



evertec®

# Dashboard – User Manual for Merchants

## *General use of Dashboard*

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**Version:** 1.1

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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.

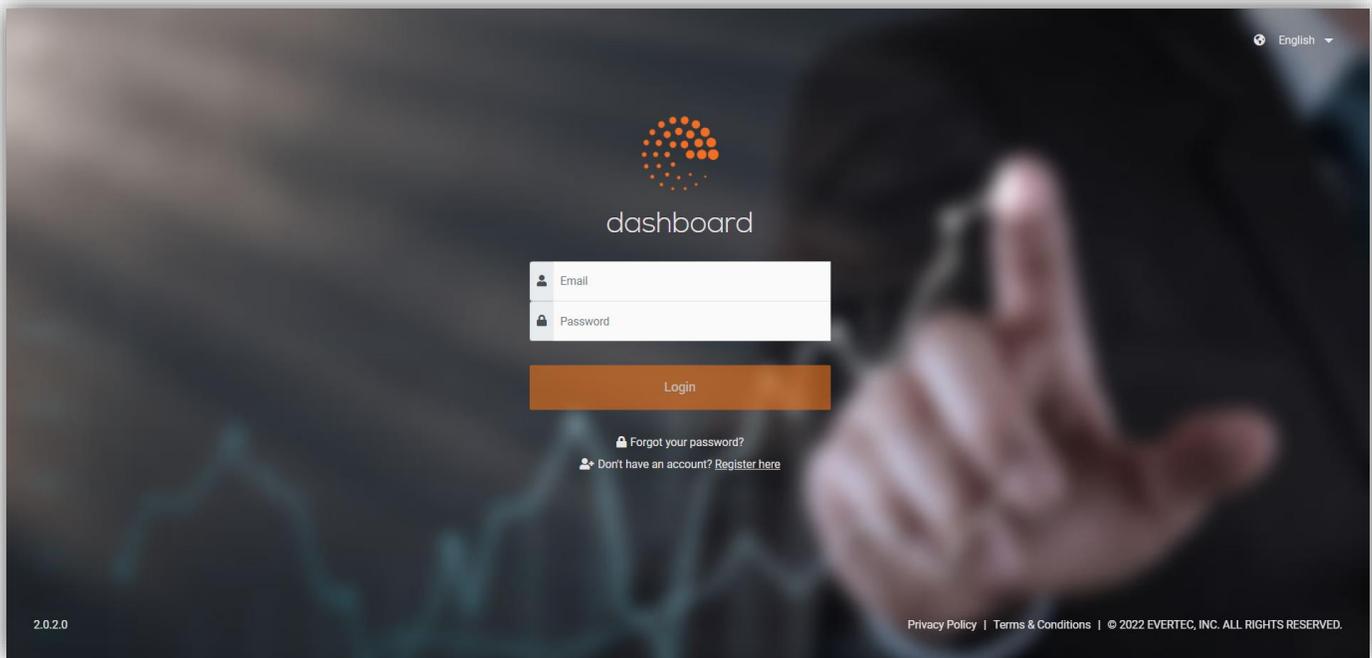
### 1.2. Scope

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

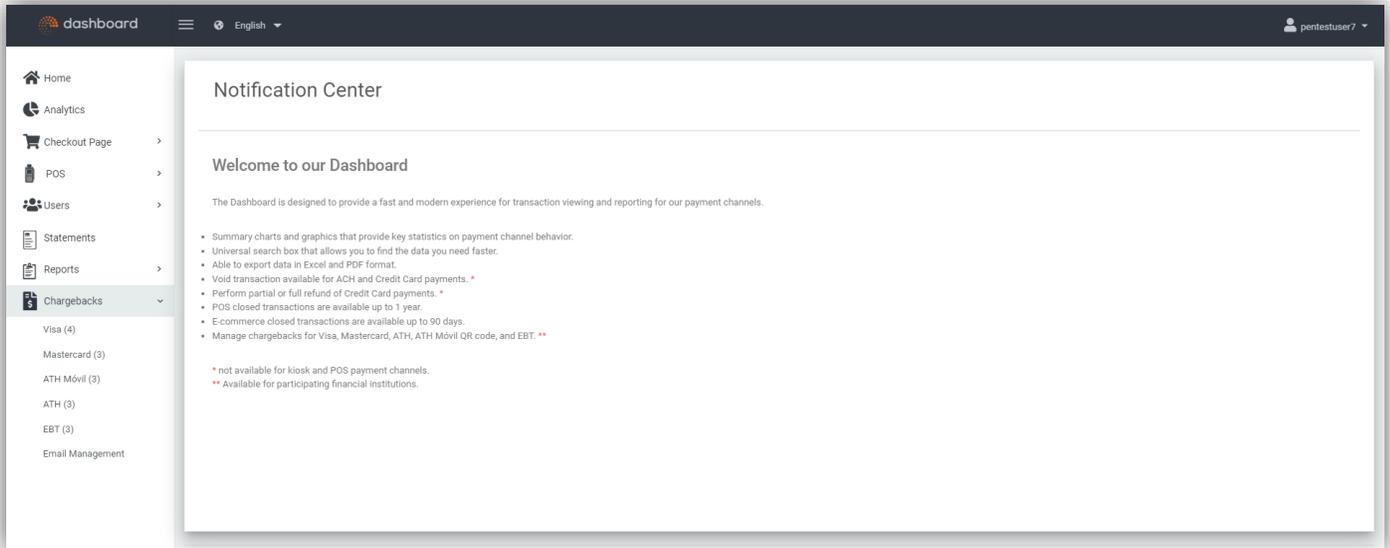
Go to the website <https://dashboard.evertecinc.com> using either Firefox or the Google Chrome browser. Once the home page loads, you must enter your email and password and click on the Login button to gain access.



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).

### 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

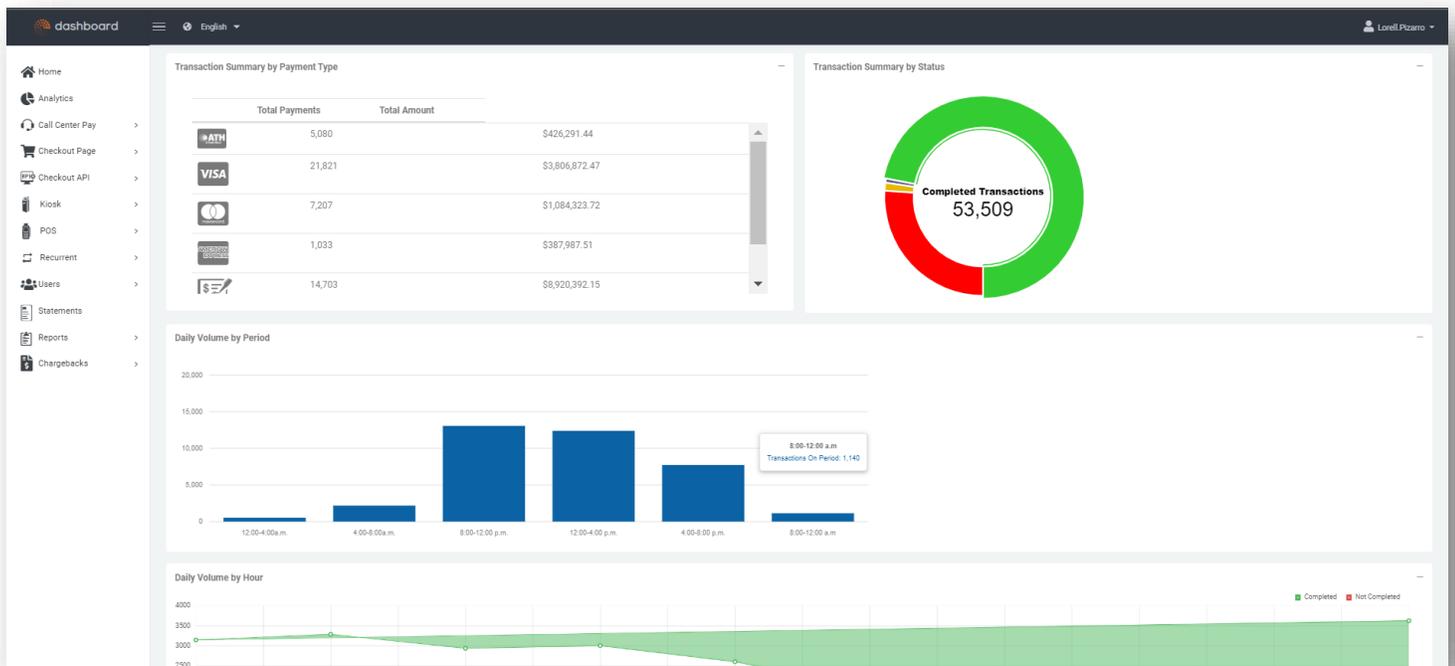


export to Excel or PDF files. These statements are available for up to 18 months.

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.

## 4. Analytics

In this section, you will find charts for transaction summary 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 **I**

**Checkout Page**  
**Daily Reconciliation**

---

**As Reported**

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

**Bank Deposit**

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.*

- Select the Pending Transactions option. Transactions in Process
- 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 <span style="float: right;">▼</span>	Status <span style="float: right;">▼</span>	
Authorization Number	Transaction ID	Amount

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



dashboard English Lorell.Pizarro

Home Analytics Call Center Pay Checkout Page Daily Recon Transactions in Process Closed Transactions Online Response View Setup Checkout API Kiosk POS Recurrent Users

### Transactions In Process

[Back to Merchants List](#)

Merchant: [REDACTED]

Payment Type: [v] Status: [v]

Authorization Number: [ ] Transaction ID: [ ] Amount: [ ]

CUSTOMER ID	TRANSACTION ID	DATE PROCESSED	AMOUNT	PAYMENT TYPE	AUTH.#	BATCH NUMBER	STATUS	RECEIPT
[REDACTED]	[REDACTED]	02/17/2022 08:55:50 PM	\$327.14	VISA			✓ <a href="#">Voided</a>	
[REDACTED]	[REDACTED]	02/17/2022 08:48:20 PM	\$73.07	VISA	005204	49	✓ <a href="#">Completed</a>	

- 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.*

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

dashboard English paymentgateway

### Closed Transactions

[Back to Merchants List](#)

**Merchant:** Comercio Checkout API – 4549444000002

Search:

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	<a href="#">Q</a>
11/03/2017	307	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	<a href="#">Q</a>
11/02/2017	306	11	\$4.71	11	\$4.71	0	\$0.00	0	\$0.00	<a href="#">Q</a>
11/01/2017	305	9	\$4.03	7	\$3.02	2	\$1.01	0	\$0.00	<a href="#">Q</a>
10/31/2017	304	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	<a href="#">Q</a>
10/30/2017	303	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	<a href="#">Q</a>
10/27/2017	300	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	<a href="#">Q</a>
10/26/2017	299	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	<a href="#">Q</a>
10/25/2017	298	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	<a href="#">Q</a>
10/24/2017	297	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	<a href="#">Q</a>

Showing 1 to 10 of 63 entries

Show 10 -
Previous **1** 2 3 4 5 6 7 Next

- 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.

dashboard English

- Home
- Analytics
- Call Center Pay
- Checkout Page
- Checkout API
- Daily Recon
- Transactions In Process
- Closed Transactions
- Online Response
- Kiosk
- POS
- Recurrent
- Collect
- Users

### Closed Transactions

[Back to Closed Transactions List.](#)

Merchant: Comercio

Payment Type:  Status:

Authorization Number:  Transaction ID:  Amount:

CUSTOMER ID	TRANSACTION ID	DATE PROCESSED	AMOUNT	PAYMENT TYPE	AUTH.#	BATCH NUMBER	STATUS	RECEIPT
0200		11/02/2017 11:37:47 AM	\$0.52		175024	306	<span>✓ Completed</span>	
0200		11/02/2017 11:37:46 AM	\$0.51		175025	306	<span>✓ Completed</span>	
0200		11/02/2017 11:37:45 AM	\$0.04		175023	306	<span>✓ Completed</span>	
0200		11/02/2017 11:37:45 AM	\$0.82		175021	306	<span>✓ Completed</span>	
0200		11/02/2017 11:37:44 AM	\$0.42		175022	306	<span>✓ Completed</span>	

- 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.

**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**.



s List

Rico -

**Receipt**  
Merch 234

---

**DATE:** 02/15/2022      **TIME:** 03:00:54 PM

**SALE**

Merchant Number: [REDACTED]

Transaction ID: [REDACTED]

Customer Name: [REDACTED]

E-mail: [REDACTED]

Customer ID: [REDACTED]

Payment Type: [REDACTED]

Card Number (ending in): [REDACTED]

Amount: [REDACTED]

Authorization Number: [REDACTED]

Confirmation Number: [REDACTED]

---

Close   **Print**

RANSAC

573eb02

01bd32b

3626c1d

a3b8b9a

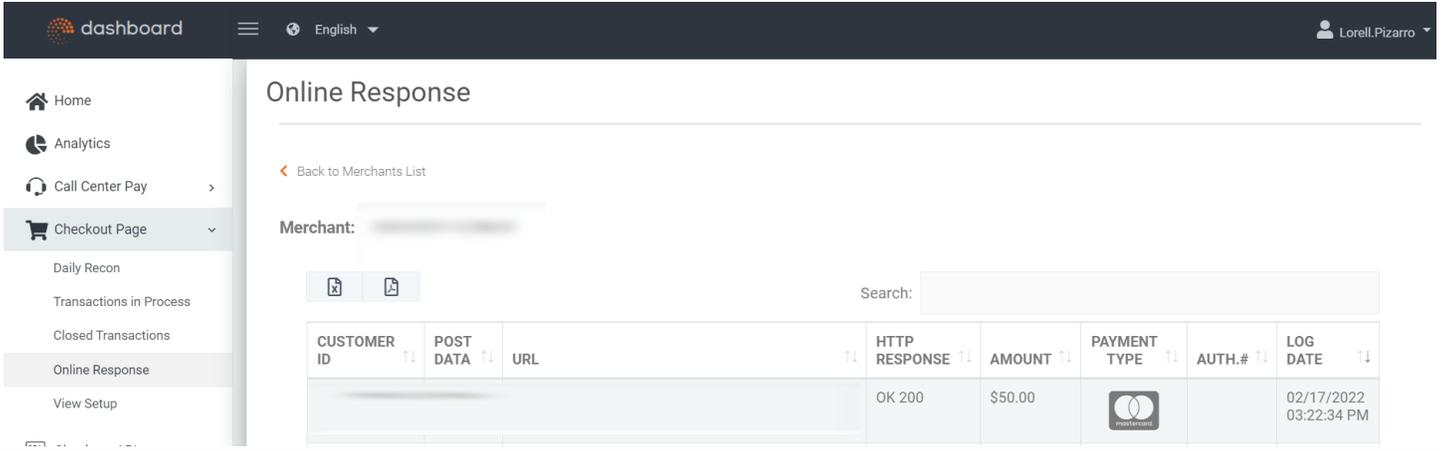
41b5c6c

57eae5

#### 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 English Lorell.Pizarro

Home Analytics Call Center Pay Checkout Page Daily Recon Transactions in Process Closed Transactions Online Response View Setup

### Online Response

[Back to Merchants List](#)

Merchant: [Redacted]

Search: [Input Field]

CUSTOMER ID	POST DATA	URL	HTTP RESPONSE	AMOUNT	PAYMENT TYPE	AUTH.#	LOG DATE
[Redacted]	[Redacted]	[Redacted]	OK 200	\$50.00		[Redacted]	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

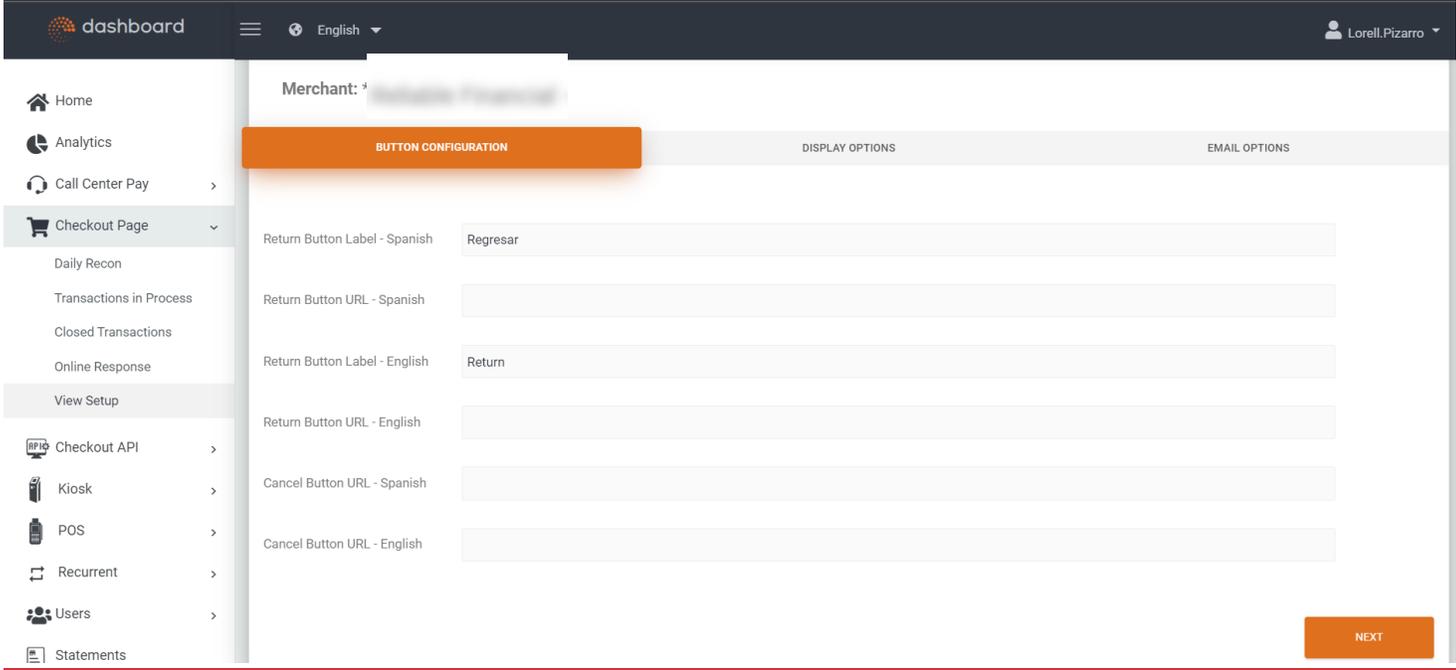
Available for payment channels: *Call Center Pay and Checkout Page.*

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



- 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 [Setup Manual](#).



The screenshot shows the 'dashboard' interface with the 'English' language selected and the user 'Lorell.Pizarro'. The left sidebar lists navigation options: Home, Analytics, Call Center Pay, Checkout Page (selected), Daily Recon, Transactions in Process, Closed Transactions, Online Response, View Setup, Checkout API, Kiosk, POS, Recurrent, Users, and Statements. The main content area is titled 'DISPLAY OPTIONS' and contains several configuration fields:

- Header Image: Upload Image (with an 'UPLOAD' button)
- Customer Address Information: Display - Required (dropdown menu)
- Customer Name - Spanish: Cliente
- Customer Name - English: Client
- Account Name - English: Account
- Account Name - Spanish: Cuenta
- Mask Customer ID:
- Note Text - Spanish: (empty text field)
- Note Text - English: (empty text field)

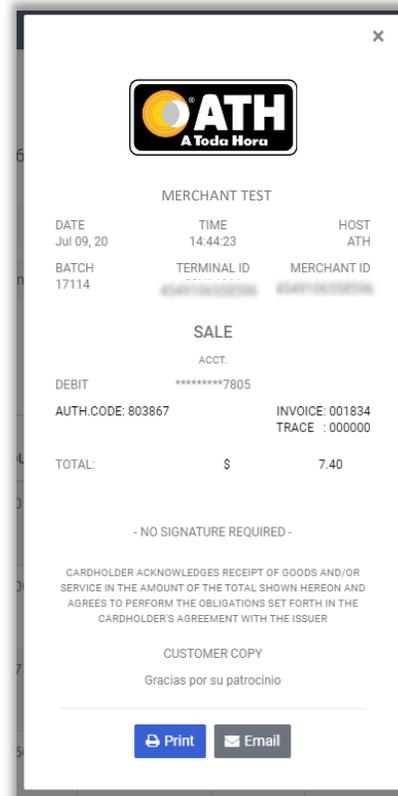
c. Email options – You will be able to set up the email subject and message in English and Spanish. To learn more about the requirements related to configuration parameters, please go to the Setup Manual located on the right side [Setup Manual](#).

The screenshot shows the 'dashboard' interface with the 'English' language selected and the user 'Lorell.Pizarro'. The left sidebar is the same as in the previous screenshot. The main content area is titled 'EMAIL OPTIONS' and contains the following configuration fields:

- Back to Merchants List (link)
- Merchant: \*P MERCHANT TEST 098
- Subject Text - Spanish: Confirmación de Pago
- Subject Text - English: Payment Confirmation
- Message Text - Spanish: (empty text field)
- Message Text - English: (empty text field)

## 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.



## 7. Transaction Voids & Refunds

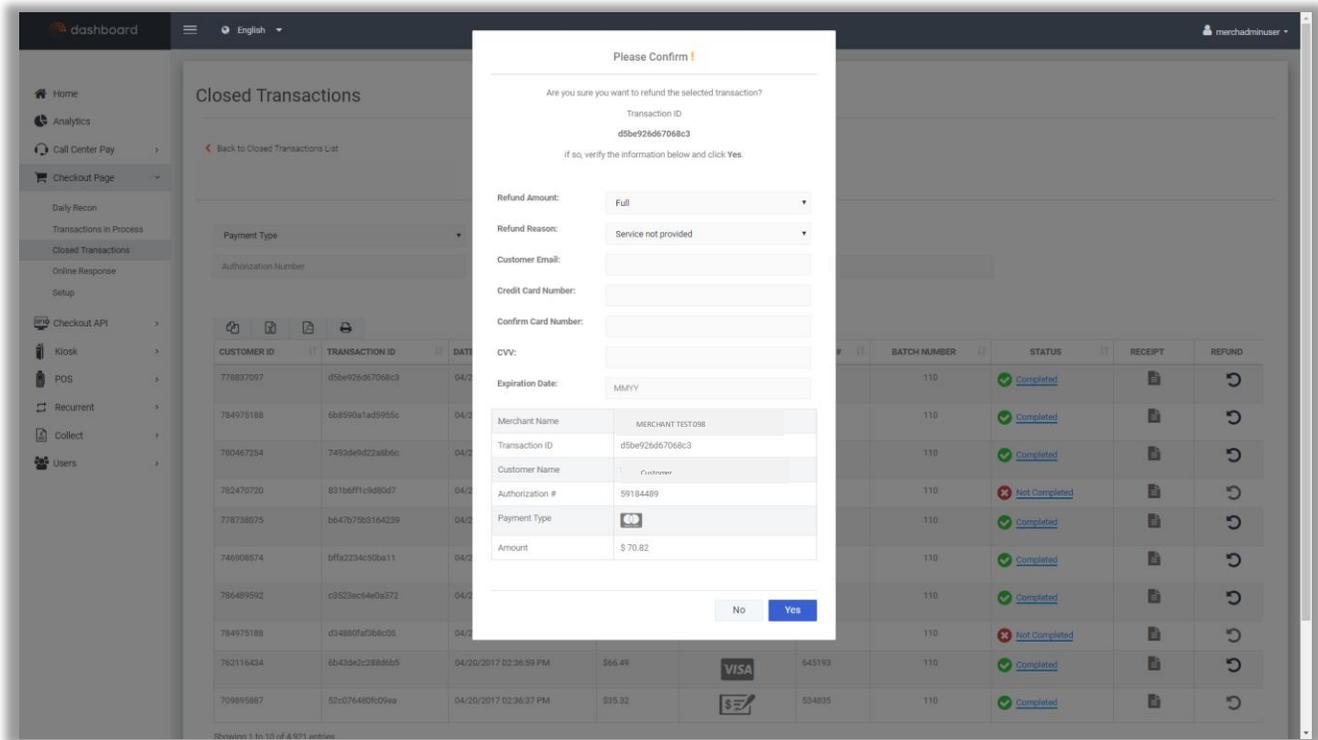
Available for payment channels: *Call Center Pay, Checkout Page, and Checkout API.*

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

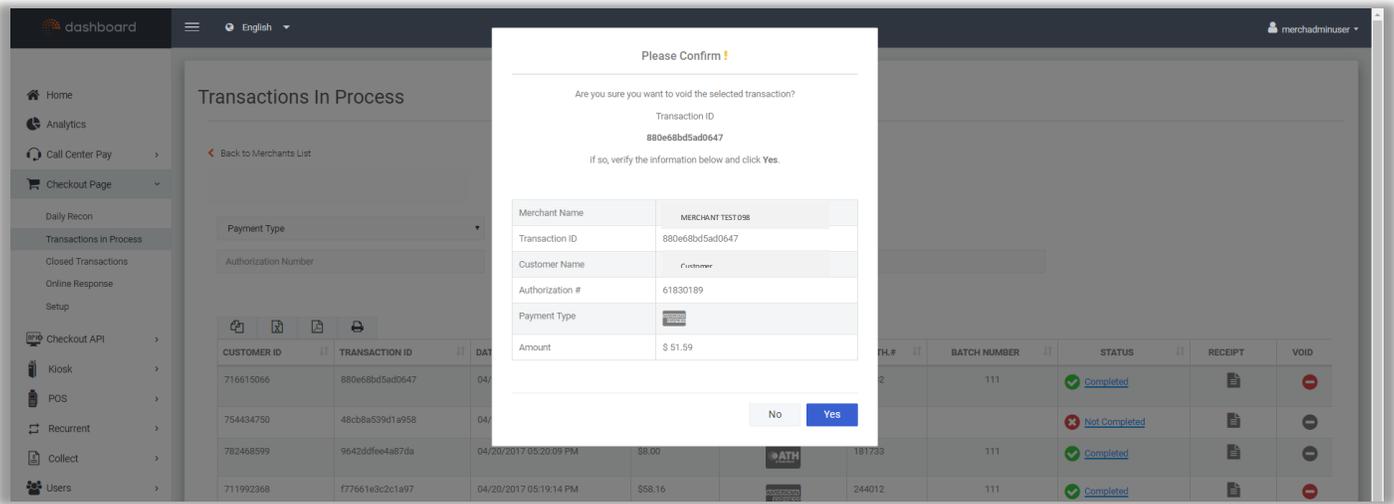


The screenshot displays the Evertec dashboard interface. On the left is a navigation sidebar with options like Home, Analytics, Call Center Pay, Checkout Page, etc. The main area shows a 'Closed Transactions' table with columns for Customer ID, Transaction ID, Date, Amount, Payment Type, and Status. A modal window titled 'Please Confirm' is overlaid on the table, asking 'Are you sure you want to refund the selected transaction?' for Transaction ID d5be926d67068c3. The modal contains fields for Refund Amount (set to 'Full'), Refund Reason (set to 'Service not provided'), Customer Email, Credit Card Number, Confirm Card Number, and CVV. It also shows the transaction details: Merchant Name (MERCHANT TEST008), Customer Name (Customer), Authorization # (59184489), Payment Type (Apple Pay), and Amount (\$ 70.82). At the bottom of the modal are 'No' and 'Yes' buttons.

CUSTOMER ID	TRANSACTION ID	DATE	AMOUNT	PAYMENT TYPE	BATCH NUMBER	STATUS	RECEIPT	REFUND
77887997	d5be926d67068c3	04/20/2017 02:36:59 PM	\$66.49	VISA	643193	Completed		
784975188	6b8990a1ad5995c	04/20/2017 02:36:37 PM	\$35.32	Apple Pay	534835	Completed		
780467254	7493d9e822a8b5c	04/20/2017 02:36:59 PM	\$66.49	VISA	643193	Completed		
782470720	831b6ff1c988067	04/20/2017 02:36:59 PM	\$66.49	VISA	643193	Completed		
778738075	b647b7980164239	04/20/2017 02:36:59 PM	\$66.49	VISA	643193	Completed		
744908574	bffx2234c30ba11	04/20/2017 02:36:59 PM	\$66.49	VISA	643193	Completed		
786489592	c8523eck4e0e372	04/20/2017 02:36:59 PM	\$66.49	VISA	643193	Completed		
784975188	d34880fa73b6c05	04/20/2017 02:36:59 PM	\$66.49	VISA	643193	Completed		
782116434	6b4386c23888655	04/20/2017 02:36:59 PM	\$66.49	VISA	643193	Completed		
709895987	52c0716480fc09e	04/20/2017 02:36:37 PM	\$35.32	Apple Pay	534835	Completed		

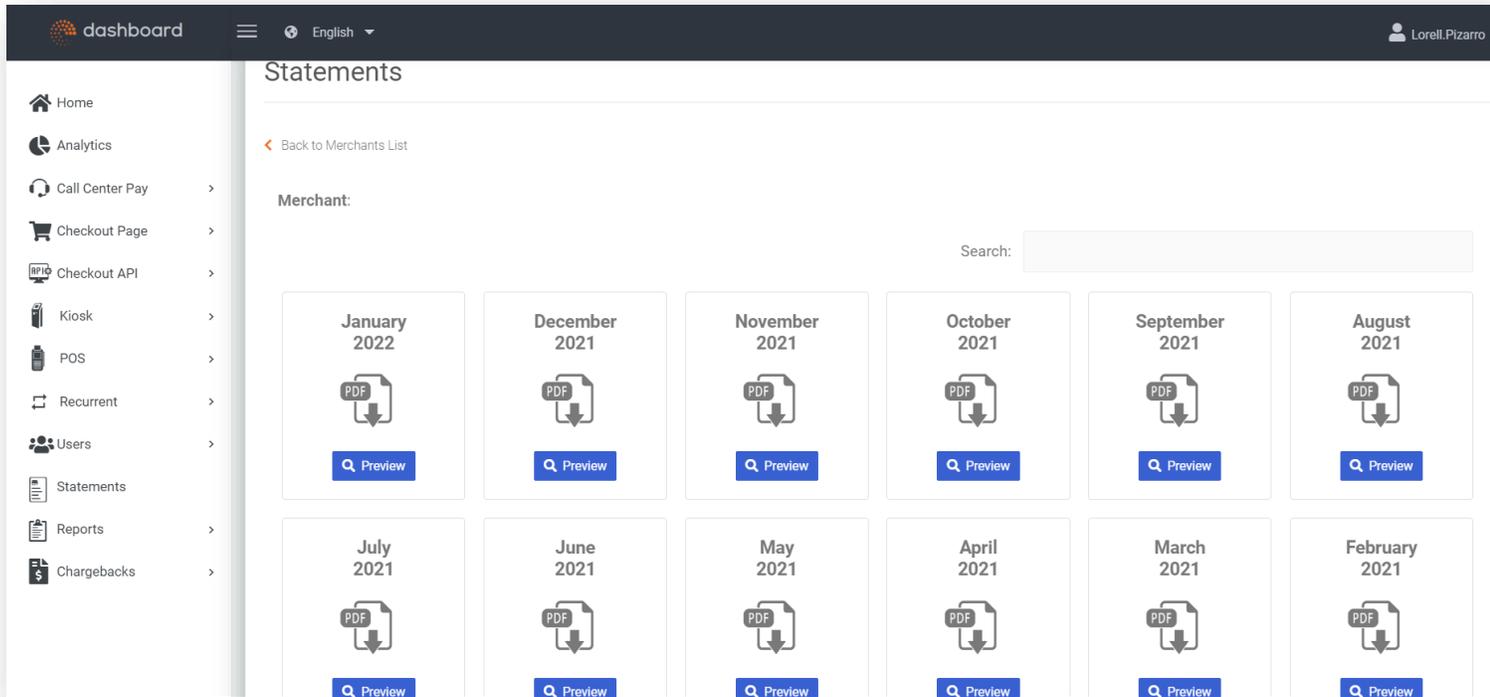
To process a void, press the  icon. The administrator user will need to view and confirm the following information:

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

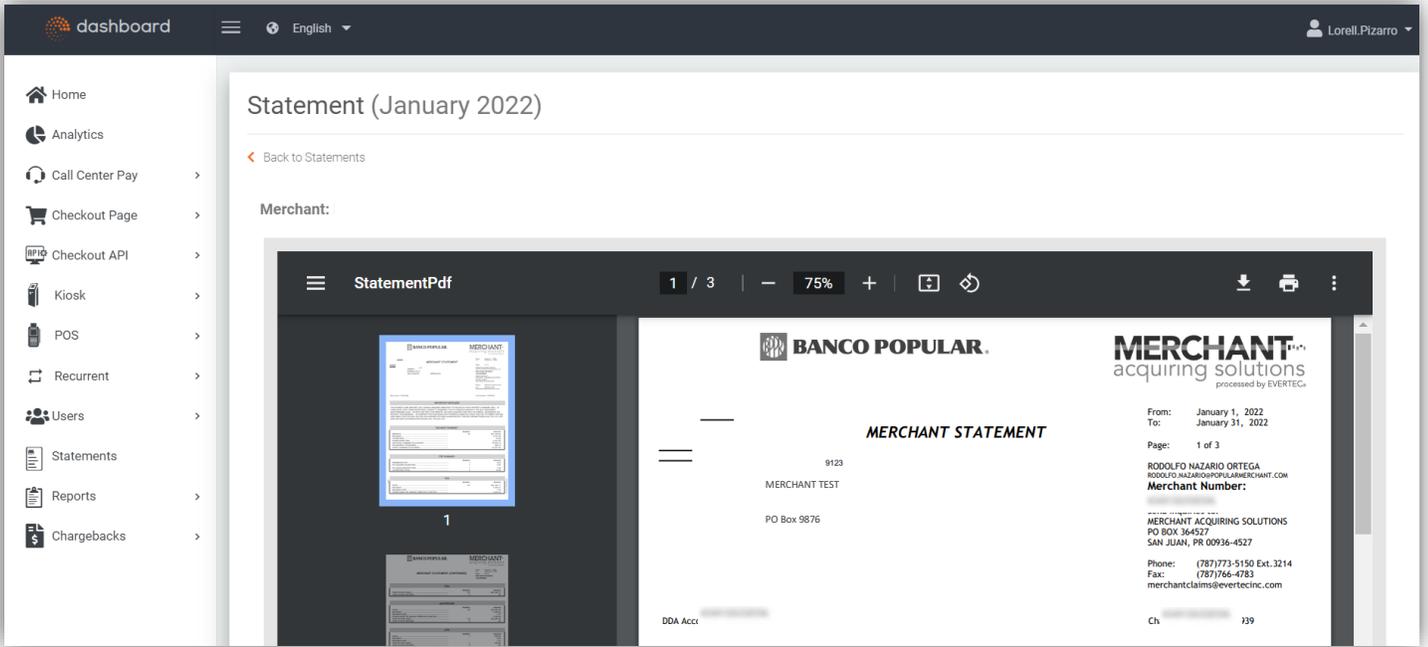


## 8. Account Statements

*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.



The screenshot displays the 'Statements' section of a dashboard. At the top left, the dashboard header includes the 'dashboard' logo, a menu icon, and the language 'English'. The user's name 'Lorell Pizarro' is visible in the top right. A left-hand navigation menu lists various dashboard features: Home, Analytics, Call Center Pay, Checkout Page, Checkout API, Kiosk, POS, Recurrent, Users, Statements (highlighted), Reports, and Chargebacks. The main content area is titled 'Statements' and features a 'Back to Merchants List' link. Below this, there is a 'Merchant:' label and a search input field. The core of the page is a 2x6 grid of statement cards. Each card represents a month and year, such as 'January 2022' or 'February 2021'. Each card contains a PDF icon with a download arrow and a blue 'Preview' button.



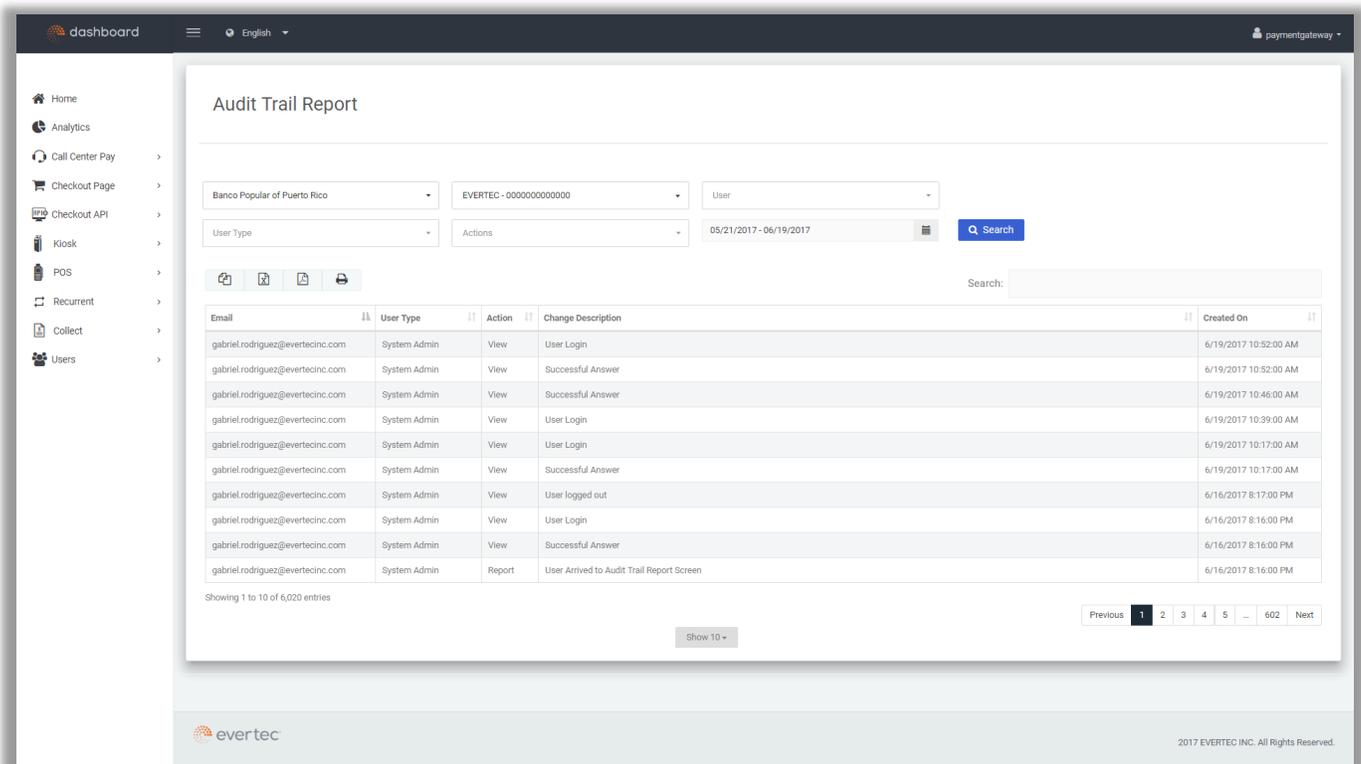
The screenshot displays the Evertec dashboard interface. At the top, there is a navigation bar with the 'dashboard' logo, a language selector set to 'English', and a user profile for 'Lorell.Pizarro'. A left-hand sidebar contains a menu with items: Home, Analytics, Call Center Pay, Checkout Page, Checkout API, Kiosk, POS, Recurrent, Users, Statements, Reports, and Chargebacks. The main content area is titled 'Statement (January 2022)' and includes a 'Back to Statements' link. Below this, a 'Merchant:' label is followed by a large preview of a PDF statement. The PDF preview shows a document from 'BANCO POPULAR' titled 'MERCHANT STATEMENT' for 'MERCHANT TEST' with account number '9123' and address 'PO Box 9876'. The document also includes contact information for 'MERCHANT ACQUIRING SOLUTIONS' and a 'Merchant Number'. The PDF viewer interface includes a page indicator '1 / 3', a zoom level of '75%', and icons for download, print, and share.

## 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.



**Audit Trail Report**

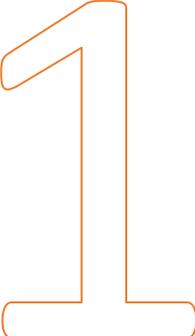
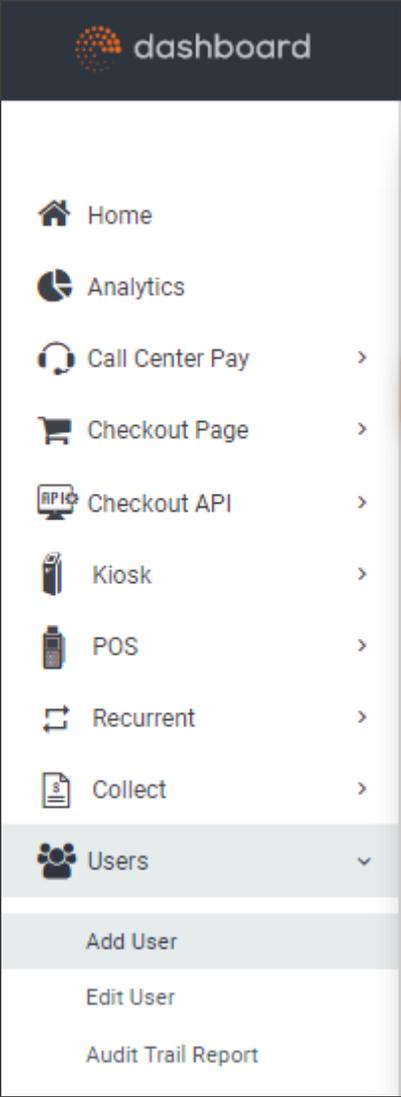
Search:

Email	User Type	Action	Change Description	Created On
gabriel.rodriguez@evertecinc.com	System Admin	View	User Login	6/19/2017 10:52:00 AM
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 Screen	6/16/2017 8:16:00 PM

Showing 1 to 10 of 6,020 entries


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

Process: Description	Process: Screenshot
<p>First, the owner logs into the new Dashboard site:  <a href="https://dashboard.everttecinc.com">https://dashboard.everttecinc.com</a></p> <p>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.</p> <p>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 the system administrator for assistance.</p> <p>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 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 through 5.</p> 	

### 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.

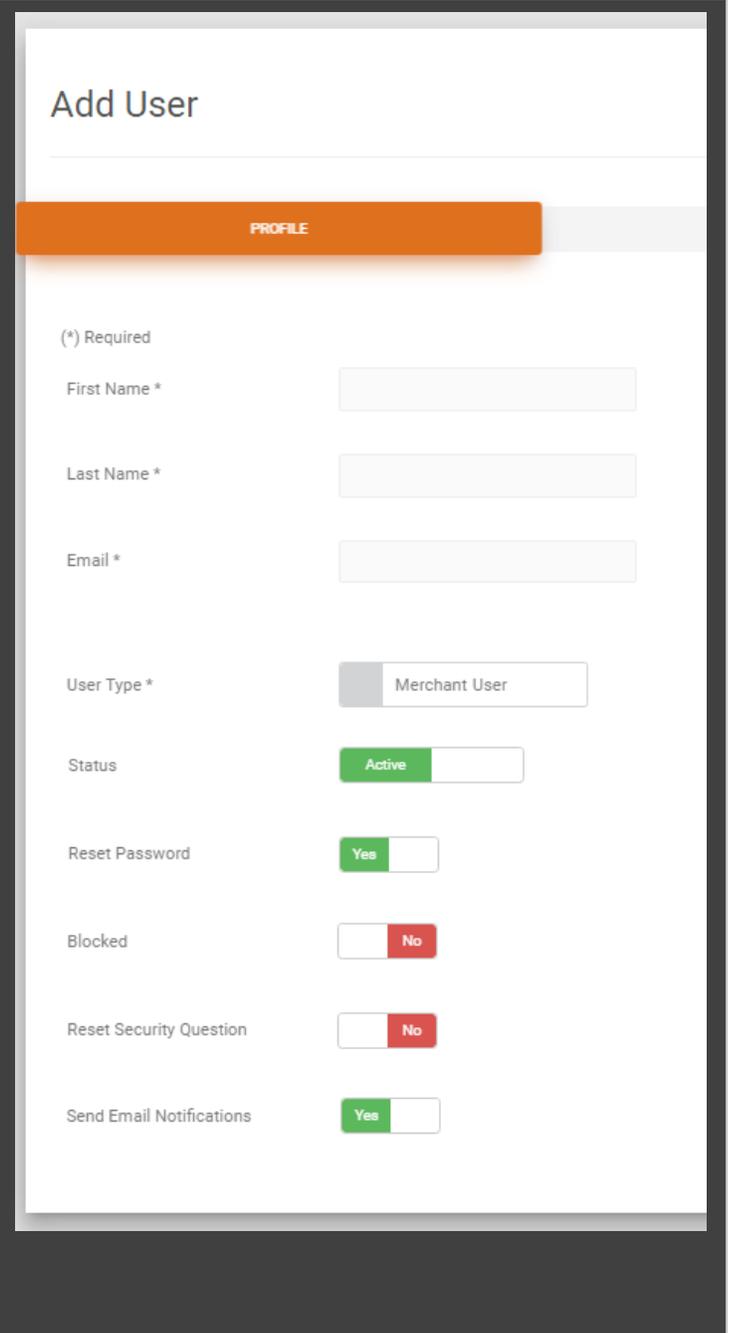
**"Blocked"**: If set to "Yes", the user's access to Dashboard will be blocked. This button is automatically enabled if the user enters the wrong password after five attempts to log in. Default is "No".

**"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".



### Process: Screenshot



The screenshot shows the 'Add User' form with the 'PROFILE' section selected. The form includes the following fields and controls:

- (\*) Required** label
- First Name \***: Text input field
- Last Name \***: Text input field
- Email \***: Text input field
- User Type \***: Dropdown menu with 'Merchant User' selected
- Status**: Toggle switch set to 'Active' (green)
- Reset Password**: Toggle switch set to 'Yes' (green)
- Blocked**: Toggle switch set to 'No' (red)
- Reset Security Question**: Toggle switch set to 'No' (red)
- Send Email Notifications**: Toggle switch set to 'Yes' (green)

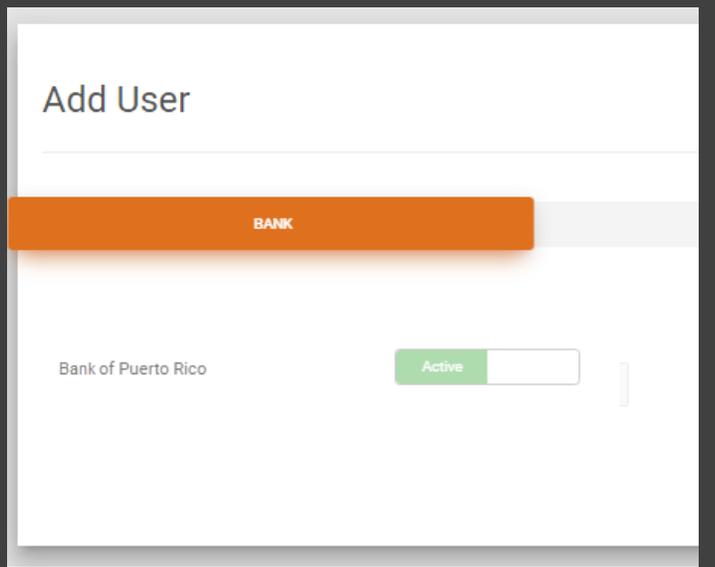
### Process: Description

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.

3

### Process: Screenshot



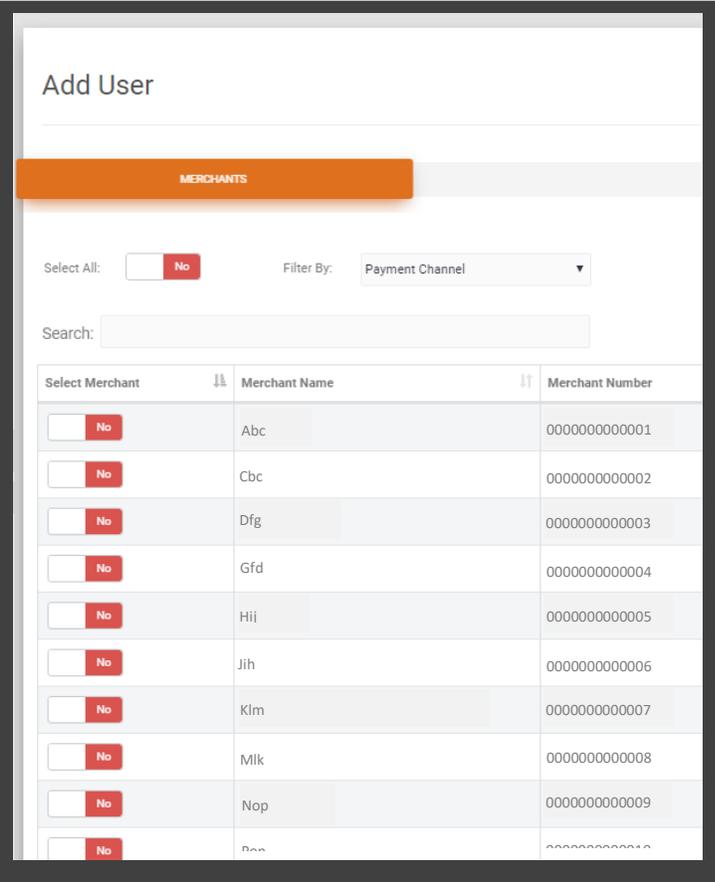
In the "**Merchants**" section, the owner must assign one or more merchants to the new user by selecting them from a list. The list displayed will depend on the owner's access to these merchants.

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

The toggle buttons  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



### Process: Description

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.

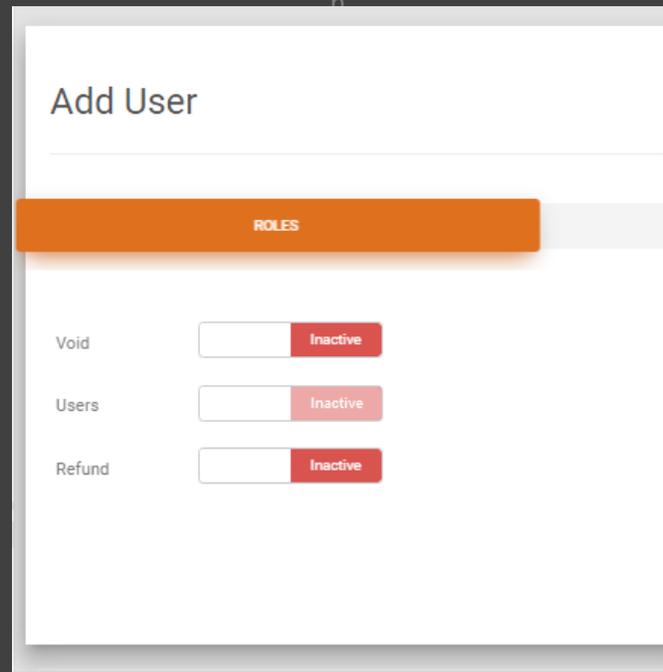
A merchant user may have different roles, such as:

- 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  will appear at the bottom of the page to complete the registration process performed by the owner.

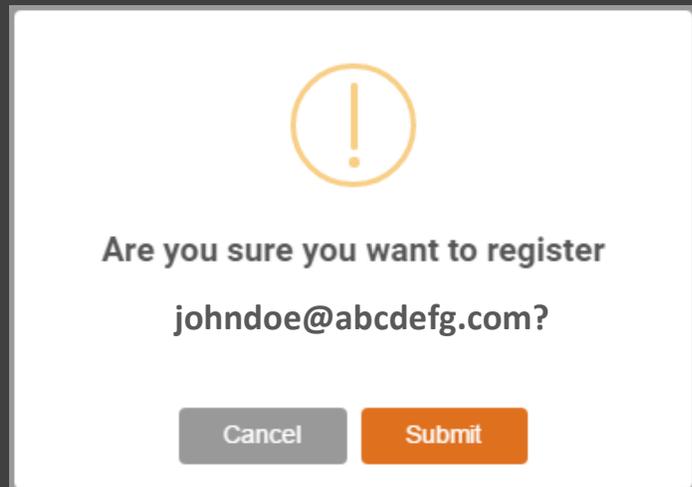
### Process: Screenshot



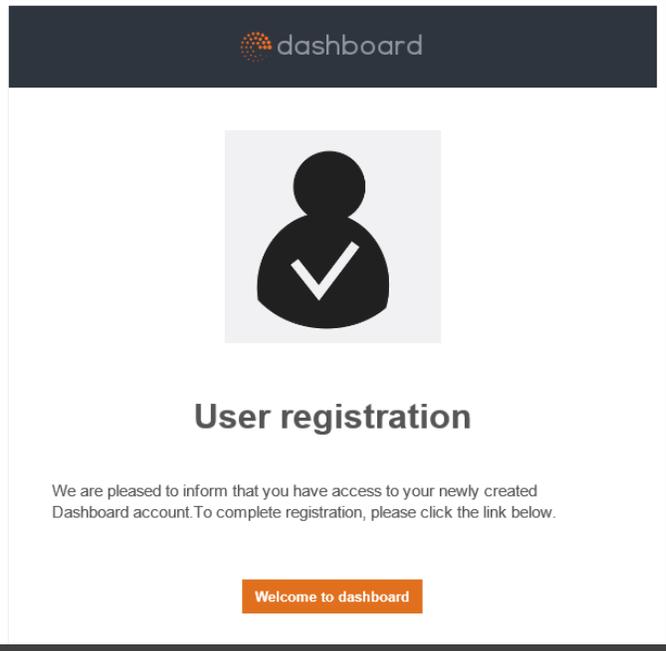
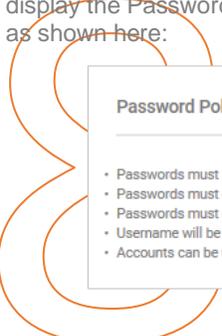
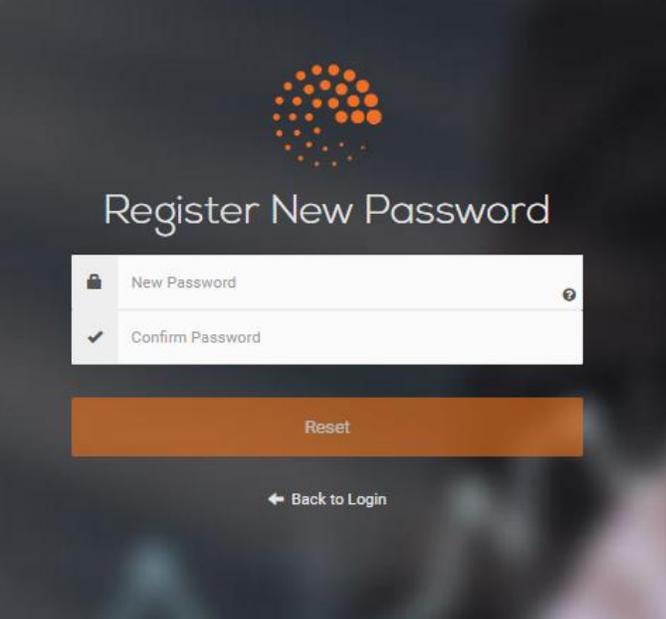
After pressing the **"Finish"** button in step 5, a confirmation pop-up window will appear.

If the **"Cancel"** button is pressed, no action will be performed, and the owner will be returned to the **"Roles"** section of the page.

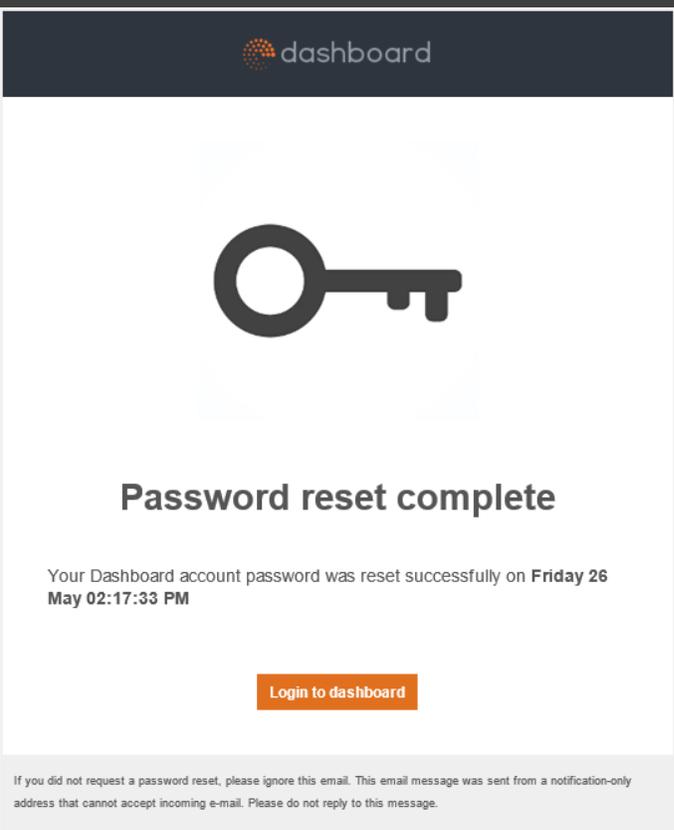
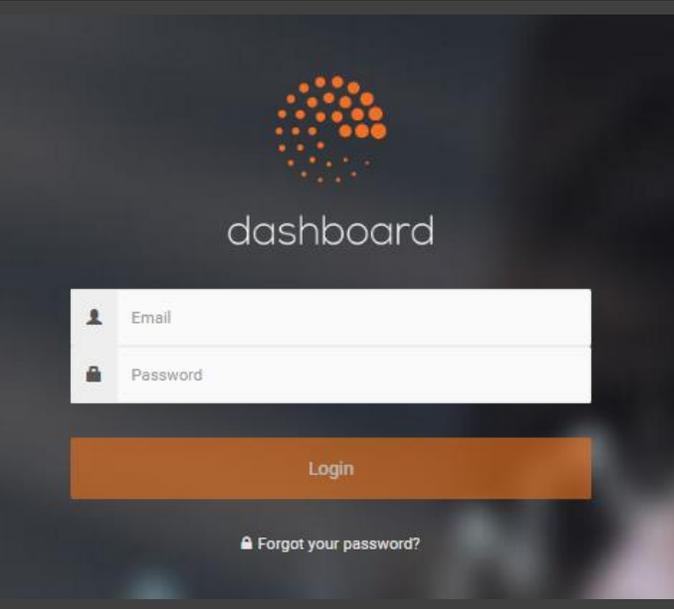
If the **"Submit"** button is pressed, the information will be uploaded to the system, the owner will be redirected to the **"Edit User"** page, where the new user will be added to the list, and an email will be automatically sent to the new user with login instructions.



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

Process: Description	Process: Screenshot
<p>The newly created user will receive an email notification stating that a Dashboard account has been activated.</p> <p>To access this account, the new user must provide additional information and complete the registration process by clicking the <b>"Welcome to Dashboard"</b> link provided in the email.</p> 	
<p>After clicking the <b>"Welcome to Dashboard"</b> link in step 7, the new user will be directed to the <b>"Register New Password"</b> page in Dashboard.</p> <p>Here, the user will enter the new password, twice to confirm it is valid, and press the <b>"Reset"</b> button.</p> <p>Note: The button located within the <b>"New Password"</b> text field will display the Password Policy as shown here:</p> <div data-bbox="284 1570 764 1797" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p><b>Password Policy</b> </p> <ul style="list-style-type: none"> <li>• Passwords must be a minimum of 8 characters long without spaces.</li> <li>• Passwords must contain at least 1 uppercase letter.</li> <li>• Passwords must contain at least 4 numbers.</li> <li>• Username will be locked after 5 unsuccessful login attempts.</li> <li>• Accounts can be unlocked by the System Administrator.</li> </ul> </div> 	

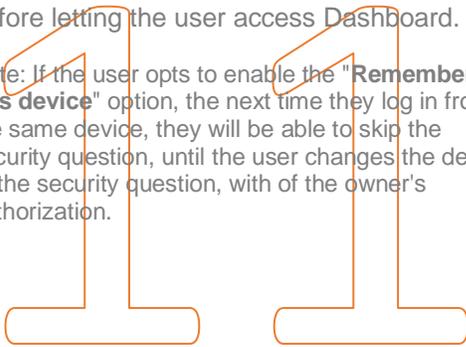


Process: Description	Process: Screenshot
<p>Once the new user clicks the <b>"Reset"</b> button in step 8, the system will send an email to confirm that the password reset request is complete.</p> <p>The new user can now press the <b>"Login to Dashboard"</b> button to be redirected to the Dashboard login page.</p> <p>9</p>	 <p>The screenshot shows an email notification from 'dashboard'. The header includes the 'dashboard' logo. The main content features a large key icon and the text 'Password reset complete'. Below this, it states: 'Your Dashboard account password was reset successfully on Friday 26 May 02:17:33 PM'. A prominent orange button labeled 'Login to dashboard' is centered. At the bottom, a small disclaimer reads: 'If you did not request a password reset, please ignore this email. This email message was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.'</p>
<p>In the Dashboard login page, the system will ask the new user to enter the email and password and press the <b>"Login"</b> button to submit the information.</p> <p>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.</p> <p>10</p>	 <p>The screenshot displays the 'dashboard' login page. It features the 'dashboard' logo at the top. Below the logo are two input fields: 'Email' and 'Password'. A large orange 'Login' button is positioned below the fields. At the bottom, there is a link that says 'Forgot your password?' with a key icon.</p>

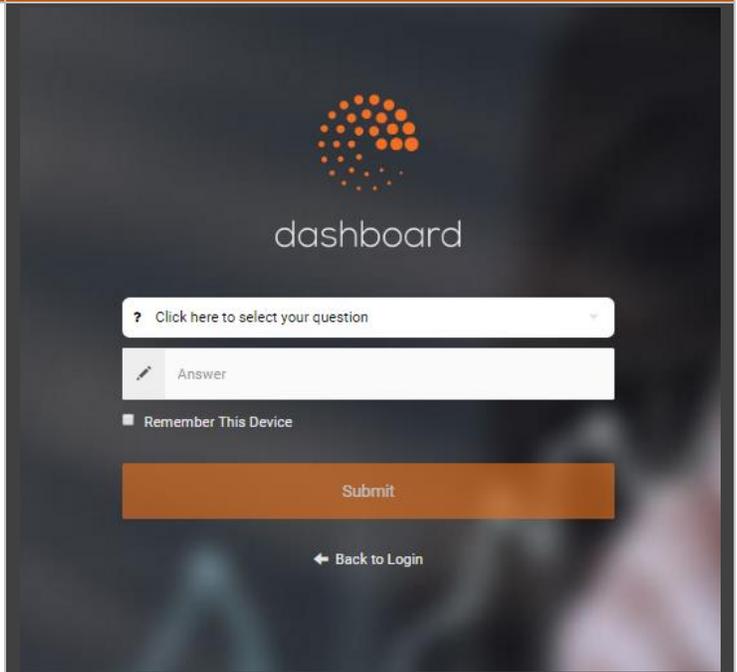
### Process: Description

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.

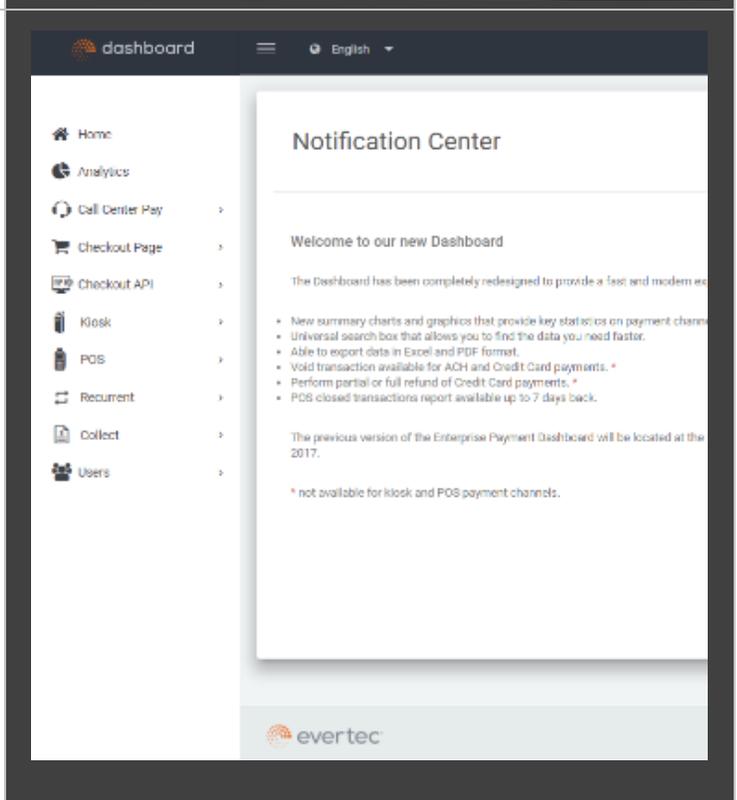
Note: If the user opts to enable the "**Remember this device**" option, the next time they log in from the same device, they will be able to skip the security question, until the user changes the device or the security question, with of the owner's authorization.



### Process: Screenshot

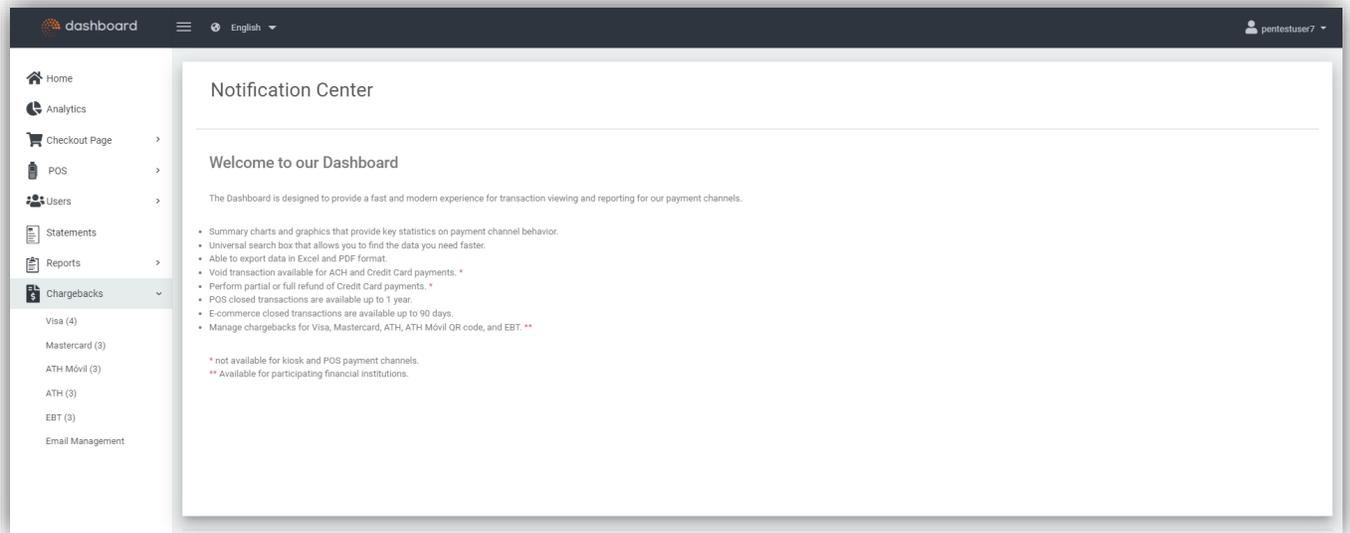


Congratulations, welcome to Dashboard! Once the validation is complete, the newly created user can start navigating the Dashboard site, starting with the Notification Center as their home page.



## 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.

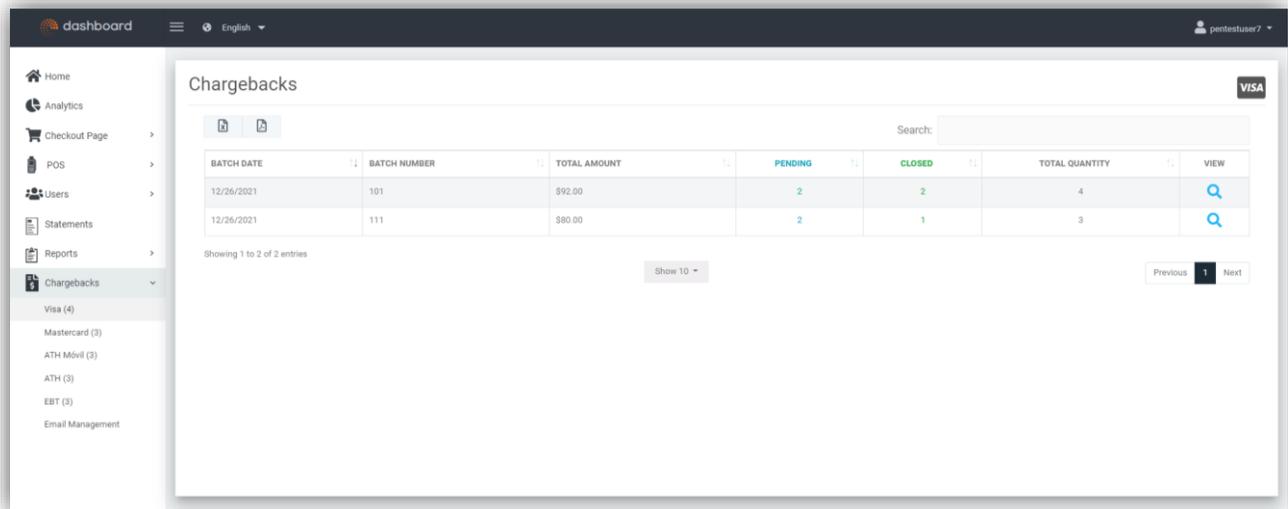


To learn more about the navigation, go to section [I. General Navigation in the Chargeback Section](#).

For instructions to manage chargebacks, go to section [II. Chargeback Management by Merchant Administrator](#).

## 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:



BATCH DATE	BATCH NUMBER	TOTAL AMOUNT	PENDING	CLOSED	TOTAL QUANTITY	VIEW
12/26/2021	101	\$92.00	2	2	4	<a href="#">View</a>
12/26/2021	111	\$80.00	2	1	3	<a href="#">View</a>

Showing 1 to 2 of 2 entries

Show 10

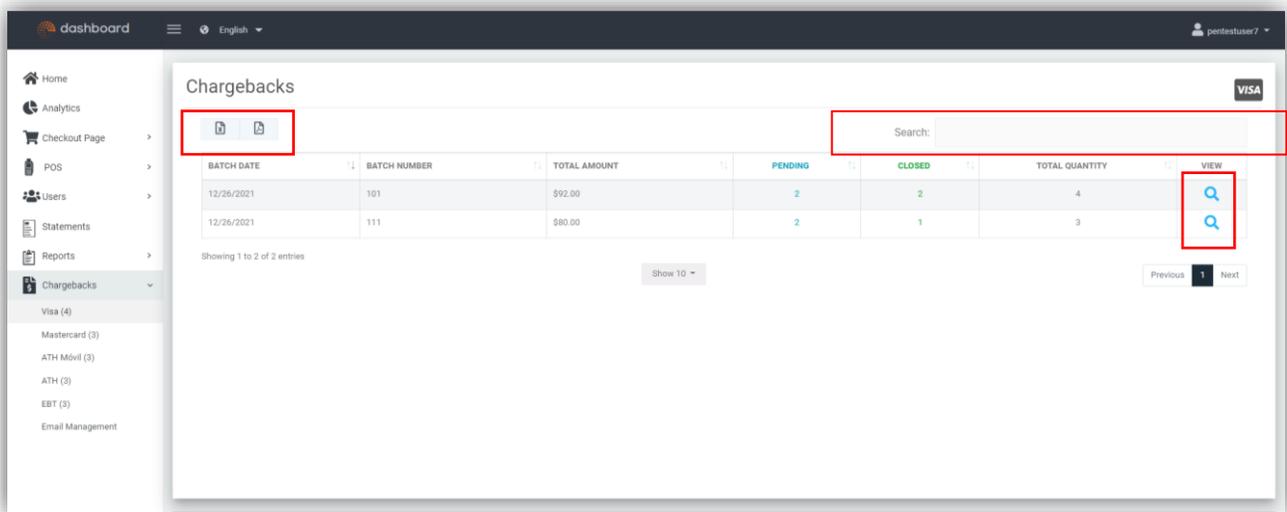
Previous 1 Next

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:

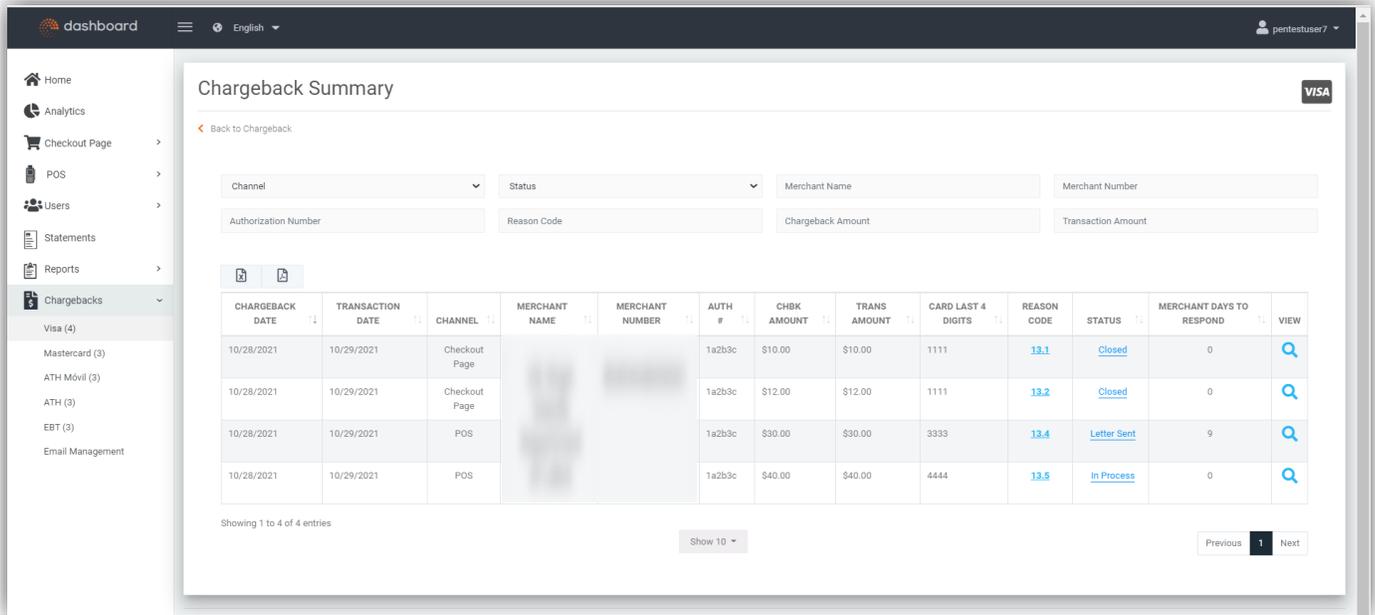
- Use **Search** to perform a numeric search for a chargeback.
- Download the list of chargeback batches as shown on the screen, in CSV (Excel)  or PDF  format.



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.



**Chargeback Summary**

Channel: [Dropdown] Status: [Dropdown] Merchant Name: [Text] Merchant Number: [Text]

Authorization Number: [Text] Reason Code: [Text] Chargeback Amount: [Text] Transaction Amount: [Text]

CHARGEBACK DATE	TRANSACTION DATE	CHANNEL	MERCHANT NAME	MERCHANT NUMBER	AUTH #	CHBK AMOUNT	TRANS AMOUNT	CARD LAST 4 DIGITS	REASON CODE	STATUS	MERCHANT DAYS TO RESPOND	VIEW
10/28/2021	10/29/2021	Checkout Page	[Blurred]	[Blurred]	1a2b3c	\$10.00	\$10.00	1111	13.1	Closed	0	[Search]
10/28/2021	10/29/2021	Checkout Page	[Blurred]	[Blurred]	1a2b3c	\$12.00	\$12.00	1111	13.2	Closed	0	[Search]
10/28/2021	10/29/2021	POS	[Blurred]	[Blurred]	1a2b3c	\$30.00	\$30.00	3333	13.4	Letter Sent	9	[Search]
10/28/2021	10/29/2021	POS	[Blurred]	[Blurred]	1a2b3c	\$40.00	\$40.00	4444	13.5	In Process	0	[Search]

Showing 1 to 4 of 4 entries

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)

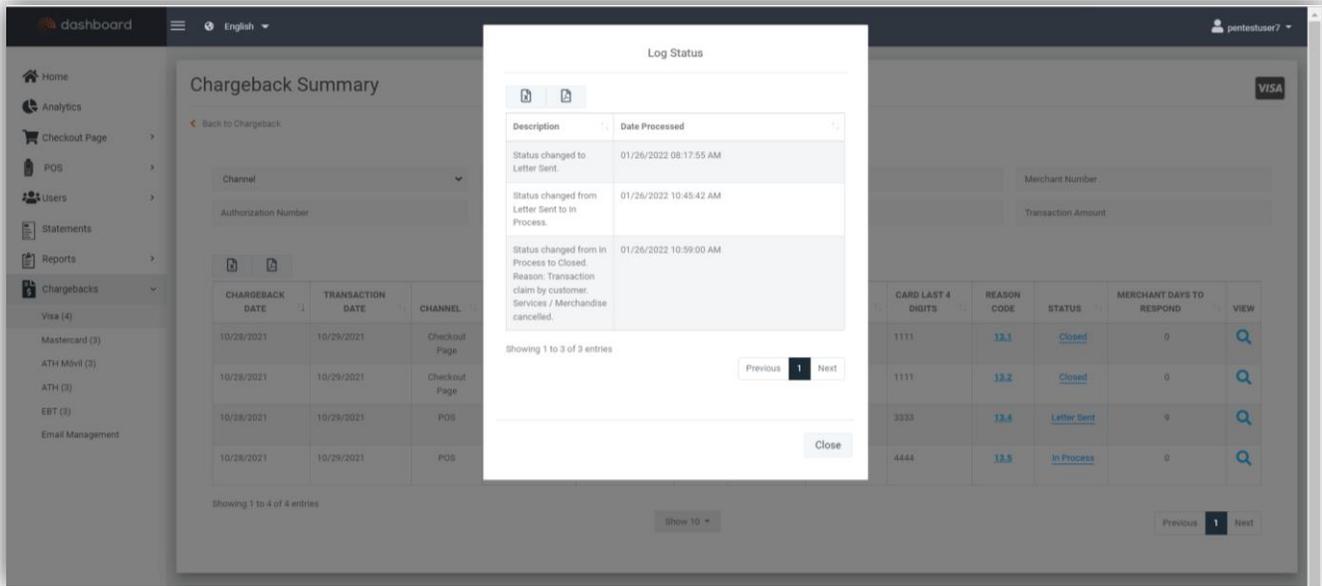
To view chargebacks for a particular channel or status, select a filter under **Channel** or **Status**.

The screenshot shows the 'Chargeback Summary' dashboard. A red box highlights the 'Channel' and 'Status' dropdown menus. The 'Channel' dropdown is open, showing 'Checkout Page' and 'POS' as options. The 'Status' dropdown is also open, showing 'Closed', 'Letter Sent', and 'In Process' as options. Below the filters is a table with columns: CHARGEBACK DATE, TRANSACTION DATE, CHANNEL, MERCHANT NAME, MERCHANT NUMBER, AUTH #, CHBK AMOUNT, TRANS AMOUNT, CARD LAST 4 DIGITS, REASON CODE, STATUS, MERCHANT DAYS TO RESPOND, and VIEW. The table contains 4 rows of data. At the bottom, there are pagination controls: 'Showing 1 to 4 of 4 entries', 'Show 10', and 'Previous 1 Next'.

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

This screenshot is similar to the previous one, but the 'Status' dropdown menu is now open, showing 'Closed', 'Letter Sent', and 'In Process' as options. A red box highlights the 'Status' column in the table, which contains the values 'Closed', 'Closed', 'Letter Sent', and 'In Process' for the four rows respectively. The rest of the dashboard, including the filters and pagination, remains the same.

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.

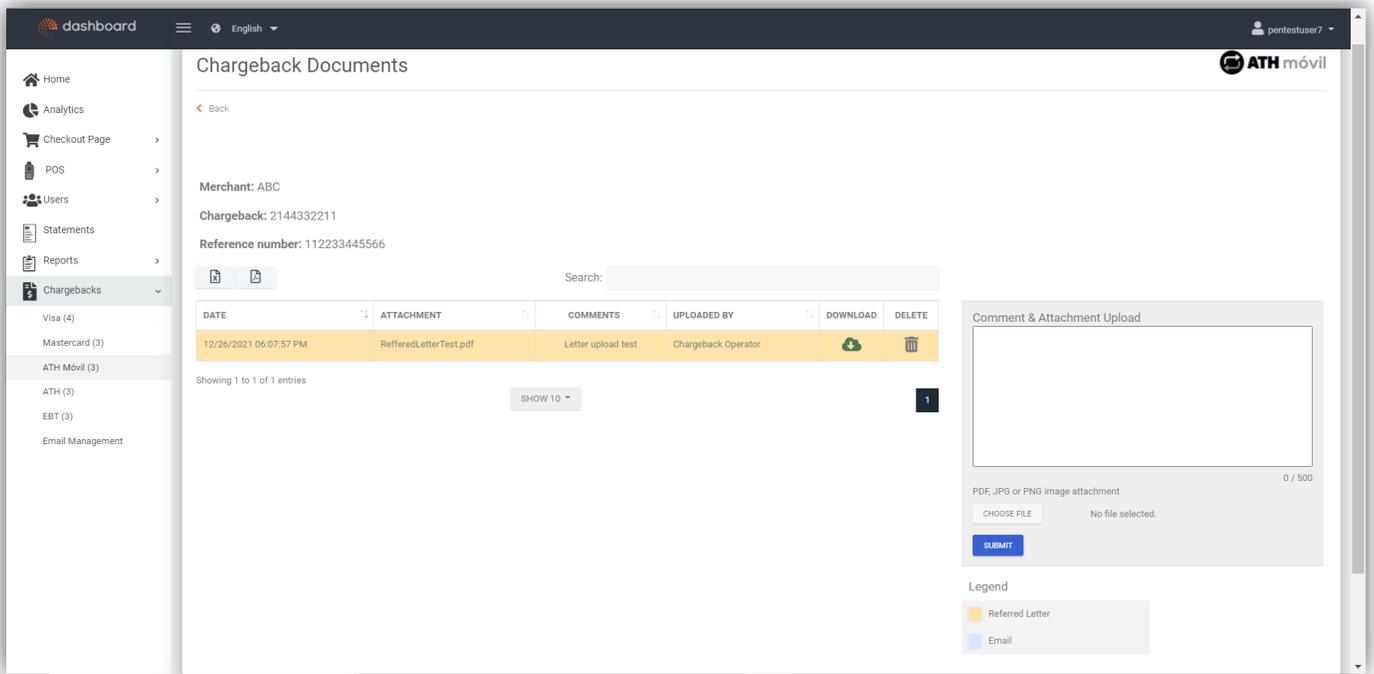
Select **Close** to exit the screen.

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

The screenshot shows the 'Chargeback Summary' dashboard. On the left is a navigation menu with options like Home, Analytics, Checkout Page, POS, Users, Statements, Reports, and Chargebacks. The main area displays a 'Chargeback Summary' for VISA with a 'Back to Chargeback' link. There are several filter fields: Channel (with a dropdown menu open showing 'CHECKOUT PAGE' and 'POS'), Status, Merchant Name, Merchant Number, Reason Code, Chargeback Amount, and Transaction Amount. Below the filters is a table with columns: CHARGEBACK DATE, TRANSACTION DATE, CHANNEL, MERCHANT NAME, MERCHANT NUMBER, AUTH #, CHBK AMOUNT, TRANS AMOUNT, CARD LAST 4 DIGITS, REASON CODE, STATUS, MERCHANT DAYS TO RESPOND, and VIEW. The table contains four rows of data. The 'VIEW' column for each row contains a magnifying glass icon, with the icon in the first row highlighted by a red box.

CHARGEBACK DATE	TRANSACTION DATE	CHANNEL	MERCHANT NAME	MERCHANT NUMBER	AUTH #	CHBK AMOUNT	TRANS AMOUNT	CARD LAST 4 DIGITS	REASON CODE	STATUS	MERCHANT DAYS TO RESPOND	VIEW
10/28/2021	10/29/2021	Checkout Page	[REDACTED]	[REDACTED]	1a2b3c	\$10.00	\$10.00	1111	13.1	Closed	0	
10/28/2021	10/29/2021	Checkout Page	[REDACTED]	[REDACTED]	1a2b3c	\$12.00	\$12.00	1111	13.2	Closed	0	
10/28/2021	10/29/2021	POS	SUPERMAX GUAYNABO	4549106583685	1a2b3c	\$30.00	\$30.00	3333	13.4	Letter Sent	9	
10/28/2021	10/29/2021	POS	SUPERMAX DE DIEGO (ECR)	4549116587223	1a2b3c	\$40.00	\$40.00	4444	13.5	In Process	0	

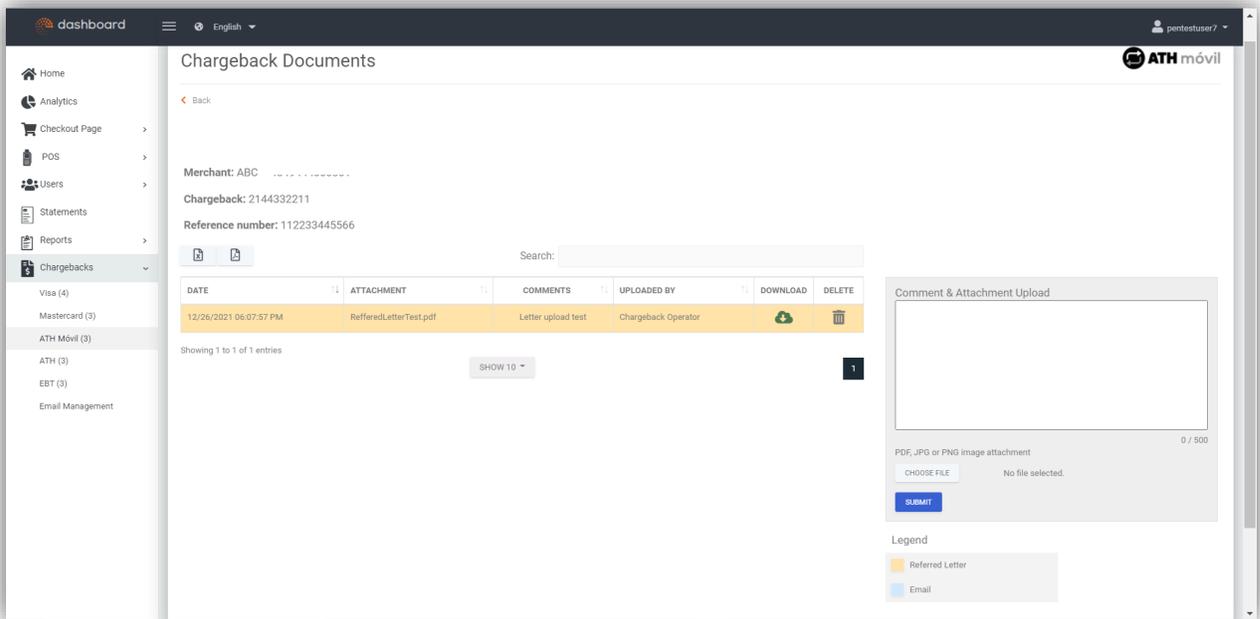
The **Chargeback Documents** screen will appear. Here, you will be able to see the merchant's name, chargeback number, and reference number, along with a table including attached documents and comments.



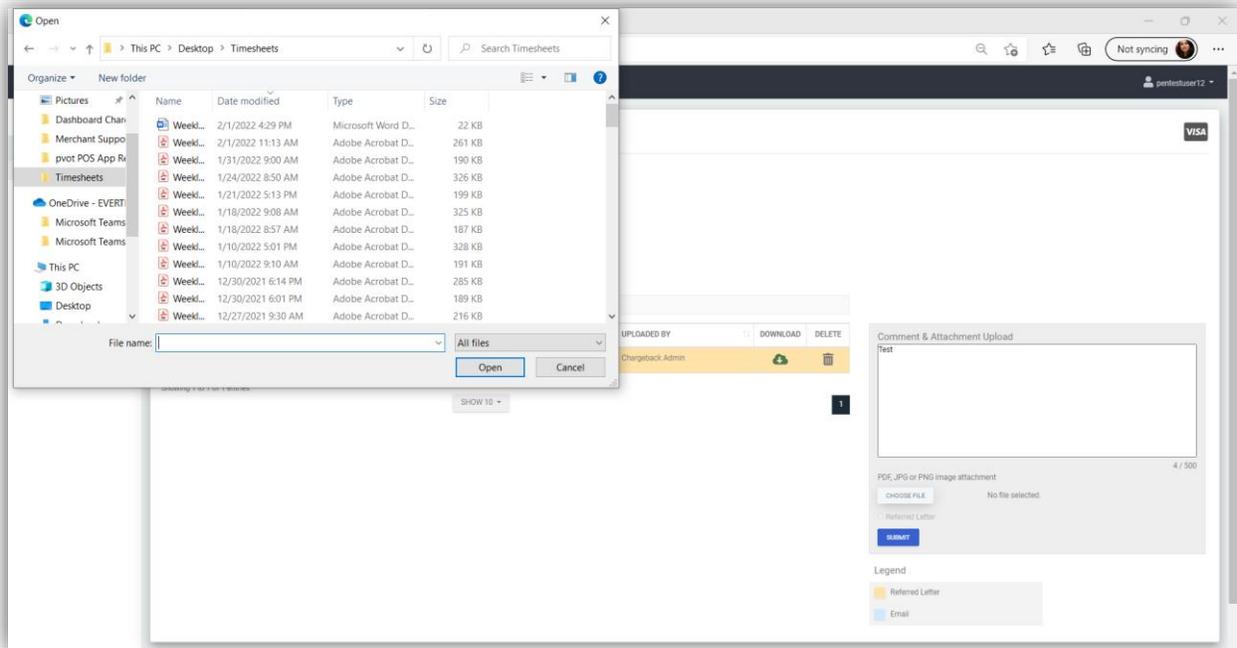
You will also have the option to add documents and comments to the chargeback.

To add a comment or document to the chargeback:

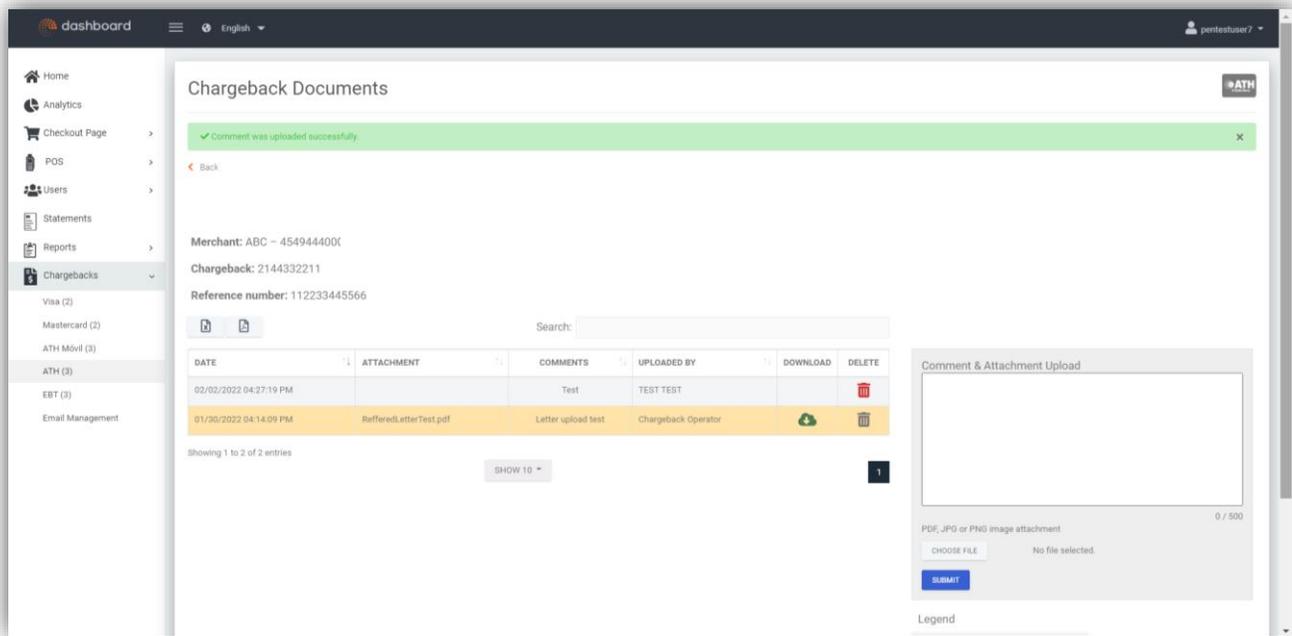
- Make the corresponding entry in the box located on the right.
- If you want to add a file, click on the **Choose File** button.



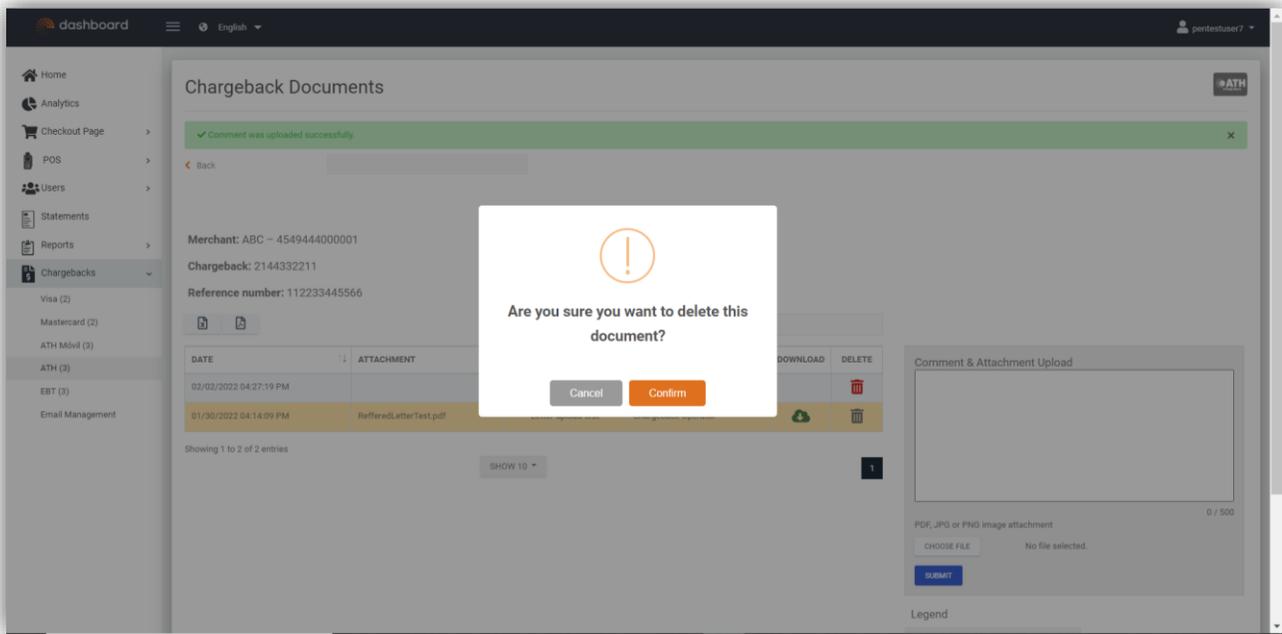
- Select the file and click on **Open**. Confirm that the file has been attached.



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



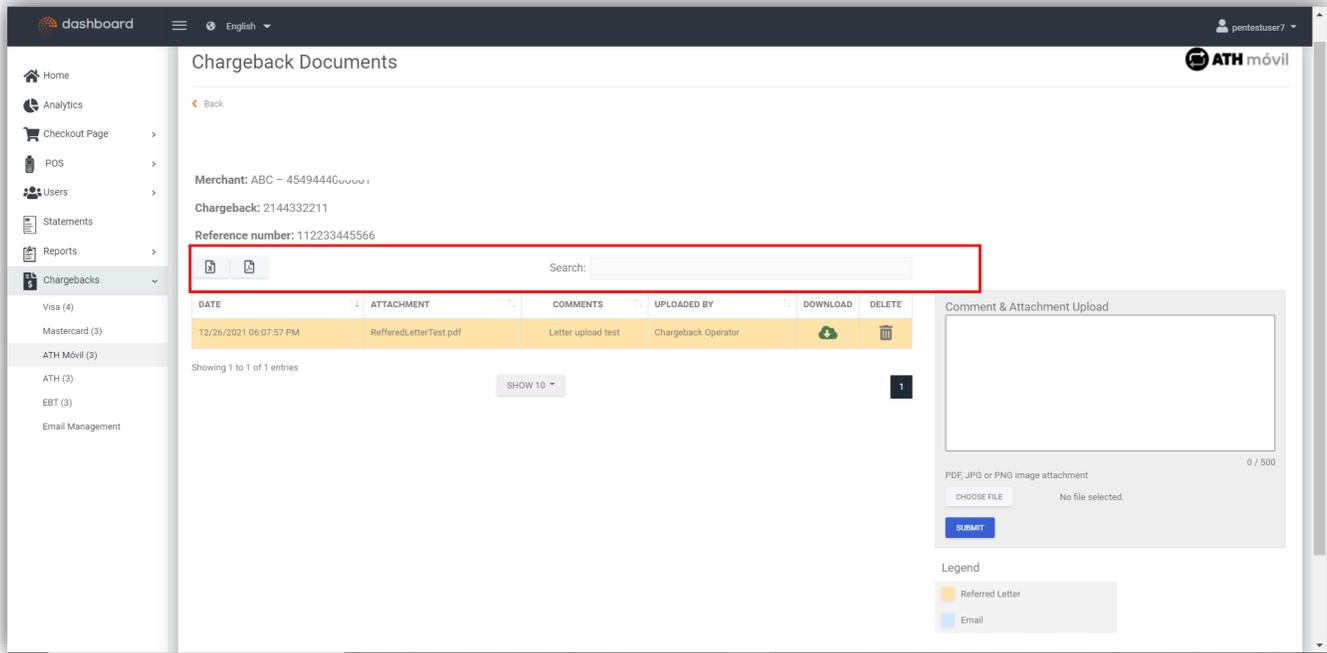
To delete a comment or file, select the  icon.



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

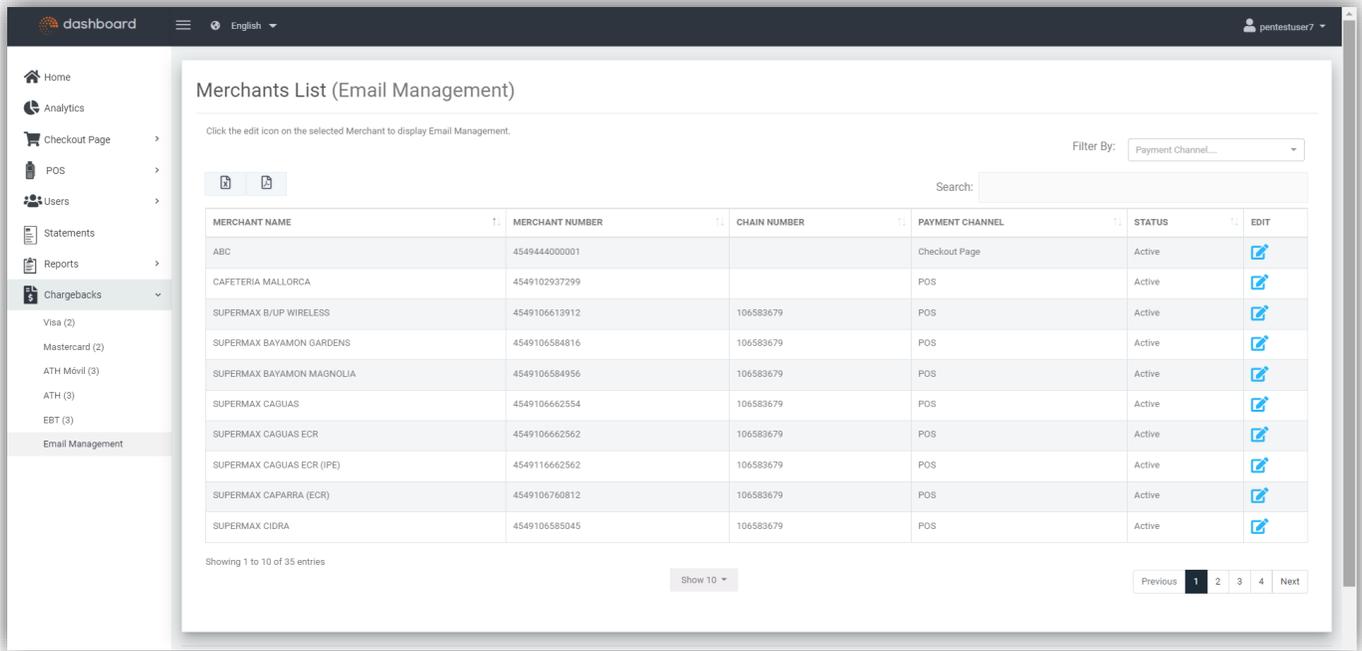
In the **Chargeback Documents** screen, you can also:

- 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 .

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.

Carta de Referido - 5544332211 - US<sup>1</sup>

- \$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



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 (impresión), 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...

1 / 1

Sign In



Número de referencia Claim Id	2244668800	<b>IMPORTANTE</b> SOLICITUD DE COPIA DE BOLETA DE VENTA <b>IMPORTANT</b> REQUEST FOR COPY OF SALES
Fecha Date	12/14/21	

A: TO  Número de Comerciante / Merchant No. 4 US email_1_email.com tania.rodriguez@evertecinc.com	DE: FROM  EVERTEC INC Attention: Claims Group URL: <a href="https://dashboard.evertecinc.com">https://dashboard.evertecinc.com</a> 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:

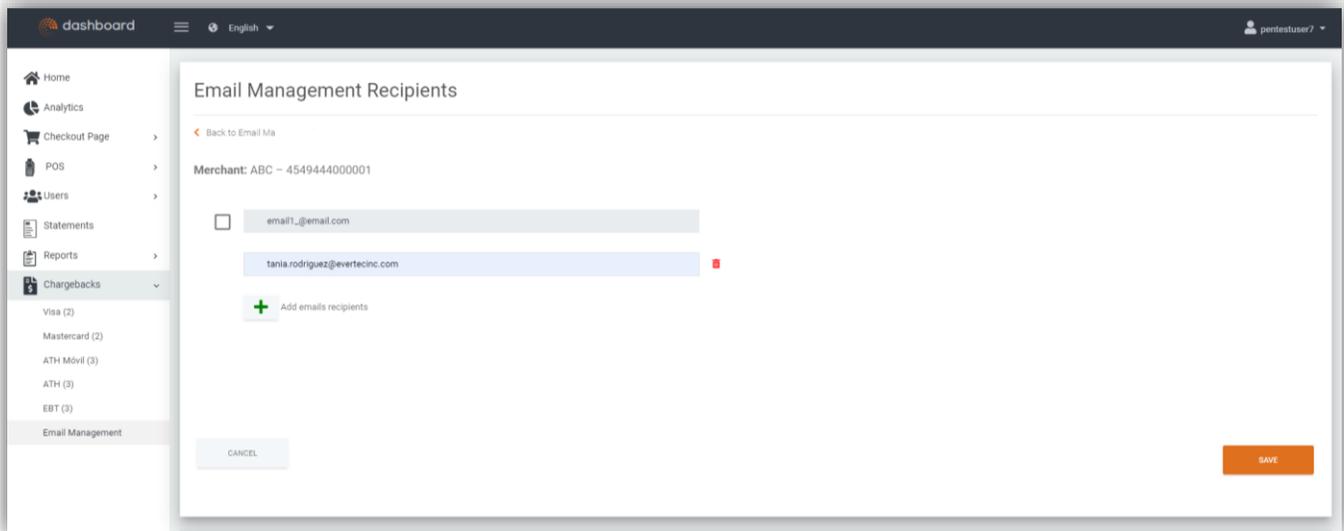
We have received a request from your customer's bank for information related to a credit card charge made at your business. Please, supply copy of the sales draft to our POS service provider, EVERTEC INC to the email address <https://dashboard.evertecinc.com>

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

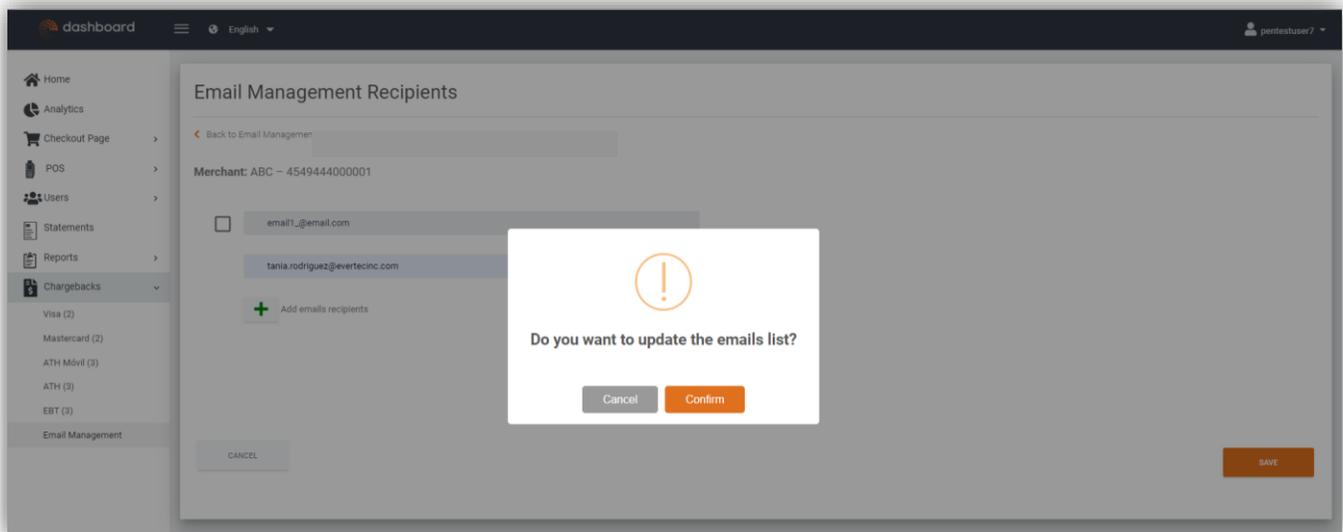
Fecha de Transacción Transaction Date	Terminal Terminal	Importe Amount	Número de Tarjetahabiente Cardholder Account Number	Núm De AUTH AUTH Number
10/29/21	1234	\$10.00	VISA ***** 1111	1a2b3c

\*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**.

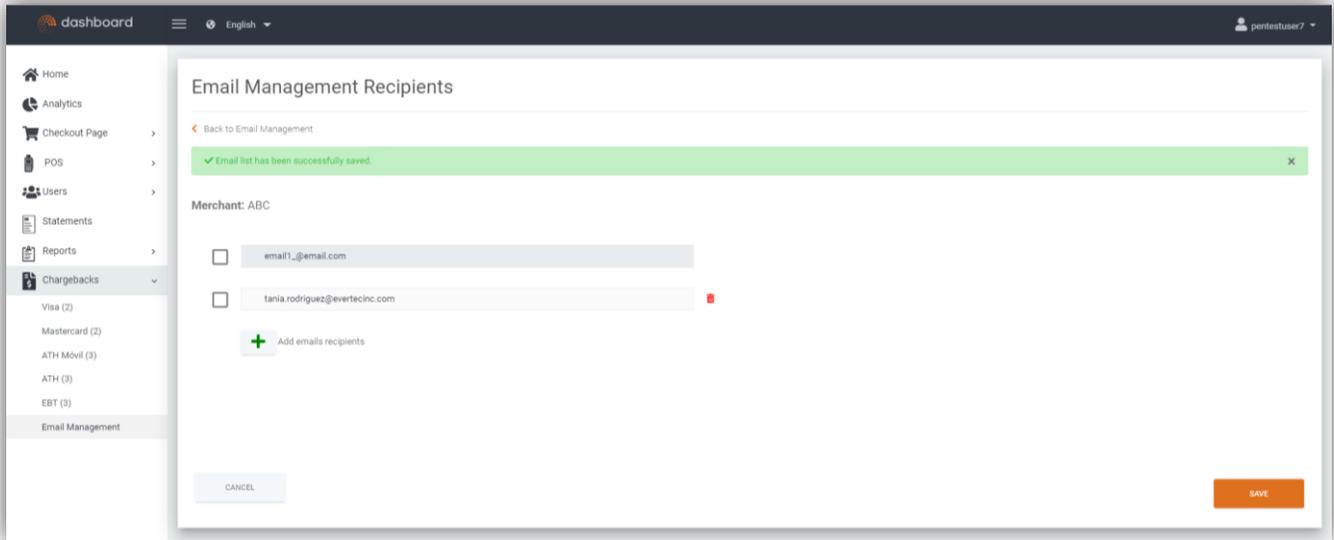


A message will appear to confirm that you want to update the email list. Select **Confirm** to add the email address.

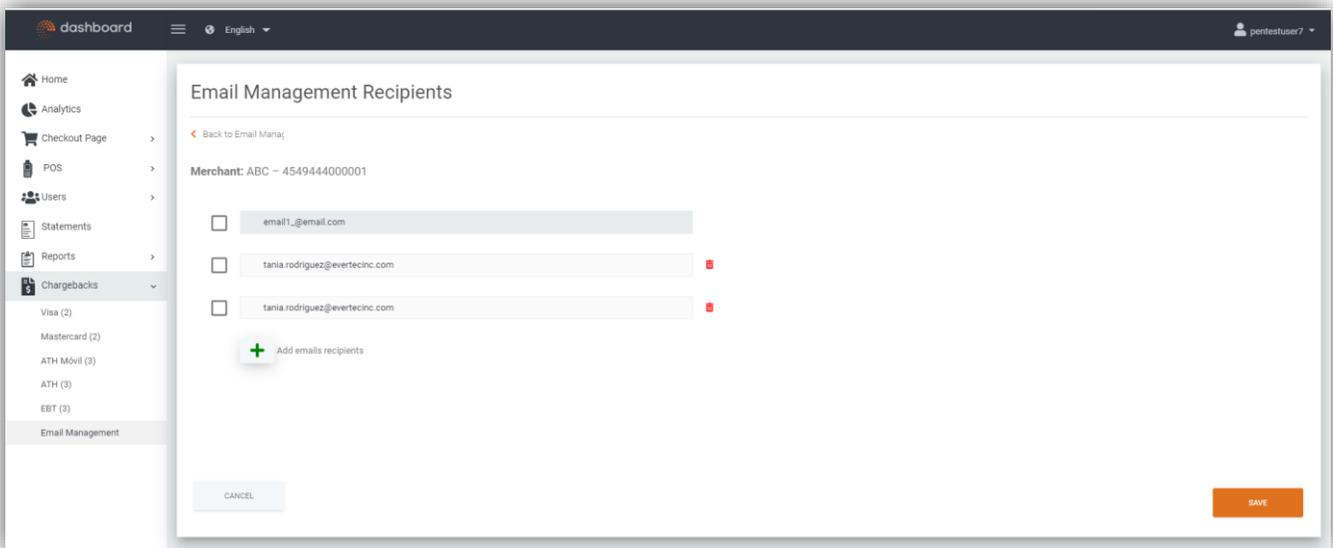




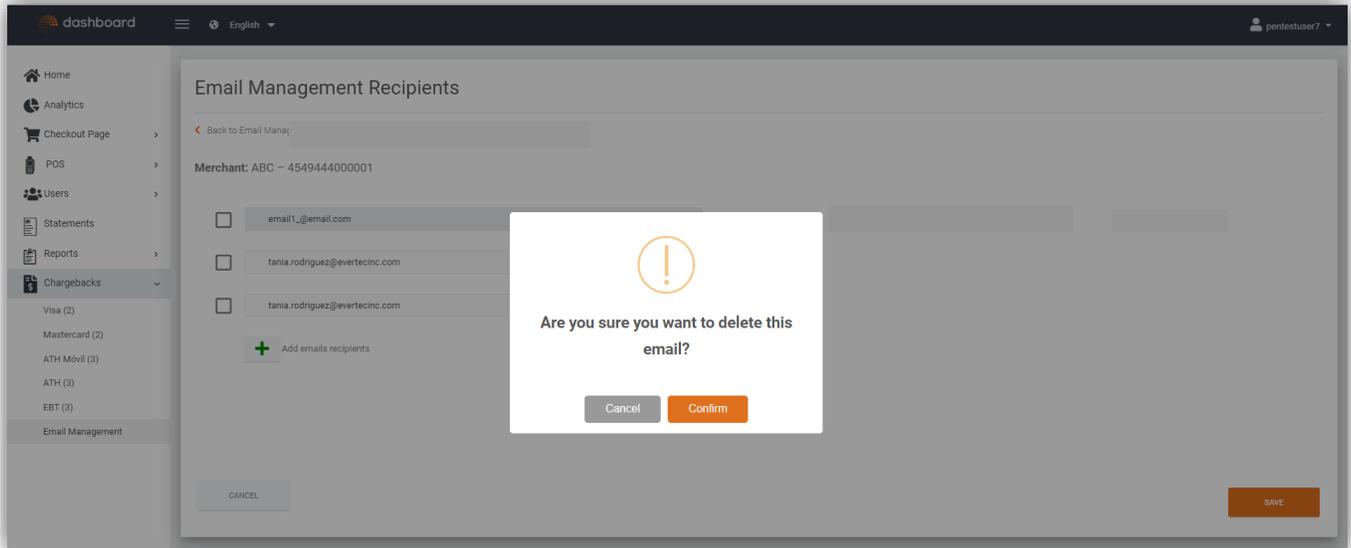
Once added, a confirmation message will appear stating that the email address has been saved.



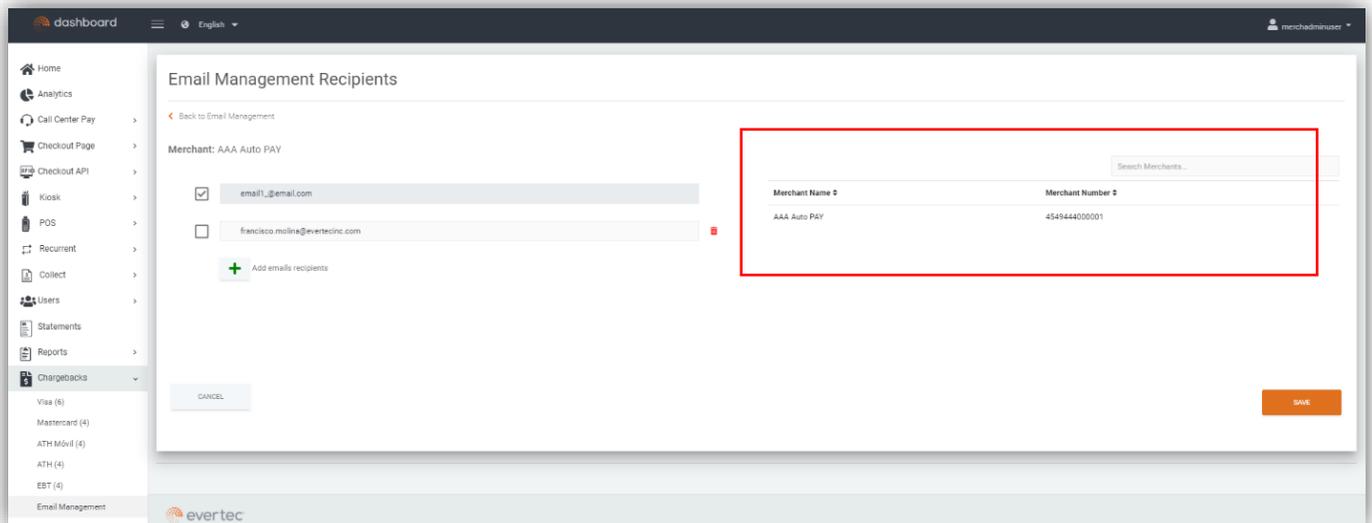
If you want to delete an email address, tick the check box by the address in the list and then, click on the  button.



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

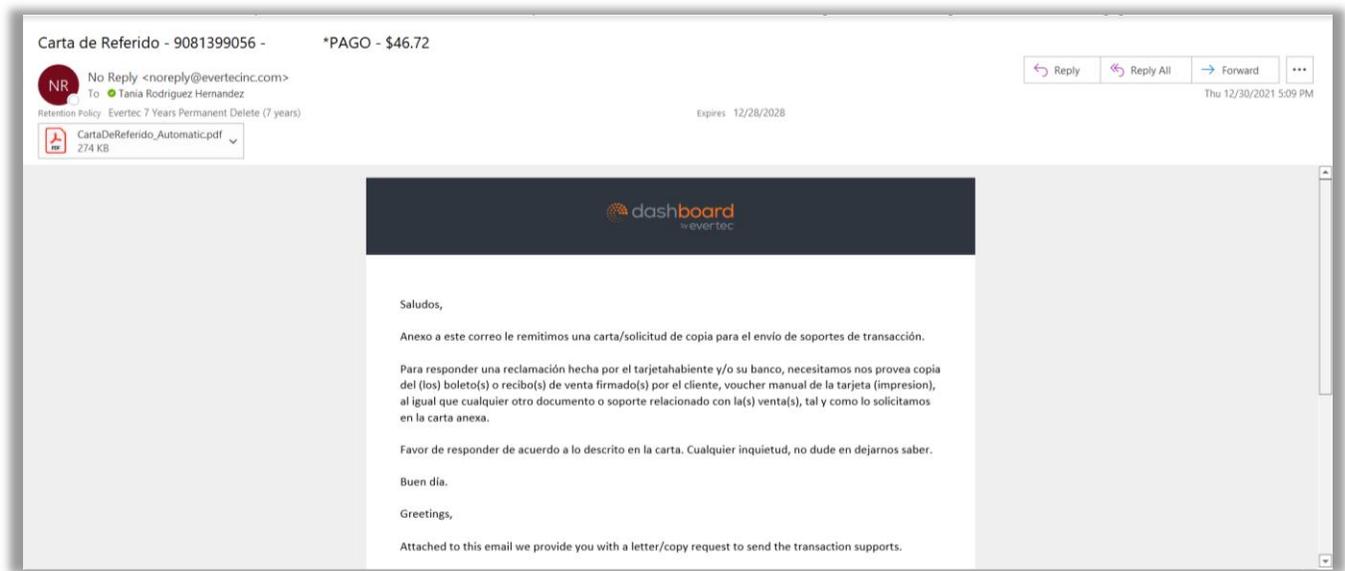


For extensive email lists, you can run an **email search** by merchant or business.



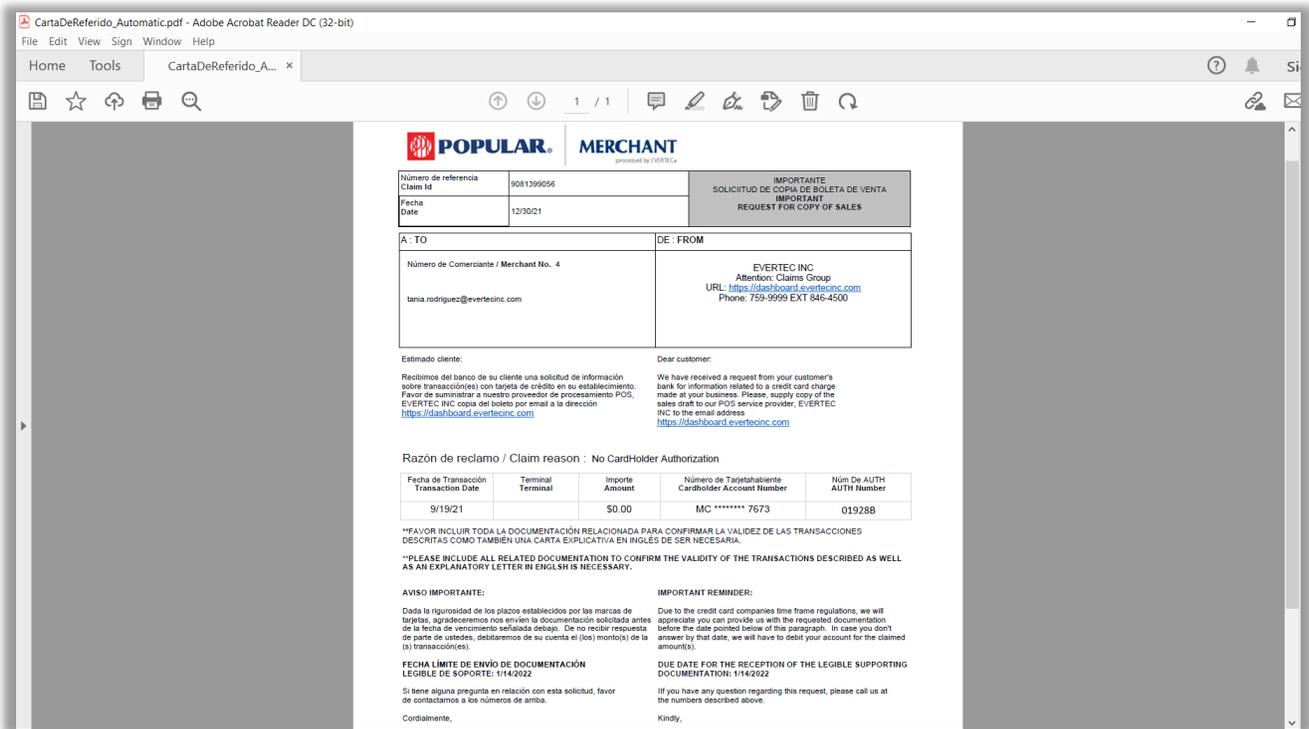
## II. Chargeback Management by Merchant Administrator

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).



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).

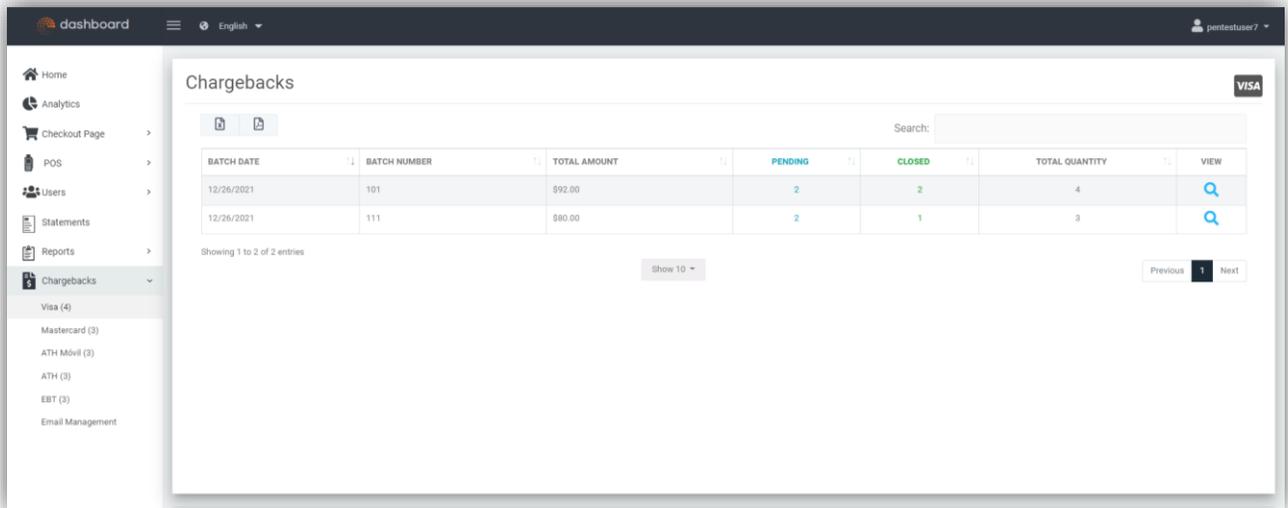
The letter will state the deadline to submit the evidence, which will be established based on the brand of card used for the transaction:

- 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.**

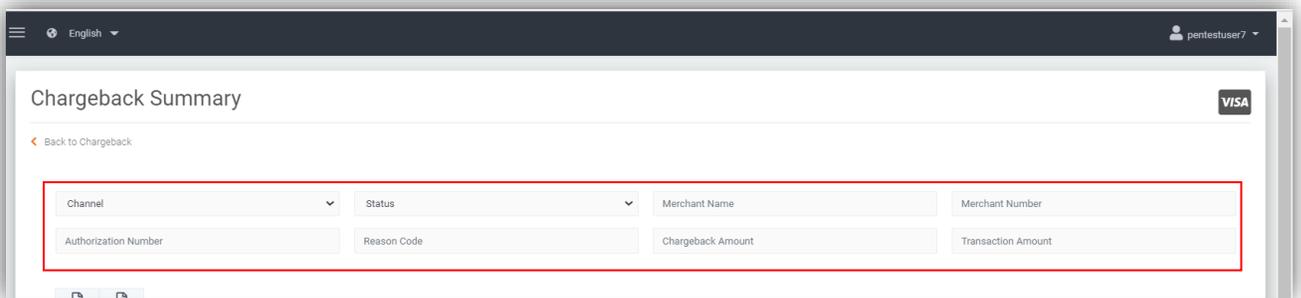
**To submit the requested evidence:**

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

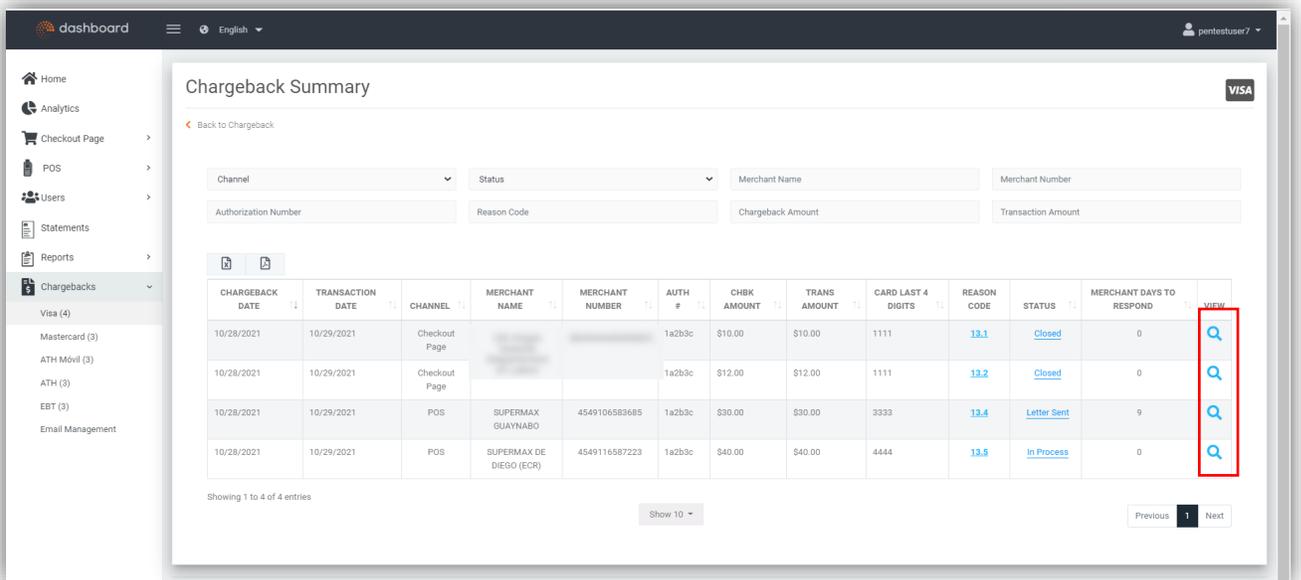


- The **Chargeback** screen will appear with a table summarizing the chargeback batches.
- Choose the batch corresponding to the chargeback by selecting the **View** icon by the batch row.
- The **Chargeback Summary** screen will appear.

- 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).

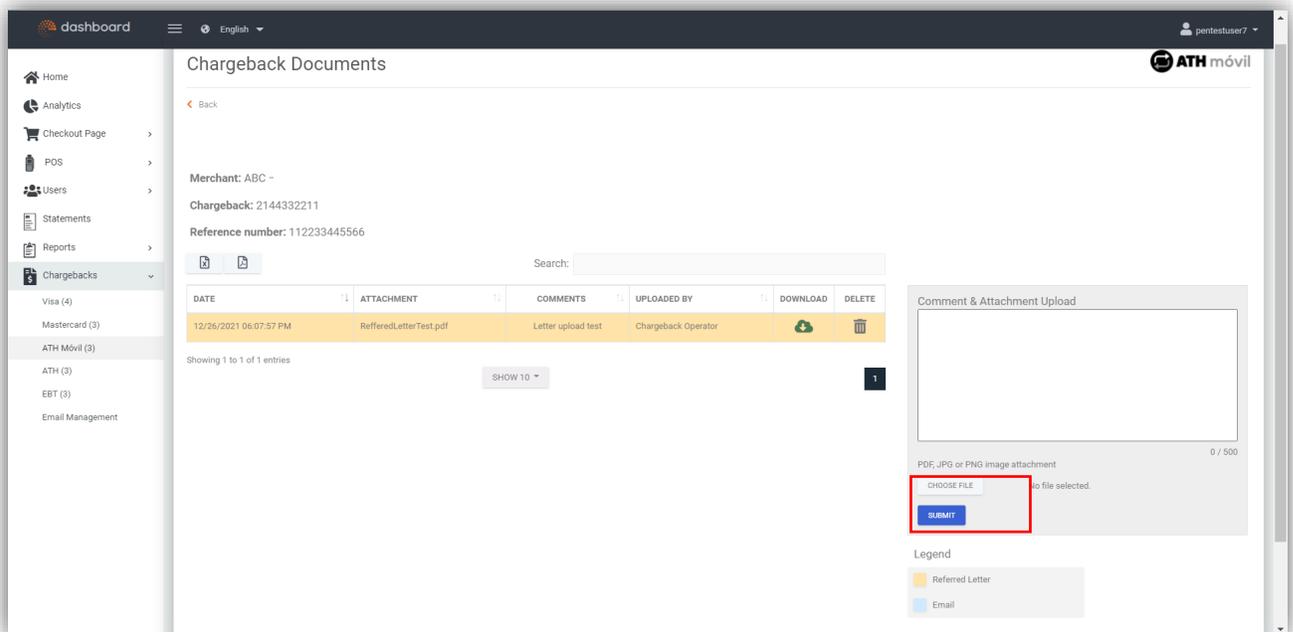


- When you find the chargeback, select **View**.

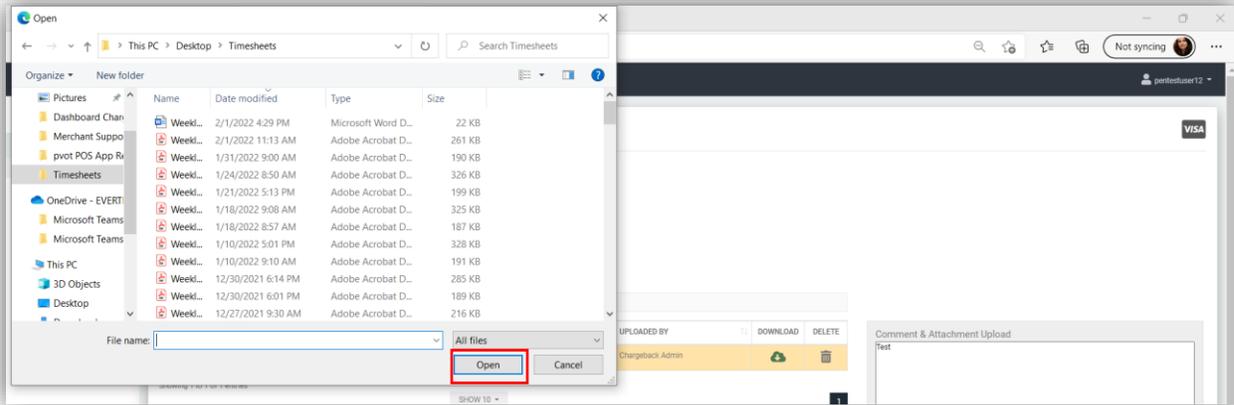


- The **Chargeback Documents** screen will appear.

- 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):

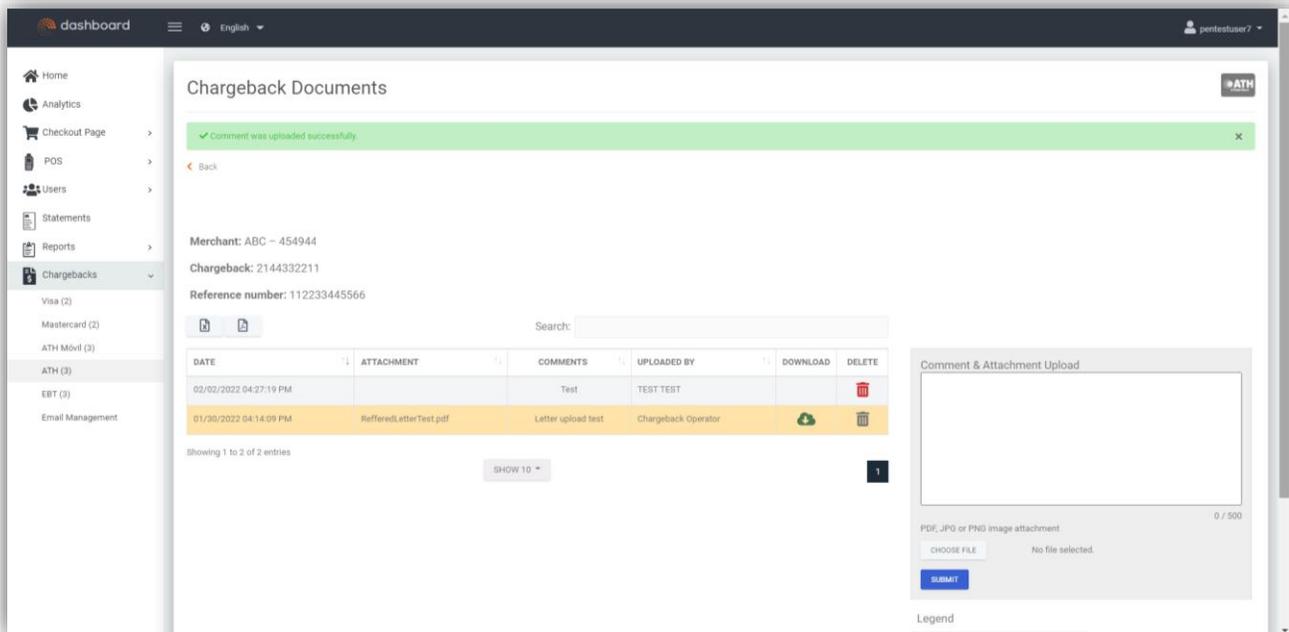


- Add a comment in the box on the right side (if applicable).
- Add a file by clicking on the **Choose File** button.
- Select the file and click on **Open**.



- 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.

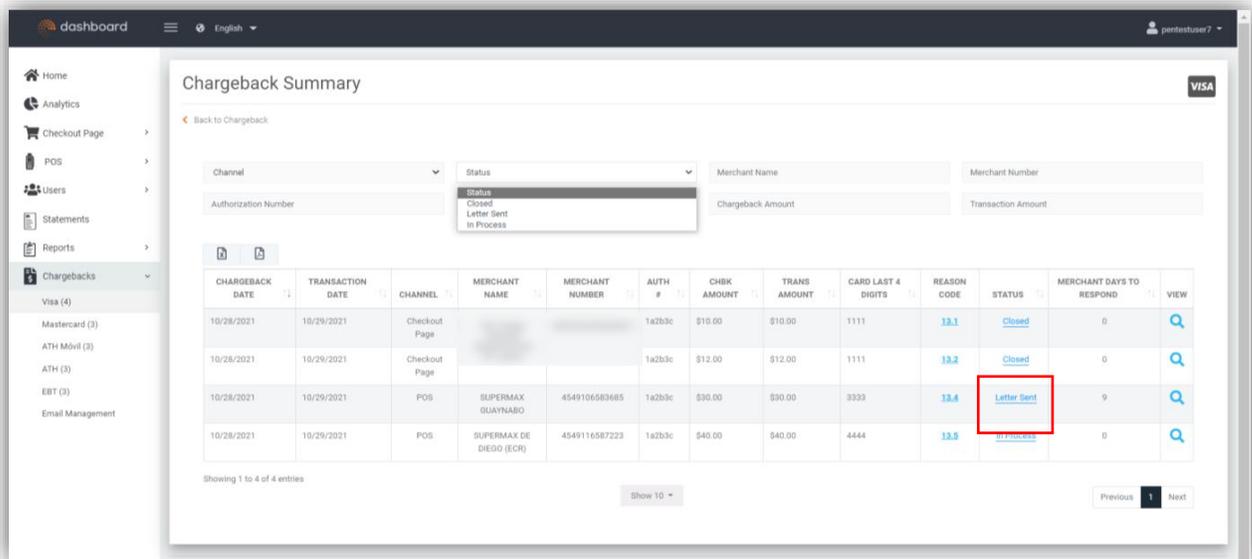


**Reminder:** you must submit the evidence as requested **before the deadline** established in the letter. Otherwise, the transaction will be debited from your merchant account.

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.

English

## Chargeback Summary

back 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	<a href="#">13.1</a>	<a href="#">Closed</a>
10/28/2021	10/29/2021	Checkout Page	1111	<a href="#">13.2</a>	<a href="#">Closed</a>
10/28/2021	10/29/2021	POS	3333	<a href="#">13.4</a>	<a href="#">Letter Sent</a>
10/28/2021	10/29/2021	POS	4444	<a href="#">13.5</a>	<a href="#">In Process</a>

### 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.