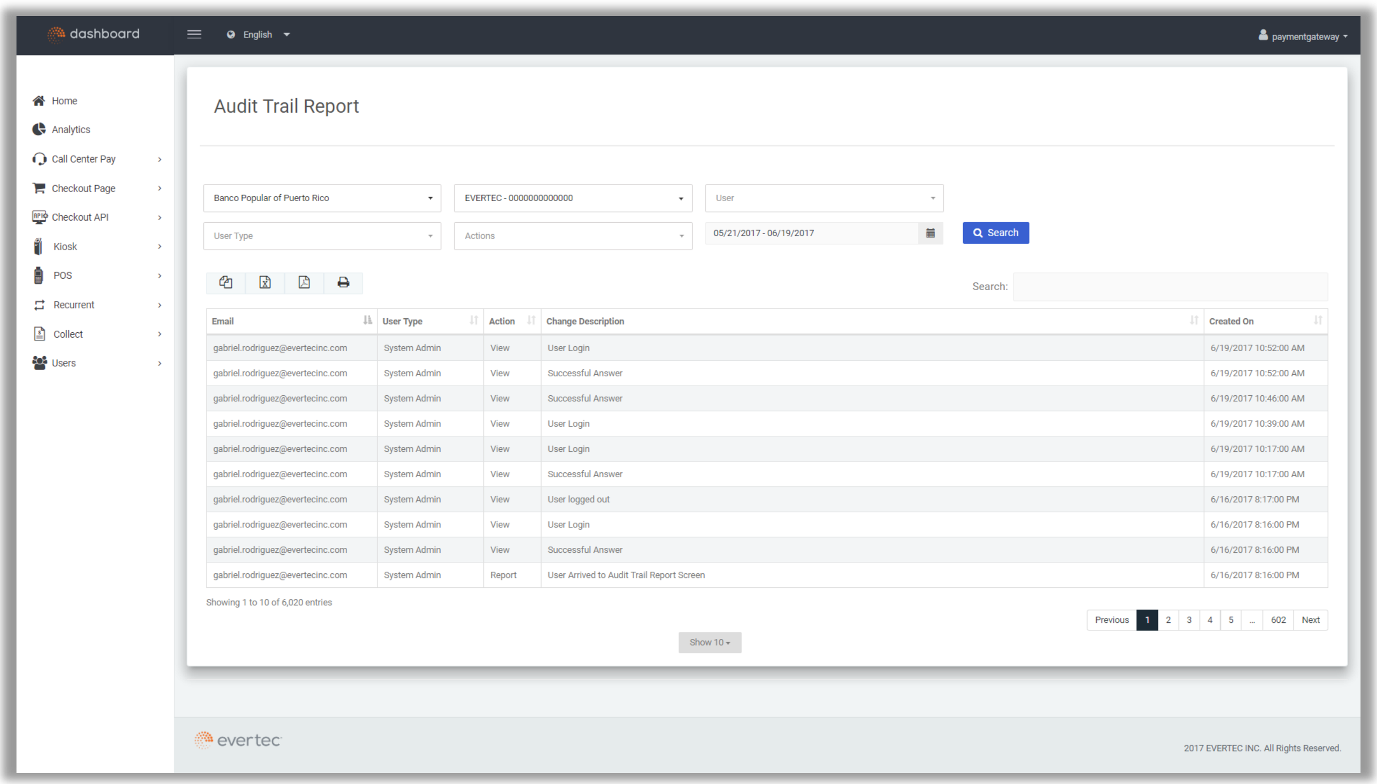

dashboard
English
Lorell.Pizarro
Home
Analytics
Call Center Pay
Checkout Page
Checkout API
Kiosk
POS
Recurrent
Users
Statements
Reports
Chargebacks
Statement (January 2022)
Back to Statements
Merchant:
StatementPdf
1 / 3
75%
BANCO POPULAR.
MERCHANT acquiring solutions
processed by EVERTEC
MERCHANT STATEMENT
From: January 1, 2022
To: January 31, 2022
Page: 1 of 3
RODOLFO NAZARIO ORTEGA
RODOLFO.NAZARIO@POPULARMERCHANT.COM
Merchant Number:
MERCHANT ACQUIRING SOLUTIONS
PO BOX 364527
SAN JUAN, PR 00936-4527
Phone: (787)773-5150 Ext.3214
Fax: (787)766-4783
merchantclaims@evertecinc.com
MERCHANT TEST
PO Box 9876
DDA Acc

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.



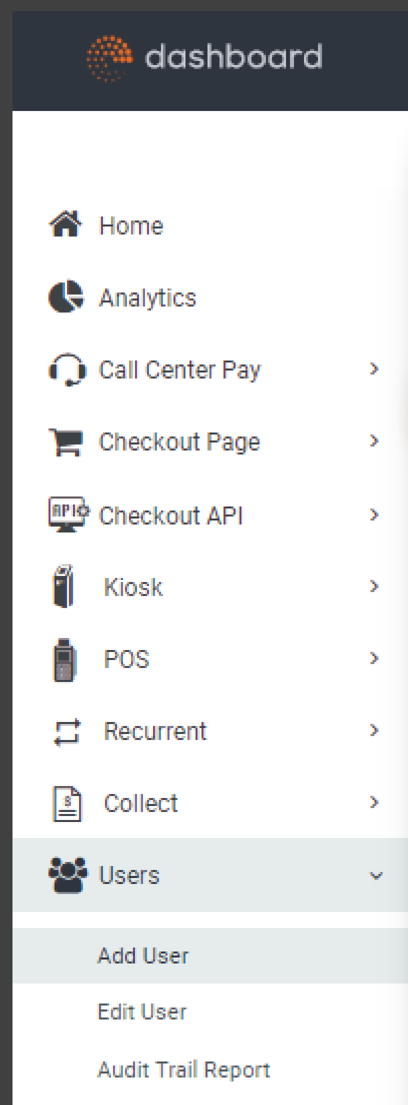
10. Step-by-step process for owner to create a new user (merchant administrator user)

<table>
<tr><th>Process: Description</th><th>Process: Screenshot</th></tr>
<tr><td>
First, the owner logs into the new Dashboard site:
https://dashboard.evertecinc.com

To create a new user, the owner must go to "**Users**" in the left-side menu panel and press the "**Add User**" button in the drop-down menu. As the first step to create a new user, the system will direct you to the "**Profile**" section.

If the "**Add User**" 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 the system administrator for assistance.

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 "**Profile**" section, then the "**Bank**" section, followed by the "**Merchant**" section, and finally, the "**Roles**" section. These sections will be explained in detail in steps 2 through 5.

1
</td><td>


</td></tr>
</table>

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

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:

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

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

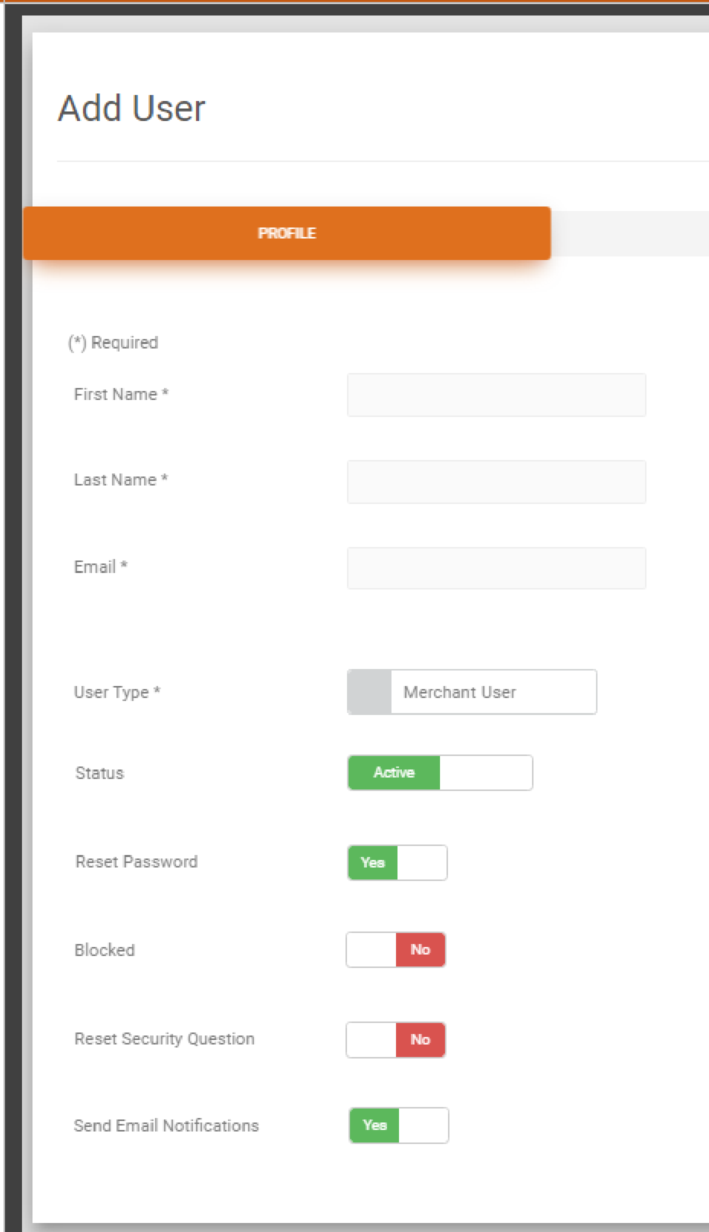
"Blocked": If set to "Yes", the user's access to Dashboard will be blocked. This button is automatically enabled if the user enters the wrong password after five attempts to log in. Default is "No".

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

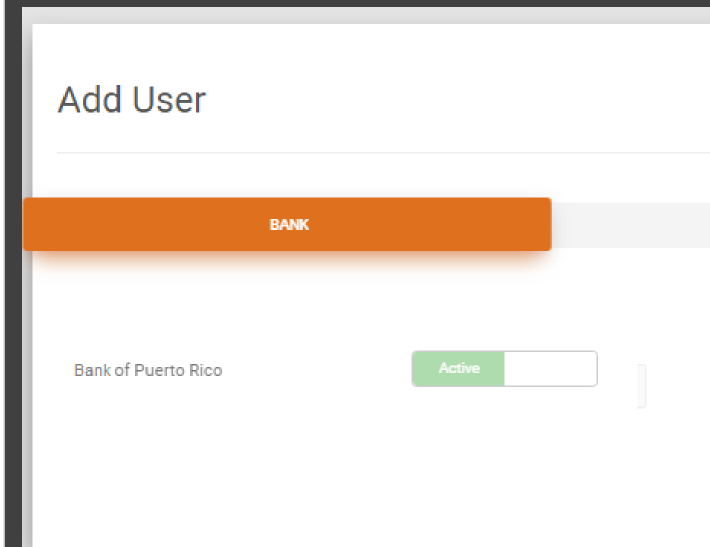
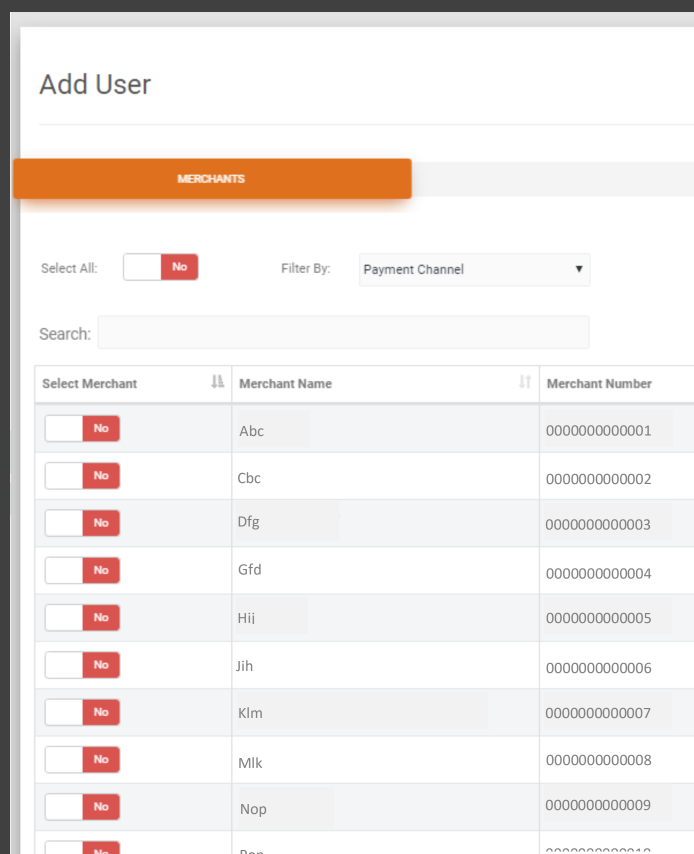
"**Send Email Notification**": If set to Yes, notifications will be sent by email to the registered user. Default is "Yes".

2

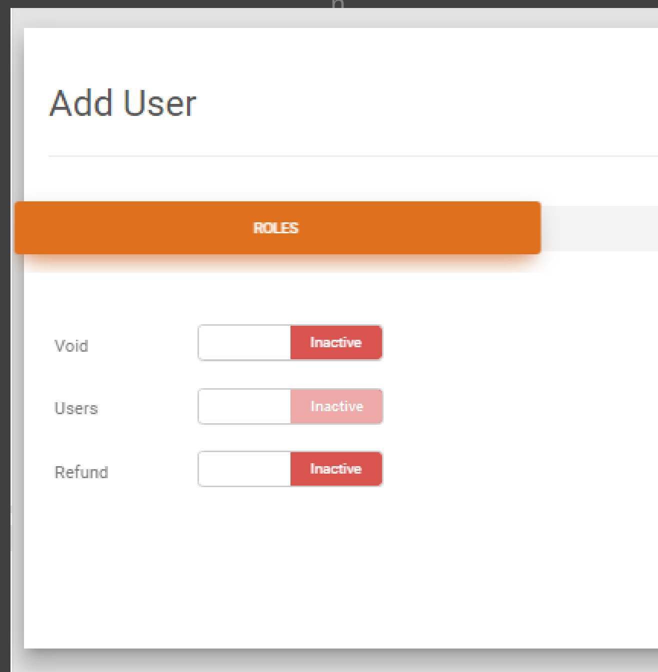
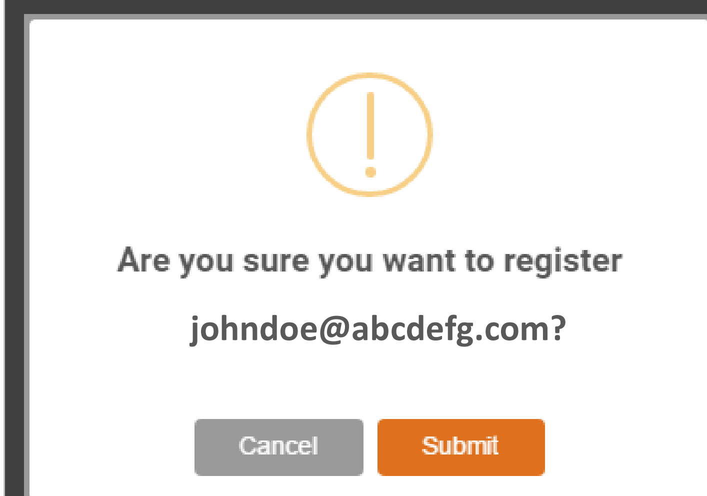
Process: Screenshot



t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

Process: Description	**Process:** Screenshot
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. 3	
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 Yes No 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. 4	

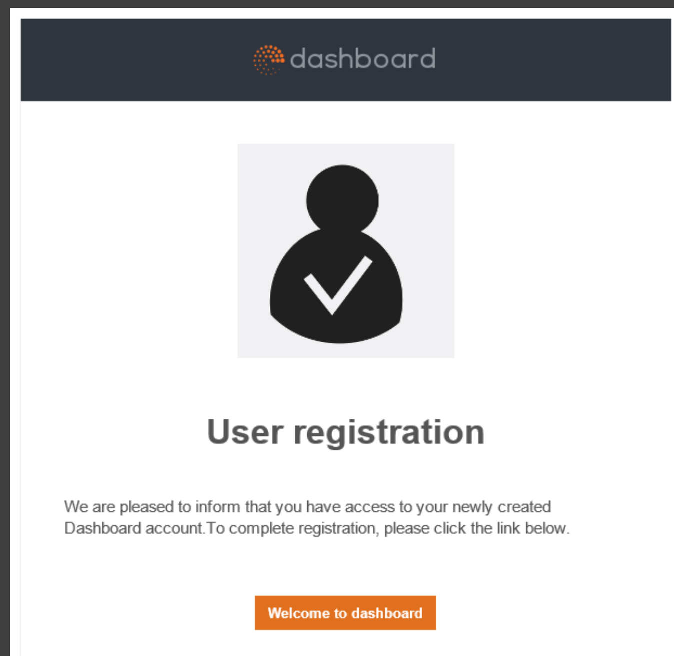
t. 787.759.9999 \| PO Box 364527 San Juan, PR 00936-4527

Process: Description	**Process:** Screenshot
5 In the "Roles" section, the owner may assign one, several, or no roles to the user. If the button is set to ***"Active"***, the new user will be assigned Active corresponding function in Dashboard, and if it is set to ***"Inactive"***, Inactive the function will not be assigned. A merchant user may have different roles, such as: • Void - Access to transactions canceled before the end of closing. • Refund - Access to refund transactions after closing. Note: The "Users" function will be disabled because merchant users do not have access to add or edit users in Dashboard After the roles are determined, a "**Finish**" button FINISH will appear at the bottom of the page to complete the registration process performed by the owner.	
6 After pressing the "**Finish**" button in step 5, a confirmation pop-up window will appear. If the "**Cancel**" button is pressed, no action will be performed, and the owner will be returned to the "**Roles**" section of the page. If the "**Submit**" button is pressed, the information will be uploaded to the system, the owner will be redirected to the "**Edit User**" 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.	

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

<table>
<tr><th>Process: Description</th><th>Process: Screenshot</th></tr>
<tr><td>
The newly created user will receive an email notification stating that a Dashboard account has been activated.

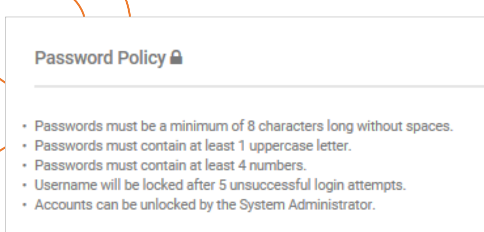
To access this account, the new user must provide additional information and complete the registration process by clicking the "Welcome to Dashboard" link provided in the email.

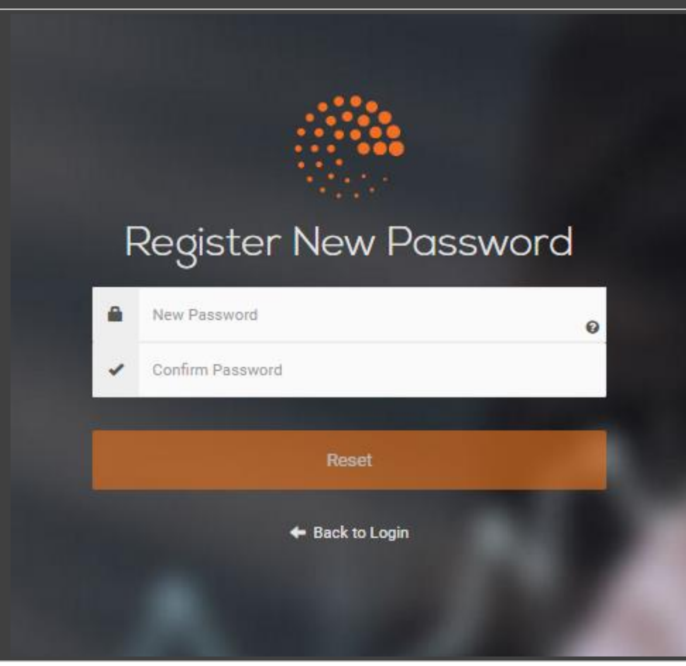
7
</td><td>


</td></tr>
<tr><td>
After clicking the "Welcome to Dashboard" link in step 7, the new user will be directed to the "Register New Password" page in Dashboard.

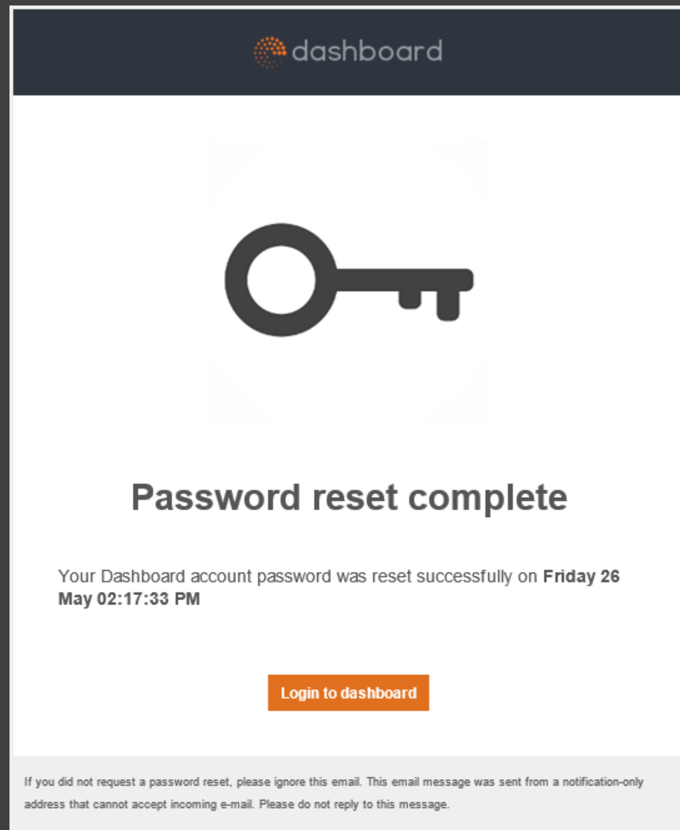
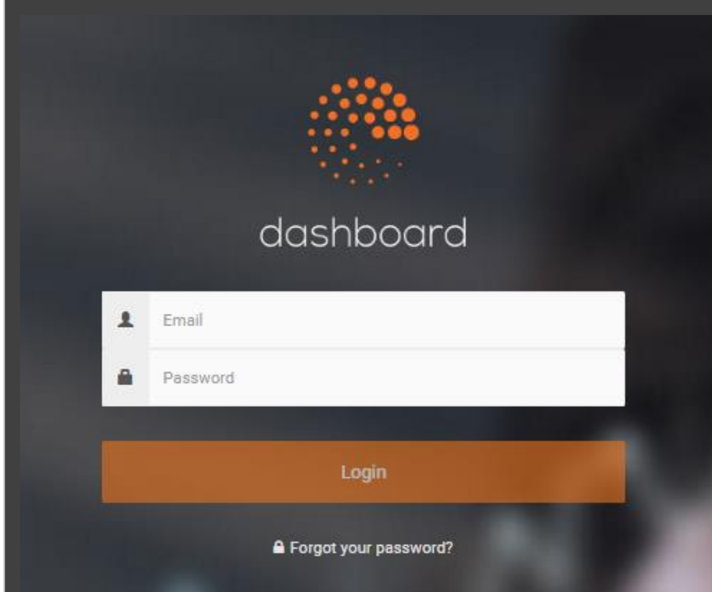
Here, the user will enter the new password, twice to confirm it is valid, and press the "Reset" button.

Note: The button l?ated within the "New Password" text field will display the Password Policy as shown here:

8


</td><td>


</td></tr>
</table>

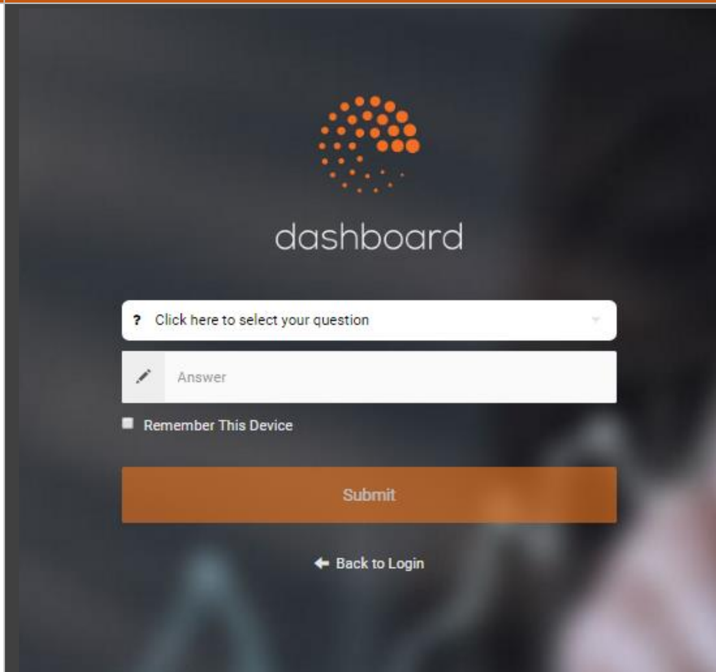
Process: Description	**Process:** Screenshot
Once the new user clicks the "**Reset**" button in step 8, the system will send an email to confirm that the password reset request is complete. The new user can now press the "**Login to Dashboard**" button to be redirected to the Dashboard login page. 9	
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. . 10	

Process: Description	Process: Screenshot

11

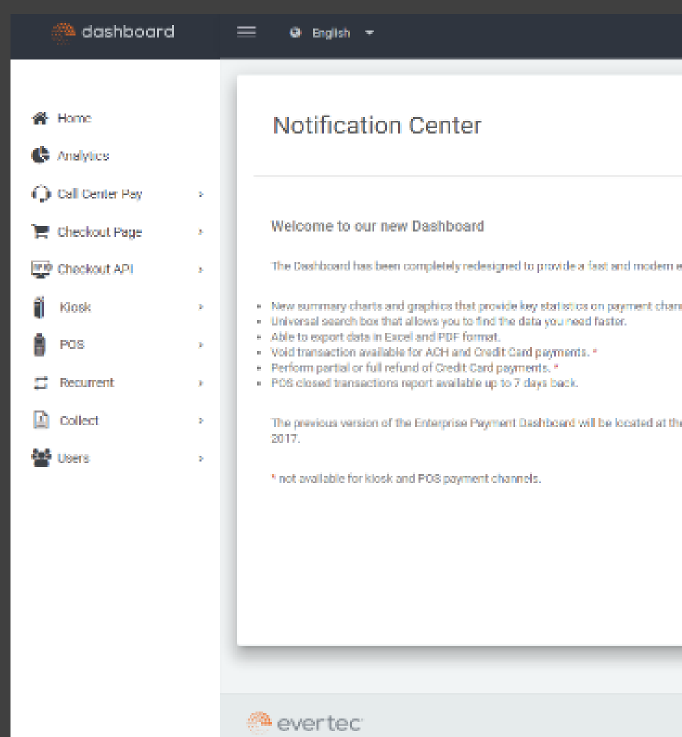
In the security validation page, the system will have first-time users select a question from a drop-down menu and enter their answer, which will be case sensitive, in the box provided. Once submitted, the system will save this information as part of the validation process. The next time the user tries 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.



12

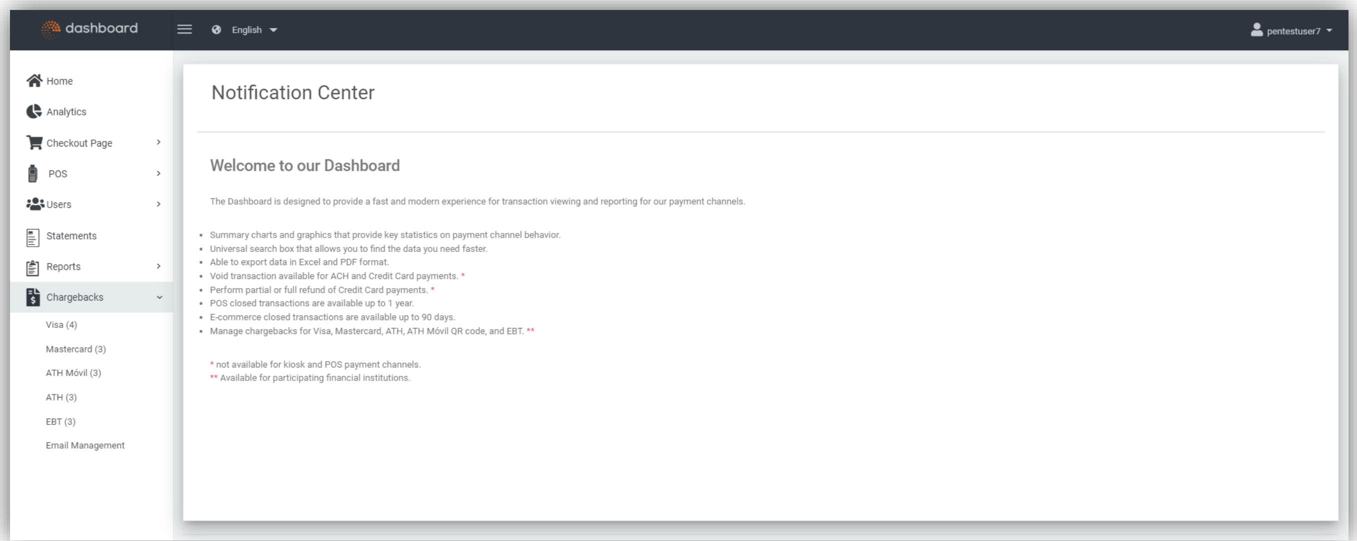
Congratulations, welcome to Dashboard! Once the validation is complete, the newly created user can start navigating the Dashboard site, starting with the Notification Center as their home page.



t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

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.



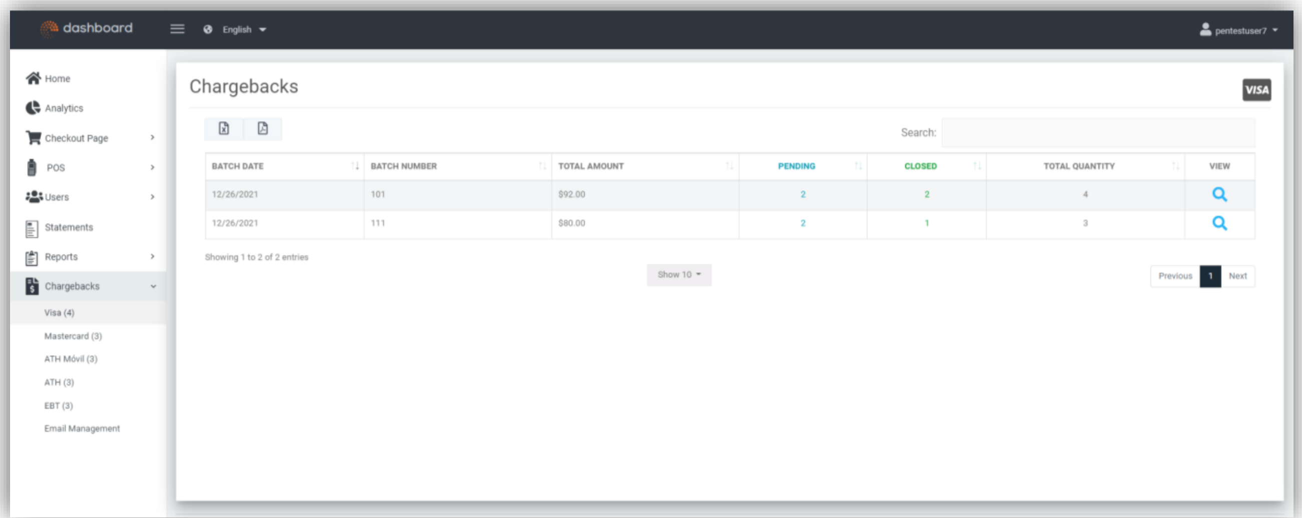
To learn more about the navigation, go to section I. General Navigation in the Chargeback Section.

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

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

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:

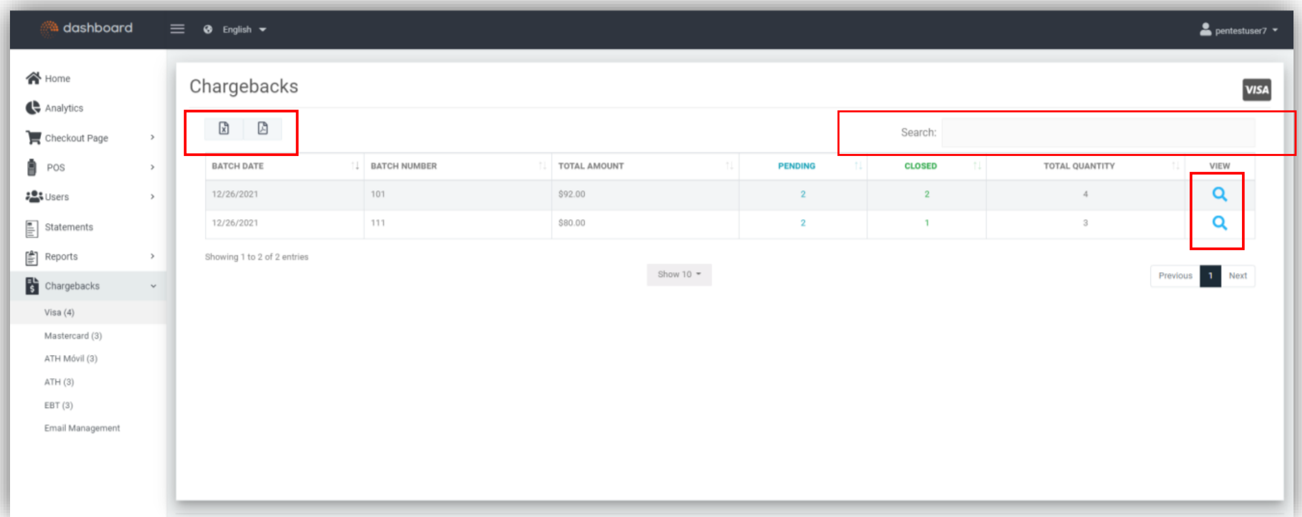


On this screen you can:

- 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:

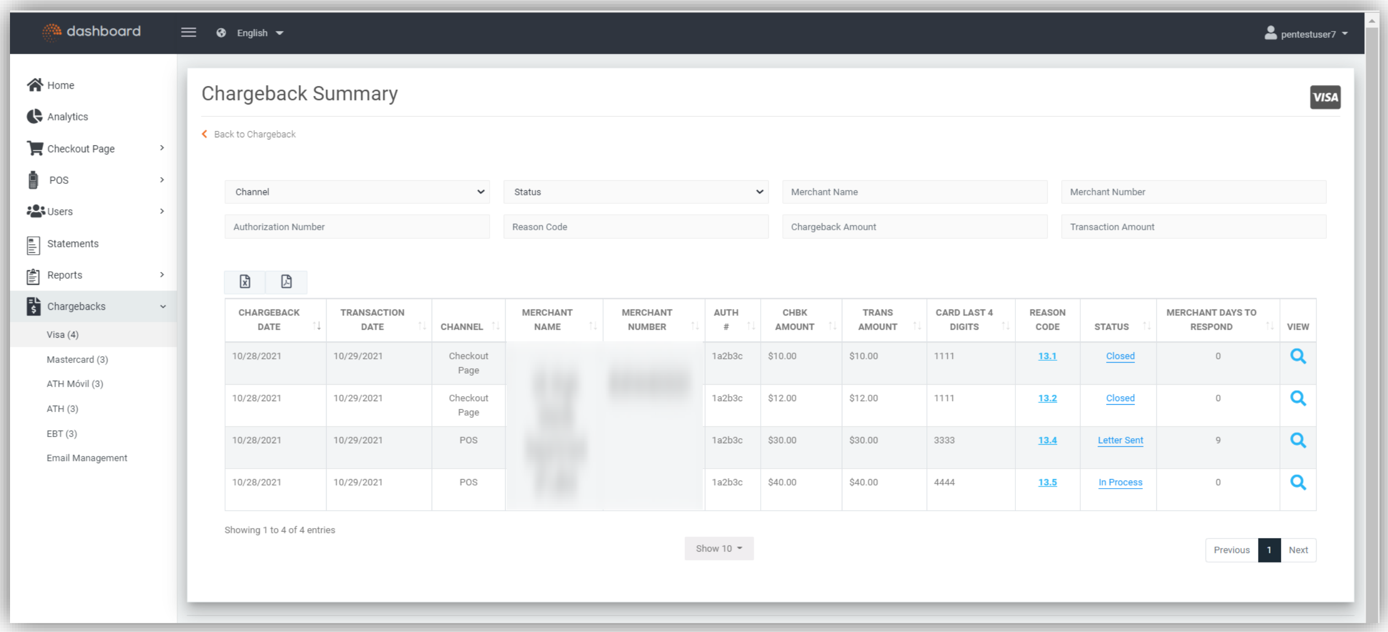
- Use **Search** to perform a numeric search for a chargeback.
- Download the list of chargeback batches as shown on the screen, in CSV (Excel) or PDF format.



To see a summary of the chargebacks in a batch, select VIEW.

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.



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.

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

Important:

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

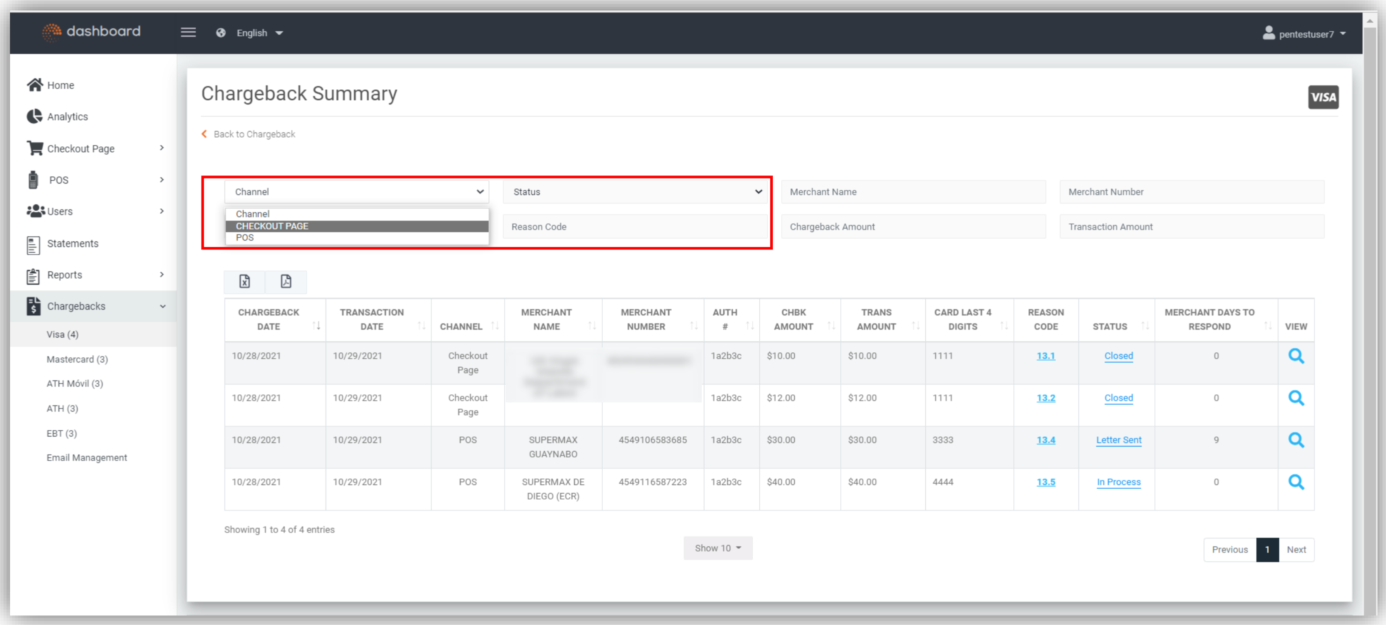
a) 15 days for Visa / MasterCard
b) 15 days for ATH / ATH Móvil QR code
c) 5 days for EBT cards

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

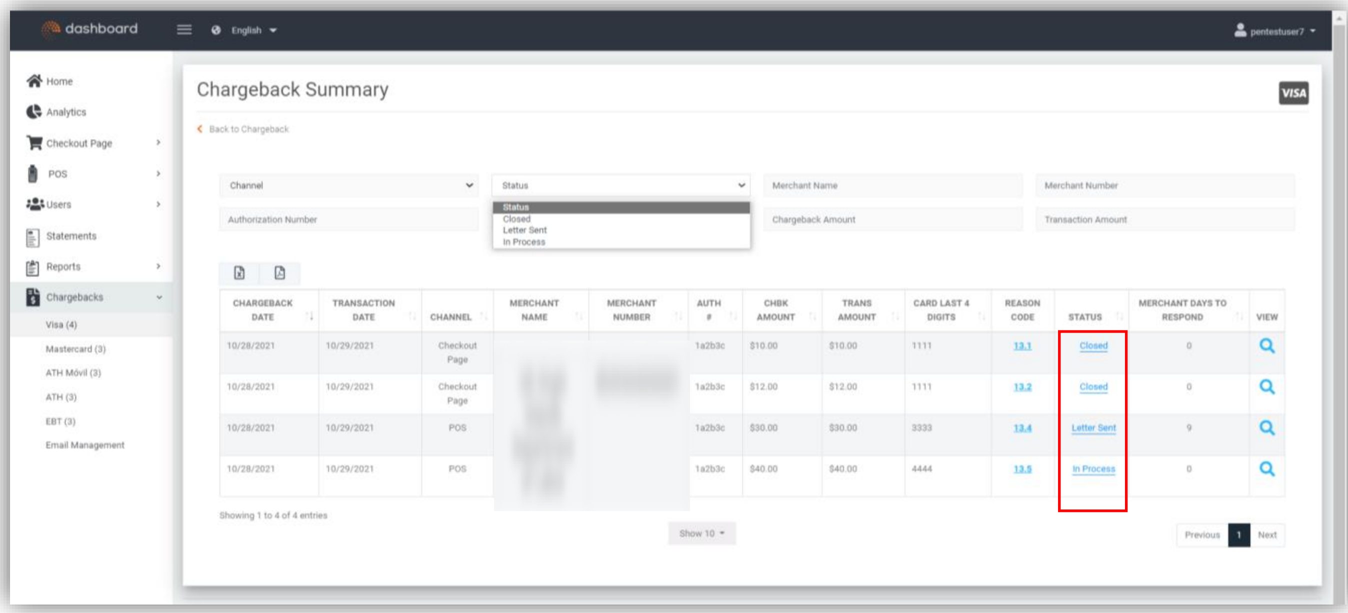
a) 30 days for Visa
b) 45 days for MasterCard
c) 30 days for ATH / ATH Móvil QR code
d) 15 days for EBT cards

- View – it will let you view the chargeback documents (within the Chargeback Summary screen)

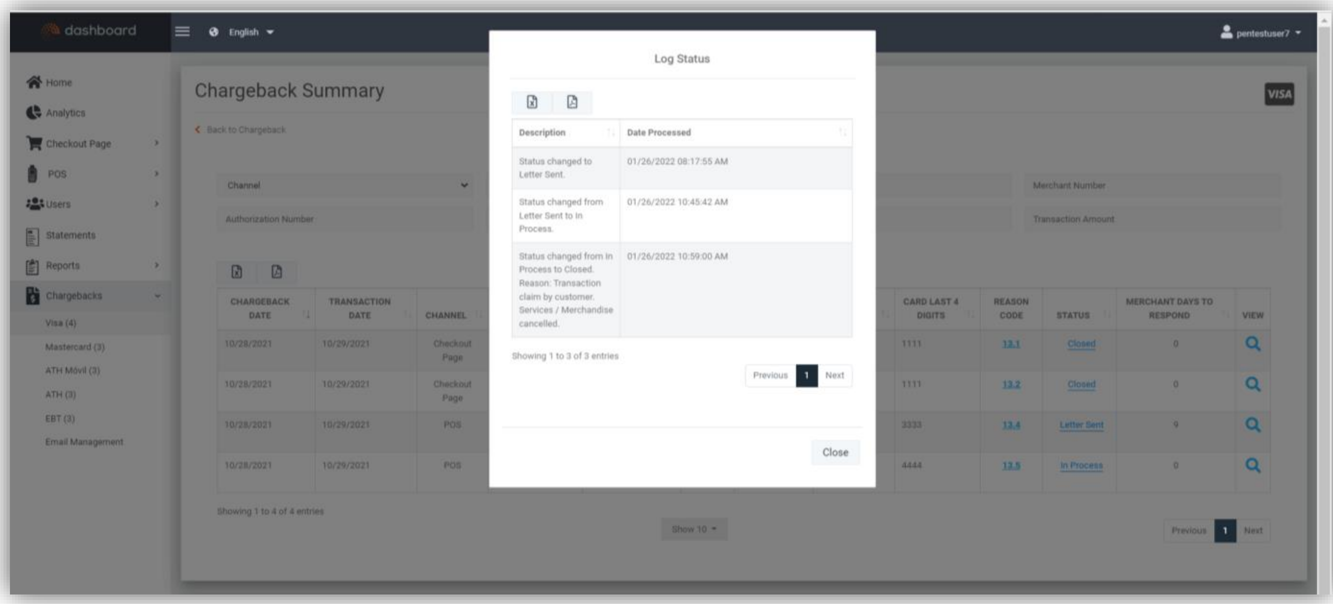
To view chargebacks for a particular channel or status, select a filter under **Channel** or **Status**.



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



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.

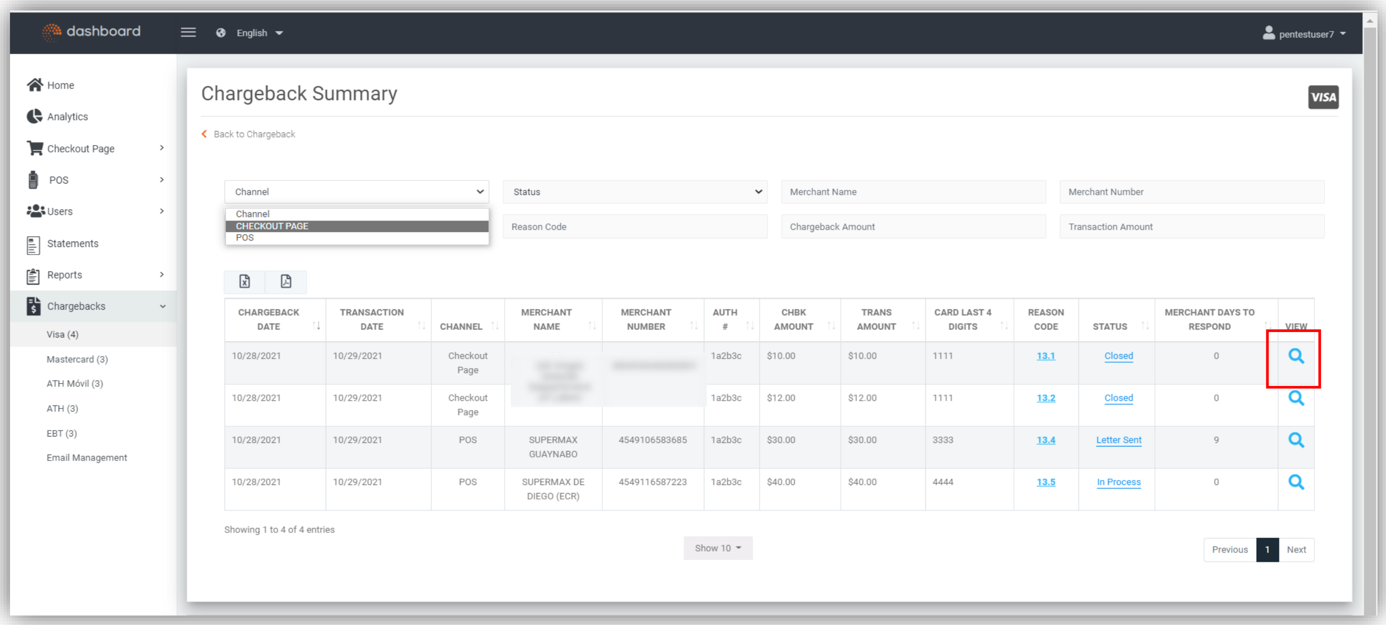


You may export information from the **Log Status** to Excel or PDF format by selecting the corresponding icons.

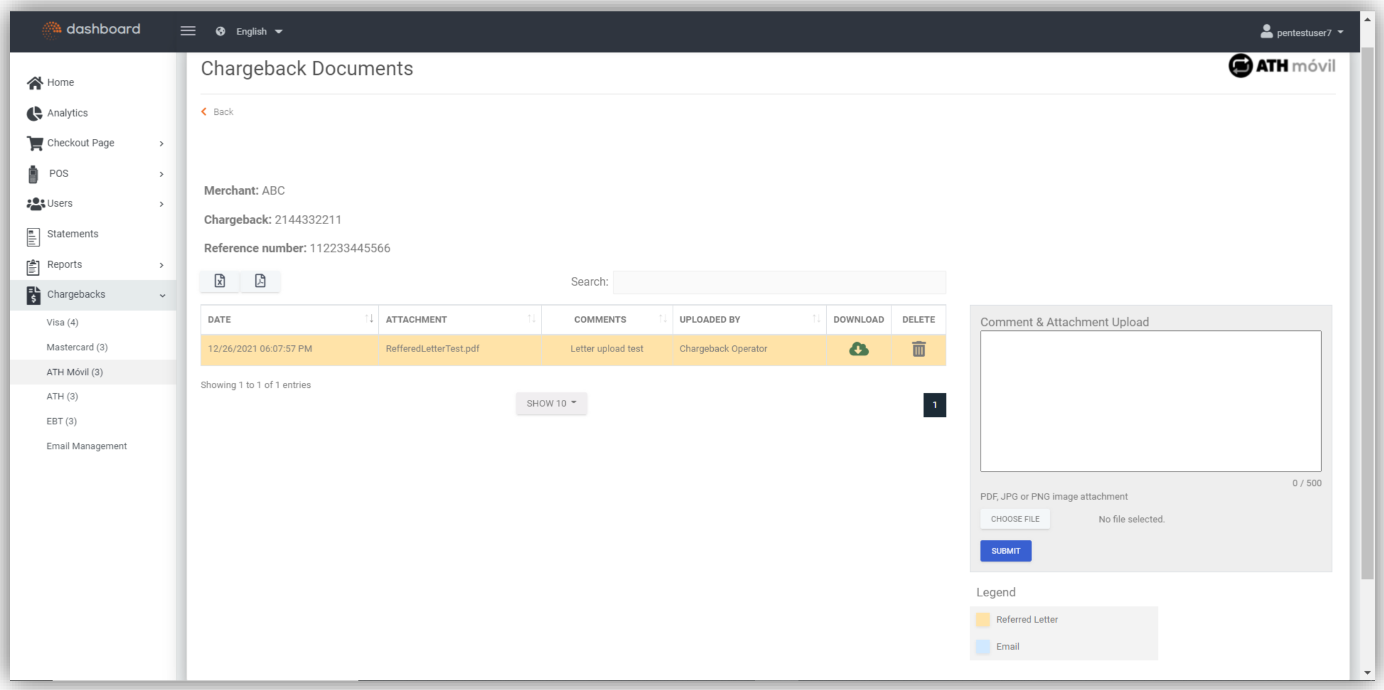
Select **Close** to exit the screen.

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

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



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.

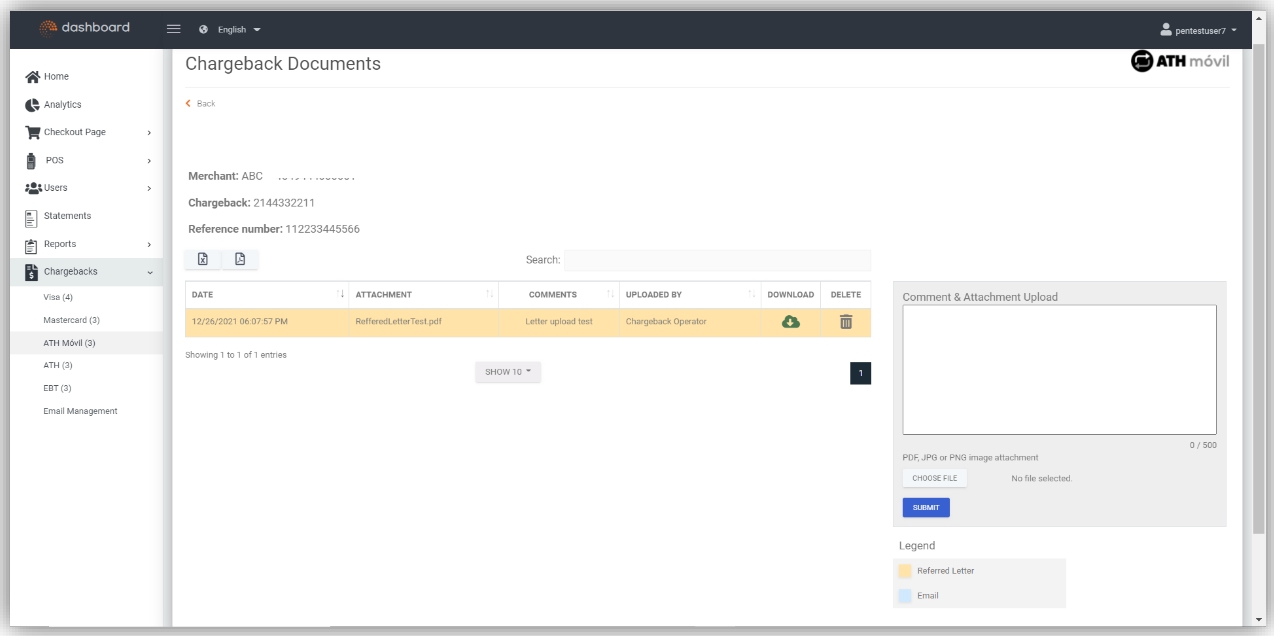


You will also have the option to add documents and comments to the chargeback.

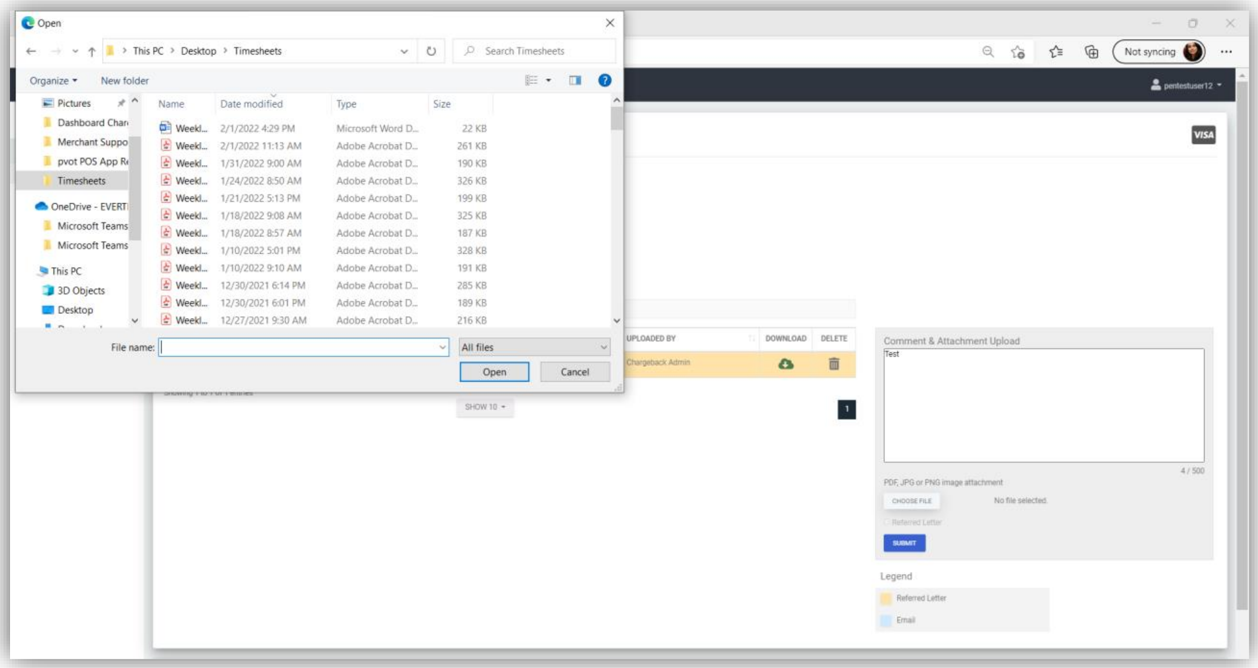
To add a comment or document to the chargeback:

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

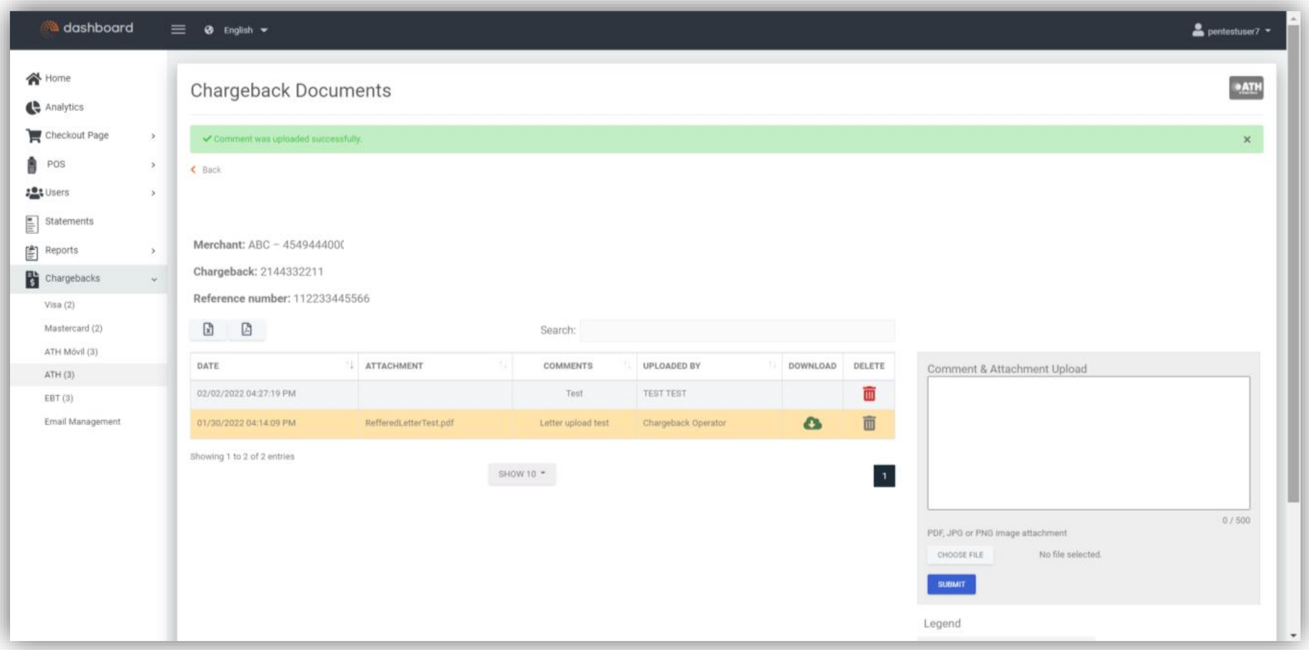
t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527



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

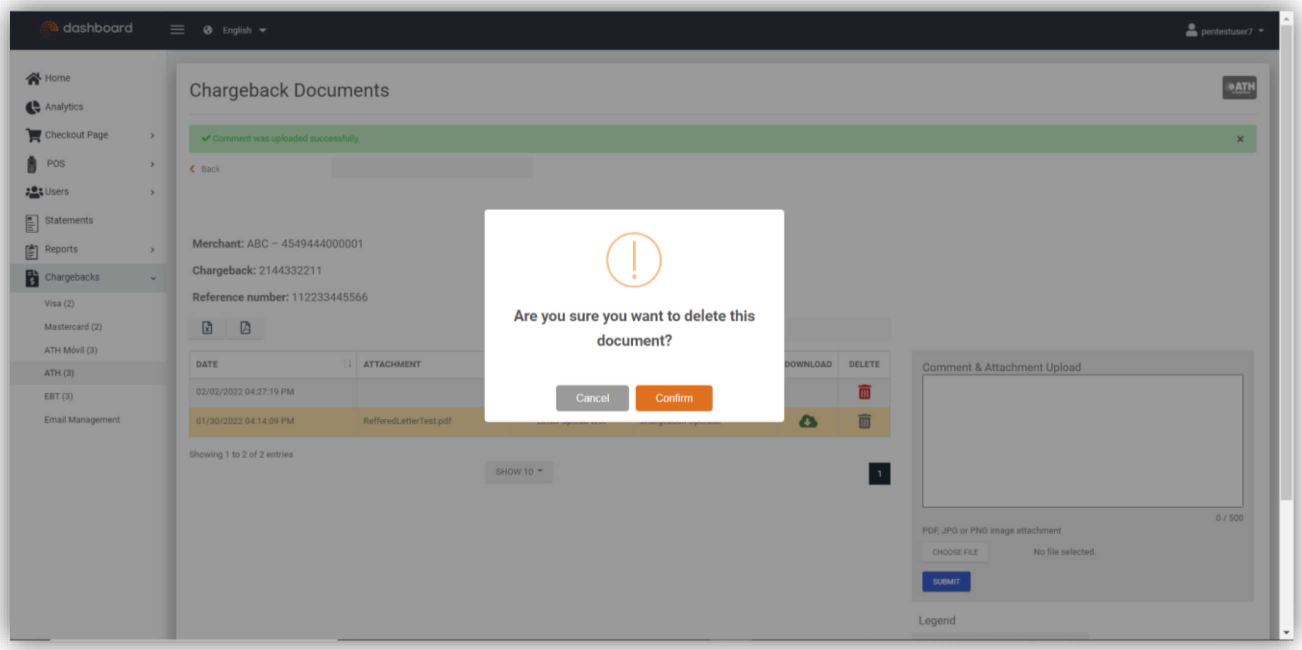


- Select the **Submit** button. The system will display a message confirming that the comment and file attachment have been added.



To delete a comment or file, select the 🗑 icon.

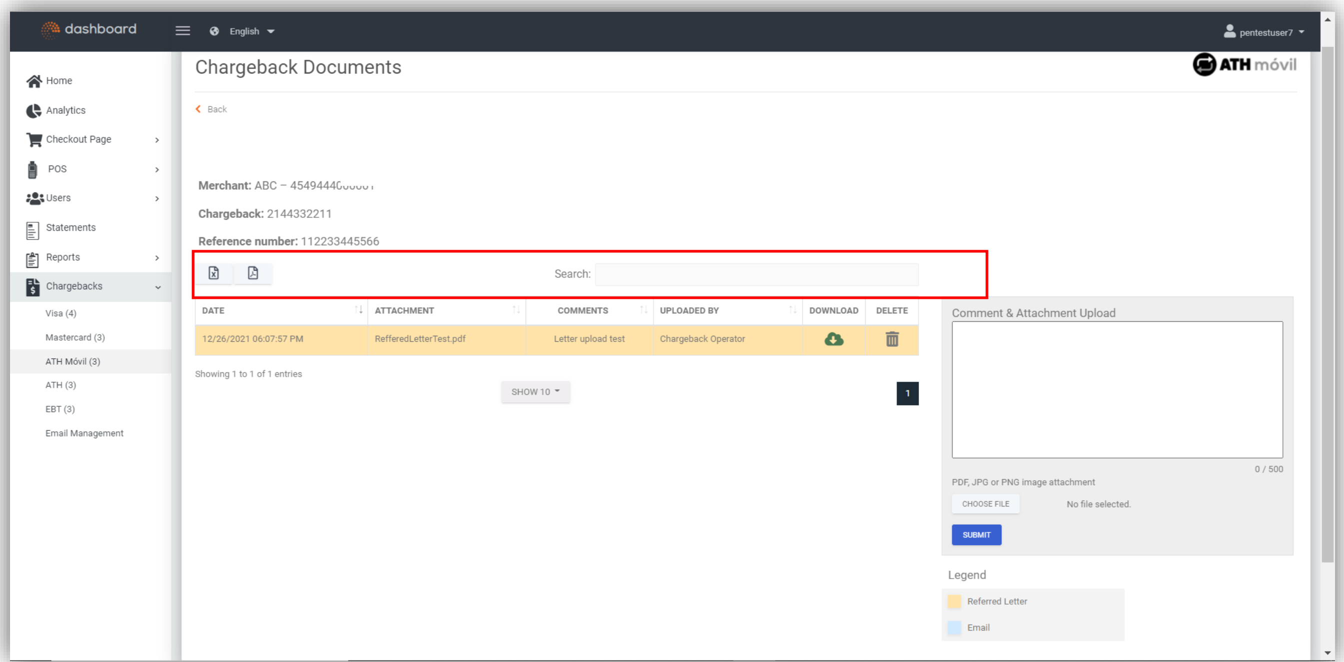
t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527



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

In the **Chargeback Documents** screen, you can also:

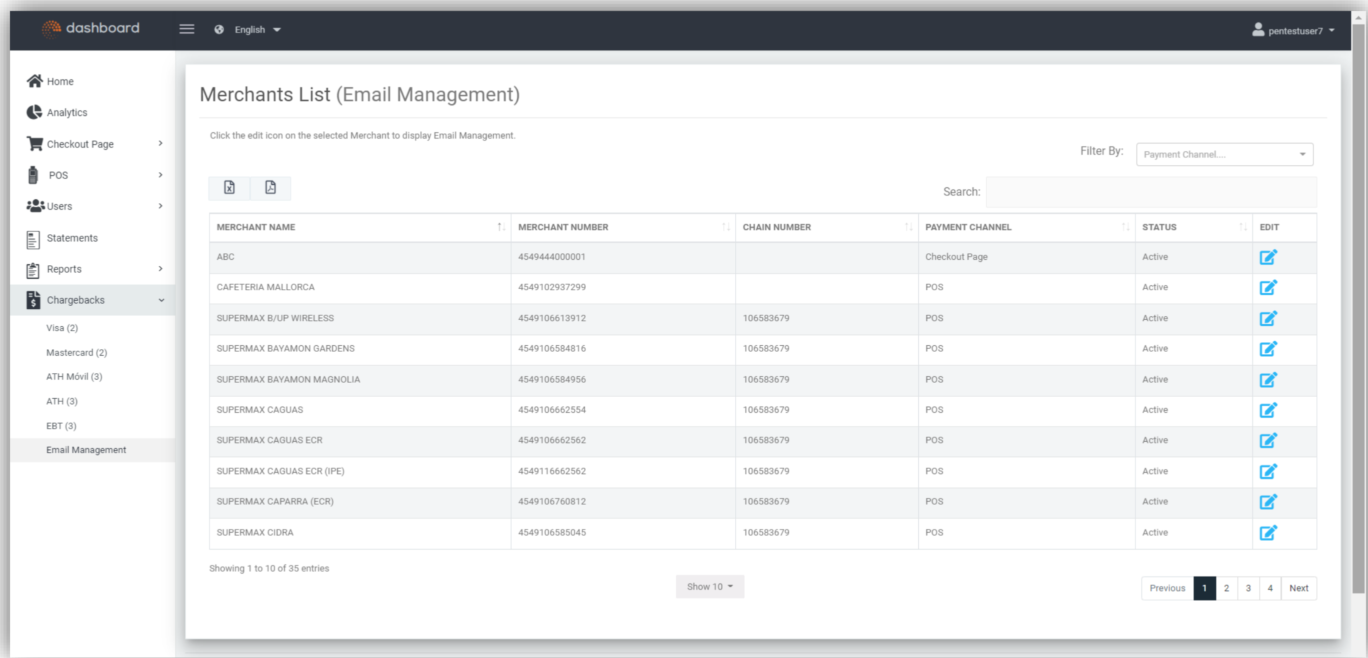
- Use **Search** to look for a document.



- 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 .

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

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



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.

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

Carta de Referido - 5544332211 - US ' - $10.00

No Reply <noreply@evertecinc.com>
To Tania Rodriguez Hernandez

Retention Policy Evertec 7 Years Permanent Delete (7 years) Expires 12/12/2028

Reply Reply All Forward

Tue 12/14/2021 2:49 PM

CartaDeReferido_Automatic.pdf
273 KB

dashboard by evertec

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.

CartaDeReferido_Automatic.pdf - Adobe Acrobat Reader DC (32-bit)

File Edit View Sign Window Help

Home Tools CartaDeReferido_A... × Sign In

POPULAR. MERCHANT processed by EVERTEC

Número de referencia **Claim Id**	2244668800	IMPORTANTE SOLICIITUD DE COPIA DE BOLETA DE VENTA **IMPORTANT REQUEST FOR COPY OF SALES**
Fecha **Date**	12/14/21	

A : **TO**	DE : **FROM**
Número de Comerciante / **Merchant No.** 4 US email1_@email.com tania.rodriguez@evertecinc.com	EVERTEC INC Attention: Claims Group URL: https://dashboard.evertecinc.com Phone: 759-9999 EXT 846-4500

Estimado cliente:

Recibimos del banco de su cliente una solicitud de información sobre transacción(es) con tarjeta de crédito en su establecimiento. Favor de suministrar a nuestro proveedor de procesamiento POS, EVERTEC INC copia del boleto por email a la dirección https://dashboard.evertecinc.com

Dear customer:

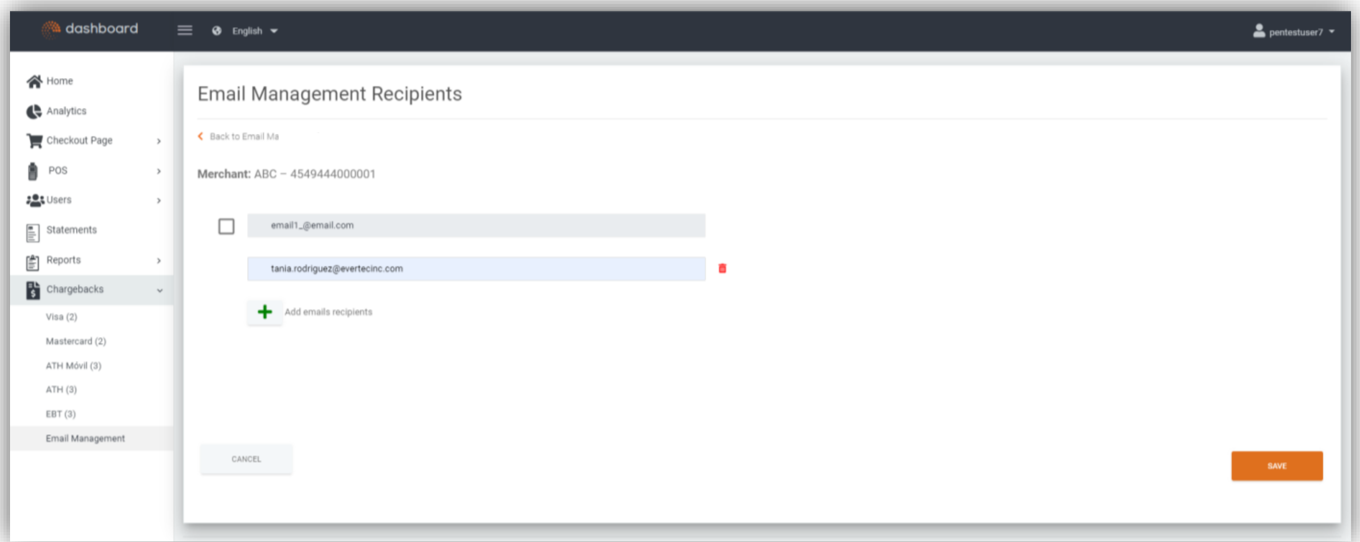
We have received a request from your customer's bank for information related to a credit card charge made at your business. Please, supply copy of the sales draft to our POS service provider, EVERTEC INC to the email address https://dashboard.evertecinc.com

Razón de reclamo / Claim reason : Consumer Disputes:| Merchandise / Services Not Received

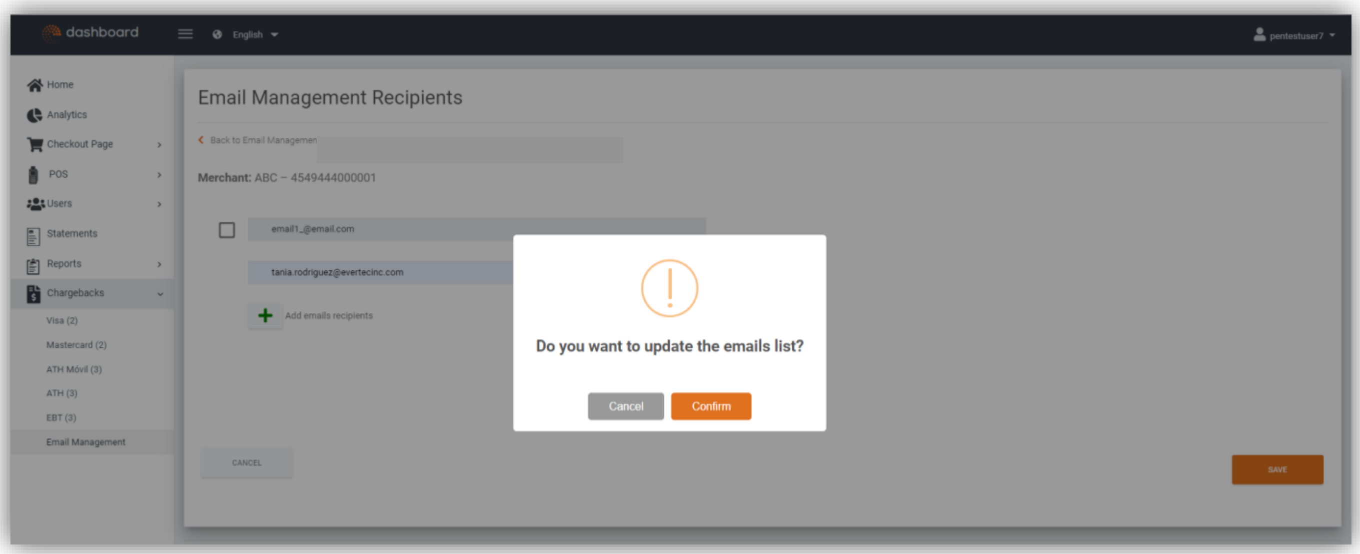
Fecha de Transacción **Transaction Date**	Terminal **Terminal**	Importe **Amount**	Número de Tarjetahabiente **Cardholder Account Number**	Núm De AUTH **AUTH Number**
10/29/21	1234	$10.00	VISA ******** 1111	1a2b3c

**FAVOR INCLUIR TODA LA DOCUMENTACIÓN RELACIONADA PARA CONFIRMAR LA VALIDEZ DE LAS TRANSACCIONES DESCRITAS COMO TAMBIÉN UNA CARTA EXPLICATIVA EN INGLÉS DE SER NECESARIA.

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

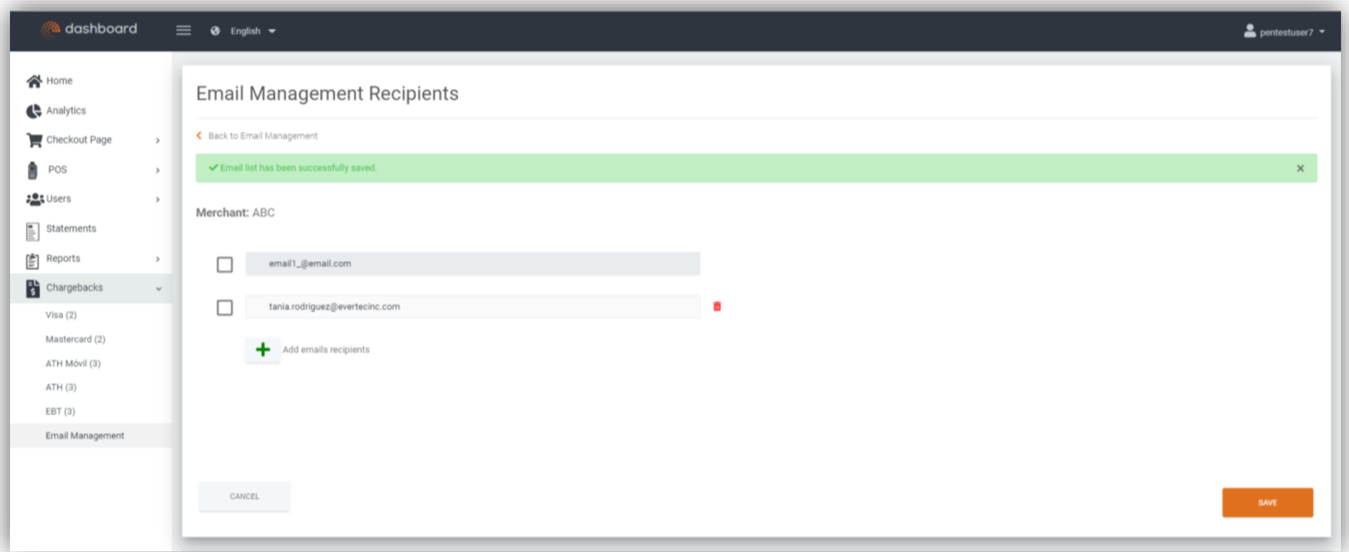


A message will appear to confirm that you want to update the email list. Select **Confirm** to add the email address.

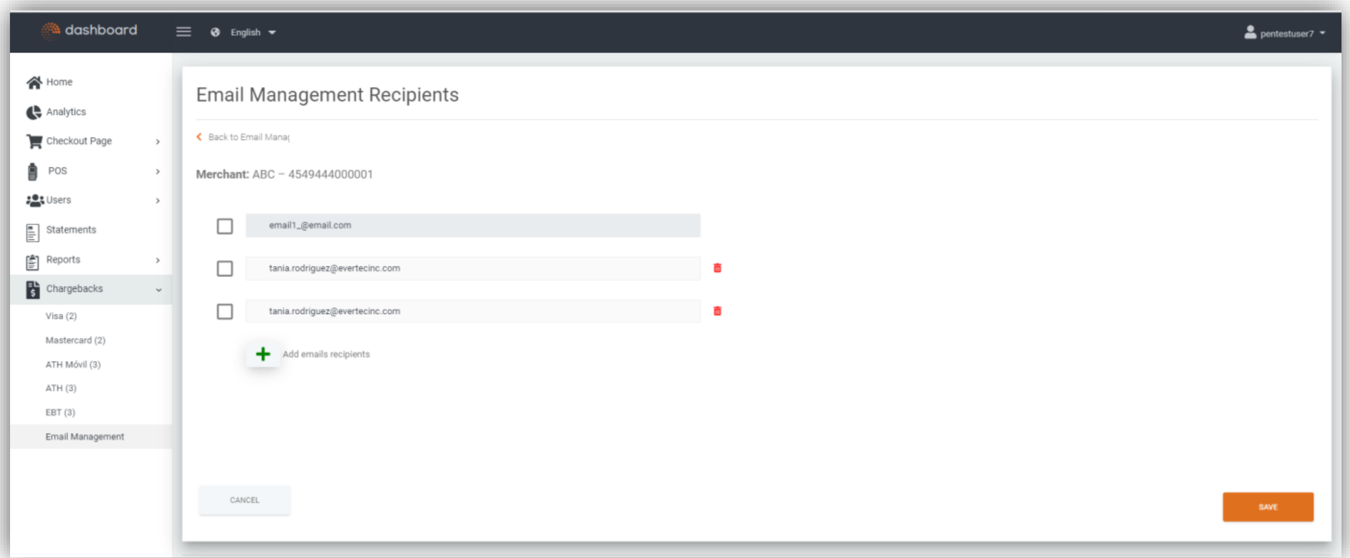


t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

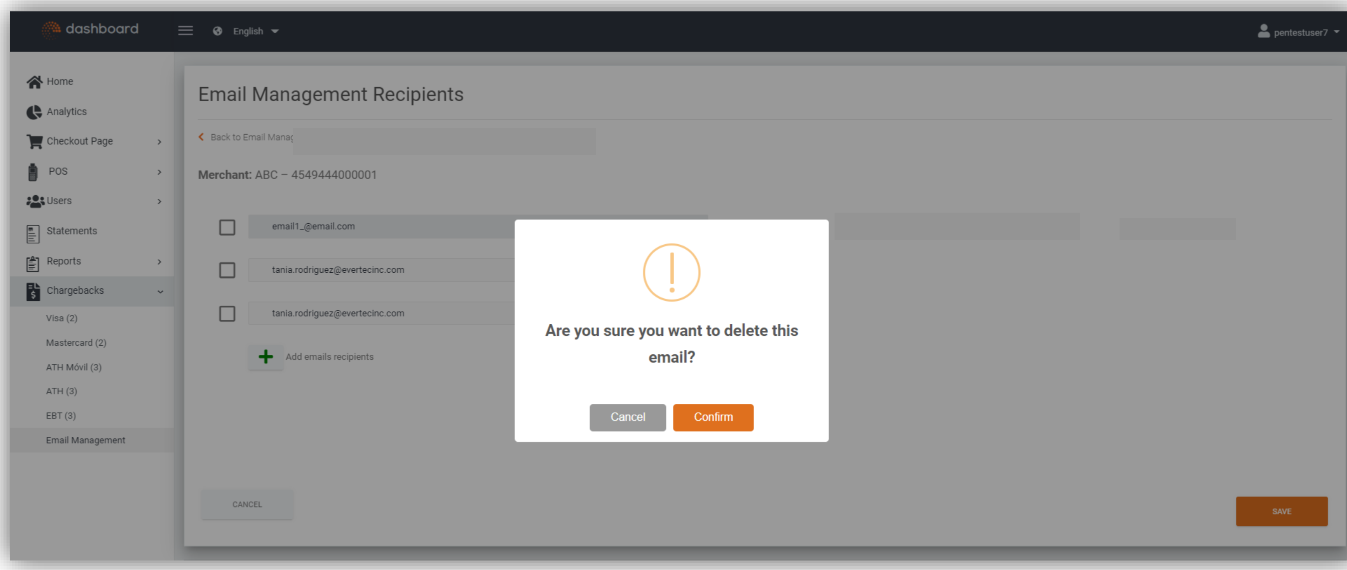
Once added, a confirmation message will appear stating that the email address has been saved.



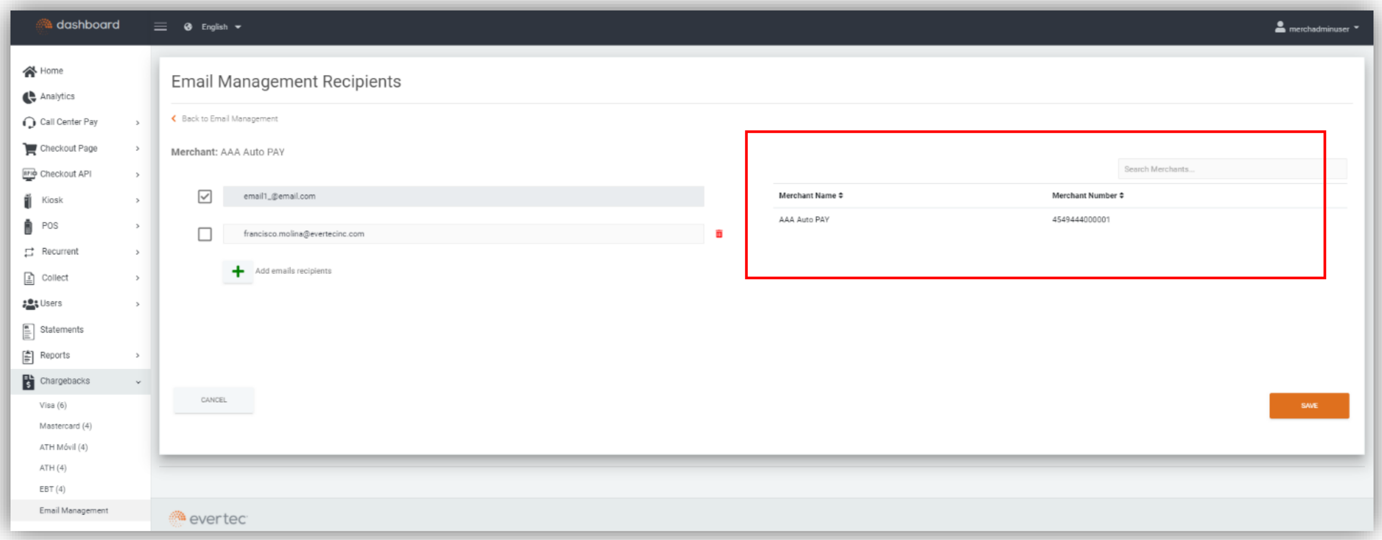
If you want to delete an email address, tick the check box by the address in the list and then, click on the button.



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



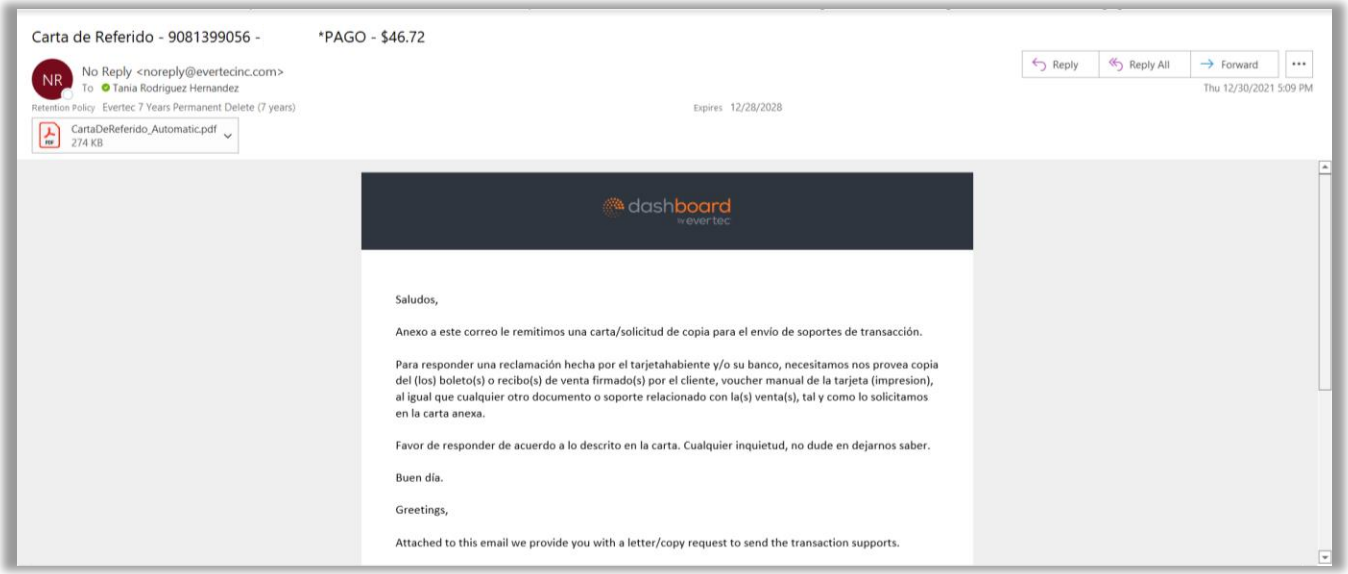
For extensive email lists, you can run an **email search** by merchant or business.



t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

II. Chargeback Management by Merchant Administrator

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


Carta de Referido - 9081399056 - *PAGO - $46.72

No Reply <noreply@evertecinc.com>
To Tania Rodriguez Hernandez
Retention Policy Evertec 7 Years Permanent Delete (7 years)   Expires 12/28/2028
CartaDeReferido_Automatic.pdf
274 KB

Reply   Reply All   Forward
Thu 12/30/2021 5:09 PM

dashboard by evertec

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.

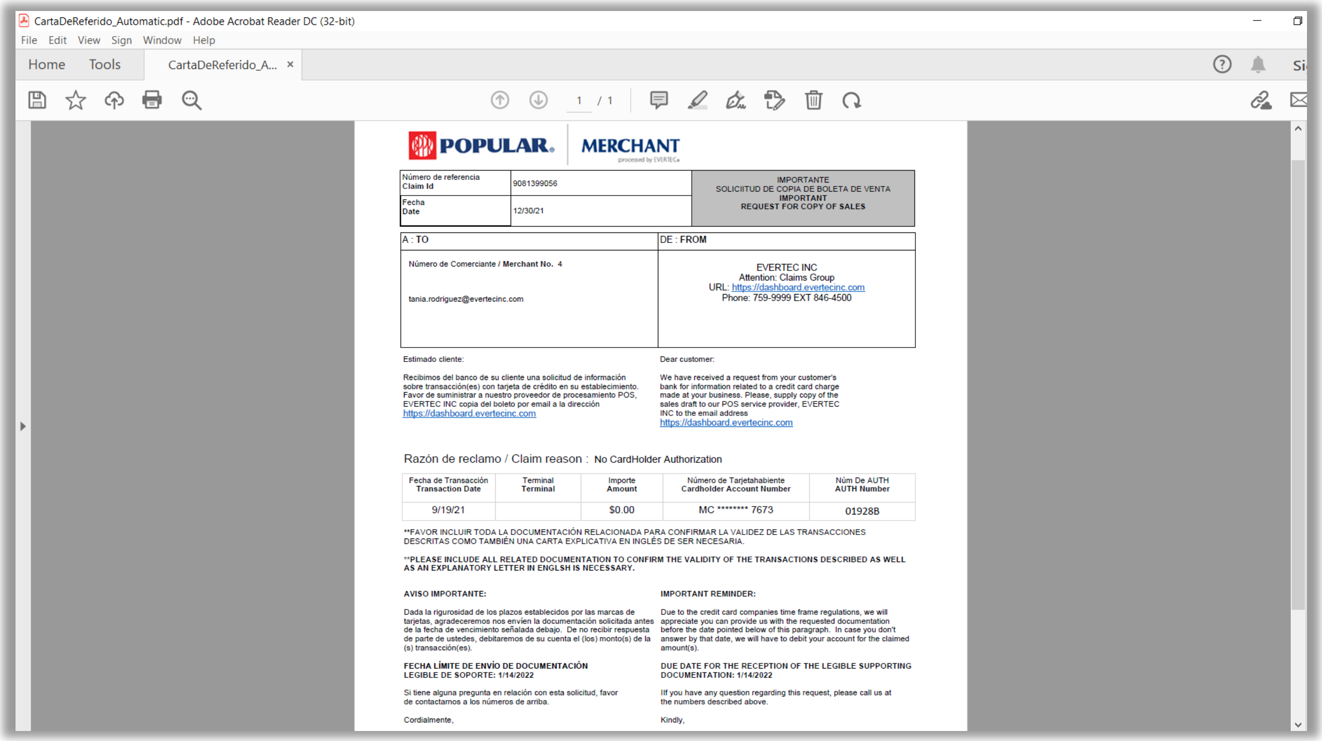
Buen día.

Greetings,

Attached to this email we provide you with a letter/copy request to send the transaction supports.

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).



CartaDeReferido_Automatic.pdf - Adobe Acrobat Reader DC (32-bit)

POPULAR. MERCHANT processed by EVERTEC

Número de referencia **Claim Id**	9081399056	IMPORTANTE SOLICIITUD DE COPIA DE BOLETA DE VENTA **IMPORTANT REQUEST FOR COPY OF SALES**
Fecha **Date**	12/30/21	

A : **TO**	DE : **FROM**
Número de Comerciante / **Merchant No.** 4 tania.rodriguez@evertecinc.com	EVERTEC INC Attention: Claims Group URL: https://dashboard.evertecinc.com Phone: 759-9999 EXT 846-4500

Estimado cliente:

Recibimos del banco de su cliente una solicitud de información sobre transacción(es) con tarjeta de crédito en su establecimiento. Favor de suministrar a nuestro proveedor de procesamiento POS, EVERTEC INC copia del boleto por email a la dirección https://dashboard.evertecinc.com

Dear customer:

We have received a request from your customer's bank for information related to a credit card charge made at your business. Please, supply copy of the sales draft to our POS service provider, EVERTEC INC to the email address https://dashboard.evertecinc.com

Razón de reclamo / Claim reason : No CardHolder 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 LA DOCUMENTACIÓN RELACIONADA PARA CONFIRMAR LA VALIDEZ DE LAS TRANSACCIONES DESCRITAS COMO TAMBIÉN UNA CARTA EXPLICATIVA EN INGLÉS DE SER NECESARIA.

****PLEASE INCLUDE ALL RELATED DOCUMENTATION TO CONFIRM THE VALIDITY OF THE TRANSACTIONS DESCRIBED AS WELL AS AN EXPLANATORY LETTER IN ENGLSH IS NECESSARY.**

AVISO IMPORTANTE:

Dada la rigurosidad de los plazos establecidos por las marcas de tarjetas, agradeceremos nos envíen la documentación solicitada antes de la fecha de vencimiento señalada debajo. De no recibir respuesta de parte de ustedes, debitaremos de su cuenta el (los) monto(s) de la (s) transacción(es).

FECHA LÍMITE DE ENVÍO DE DOCUMENTACIÓN LEGIBLE DE SOPORTE: 1/14/2022

Si tiene alguna pregunta en relación con esta solicitud, favor de contactarnos a los números de arriba.

Cordialmente,

IMPORTANT REMINDER:

Due to the credit card companies time frame regulations, we will appreciate you can provide us with the requested documentation before the date pointed below of this paragraph. In case you don't answer by that date, we will have to debit your account for the claimed amount(s).

DUE DATE FOR THE RECEPTION OF THE LEGIBLE SUPPORTING DOCUMENTATION: 1/14/2022

IIf you have any question regarding this request, please call us at the numbers described above.

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:

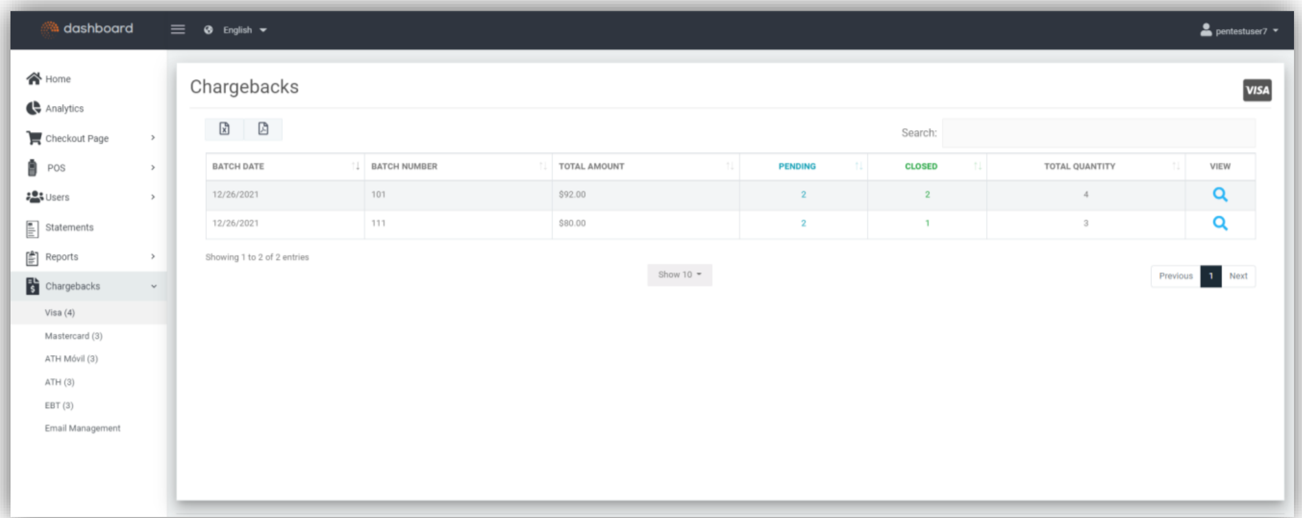
- 15 days for Visa / MasterCard
- 15 days for ATH / ATH Móvil QR code
- 5 days for EBT cards

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:

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

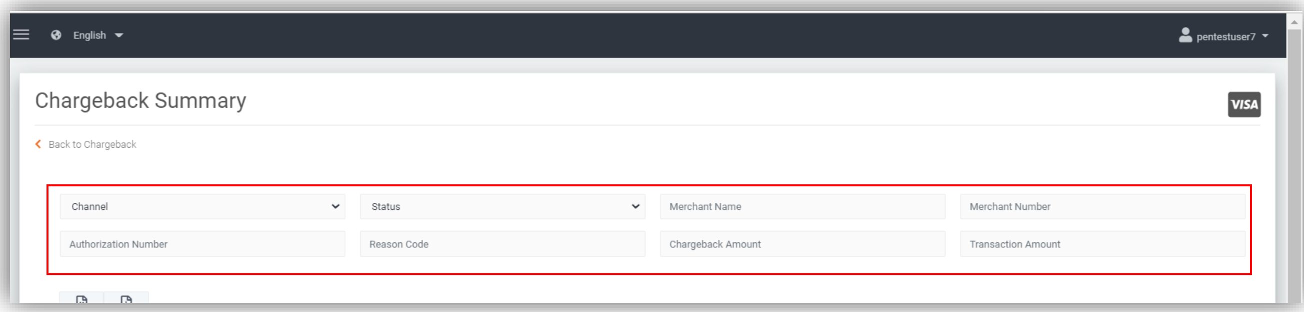
- Select the payment card brand for the chargeback under the Chargeback section.



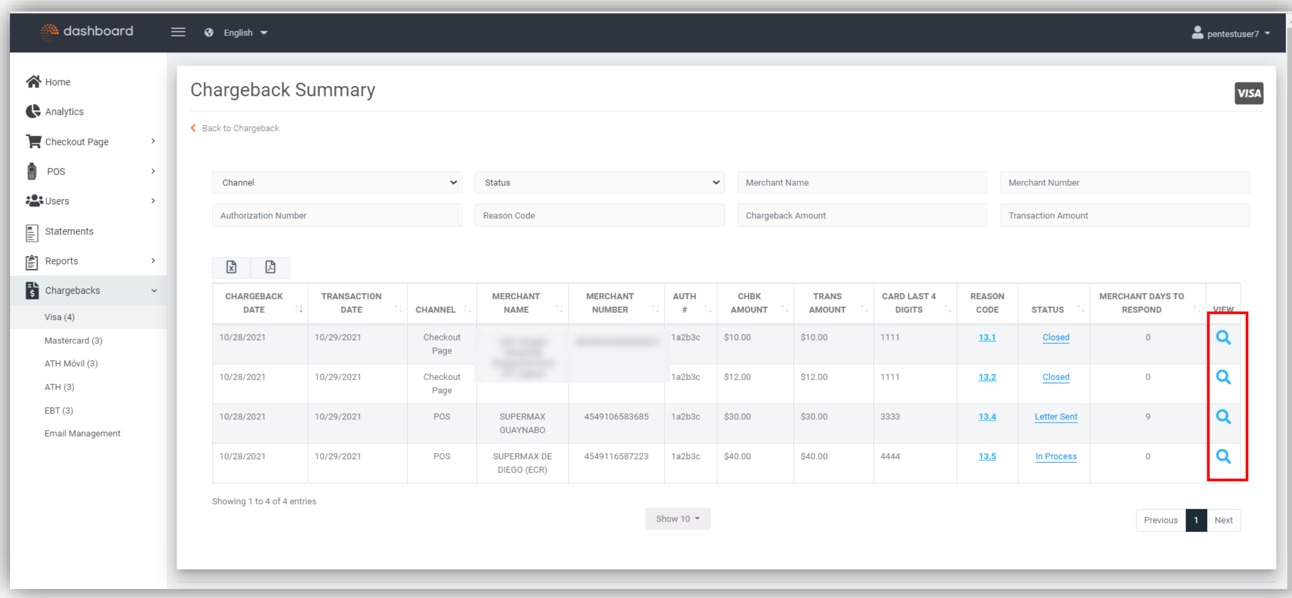
- The **Chargeback** screen will appear with a table summarizing the chargeback batches.
- Choose the batch corresponding to the chargeback by selecting the **View** icon by the batch row.
- The **Chargeback Summary** screen will appear.

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527

- 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).

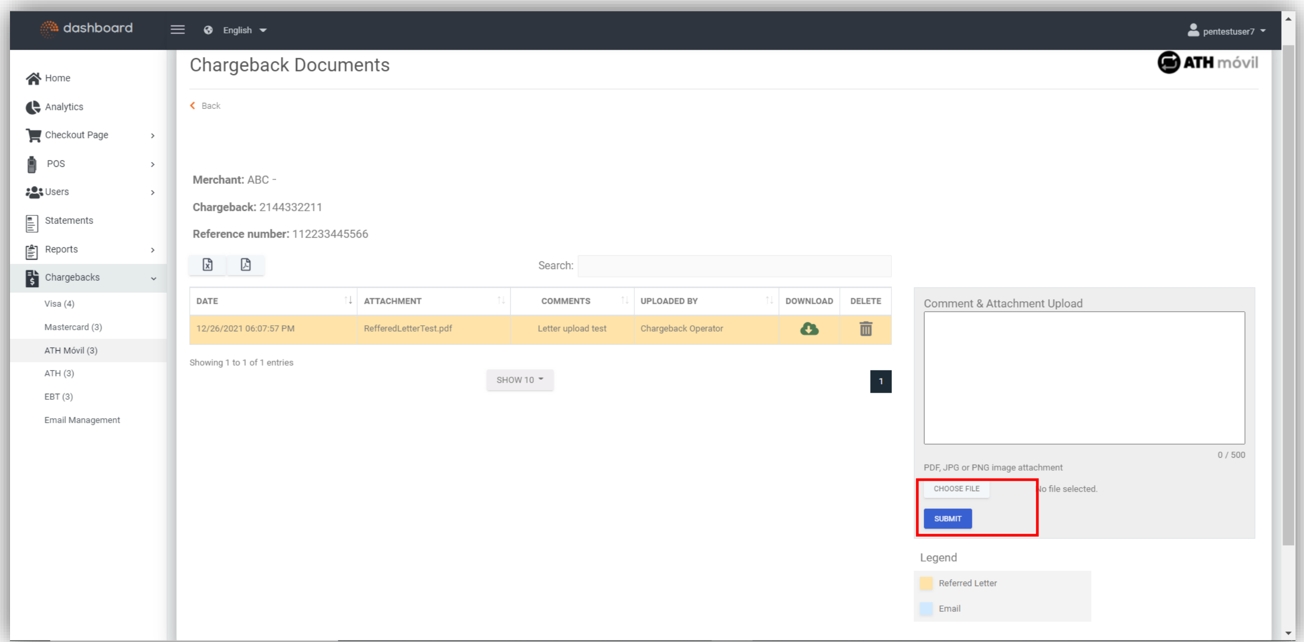


- When you find the chargeback, select **View**.



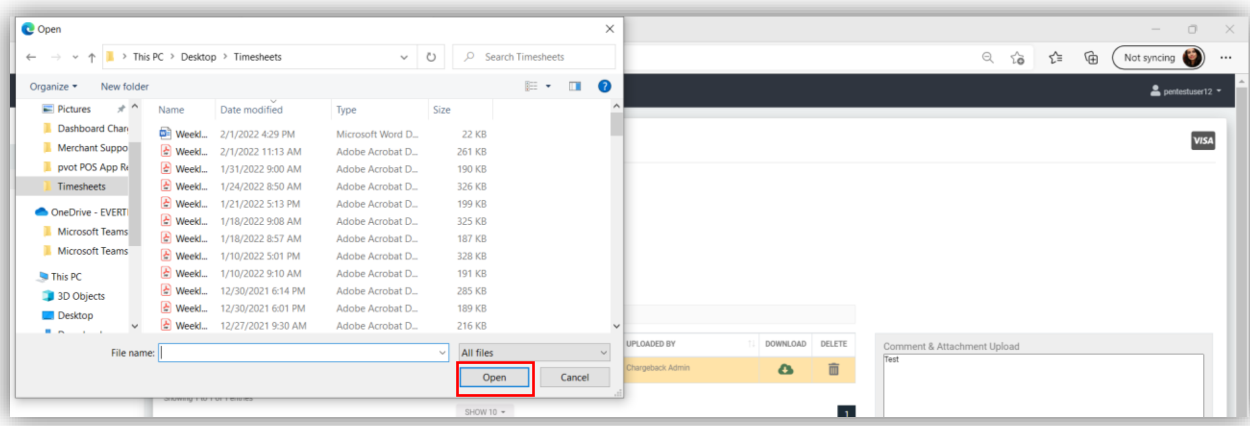
- The **Chargeback Documents** screen will appear.

- 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):



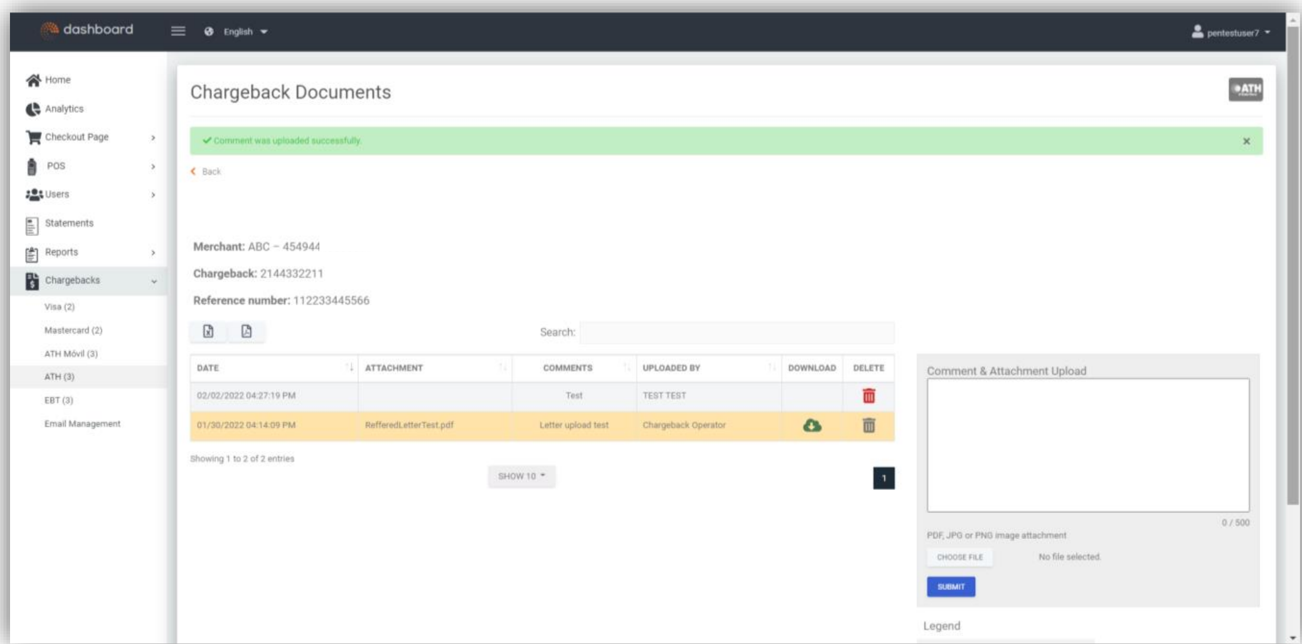
- Add a comment in the box on the right side (if applicable).
- Add a file by clicking on the **Choose File** button.
- Select the file and click on **Open**.

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527



- 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.

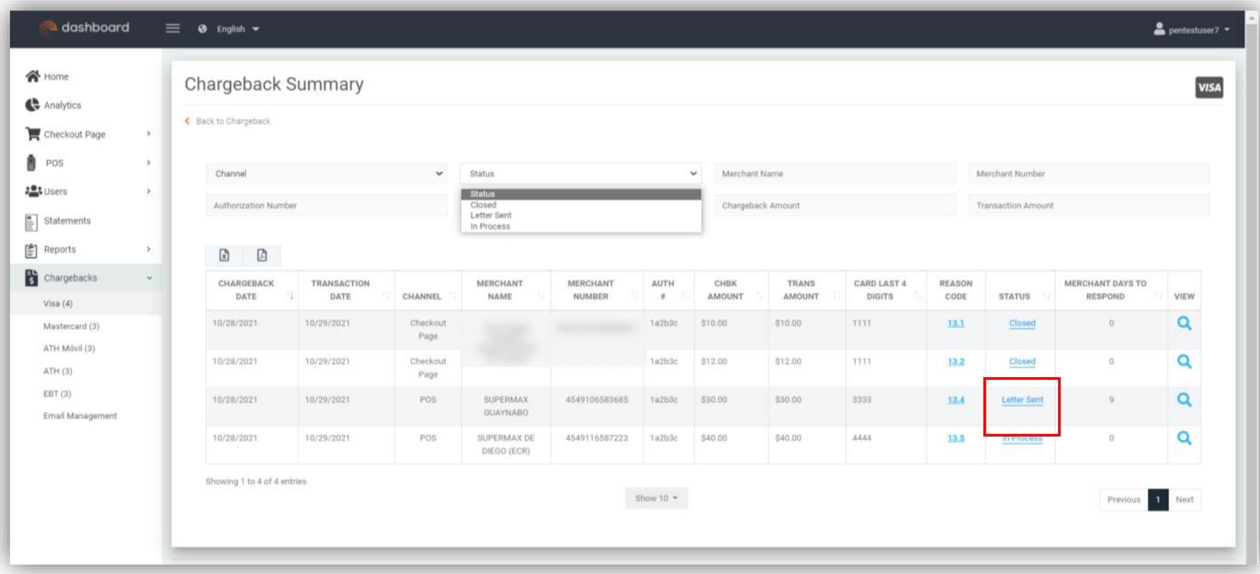


Reminder: you must submit the evidence as requested **before the deadline** established in the letter. Otherwise, the transaction will be debited from your merchant account.

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

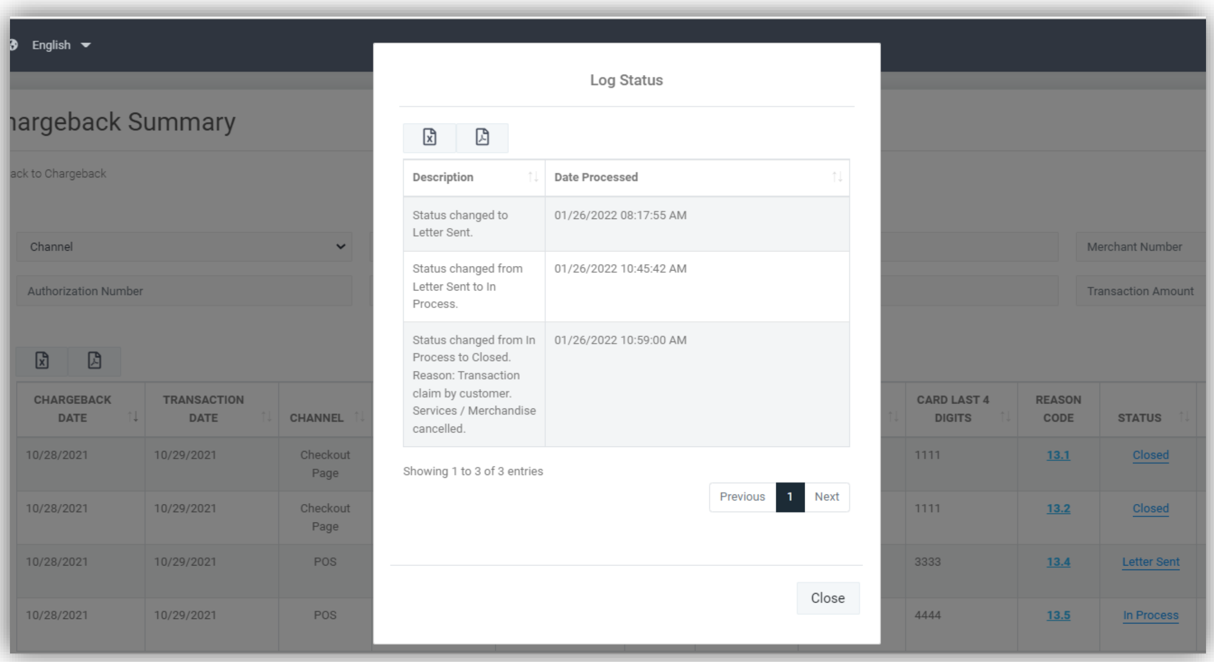
To view a chargeback status, confirm a debit from your account, or check if a chargeback has been ruled in your favor (has not been debited):

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



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

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527


English
hargeback Summary
ack to Chargeback
Channel
Authorization Number
Merchant Number
Transaction Amount
CHARGEBACK DATE
TRANSACTION DATE
CHANNEL
CARD LAST 4 DIGITS
REASON CODE
STATUS
10/28/2021
10/29/2021
Checkout Page
1111
13.1
Closed
10/28/2021
10/29/2021
Checkout Page
1111
13.2
Closed
10/28/2021
10/29/2021
POS
3333
13.4
Letter Sent
10/28/2021
10/29/2021
POS
4444
13.5
In Process
Log Status
Description
Date Processed
Status changed to Letter Sent.
01/26/2022 08:17:55 AM
Status changed from Letter Sent to In Process.
01/26/2022 10:45:42 AM
Status changed from In Process to Closed. Reason: Transaction claim by customer. Services / Merchandise cancelled.
01/26/2022 10:59:00 AM
Showing 1 to 3 of 3 entries
Previous
1
Next
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.

t. 787.759.9999 | PO Box 364527 San Juan, PR 00936-4527