Merchant Portal Mobile App Guide

Manage your payments via your mobile device

dnapayments.com/faq
support@dnapaymentsgroup.com
0208 102 8100
or contact your Account Manager

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Merchant Portal App Guide

Welcome to DNA Payments, and thanks for choosing us as your Payments Partner.

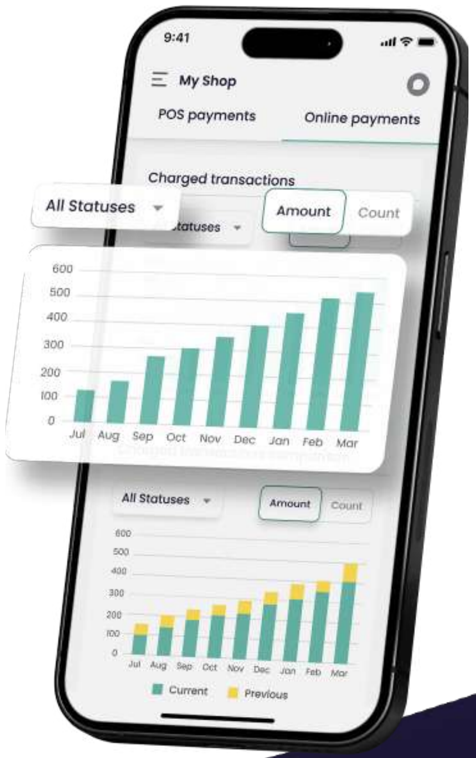
We look forward to getting you up and running and accepting payments as quickly as possible. Our experts have prepared this helpful guide to help you learn more about our Merchant Portal and its mobile app.

Our Merchant Portal Mobile App is a powerful free-of-charge platform, that's easy to download to your mobile device from the App Store or Google Play. It helps you monitor, track, and manage your Workflow, Transactions, Refunds, and Settlements, all in real time, all via your mobile device, phone or tablet, without needing to visit the website on your desktop.

We recommend looking through our guide's knowledge base to discover how to use our.

Merchant Portal App's features and functionality to their fullest potential, which include:

- **Getting the Merchant Portal App**
- **Accessing the Merchant Portal App**
- **Monitoring your payments**
- **POS American Express payments**
- **Managing your payments**
- **Refunds**
- **Payment statuses**
- **Settlements**
- **Payment links**
- **Virtual terminal**
- **Billing**
- **Reports**
- **Payment methods management**
- **Online chat support**



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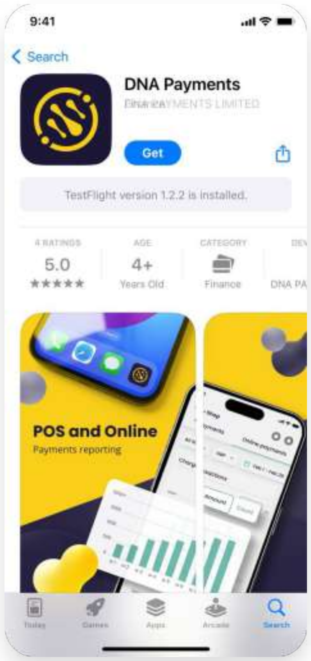
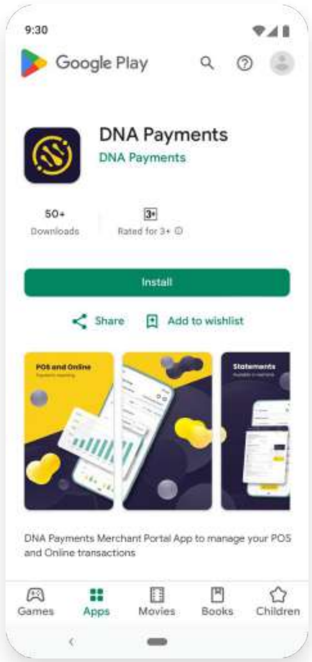
Getting the Merchant Portal App

Getting the Merchant Portal App on your mobile device couldn't be easier, in just a few steps you can monitor and manage your business's payments in real-time.





How to download the app

1. On your mobile device, go to either the [App Store]() or [Google Play](), or click the links in this step.
2. On your desired app store, search '**DNA Payments**'.
3. Our logo and name should appear in the search results, with the '**Install**' selection, click that to install the app.
4. You can then '**Open**' the app once installed, enter your login details and start using its excellent features.
5. If you're not sure how to get your login details and login, go to the next page.

Download on the App Store

GET IT ON Google Play

NOTE

You'll only be able to access our Merchant Portal app after your acquiring application has been approved. Once approved, you'll be notified and can use the email address you used to apply to set up your password following the steps highlighted in the guide.

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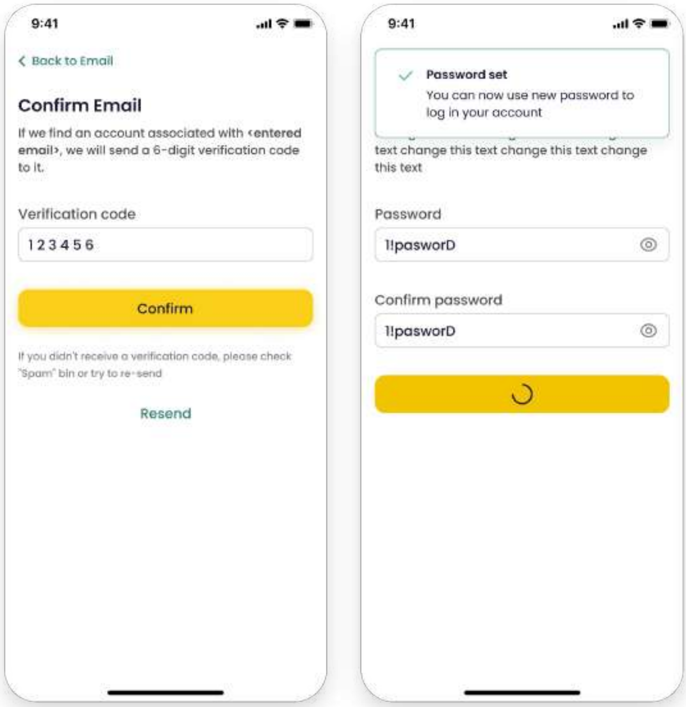
Merchant Portal App Access

Once your Acquiring Agreement Application is approved and signed, you'll receive an email with your Merchant Portal and Merchant Portal App Access details.



How to Set Up Your Password

1. Go to our Merchant Portal App via the your mobile device.
2. Select **"Set up your Password"** to set up your new password.
3. You'll receive an email with a confirmation code sent to the email address you used to apply.
4. Enter your confirmation code and proceed.
5. Create your new password.
6. Use your email as your username and enter your newly generated password to log in and access our Merchant Portal App on your mobile device.

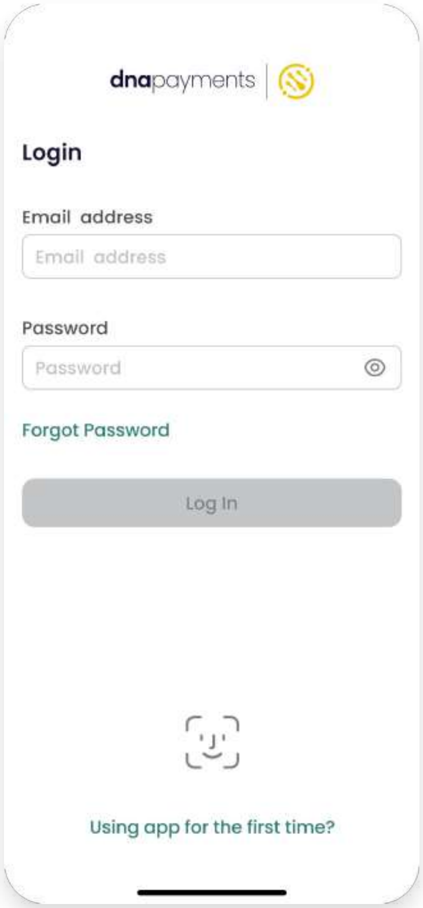
NOTE

You'll only be able to access our Merchant Portal App after your acquiring application has been approved. Once approved, you'll be notified and can use the email address you used to apply to set up your password following the steps highlighted in the guide.

How to Restore Your Password

If you've forgotten your password, you can use the mobile app to generate a new one by following these simple steps:

1. Go to the Merchant Portal App on your mobile device
2. Select the **"Forgot Password?"** on the login screen to set up your new password.
3. You'll receive an email with a confirmation code sent to the email address you used to apply.



How to change your login details

To change your login details, please send us a message using the contact details found in our guide, and one of our experts will be able to help you.

Overview

Our Merchant Portal App Overview screen is what appears after login and offers a bird's eye view dashboard of your Payment workflows, and reports where you can:

- View analytics as real-time charts of your Online Payments and POS Payments
- Monitor and report on the progress of your business's Payments activity
- Provides valuable insight into your growth, trends and much more

Using the search toolbar at the top of the Overview page, you can access your business's common day-to-date Payment workflows and search by:

- **Currency**
- **Date** (search a specific date range using the calendar or by today, yesterday, this week, last 7 days, this month, last 30 days, last 60 days, last 90 days)

The top of the Overview page will display your search results: Charged transactions, Pending transactions, Cancelled transactions and Refunded transactions.

Charged transactions and Charged transactions comparison are also displayed as a line chart, which can be viewed as:

- **Amount** (of transactions in your set date range)
- **Number** (of transactions in your set date range)

You can also view your Average metrics by:

- **Average successful payment amount**
- **Average successful daily value**
- **Average successful daily transactions number**

You can access your Reports by clicking **"Detailed reports"** on the top left-hand side of the page.

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Monitoring Your Payments

Our Merchant Portal App provides real-time updates for each Payment you process.

You'll be able to monitor and manage your payments either by Online Payments or POS Payments, depending on the solution you are using. These are accessed on the top left-hand menu displayed as 3 bars.

To view your Payments, please:

1. Log in to our Merchant Portal App on your mobile device.

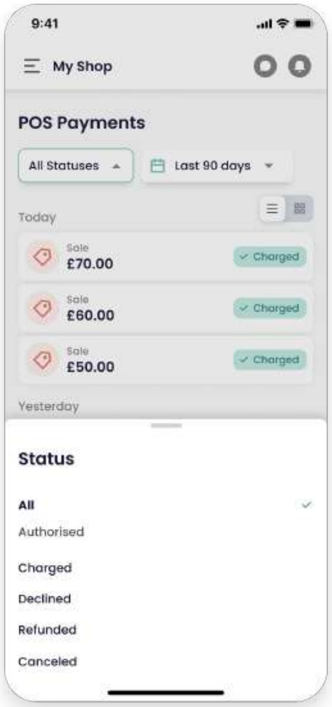
2. Go to the top 3 bar menu and select either Online Payments or POS Payments. You'll only see the solution you're using on the menu options.

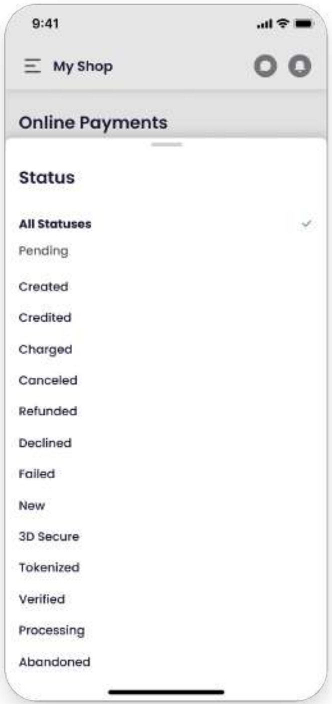
3. You can use the quick links to monitor your Online Payments' main statuses via the app and drill down results quickly by:

- **Status**
- **All Statuses**
- **Pending**
- **Created**
- **Credited**
- **Charged**
- **Cancelled**
- **Refunded**
- **Declined**
- **Failed**
- **New**
- **3D Secure**
- **Tokenized**
- **Verified**
- **Processing**
- **Abandoned**

And on your POS Payments by:

- **All**
- **Authorized**
- **Charged**
- **Declined**
- **Refunded**
- **Cancelled**





More in-depth payment statuses can be drilled down on both the Online Payments and POS Payments screens, using the dropdowns found at the top of each screen. These are explained in more detail in the next section: **Understanding Your Payment Statuses**.

Monitoring Your Payments Set Date Parameters

To set custom date parameters:

1. Go to the top search toolbar on the payments page you've selected.
2. Click on the dates shown.
3. Select your desired start and end date period on the calendar that is then displayed, or you can use the quick set date parameter results button next to the calendar dates, just to the left, which gives you the option to search by:

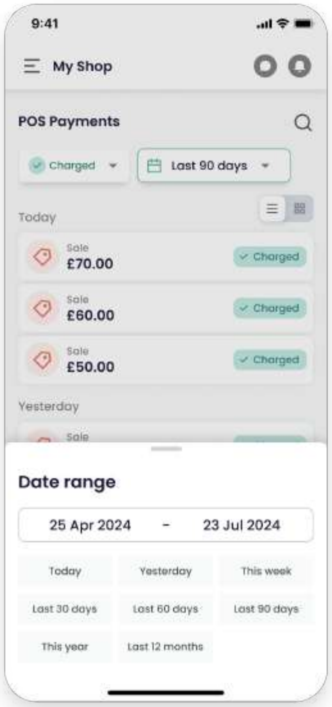
- **Today**
- **Yesterday**
- **This week**
- **Last 7 days**
- **This month**
- **Last 30 days**
- **Last 60 days**
- **Last 90 days**

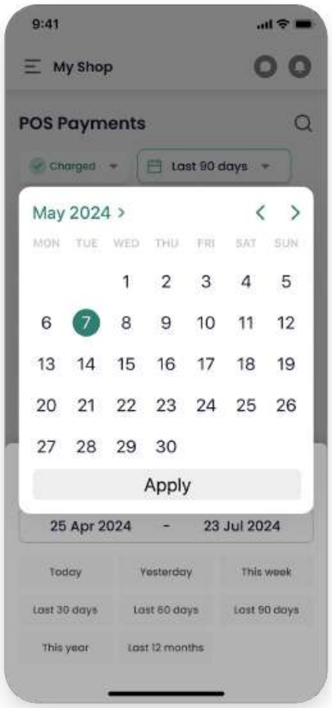
Once you've set the custom dates and highlighted your date period in yellow, your data will be ready to monitor or manage.

You can also use the search tool at the top of the page to perform keyword-related searches for a particular result you want.

There are additional filters on your Online Payments and POS Payments screens. To search using these, please:

1. Go to the top search toolbar items on your selected payments screen.
2. Click the Filters dropdown menu.
3. From the Filters dropdown menu, select:





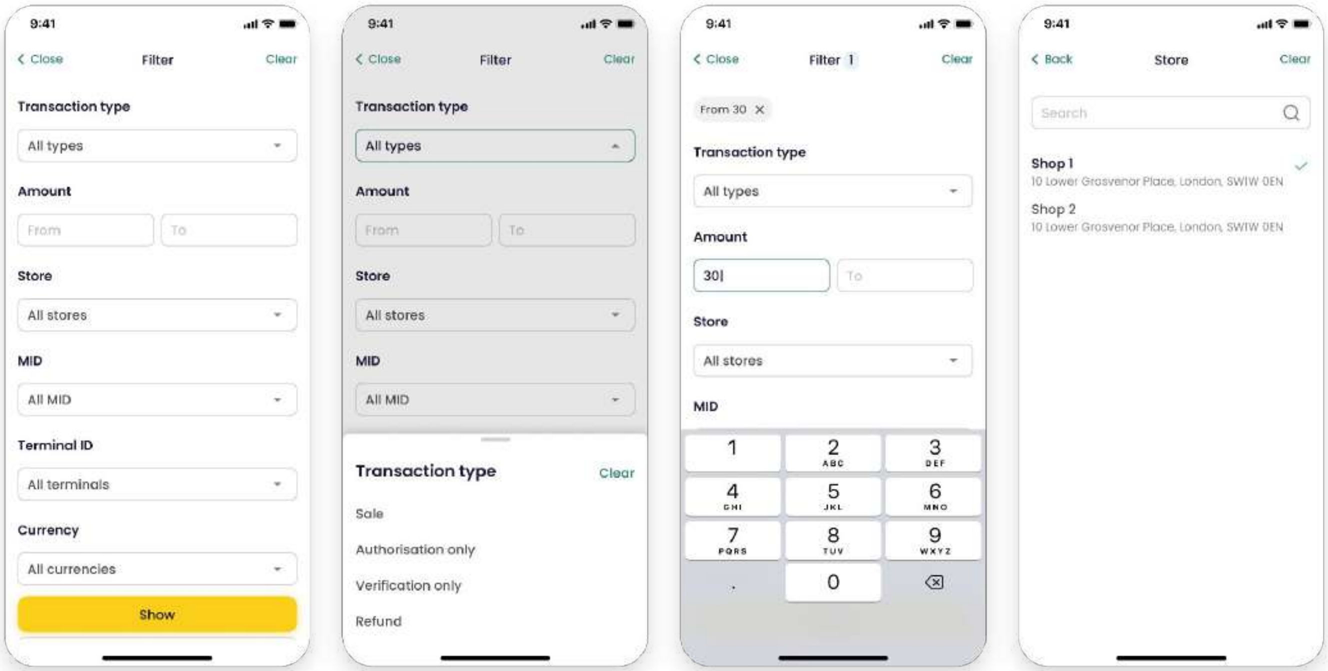
Monitoring Your Payments Filtering Search Results

You can also use the Search tool at the top of the app's payments screens to perform keyword-related searches for a particular result you want.

There are additional filters on your Online Payments and POS Payments pages.

1. Go to the top search toolbar items on your selected payments page.
2. Click the Filters dropdown menu.
3. From the Filters dropdown menu, select:

- **Shop name**
- **Order number**
- **Post link**
- **Customer ID**
- **Email**
- **RRN**
- **Amount**
- **Donation amount**
- **Payment method**
- **Refund date**
- **Currency**



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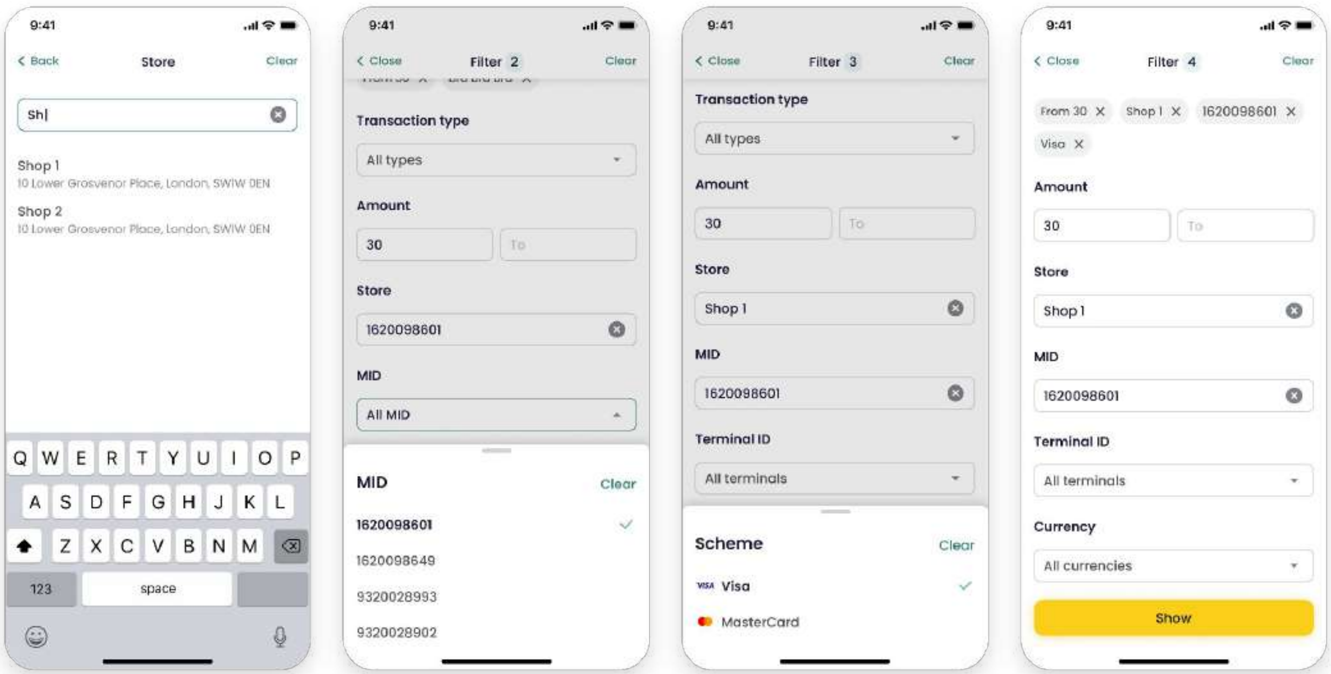
Monitoring Your Payments Filtering Search Results

POS Payments screen Filter options:

- **Store** (choose a store from the options in the search bar)
- **Terminal ID** (select from the terminal IDs shown in the search bar)
- **Currency**

Online Payments is where you can also monitor your Payment Links and Virtual Terminal payments via the app.

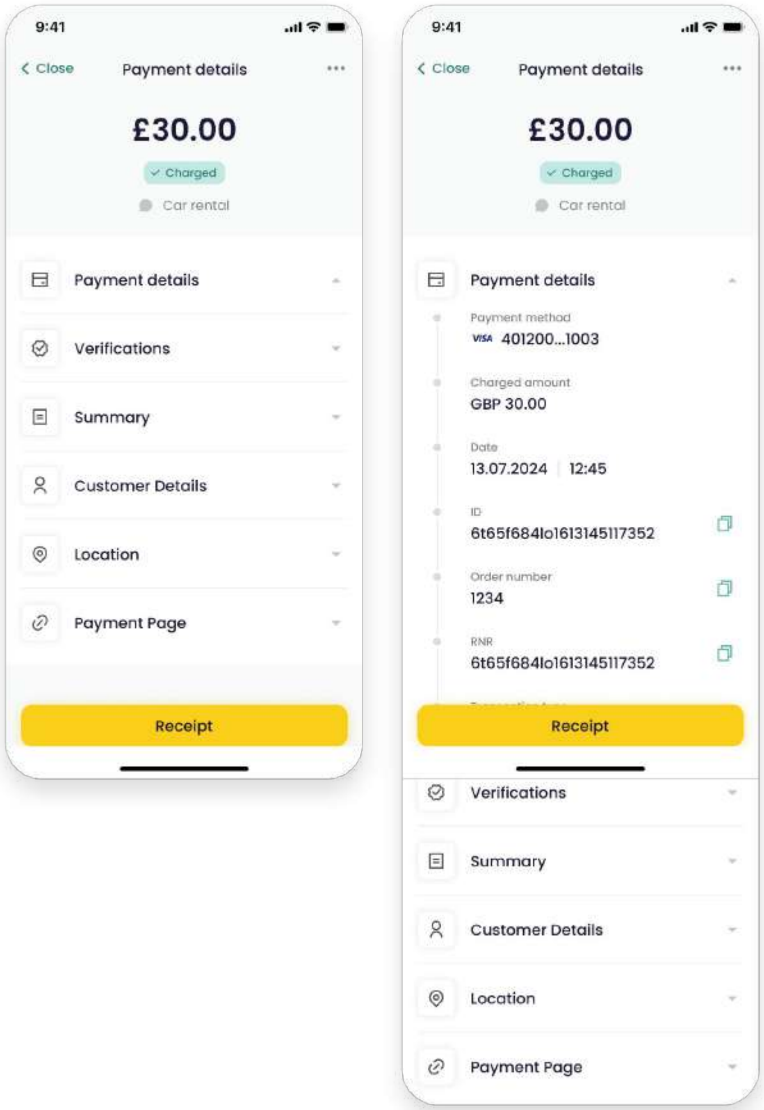


Monitoring Your Payments View More Details

To find out more details about your Online Payments on the app, please:

1. On your Online Payments screen, click on the payment, and you'll see dropdown items.
2. Click the dropdown you want more information on, which are:

- **Payment details** (amount, date, status, order number, payment ID, transaction type)
- **Summary** (shop, description, authorised on, result message)
- **Location** (payer IP, description)
- **Payer details** (payer, account ID, email, phone)
- **Payment page** (language, postlink address, postlink)

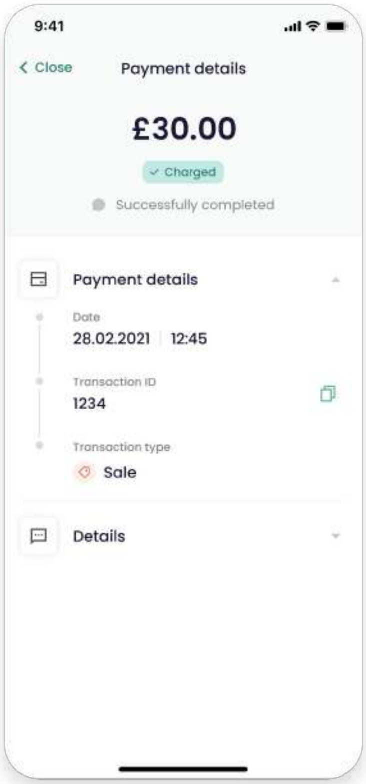


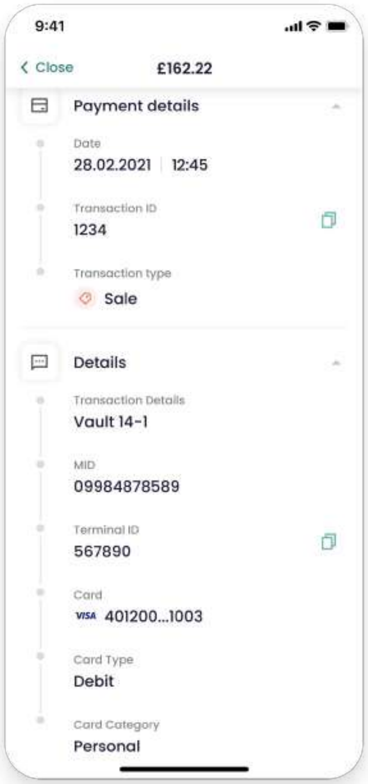
Monitoring Your Payments View More Details

To find out more details about your POS Payments, please:

1. On your POS Payments screen, click on the payment, and you'll see dropdown items.
2. Click the dropdown you want more details on:

- **Payment details** (amount, date, status, order number, payment ID, transaction type)
- **Details** (transaction details, terminal, result code, message, card, card type, card category, European card, capture method, transaction country, transaction city)





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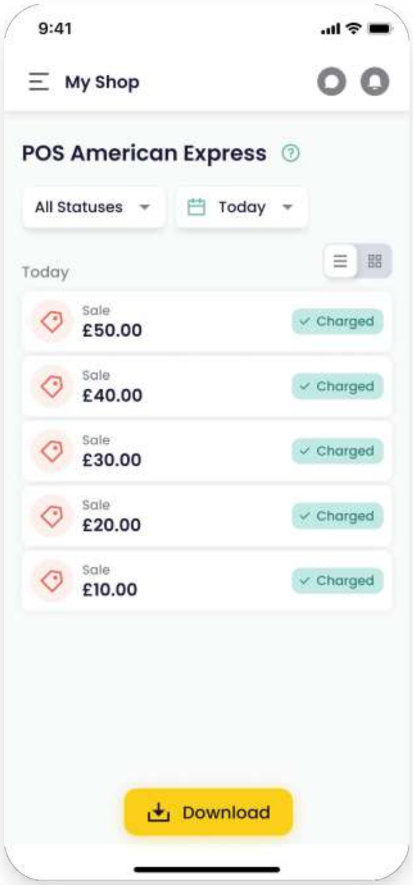
American Express payments

Our Merchant Portal App provides real-time updates on payments made using American Express cards via our POS payment terminals.

You can monitor/view these payments only, and won't be able to view any Settlements related to these transactions, as they're processed directly by American Express.

To view your American Express payments via the app, please:

1. Log in to our Merchant Portal App on your device.
2. Go to the top 3 bar menu and select POS American Express.
3. You can use the quick links and toolbar to monitor, view and filter your American Express payments.



NOTE

You can monitor/view these payments only and won't be able to view any settlements related to these transactions.

More in-depth payment statuses can be drilled down using the dropdowns at the top of each screen, which are detailed in the **Monitoring Your Payments** sections above and refer to POS payments.

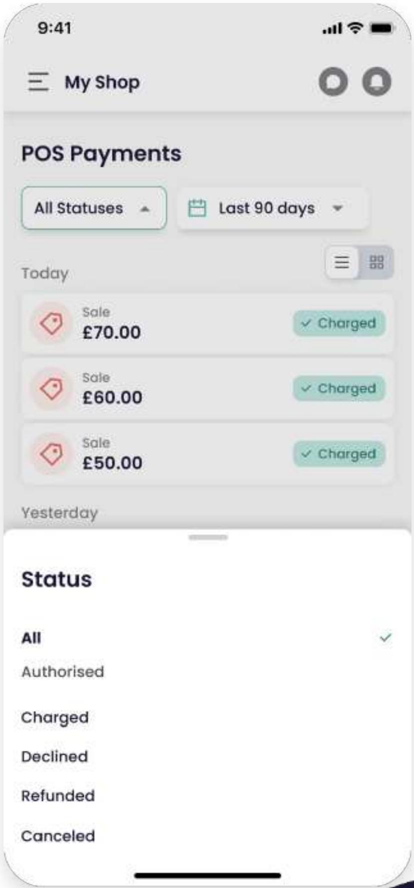
Payment Statuses are explained in more detail in the section above, **Understanding Your Payment Statuses** and referring to POS payments.

Understanding Your Payment Statuses
POS Payment Statuses

You can search the status of your POS Payments' statuses by:

1. Go to the top search toolbar on the payments screen you've selected.
2. Select the Status dropdown button.
3. Select from the following dropdown options:

- **Authorised:** Payment authorised - Cardholder's funds authorised by issuer bank, followed by Charged or Declined on transaction completion.
- **Charged:** Payment has been accepted - confirmation status on transaction completion and payment has been completed and processed to you.
- **Cancelled:** Payment has been cancelled, meaning the transaction was cancelled by you, which can apply to the initial payment and refunds.
- **Refunded:** Payment refunded to the customer, meaning you have issued a refund, and it has been credited and completed.
- **Declined:** Payment has been declined by the issuer and/or acquiring processor for a variety of reasons, such as insufficient funds.



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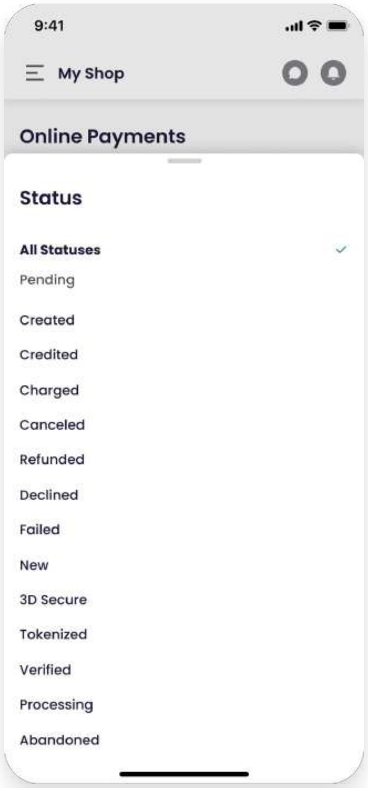
Understanding Your Payment Statuses Online Payment Statuses

You can also search the status of your Online Payments' statuses by via the app:

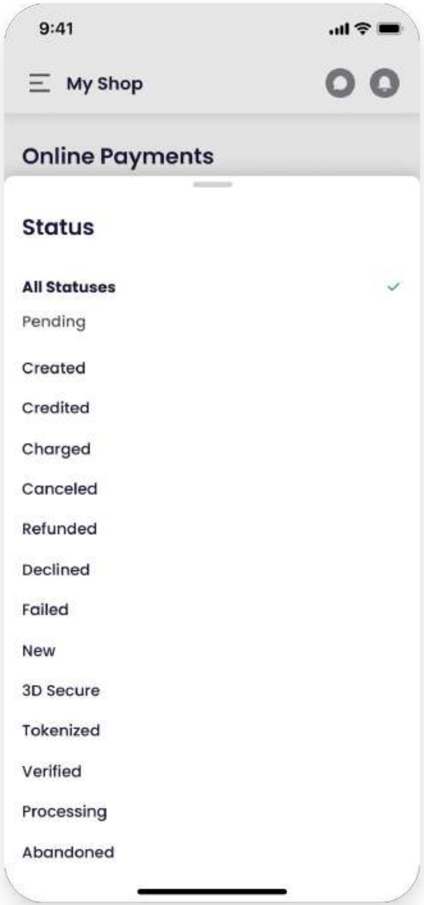
1. Go to the top search toolbar on the payments screen you've selected.
2. Select the Status dropdown button.
3. Select from the following dropdown options:



- **Pending:** Payment is authorised and is waiting for the charge status. Applicable only to merchants using a manual "charge" completion scheme.
- **Created:** Usually applicable only for alternative payment methods (APM), meaning payment is initiated and awaits completion on the consumer/APM side.
- **Credited/refunded:** Refund payment completed and credited, meaning you have issued a refund and it has been credited.
- **Charged:** Payment completion status, meaning the payment process has been completed and processed to you.
- **Cancelled:** Payment cancelled/reversed by the customer, integrator, payment processor, or in the Merchant Portal.
- **Declined:** The payment has been declined by the card issuer and/or acquiring processor for a variety of reasons, such as insufficient funds.
- **Failed:** When a payment has Failed, it's typically due to technical issues, either with the consumer's card, APM or checkout.

Understanding Your Payment Statuses
Online Payment Statuses (continued)

- **New:** Payment has been initialised/created, but the processing has not yet started.
- **3D Secure:** Payment awaits 3D Secure completion by the consumer, who has yet to pass this phase before completing the payment.
- **Tokenised:** Tokenised request completed successfully, and token created for payment to be processed and completed by the acquiring bank.
- **Verified:** Payment is verified by the card issuer who has fully verified the card details and payment.
- **Processing:** Payment awaits completion from the issuer and/or 3D Secure completion before it can be fully processed and shown as Charged or Declined.
- **Abandoned:** Payment has been initiated but not yet completed by the customer and therefore hasn't been processed.



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Refunding an Online Payment

Our Merchant Portal App provides you with functionality to manage your transactions easily, especially if you're using our Online Payments or Payment Links solutions. These include:

Refund and Partial Refund

Using our Online Payments or Payment Links solutions, you can process a Full or Partial Refund for any processed Payment using our Payments Manager on the app.

To process a Full or Partial Refund, please:

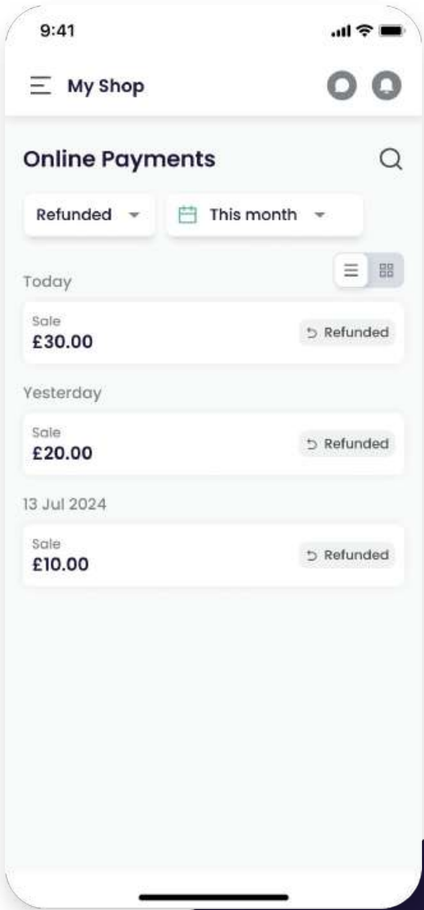
1. Select the transaction on your Online Payments screen and click on it.
2. When our Payments Manager appears, select either the **“Refund"** button, and fill in the amount you would like to refund, either the total amount or a partial refund amount.
3. Refunds are then processed automatically, in real-time and refunded back to the payment method used originally.

Funds are credited to the original payment method used for the Sale transaction and must not exceed the actual Sale amount.

Digital Refund Receipt

When a refund is processed, users can generate a **Digital Refund Receipt** in the same way that's currently supported via a Sale transaction.

The receipt is emailed to the original payee; the date on it is the date we process the transaction and may not be the date funds are credited to the Cardholder’s account.



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Refunding a POS Payment

Our Merchant Portal App also allows refunds for transactions made using our POS payment terminals.

By visiting the POS Payments screen on the app, you can process a Full or Partial Refund by following the simple steps:

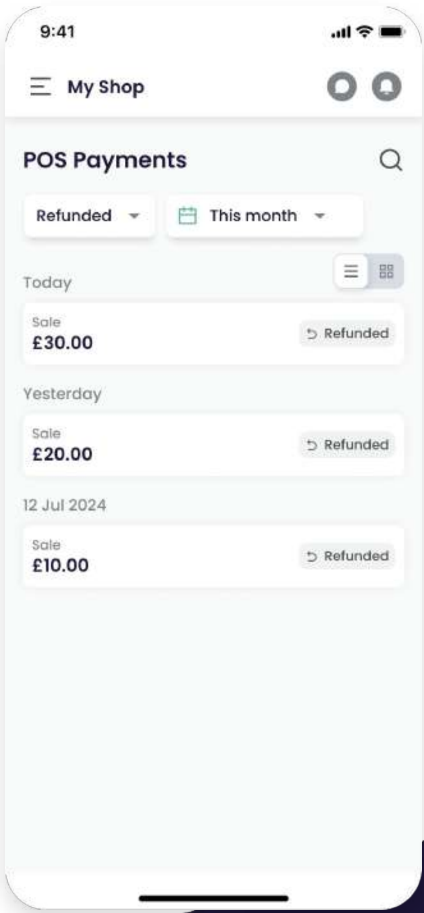
1. Select a POS transaction on your POS Payments screen that's **"Charged"** and click on it.
2. When the transaction details window appears, select the **"Refund"** button and fill in the amount you would like to refund either the total or partial refund.
3. Once the **"Refund"** button is clicked, you'll see whether the refund was successful on the page for any refunded card transactions. Some Alternative Payment Methods will require additional steps, so please follow these to process the refund.

Funds are credited to the original payment method used for the Sale transaction and must not exceed the actual Sale amount.

Digital Refund Receipt

When a refund is processed, users can generate a **Digital Refund Receipt** in the same way that's currently supported via a Sale transaction.

The receipt is emailed to the original payee; the date on it is the date we process the transaction and may not be the date funds are credited to the Cardholder’s account.



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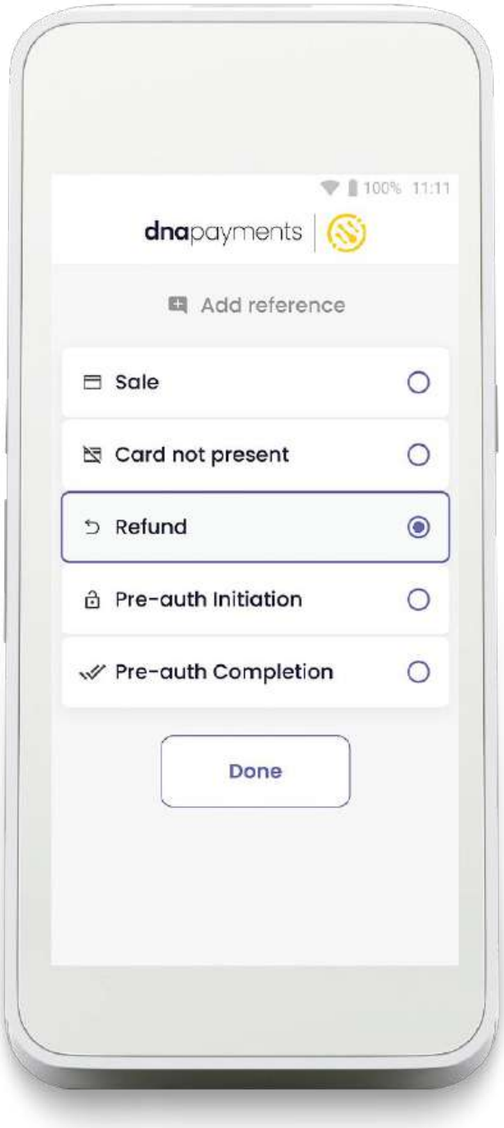
Refunding a POS Payment via your terminal

Refund processing on your POS Terminal

To process a refund on your POS Terminal, please:

1. Log in to your terminal.
2. Select the **"Refund"** option on the Terminal's Main Menu.
3. Follow the instructions to process the refund to the card your customer used to pay (you can find detailed instructions on our Product Guides Page). Only users with the right permissions can issue refunds via your terminal.



Payment Links

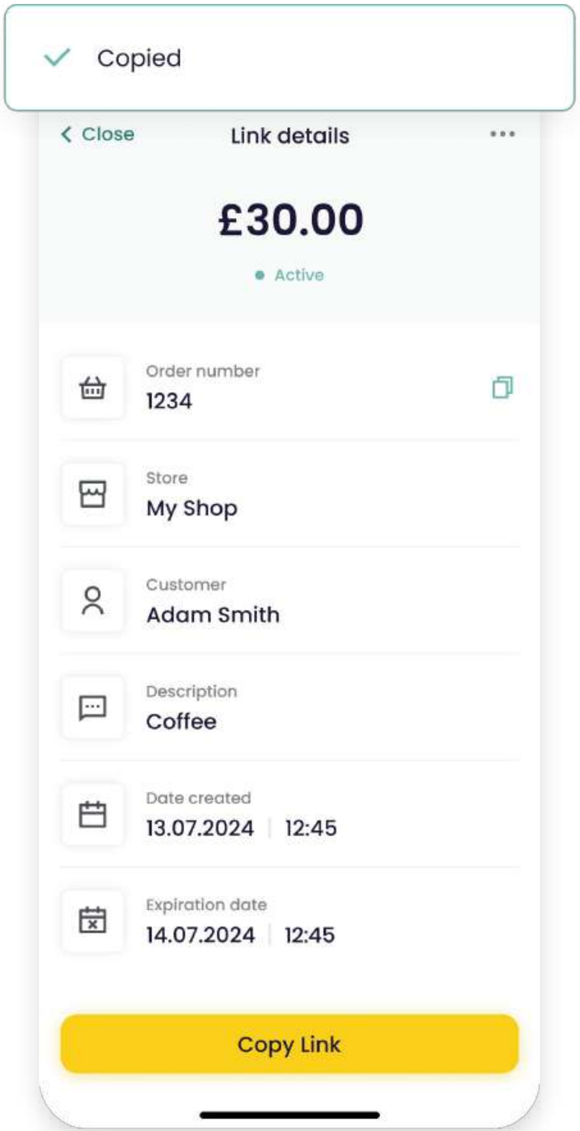
Payment Links let you accept payments online without using a website, all via the app. Once activated, log in to the Merchant Portal App on your device to create and send Payment Links to your customers and once sent, you'll get paid in real-time.

Major cards, PayPal and other payment methods are ready to be accepted via your Payment Links 24/7.

Getting Access to Payment Links

Payment Links will automatically be available on our Merchant Portal and its app if you've requested this solution and your application for Payment Links was approved. Just log in to our Merchant Portal, and you'll see your Payment Links menu option on the left-hand side of your dashboard.

1. Log in to the Merchant Portal App on your device
2. Payment Links can be searched for using the 3-bar menu at the top left of the app.



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Payment Links
Creating a Link

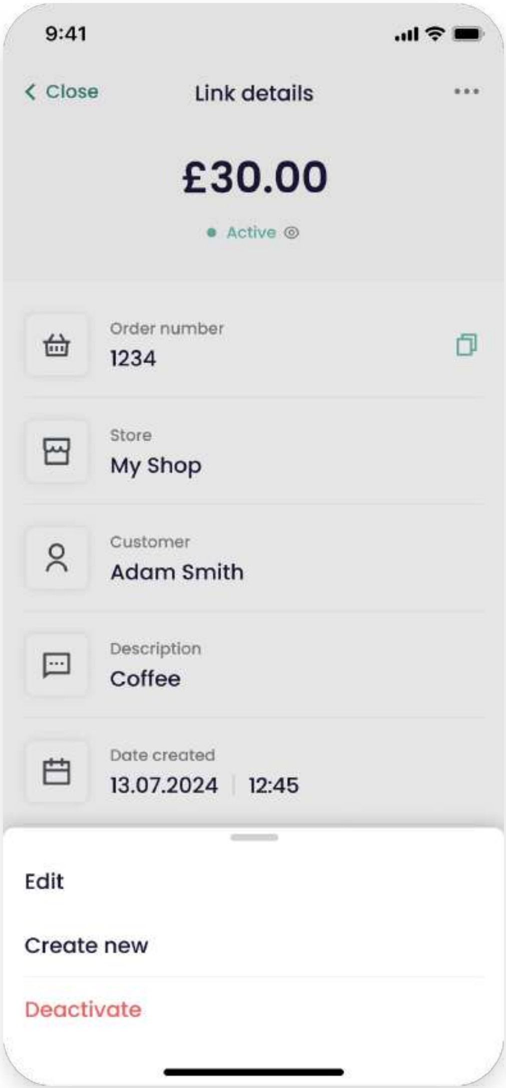
1. Click the + **Add link** button once on the Payment Links screen.
2. Enter the payment details.

You can enter your order number to map the Payment Link with your internal management system.

Enter the customer's name and the order description.

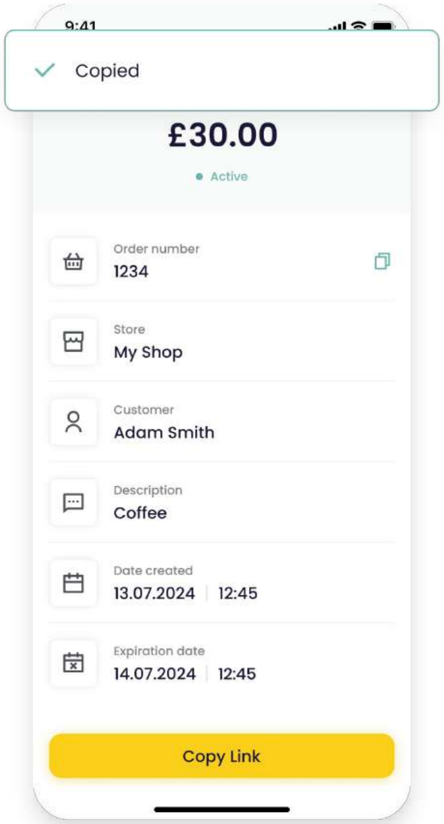
An expiry date is is then set and displayed. Once expired, the Payment Link cannot be accessed by your customer.

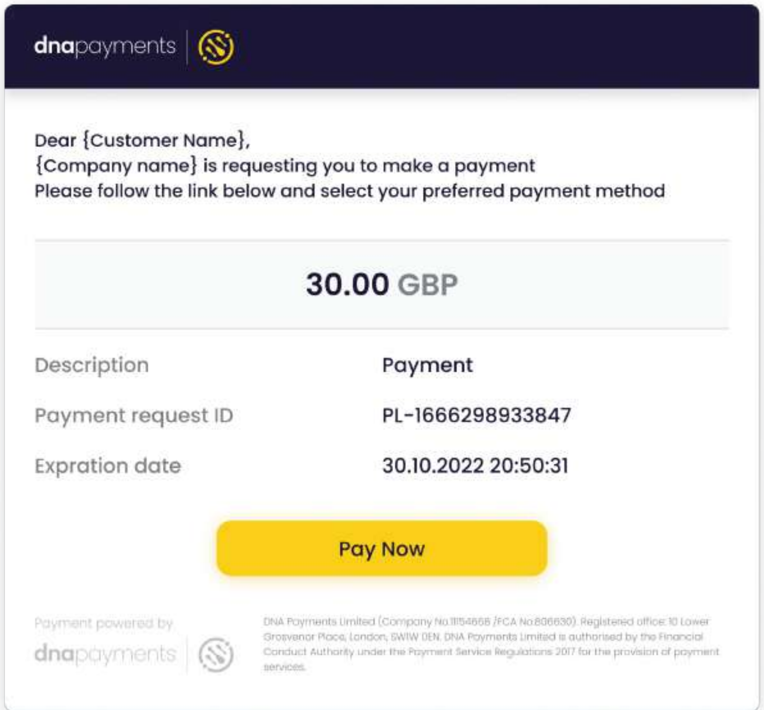
1. Click **Create New Link**.
2. The Payment Link will be generated immediately, and you'll receive an Active status, meaning it's ready to be sent to your customer.



Payment Links
Sending a Link

Once generated, you'll see a screen on the app with sharing options. You can share the Payment Link via the built-in DNA Payments emailing and SMS functionality or manually using your preferred contact method.





TIP

If you want to share via any communications channel, copy the link and paste it into an email, chat, or another preferred method.

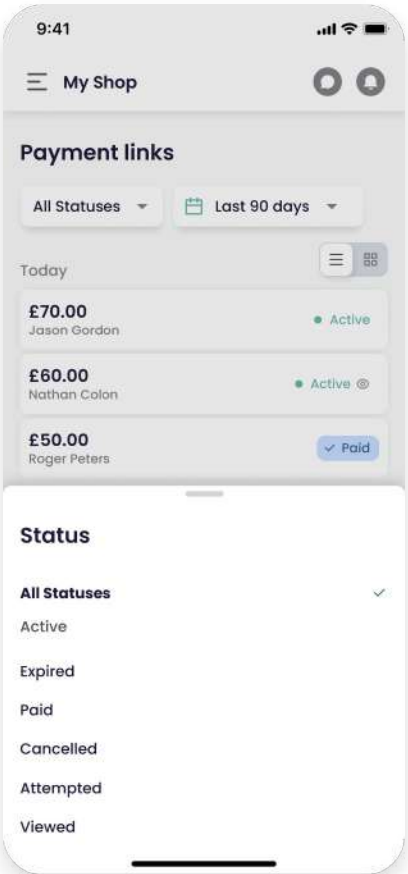
Your customer will get the Payment Link within minutes of it being sent to their email or SMS or the channel you've selected to use.

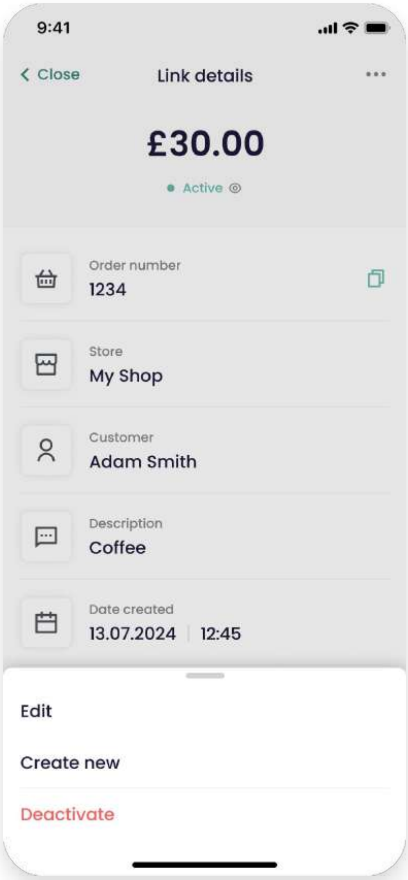
Payment Links
Managing Your Links

You can view your payments and check their status in the Payment Links section, and manage them on the Online Payments screen of the app.

You'll be able to see if a link is still active, was viewed, expired or if the payment has been attempted or paid successfully.

Links can be cancelled, edited or re-generated if needed using the updated details.





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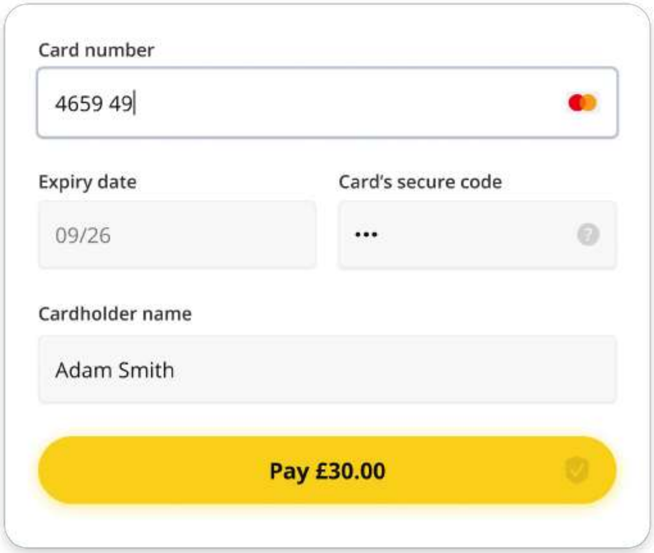
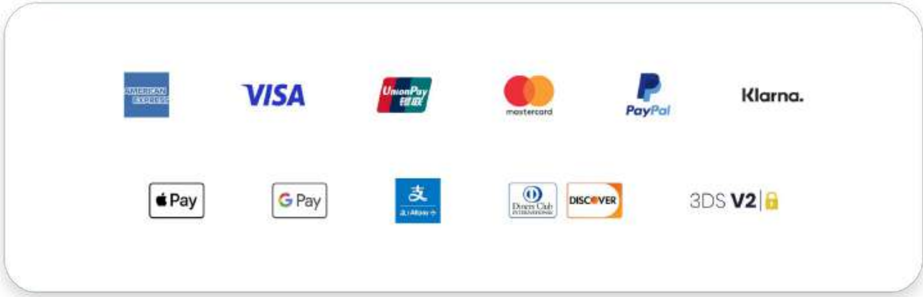
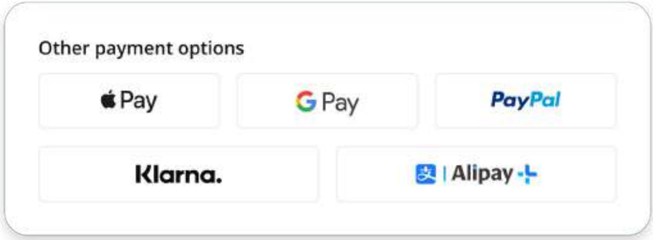
Payment Links Accepting Payments

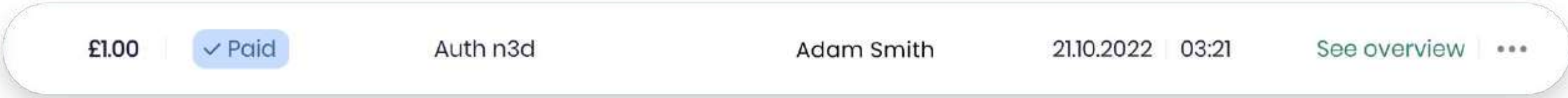


Once your customer has clicked the link they received via email or any other channel you used to send it, they'll be able to select their preferred payment method to submit payment.

All major payment methods accepted







NOTE

Setting up payment methods is a breeze. You can do it on your account in the Payment Methods section and also on the app. Simply proceed to this section on the Merchant Portal and activate each one by following the steps indicated by the payment provider.

After a successful payment, the Paid status will be clearly visible in the Payment Links section, providing you with a clear indication of the transaction's status.

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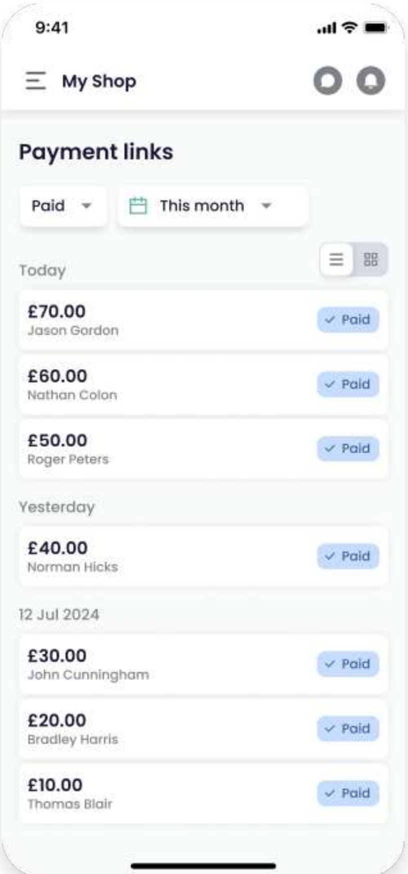
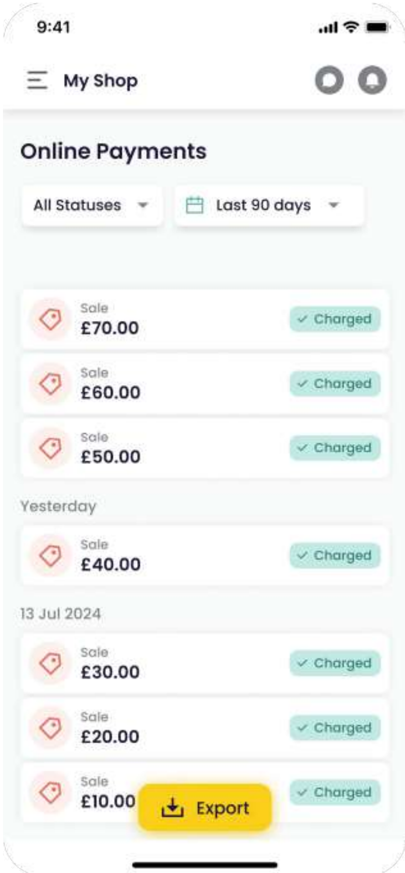
Payment Links
Managing Accepted Payments

All processed Payment Links are displayed with a Paid status.

You can find details of your payments on the Online Payments section of our Merchant Portal.





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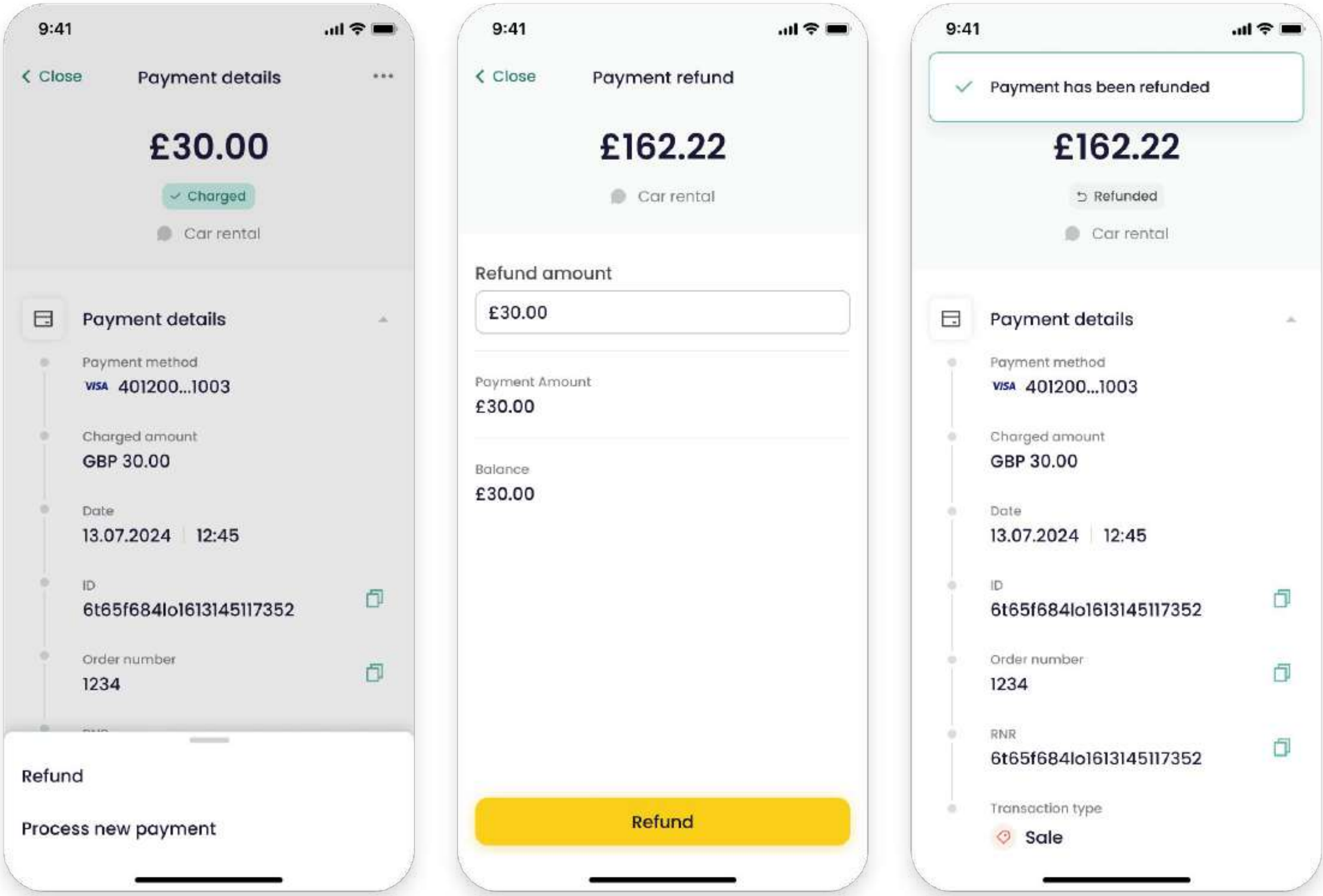
Payment Links
Refunding a Payment Link Payment

You can easily manage accepted payments to perform full or partial refunds in the Online Payments screen of the app, by visiting 3-bar menu option on the top left, then once there, selecting the payment you'd like to refund.



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Virtual Terminal

Our Virtual Terminal lets you accept payments over the phone or by email so that you can accept payments remotely without using a website, with no coding or integration required and no need to have face-to-face customer transactions.

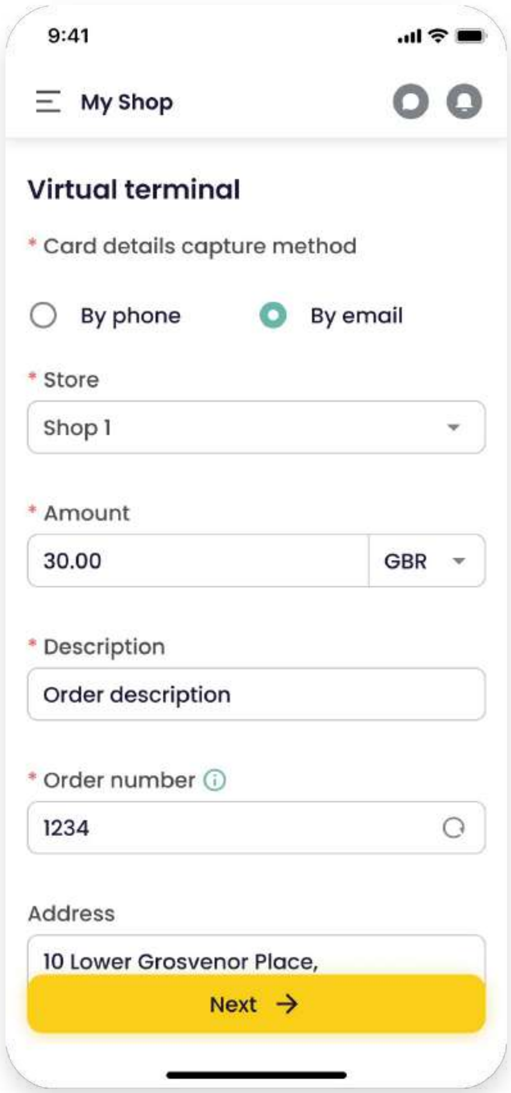
All major credit and debit cards, such as Visa, Mastercard, American Express and Maestro, are accepted. Sign in to our Merchant Portal App, select the Virtual Terminal option, take the customer details and get paid.

Activating Your Virtual Terminal

Your Virtual Terminal will automatically be available on our Merchant Portal and via the app, if you've requested this solution and your application for Virtual Terminal was approved.

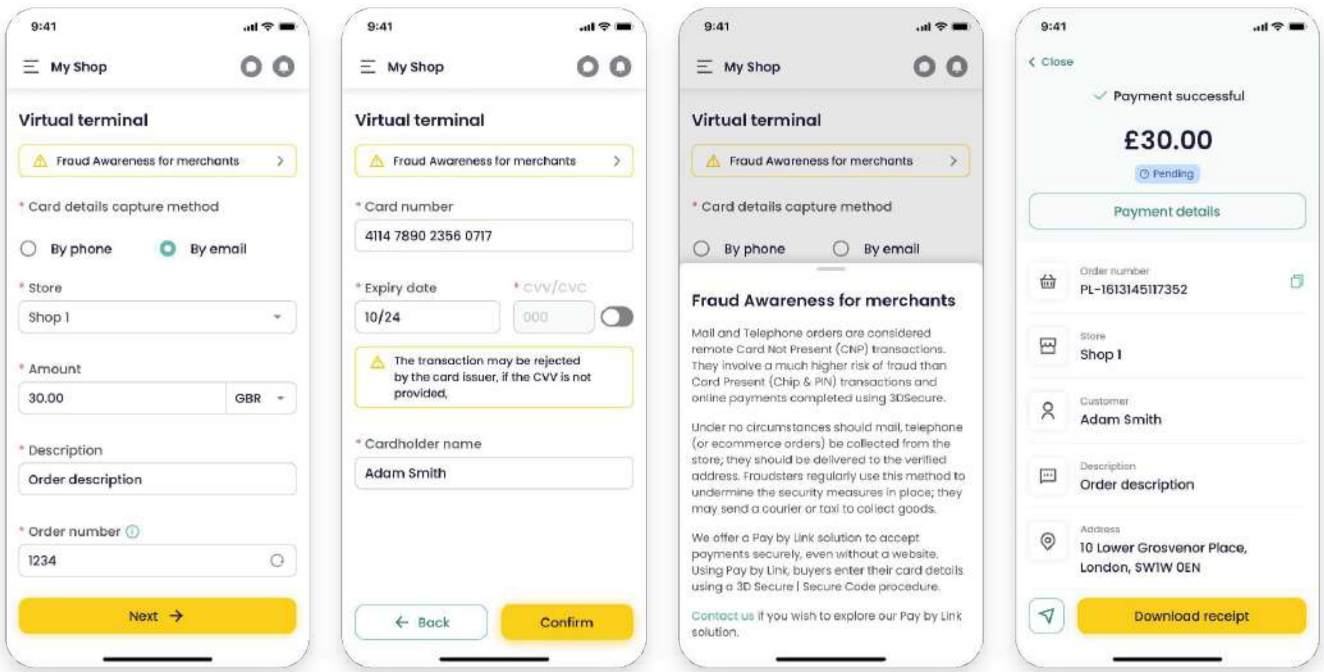
Just log in to the Merchant Portal App, and you'll see it on the 3-bar menu option on the top left-hand side.

If the Virtual Terminal isn't showing on the menu, please get in touch via email: support@dnapaymentsgroup.com or by phone: 0208 102 8100.



Virtual Terminal Accepting a Payment

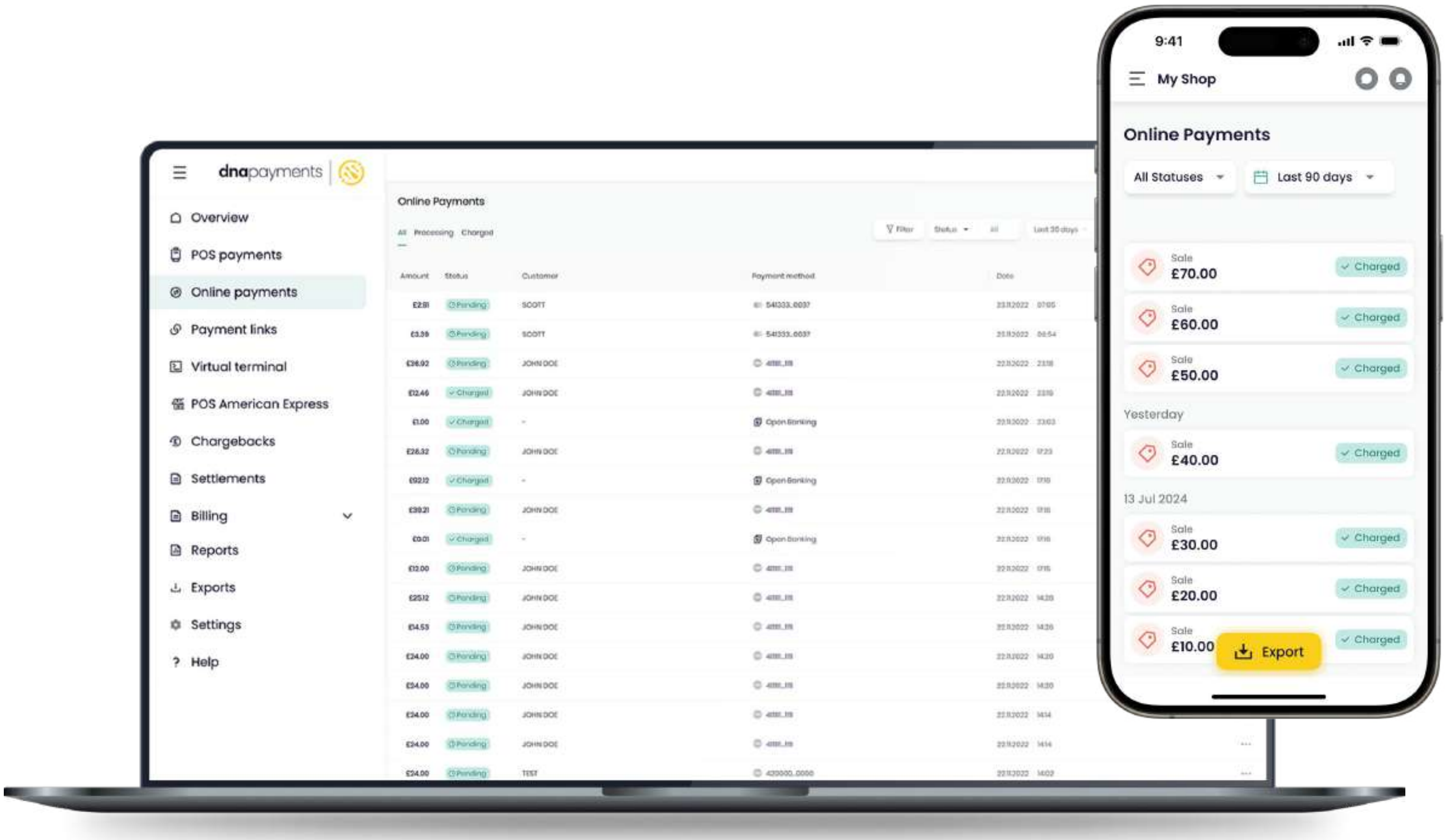
1. Go to the Virtual Terminal screen on the Merchant Portal App.
2. Select if you've received the card payment details over the phone or by email.
3. Select transaction type, and sale amount, use the check option to select if it's a recurring payment and enter the amount, description and customer's address.
4. On the app's Virtual Terminal screen, enter your customer's card details: Card number, Card Expiry Date, Name as printed on the card and the 3-digit CVC code from the back of the card and press "**Next**".
5. The payment will be processed immediately, and you'll see the result in the next step.



Virtual Terminal
Managing Your Payments

You can manage your Virtual Terminal payments and check their status using the Merchant Portal App by selecting Online Payments via the 3-bar menu at the top left.

You'll be able to see if a payment is paid, cancelled or declined and issue full or partial refunds, giving you complete control of your payments.



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Settlements and Statements

Transactions successfully processed through our Payment Solutions are automatically settled in your Bank Account within the Settlement Period as per your Acquiring Agreement, except for American Express who settle directly.

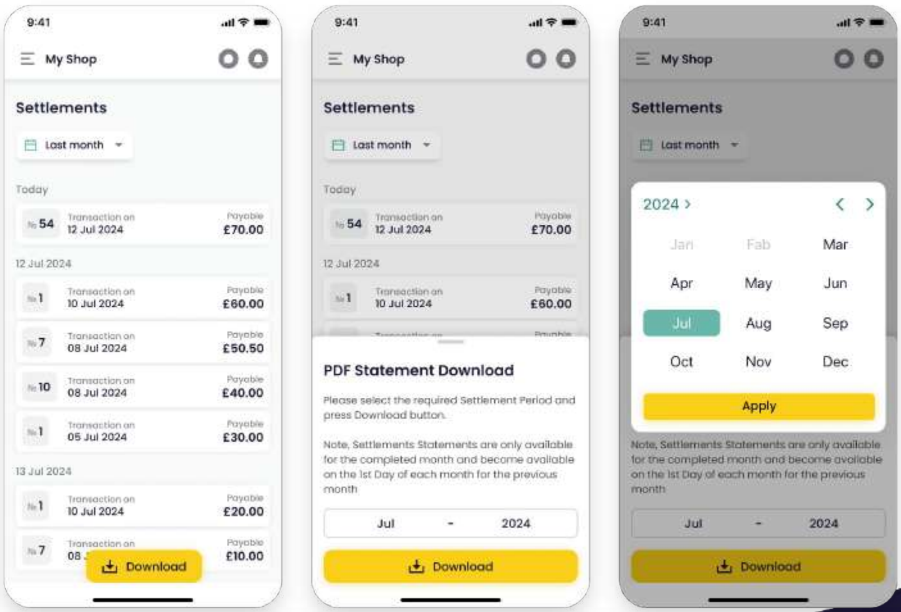
Downloading your Settlement Statements
To download your Settlements Statements, please:

1. Select the **"Settlements"** page via the 3-bar menu at the top left of the app.
2. Go to the **"Download"** button on the top right-hand side of the screen.
3. Download either as a **PDF**, **Excel**, or **CSV** file.

Downloading PDF Statements

You can download your monthly Statements and search by month via the app. Statements are available from your previous Settlement Period, backwards for the year, in PDF format only. To download your monthly Statements:

1. Click the **PDF icon** on the right-hand side of the toolbar on the **Settlements** screen on the app.
2. A window will appear, giving you the option to search your monthly Statements by year and by the month you'd like to download.
3. Once you've chosen your monthly Statement, click the **Download** button.

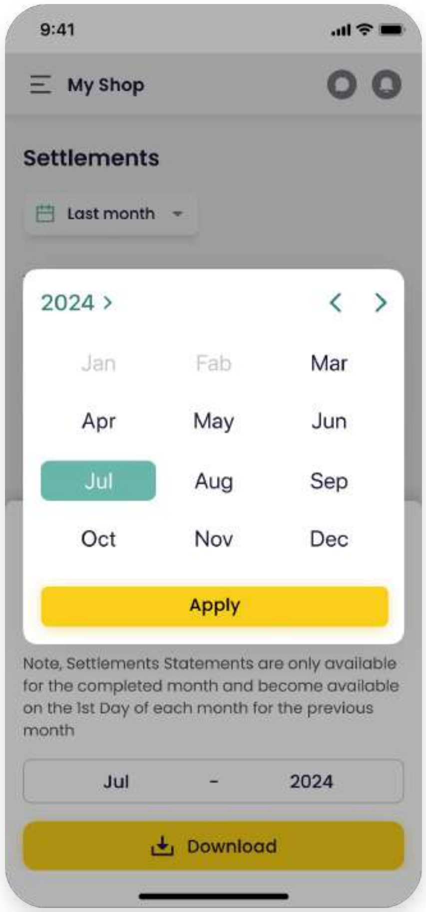


Settlements and Statements (continued)

Set date parameters for custom downloads

You can create custom dates in Excel and CSV format only via the app. To set custom date parameters:

1. Go to the top search toolbar on your **“Settlements”** screen on the app.
2. Click on the dates shown.
3. Select your start and end date period using the calendar.
4. Select the "**Download**" button on the top right-hand side of the screen.
5. Select the format of the document (Excel, or CSV file).
6. Your Statement will download to your device.



NOTE

Custom downloads can only be exported as Excel or CSV files. PDF statements are only available by month from your previous Settlement Period and not for the current month.

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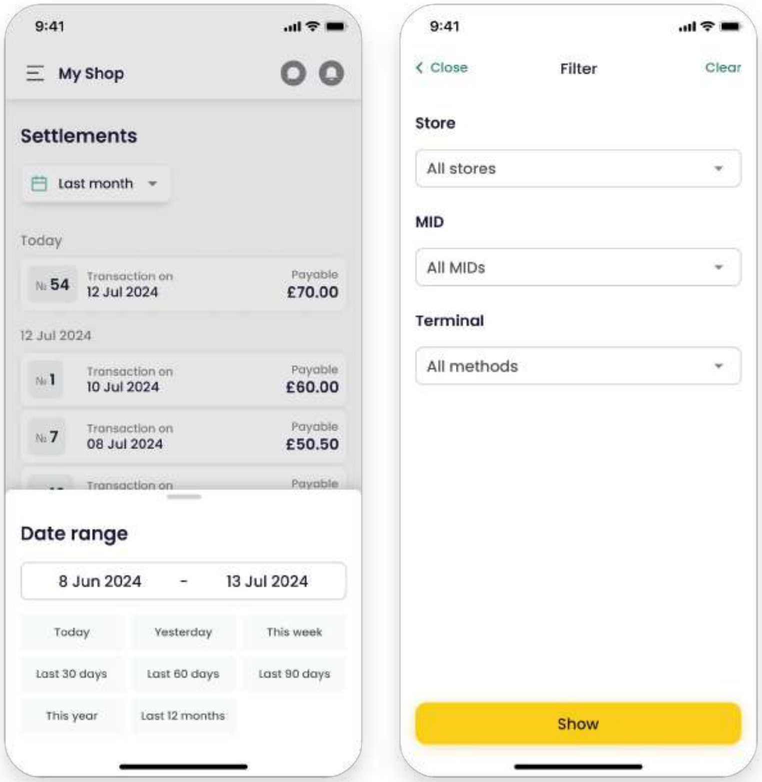
Settlements and Statements (continued)

Alternatively, you can use the quick date parameter results button next to the calendar, just to the left, which gives you the option to search by:

- **Yesterday**
- **Last week**
- **Last month**

You can also search using the **Filter** dropdown option on the toolbar, where you can search by:

- **Account number**
- **Terminal type** (POS or any other type)
- **Store**
- **Terminal** (terminal ID)



TIP

If no Statements are shown, there still needs to be Settlements processed. It may also be because you still need to pass the Settlement Period from your first transaction, or maybe there are yet to be any successful transactions processed.

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Settlements and Statements (continued)

Settlement Period
Your Settlement Period is in your Acquiring Agreement, and is typically from one to seven days. All payments successfully processed are automatically transacted to your Bank Account within the specified Settlement Period.

Settlements explained
Once you've downloaded Your Settlement Statement, you'll be able to explore the details provided, such as:

- **Start balance**
- **Processed volume**
- **Refunds and chargebacks volume**
- **NET Processed volume**
- **Breakdown of fees**
- **Settlement amount**
- **Breakdown of transactions per business entity**

Here's a quick example for you: Your Settlement period is seven days (please refer to your agreement to identify your specific settlement period). You accepted Payment A on the 1st of January; Payment B on the 2nd of January; on the 8th of January, Payment A settles into your Bank Account, and you'll be able to view and download your Payment on your Settlements Statement in our Merchant Portal.

Finally, on the 9th of January, Payment B is settled to your Bank Account, and you can view and download your Payment on your Settlements Statement in our Merchant Portal.

For peace of mind, please wait for your agreed Settlement Period to allow each Payment to show on your Bank Account.

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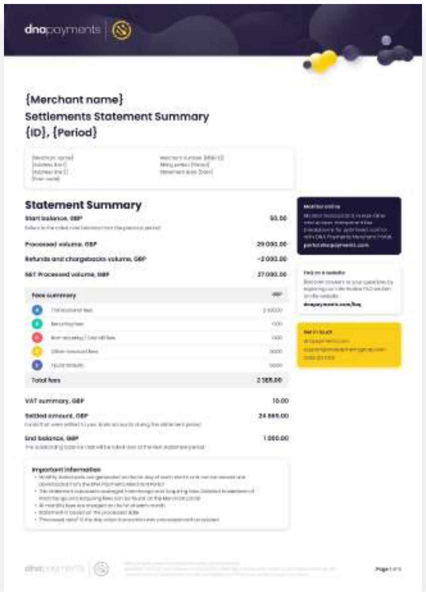
Billing

To keep track of all your fees from your Settlements, you can visit the app's Billing section, which shows a list of your Invoices from DNA Payments to download for your accounting.

Downloading your Invoices

To download your Invoices, please:

1. Select the **"Billing"** screen on the 3-bar menu at the top left of the app.
2. Go to the Invoice you'd like to download.
3. Download as a **PDF** file in the **Actions** section.



Set date parameters for custom downloads

To set custom date parameters:

1. Select the **"Billing"** screen on the 3-bar menu at the top left of the app. Select the **"Billing"** page on the 3-bar menu at the top left of the app.
2. Click on the dates shown by month only.
3. Select your start and end date period using the calendar.
4. From the **Actions**, select the "**Download**" button.
5. Your **Invoice** will download to your device.

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Chargebacks

Rest assured, all chargebacks from transactions made via our payment solutions can be easily monitored via our Merchant Portal and on the app, providing you with a comprehensive view of your chargebacks.

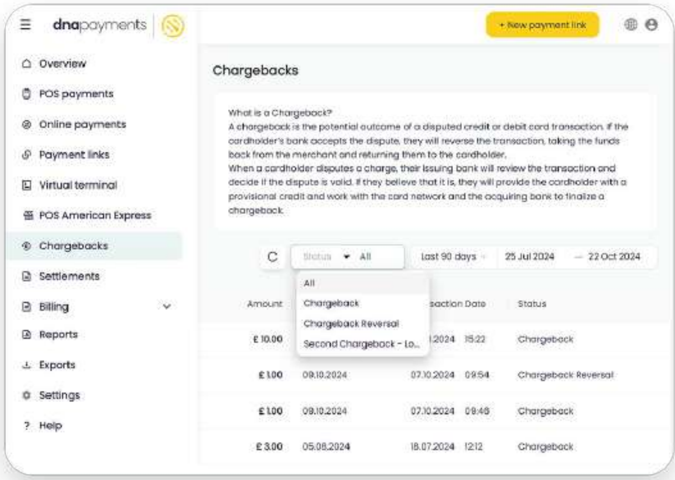
By proactively identifying any trends, you can take control of chargebacks with detailed insights, with all the functionality and information you need,

On the chargebacks page, you can monitor:

- **Amount**: Chargeback amount
- **Chargeback date**: When the chargeback was initiated
- **Transaction date**: Date of the original transaction
- **Chargeback status**: Chargeback, Chargeback Reversal, Second Chargeback - Lost
- **Reason:** Chargeback reason categories: Authorisation, Consumer, Fraud, Processing Errors
- **Payment method:** Card Scheme and Mask

You can also drill into additional, deeper details by clicking on a chargeback, displaying:

- **Chargeback ID**
- **Chargeback details:** Date, Amount, Reason code with the description hint, ARN (acquirer reference number)
- **Original transaction details:** Banking Date, Amount, Capture Method, Transaction Type, Card Scheme, Card Mask, Document ID, Terminal ID, Transaction ID
- **Chargeback history:** Timeline of status changes: Date, Chargeback Status, Amount, Financial Status, Document ID



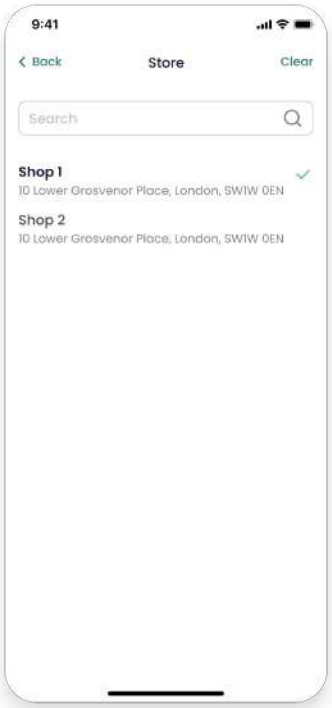
NOTE

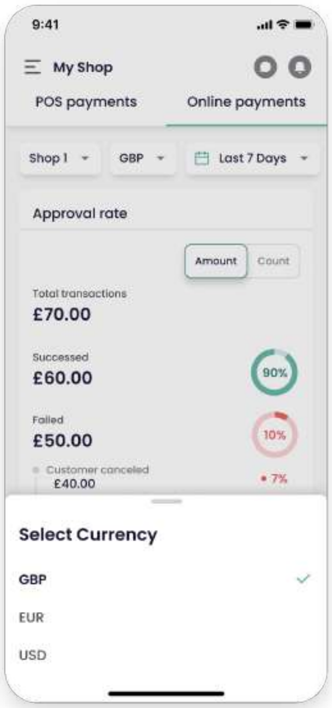
Our support team will be in touch with further steps if you see a chargeback. View our Chargebacks Guide [here]

Reports

The **Reports** screen on the app provides a detailed overview and breakdown of your transactions where you can:

- View analytics as real-time charts of your Online Payments and POS Payments
- Monitor and report on the progress of your business's payment activity
- Get valuable insight into your growth, trends and much more





Using the top left 3-bar menu to find the Reports screen, visit the toolbar bar where you can access your business's common day-to-date payment workflows and search by:

- **Currency**
- **Date**

Set date parameters
To set custom date parameters:

1. Go to the top search toolbar.
2. Click on the dates shown.
3. Select your desired start and end date period on the calendar that is then displayed, or you can use the quick set date parameter results button next to the calendar dates, just to the left, which gives you the option to search by:

- **Today**
- **Yesterday**
- **This week**
- **Last 7 days**
- **This month**
- **Last 30 days**
- **Last 60 days**
- **Last 90 days**

Reports (continued)

Once you've set the custom dates and highlighted your date period in yellow, your data will be ready to monitor or manage.

The top of your Reports page will display your search results: Charged transactions, Pending transactions, Cancelled transactions and Refunded transactions.

Your transaction search results are also displayed as line charts, which can be viewed as:

- **Transactions** (viewed either as Amount or Number of transactions)

- **Transactions comparison** (viewed either as Amount or Number of transactions)

You can also search for transactions on these charts by using the Status dropdown, which shows your transactions by:

- **Charged**
- **Refunded**
- **Pending**
- **Rejected**

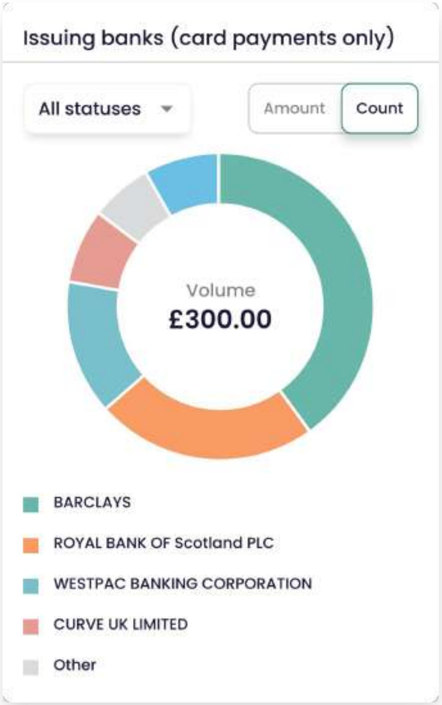
Reports (continued)

The circular charts show you your transactions by:

- **Payment methods**
- **Card methods**
- **Issuing banks** (card payments only)

Again, these can be refined using the Status dropdown, which shows your transactions by:

- **Charged**
- **Refunded**
- **Pending**
- **Rejected**

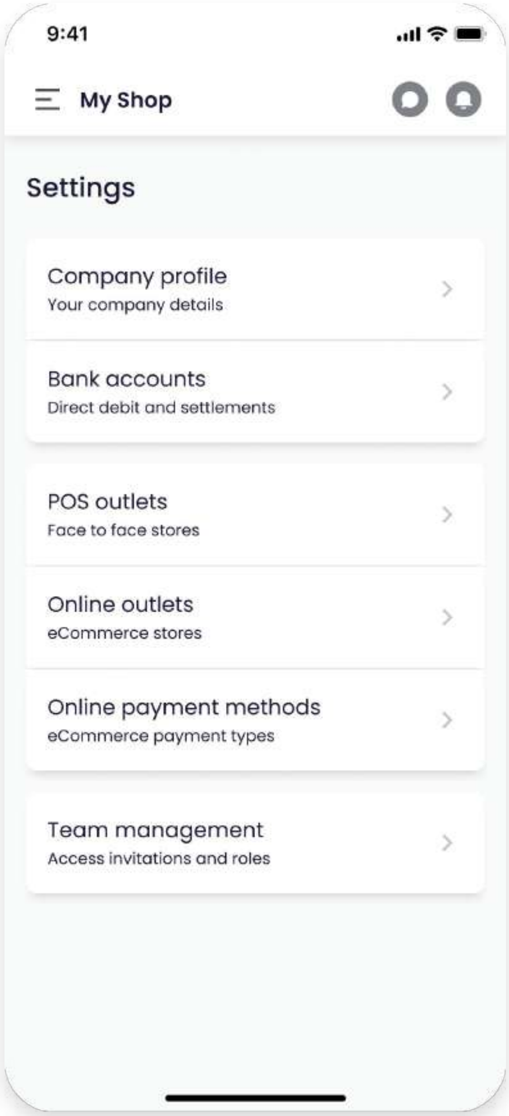


Settings

You can self serve via the Merchant Portal, to get a complete overview of your company details and account settings, as well as being able to manage your team members.

What the Settings page shows:

1. **Company Profile** (Customer ID, Entity Type, Registered Number, Legal Name, Registered Address, Company Email Address, and Company Phone Number).
2. **Bank Accounts** (accounts set up for any Direct Debits and Settlement Payments).
3. **POS Outlets** (Any In Person, POS Outlets that are assigned to the account, whether they are active or inactive, with a Filter Tab to search by MID).
4. **Online Outlets** (eCommerce stores that are assigned to the account, whether they are active or inactive, with a Filter Tab to search by MID).
5. **Online Payment Methods** (Any Online Payment Methods that are currently set up to the account and the ability to view more details of each).
6. **Team Management** (See next slide for how to manage your team)



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Settings - Payment Methods Management

Using our Online Payments or Payment Links, you can integrate additional Payment methods to suit your customers' needs. We offer these popular payment methods, which can be easily integrated into your online checkout page and managed using our Merchant Portal app:

Pay

Apple Pay - Allows consumers to pay for their goods and services easily and quickly online. The consumers store their payment card information in their Apple Wallet, which can be invoked from their Apple devices or within the Safari web browser.

G Pay

Google Pay - Allows consumers to pay for their goods and services easily and quickly online. The consumers store their payment card information in their Google Wallet, which can be invoked from their Android devices or within the Google Chrome web browser.

NOTE

We're constantly adding new payment methods, and each will become available on this page to manage upon its launch.

PayPal

PayPal - Quickly accepts customer payments using a secure PayPal account. Payments can be managed via our Merchant Portal App using this guide.

Klarna.

Klarna - A “Buy Now Pay Later” option, allowing customers to pay using flexible payments.

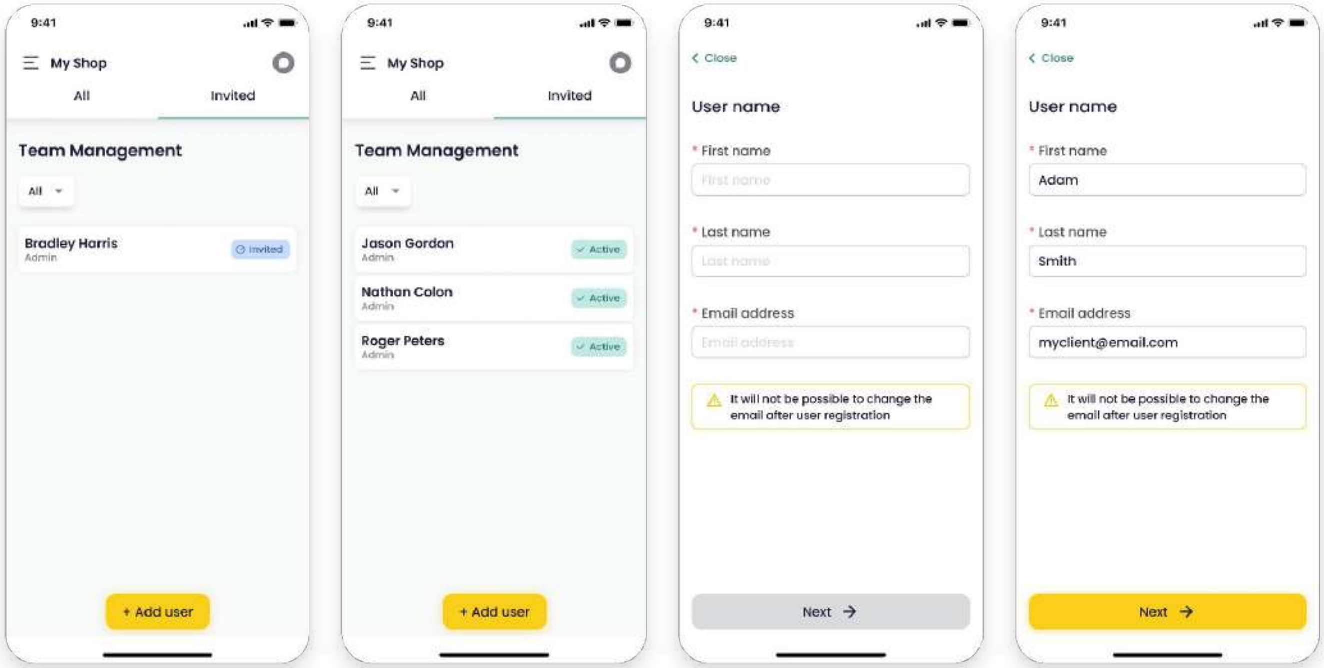
Settings - Team Management

You can easily invite and manage team members to access the Merchant Portal app, either as an Admin or with restricted access.

To add a new team member, please:

1. Go to the **“Settings”** screen via the 3-bar menu on the app.
2. Click the **“Add user”** button on the top right-hand side of the Settings screen.
3. Add the users:

- **First name**
- **Last name**
- **Email**



Settings - Team Management (continued)

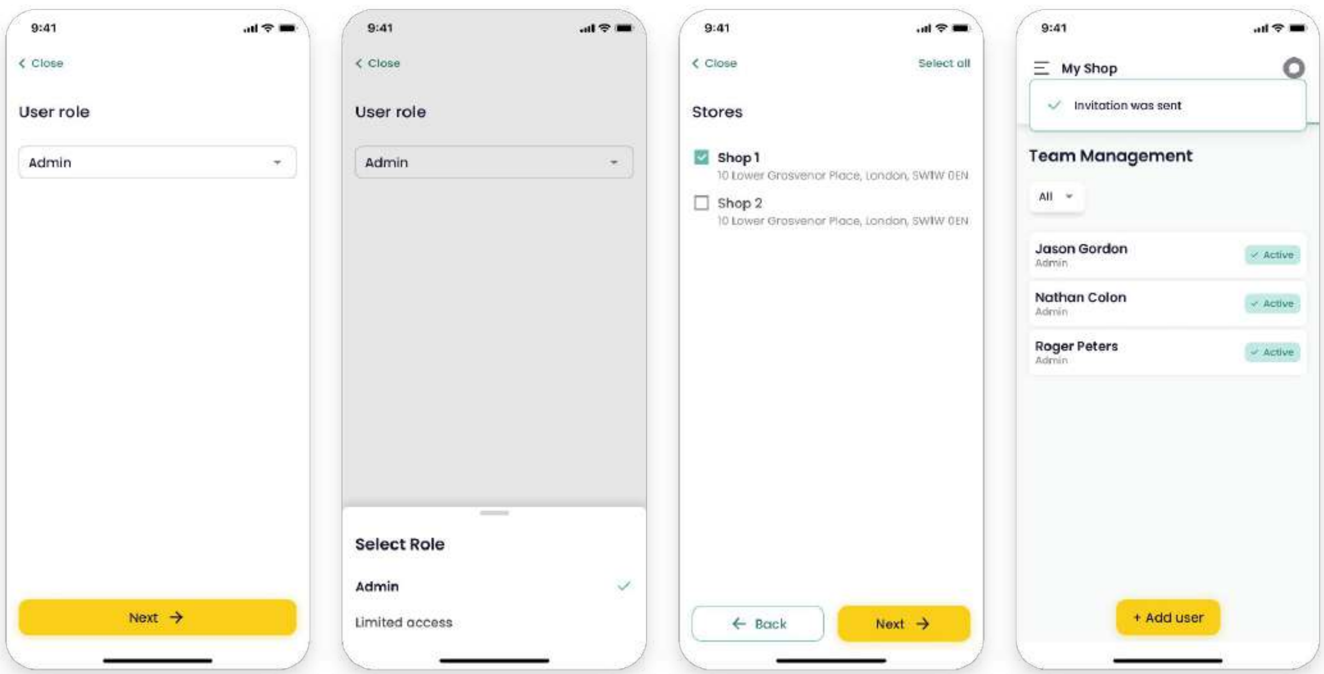
You can then add the user access by selecting:

- **Admin**
- **Limited access**

If you choose Limited access, you'll be prompted to select the level of access which is limited to:

- **Accountant access** (only provides full access to the payments and settlement pages, the rest are read-only)

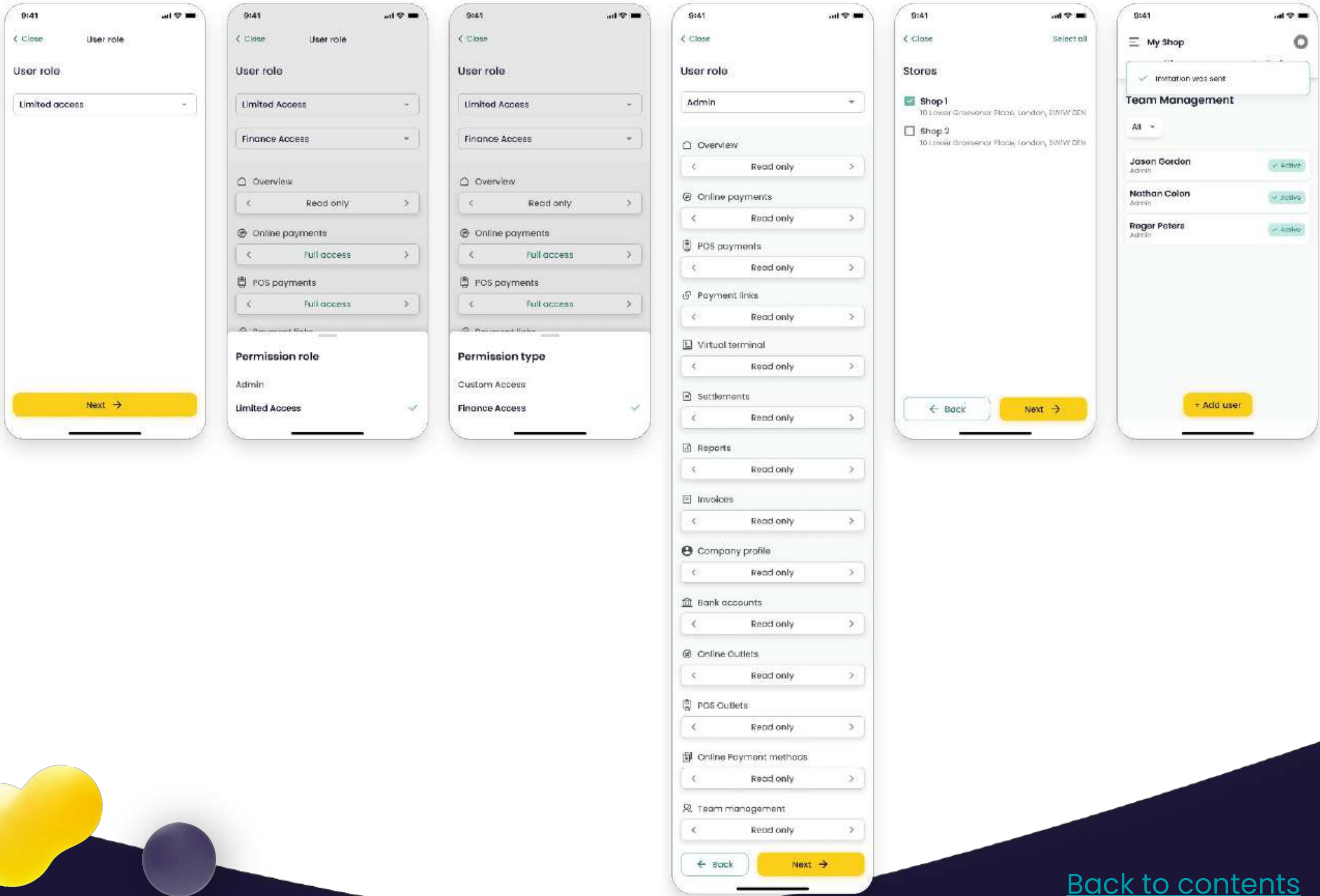
- **Custom access** (allows you to choose how much access the user is granted)



Settings - Team Management (continued)

Access can be granted using the Permission setting, with the following tick button options shown next to each page of our Merchant Portal app shown in a list:

- **No access**
- **Read-only**
- **Full access**



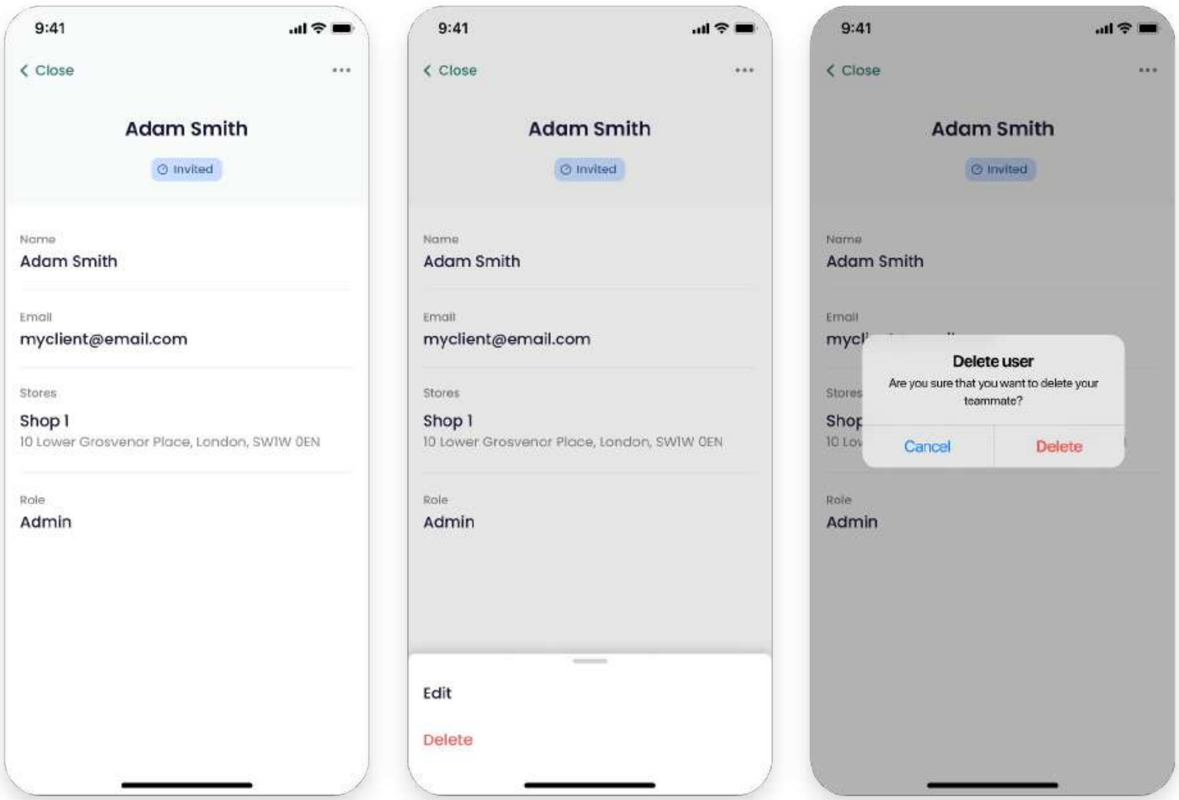
Settings - Team Management (continued)

Once a user is added, you'll see the users in a list on the Team management screen. From this page, users can be managed using the Actions **3 dots** tab, which gives you the options to:

- **Delete** (deletes user completely)
- **Edit** (email, first name, last name, user access)

The search toolbar at the top of the list gives you the ability to search users by their Role:

- **All**
- **Admin**
- **Accountant**
- **Custom**



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