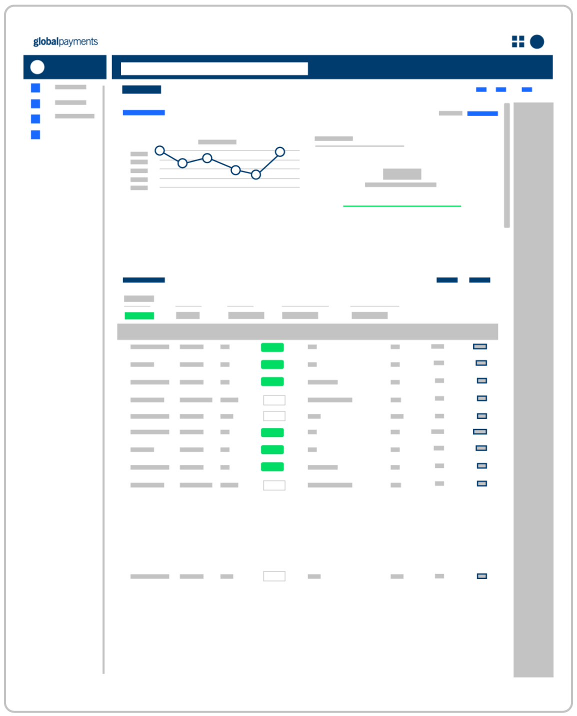
CUSTOMER ENGAGEMENT

User Guide

Global Payments Payment Reporting

Get more insights. Make better decisions.



globalpayments Innovation that delivers.

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Introduction

Welcome to **Payment Reporting**, an extensive online data management platform designed to help you easily access information, understand your customers, and make informed decisions.

This guide will walk you through the key features and functionalities of Payment Reporting, ensuring you can navigate and utilize the platform effectively.

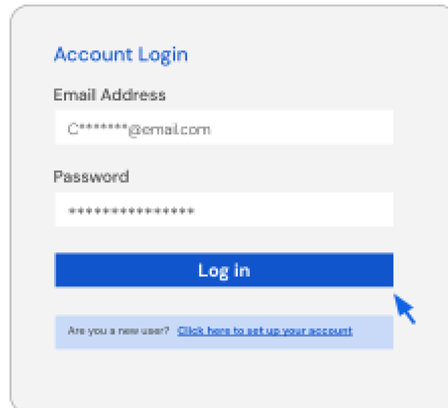
Here're some highlighted user management features within Payment Reporting to help you simplifies your business operations:

- Default reports: Save time using robust pre-generated reports.
- Custom report builder: Create reports tailored to your specific needs.
- Statements: Access statements directly from the platform.
- Transaction finder: Quickly locate specific transactions for research.

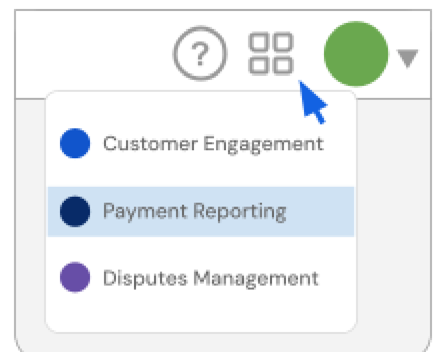
Getting started

How to access

Visit the login page:
Go to **https://myaccount.globalpayments.com/** and enter your registered email and password to log in to My Account.



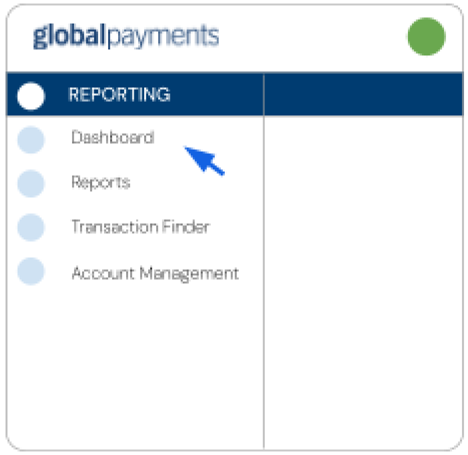
Locate the "Menu Sidebar":
Access all Global Payments tools, including Payment Reporting, Disputes Management, and other enabled tools, by clicking the group of four dots in the top right-hand corner.



Select **Payment Reporting** to access the application.

Menu overview

Navigation



Navigating the Payment Reporting application is intuitive, with a range of menus located in the top left-hand corner of the portal window. These menus provide access to various sections of the platform, making it easy to explore and manage your account. Please note that menu options are based on your permission levels, meaning you will only see the sections you are authorized to access.

Merchant number selection and filtering

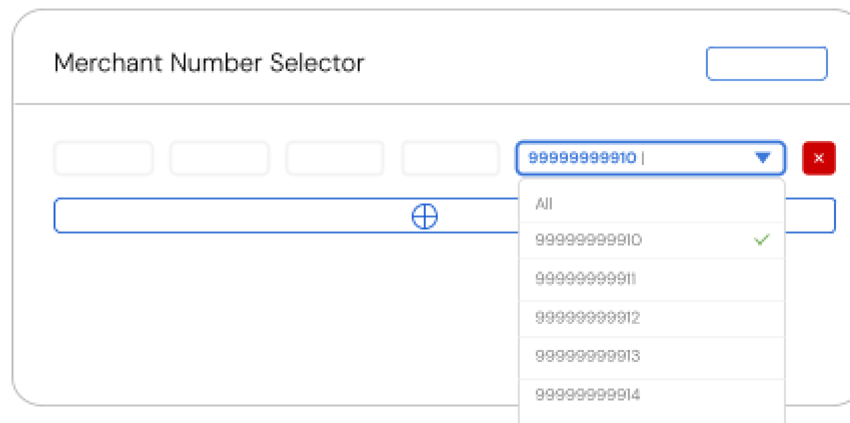
This section only applies to accounts with multiple merchant numbers (MIDs). If you only have one (1) MID, the selector options won't appear on your application.

Single chain selector:
If you have access to a single chain, your selector will appear as below.

Enter a merchant number or name to filter search results for that specific merchant, or browse all merchant numbers (MIDs) within the chain.

Multiple chains selector:
For businesses with multiple merchant locations, select specific chains or a combination of MIDs to display information simultaneously.

Press the "Edit Selection" button to refine your search. Enter the specific MID, and press "enter" to apply. Once selected, the MID will appear in blue, and you can add more MIDs if needed. Once satisfied, click "select" to proceed.

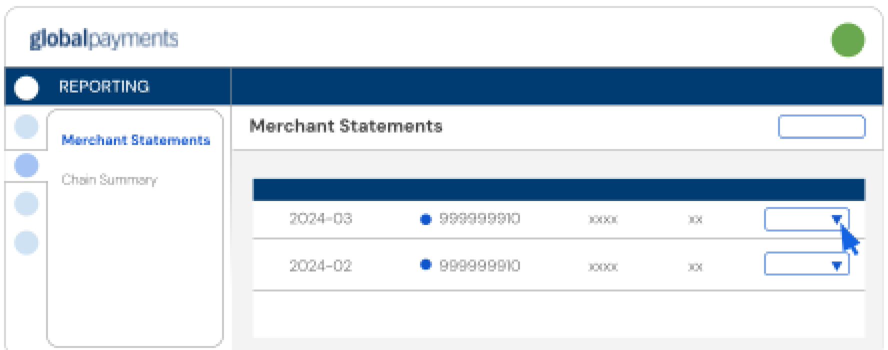


Statements

The statements section provides a centralized location to retrieve your monthly statements. The system automatically generates the last three months of statements by default. You can access older statements using the filtering options.

View or download statements

Use the action dropdown button to view or download your statements.



Chain summary report

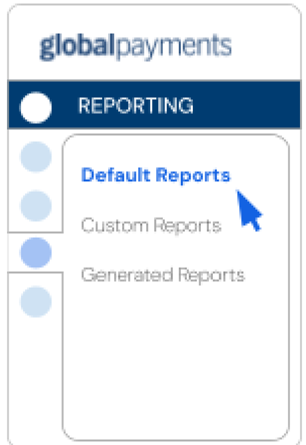
For businesses with multiple chains, the chain summary report offers a consolidated view of all your chained locations in one place.

Key information includes:

- Chain ID
- Gross amount
- Total fees
- Total discount
- Net amount

Reports

Default reports



Your Payment Reporting application offers a variety of default reports based on your data permissions. These reports include:

Batches

- Settled batches report: Displays settled transactions grouped by settlement batch.

Deposits

- Chain aggregate report: Consolidated activity for all locations in a chain.

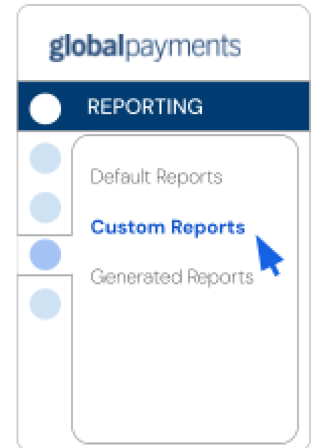
Disputes

- Adjusted disputes report: Presents closed dispute cases.
- Received disputes report: Highlights open dispute cases.

Transactions

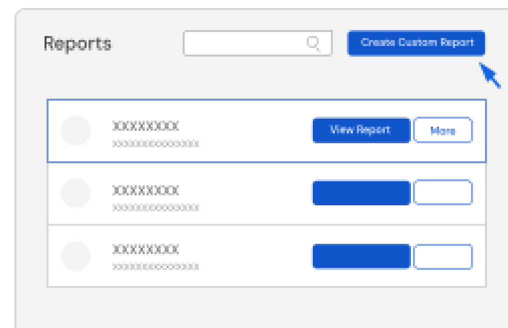
- Settled transactions report: Lists batched and settled transactions.
- Merchant totals report: Categorizes transactions by card number and settlement date.
- Authorizations report: Shows the authorization status of submitted transactions.

Custom reports



Create custom reports tailored to your specific needs.

Access custom reports:
Select "Custom Reports" from the sidebar.

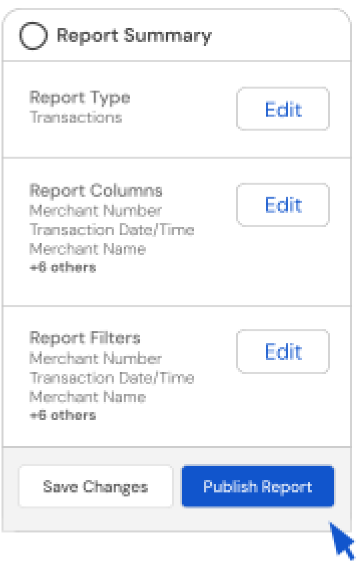


Create a new report:
Click "Create Custom Report" at the top right of the page and fill in essential details:

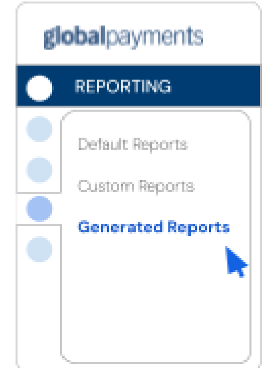
- Report name: Provide a custom name.
- Report description: Optionally, add notes or additional information.
- Report type: Choose between transaction-based or disputes-based reports.
- Report columns: Customize by selecting columns from available and active sections.

Customize columns:
Add or remove data options using the “+” and “x” icons. You can also hide data points by toggling the “visible column” icon (eye symbol).

Publish report:
Once satisfied, select "Publish Report" to finalize.



Generated reports



Some reports require generation before they can be downloaded. These generated reports will appear in a dedicated section for easy access.

Filtering reports

Each report includes powerful filtering options to refine data using specific criteria. To filter a report:

Apply filters:
Click the filter button at the top right of the report page.

Update and save your filter preferences for quick access later.

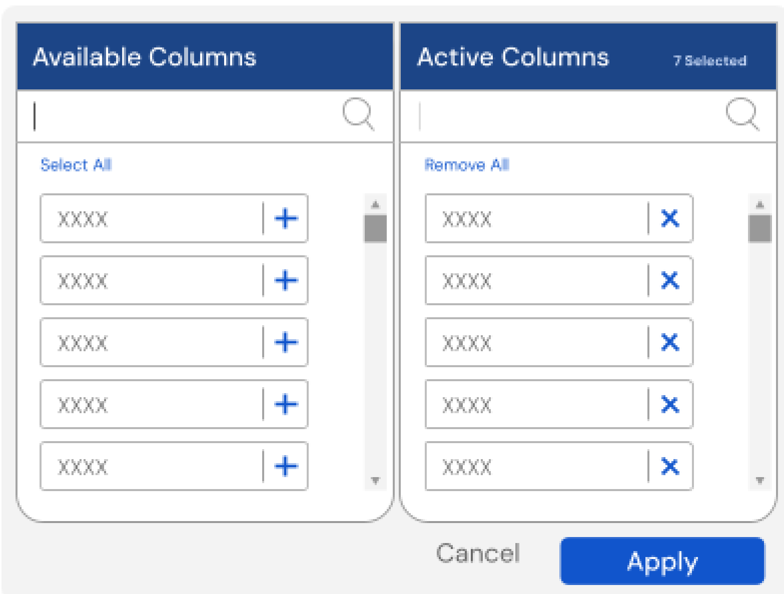
Saved filters:
To navigate back to a saved filter, use the "star" icon on the relevant report and select your desired filter from the options available.

Multiple filters:
Save multiple filters for a single report to streamline your reporting process and enable efficient report scheduling.

Reports columns

Reports are presented in column formats, but not all information is displayed by default. Customize the displayed information using the "Column" button:

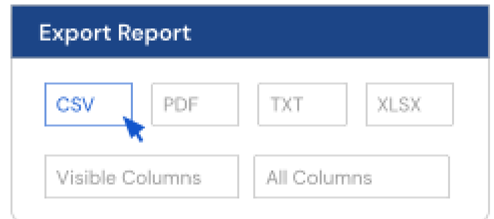
- Available columns: Indicate the data generated but not displayed.
- Active columns: These are the visible columns in the report table, adjustable based on your preferences.



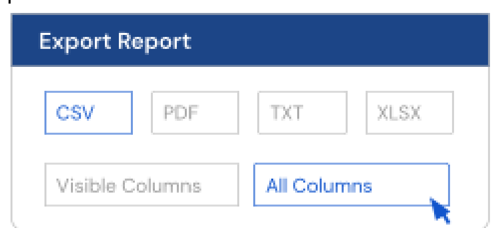
Exporting reports

Export:
Click the “Export” button above and to the right of the report.

Choose format:
Select from Comma Separated Values (CSV), TXT file, Portable Document Format (PDF), or Excel Format (XLSX).



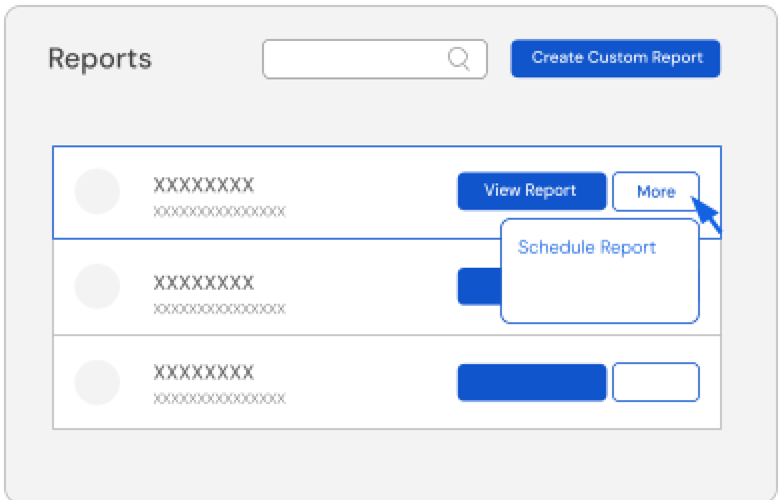
Customize export:
Export all available columns or only those selected for presentation on the screen.



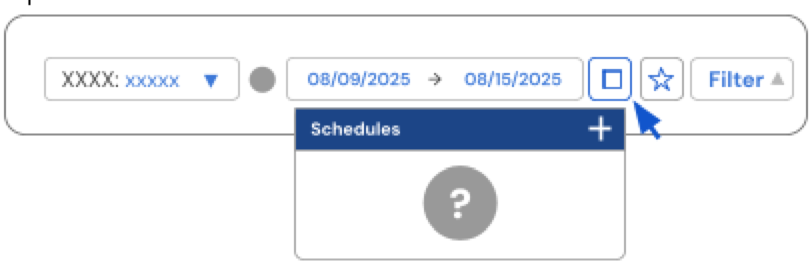
Scheduling reports

Schedule both default and custom reports using the following steps:

1. **From the reports page:**
   Select the action button, then choose "Schedule"

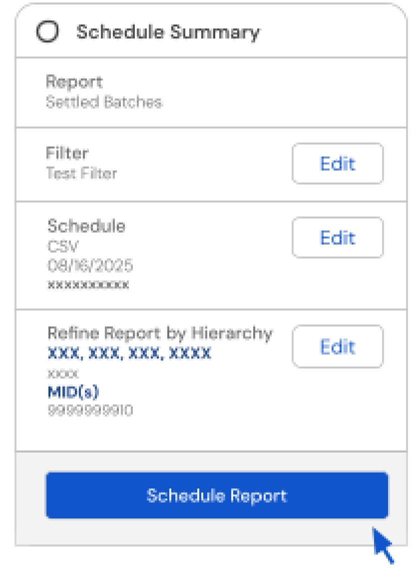


2. **From individual reports:**
   Click the notepad/calendar icon to create a new scheduled report.

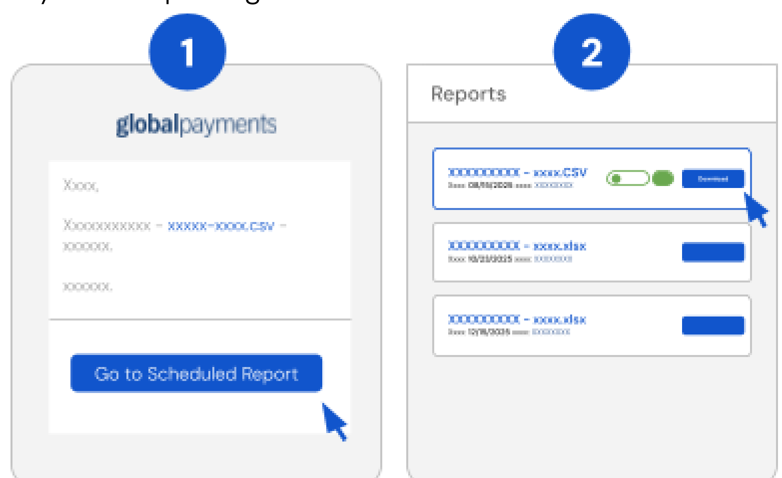


3. **Report scheduler page:**
   Provide the following information:
   - Report name
   - A saved filter
   - Report description (optional)
   - File format (CSV, PDF, or XLSX)
   - Report recurrence
   - Start date
   - End date (optional)
   - Desired hierarchy/MIDs

   Select the "Schedule Report" button to finalize.



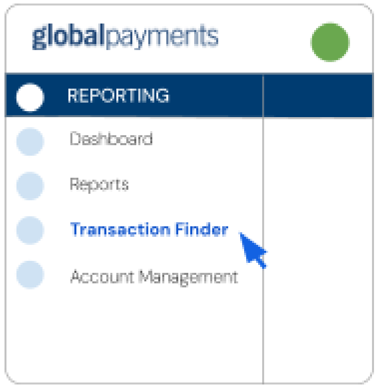
4. **View scheduled reports:**
   After scheduling, you'll receive an email notification when the report is ready. Access the report via the link or through Payment Reporting.



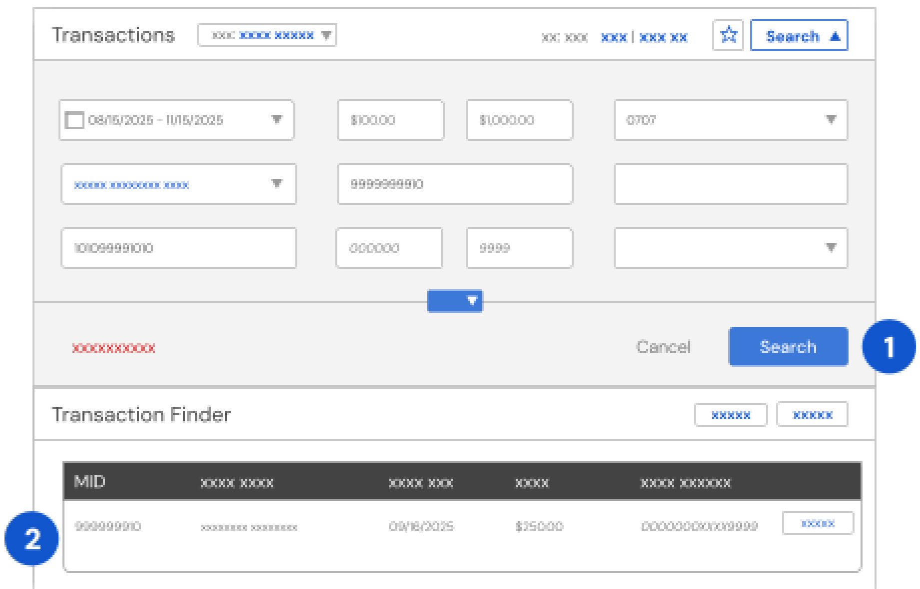
Transaction finder

The transaction finder helps you efficiently locate specific transactions using various criteria, such as:

- Terminal ID
- Purchase ID (for invoice numbers)
- Card number (first 6 and/or last 4 digits)
- Authorization date



Easily track down the transactions you need using the above criteria.



Additional support

Help center

The help center offers detailed instructions and covers various topics related to My Account. Access it directly from the welcome page or by clicking the question mark icon [**?**] in the top right corner.

Alternatively, visit **help.globalmerchantportal.com** or scan the QR code.

For inquiries and support

If you have any questions or need assistance with My Account, please contact the Global Payments Customer Care Centre at: 1.800.608.8620 or 416.646.7711

Training resources

For additional video training resources or to register for our webinar, visit our website **here**.