

CENTEREDGE PAYMENTS

ONLINE REPORTING TOOL USER GUIDE

WELCOME TO THE MERCHANT ONLINE REPORTING PORTAL

As CenterEdge Payments continues to grow, we are constantly adding enhancements and updates to our processing platform and tools. We strive to continue to develop more functionality to provide you with a world-class integrated software and payments program!

We are very excited to launch our merchant reporting tool so you can view your transactions and gain insight into your CenterEdge Payments processing accounts. The portal can be used to view:

TRANSACTIONS

- Daily transaction listing of all recorded transactions.

CHARGEBACKS

- Will provide a list of your current chargebacks.

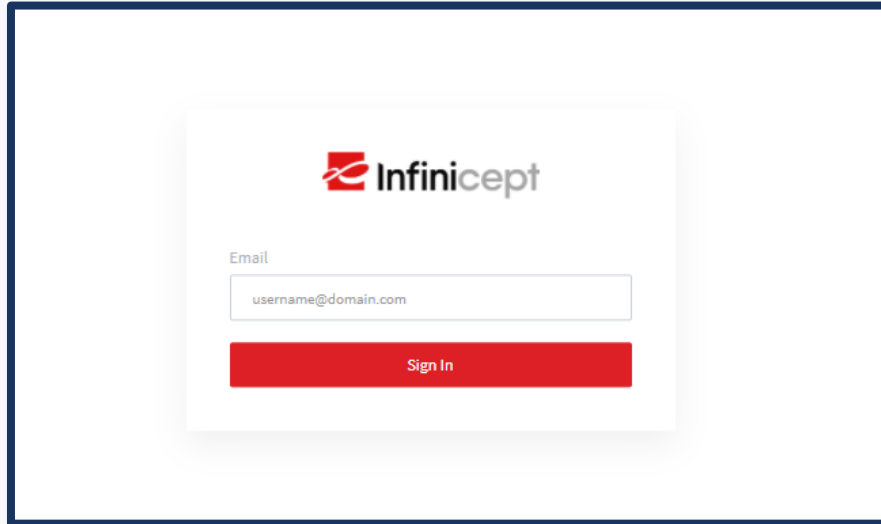
DEPOSIT SUMMARY

- Daily deposit summary for what is sent to merchant bank account.

LOGGING IN

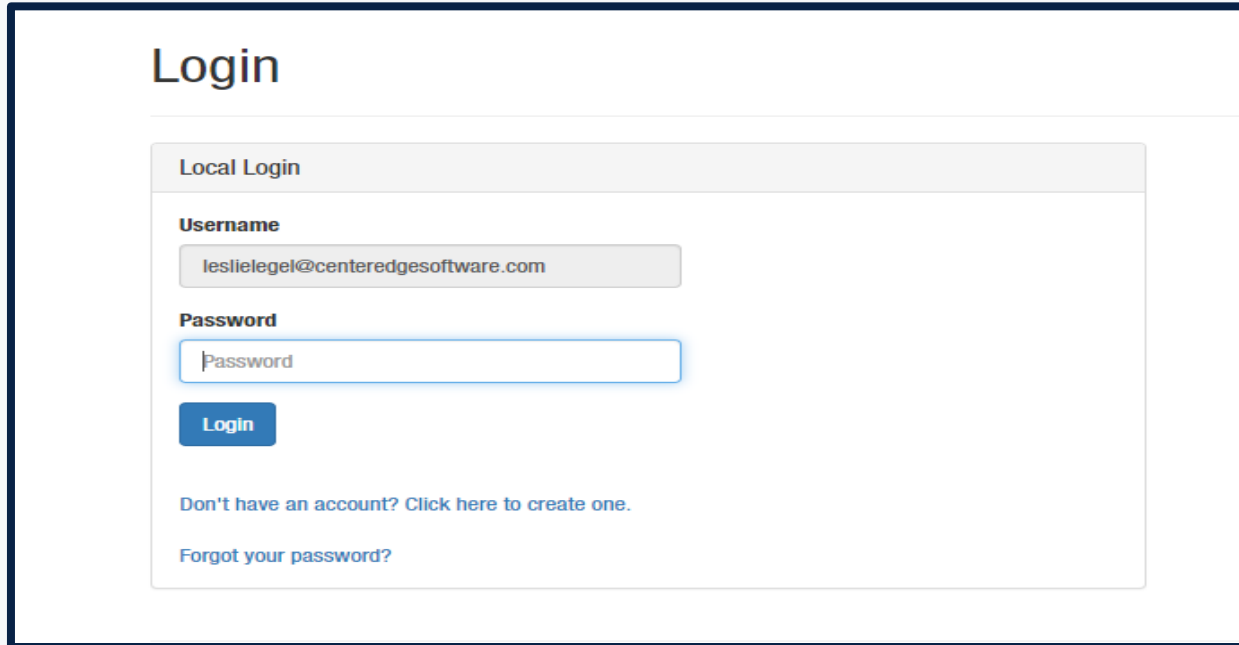
Create a new user account by logging in with the link below and entering your email address:

<https://backoffice.infinicept.com/centeredge/login>

A screenshot of the Infinicept login page, enclosed in a dark blue border. The page features the Infinicept logo at the top center, which consists of a red square with a white stylized 'i' followed by the word 'Infinicept' in a grey sans-serif font. Below the logo is the label 'Email' in a light grey font. Underneath the label is a white text input field with a thin grey border, containing the placeholder text 'username@domain.com'. At the bottom of the form is a prominent red rectangular button with the white text 'Sign In' centered on it.

LOGGING IN

Once you enter your email address, you will be taken to a page to enter a password. Select “Don’t have an account?” and create an account:



The screenshot shows a login interface with the following elements:

- Title:** Login
- Section Header:** Local Login
- Username Field:** A text input field containing the email address `leslielegal@centeredgesoftware.com`.
- Password Field:** A text input field with the placeholder text "Password".
- Login Button:** A blue button labeled "Login".
- Links:** Two links are located below the form: "Don't have an account? Click here to create one." and "Forgot your password?".

REVIEWING MY ACCOUNTS

Each account will be listed on the left-hand side and include all your accounts for POS, Kiosk, and Online as applicable.

Submerchants

Enter legal name, DBA, or MID Enter Location Account Status: All Reset

| Merchant ID | Status | DBA | Location | MID | Created | Updated | Actions |
|-------------|--------|----------------|------------------------|----------|-------------------------|-------------------------|--|
| 12345678 | Active | XYZ Fun Center | XYZ Extreme Family Fun | 00000001 | Mar 10, 2021 9:54:39 AM | Mar 18, 2021 1:33:53 PM | Edit View Submerchant Portal |
| | Active | XYZ Fun Center | XYZ Extreme Family Fun | 00000002 | | | |
| | Active | XYZ Fun Center | XYZ Extreme Family Fun | 00000003 | | | |
| | Active | XYZ Fun Center | XYZ Extreme Family Fun | 00000004 | | | |

Submerchant Details BANKING INFORMATION ADDITIONAL LOCATIONS FEE PROFILE APPROVED PARAMETERS

Submerchant Details

Legal Entity Name: XYZ Fun Center

DBA Name: DBA: XYZ Extreme Family Fun

Contact Phone

Website

Address

Mailing Address

REVIEWING MY ACCOUNTS

To drill into the detail of the account, select the red view submerchant portal button from the right-hand side of the screen.

The screenshot displays the 'Submerchants' management interface. On the left is a dark sidebar with navigation icons for Submerchants, Transactions, Disputes, Funding Process Center, Exception Reporting, Deposits, Users, and Settings. The main content area is titled 'Submerchants' and features search filters for legal name, location, and account status. Below the filters is a list of merchant groups, each with a 'View Submerchant Portal' button. The selected group, 'XYZ Fun Center Group', is shown in detail on the right, including its DBA, location, and creation/update dates. Below the details are tabs for 'SUBMERCHANT DETAILS', 'BANKING INFORMATION', 'ADDITIONAL LOCATIONS', 'FEE PROFILE', and 'APPROVED PARAMETERS'. The 'Submerchant Details' section is currently active, showing fields for Legal Entity Name, DBA Name, Contact Phone, Website, Address, and Mailing Address.

Submerchants

Enter legal name, DBA, or MID Enter Location Account Status All

Merchant ID 12345678

| | | |
|---|--------|--|
| XYZ Fun Center DBA: XYZ Extreme Family Fun Location 1 00000001 | Active | Edit View Submerchant Portal |
| XYZ Fun Center DBA: XYZ Extreme Family Fun Location 2 00000002 | Active | |
| XYZ Fun Center DBA: XYZ Extreme Family Fun Location 3 00000003 | Active | |
| XYZ Fun Center DBA: XYZ Extreme Family Fun Location 4 00000004 | Active | |

XYZ Fun Center Group

DBA: XYZ Fun Center
Location: DBA: XYZ Extreme Family Fun
MID: 00000001

Created: Mar 10, 2021 9:54:39 AM
Updated: Mar 18, 2021 1:33:53 PM

SUBMERCHANT DETAILS | BANKING INFORMATION | ADDITIONAL LOCATIONS | FEE PROFILE | APPROVED PARAMETERS

Submerchant Details

Legal Entity Name: XYZ Fun Center

DBA Name: DBA: XYZ Extreme Family Fun

Contact Phone:

Website:

Address:

Mailing Address:

REVIEWING MY ACCOUNTS

Once you select this, a new tab will open, and you will be able to drill into transaction details, chargebacks, and deposit summaries.

XYZ Fun Center Group Account [/ Details](#)








| | | | |
|------------------|-----------------------------|-----------------|-------------------------|
| DBA: | DBA: XYZ Extreme Family Fun | Created: | Mar 10, 2021 9:54:39 AM |
| Location: | Location 1 | Updated: | Mar 18, 2021 1:33:53 PM |
| MID: | 00000001 | | |

DETAILS TRANSACTIONS CHARGEBACKS DEPOSIT SUMMARY DEPOSITS

SUBMERCHANT DETAILS BANKING INFORMATION ADDITIONAL LOCATIONS FEE PROFILE

TRANSACTIONS

The transaction tab will display daily transaction history. This can be exported into a CSV file as needed.

| DETAILS | TRANSACTIONS | CHARGEBACKS | DEPOSIT SUMMARY | DEPOSITS | | | | | | |
|----------|-----------------------|-------------|--|-----------------|----------------------------------|--------------|------------|------------|----------------|----------------|
| DBA NAME | TRANSACTION & DEPOSIT | STATUS | PAYMENT INFO | EXPIRATION DATE | PAYMENT METHOD | GROSS AMOUNT | FEE AMOUNT | NET AMOUNT | PARTNER REF ID | TRANSACTION ID |
| | Apr 05, 2021 12:45 PM | ● Conveyed |  Deposit ***5442 | 01/23 | Card Not Present Manual Entry | 137.10 USD | (0.00) USD | 137.10 USD | Not Applicable | 632486 |
| | Apr 05, 2021 12:25 PM | ● Conveyed |  Deposit ***9766 | 05/21 | Card Not Present Manual Entry | 73.96 USD | (0.00) USD | 73.96 USD | Not Applicable | 632481 |
| | Apr 05, 2021 10:59 AM | ● Conveyed |  Deposit ***8013 | 01/24 | Card Not Present E-Commerce | 147.92 USD | (0.00) USD | 147.92 USD | Not Applicable | 632482 |
| | Apr 05, 2021 9:52 AM | ● Conveyed |  Deposit ***2980 | 06/22 | Card Not Present Manual Entry | 73.96 USD | (0.00) USD | 73.96 USD | Not Applicable | 632483 |
| | Apr 05, 2021 9:25 AM | ● Conveyed |  Deposit ***7292 | 03/24 | Card Not Present Manual Entry | 110.94 USD | (0.00) USD | 110.94 USD | Not Applicable | 633095 |
| | Apr 05, 2021 8:50 AM | ● Conveyed |  Deposit ***7837 | 12/23 | Card Not Present Manual Entry | 52.31 USD | (0.00) USD | 52.31 USD | Not Applicable | 632485 |
| | Apr 05, 2021 7:51 AM | ● Conveyed |  Deposit ***9385 | 11/24 | Card Not Present Manual Entry | 126.27 USD | (0.00) USD | 126.27 USD | Not Applicable | 632484 |

CHARGEBACKS

This tab is meant to provide visibility only into your current chargebacks and should not be used as a response to any chargeback.

- Chargebacks will continue to follow the normal process as they are today.
- CenterEdge support will notify you of any chargeback that we have received on your behalf.
- Upon receipt of that chargeback, you should review the information and respond accordingly to the fax, email, or address on the notification that you receive.
- If you have specific questions about the chargeback, then you should reach out to support@centeredgesoftware.com

**** Please note that any chargeback that is responded to within the online reporting tool is for your tracking purposes only and will not be forwarded onto the appropriate party for resolution. CenterEdge will not be held liable for any chargeback response that is attached to the portal and not submitted via the support process email mentioned above.***

DEPOSIT SUMMARY

The deposit summary will display all your recent deposits as well as the monthly fees that are debited for interchange and service charges.

| XYZ Fun Center E-Commerce Acct / Deposit Summary | | | | | | | | | | |
|--|------------------------|-------------|-----------------|------------------|------------|--------------|------------------|--------------------|------------|------------------|
| DETAILS | TRANSACTIONS | CHARGEBACKS | DEPOSIT SUMMARY | DEPOSITS | | | | | | |
| DBA NAME | EXPECTED DEPOSIT DATE* | # OF SALES | # OF REFUNDS | # OF CHARGEBACKS | SALES AMT. | REFUNDS AMT. | CHARGEBACKS AMT. | GROSS DEPOSIT AMT. | FEES | NET DEPOSIT AMT. |
| | Tue Apr 6, 2021 | 8 | 0 | 0 | \$944.34 | \$0.00 | \$0.00 | \$944.34 | \$0.00 | \$944.34 |
| | Mon Apr 5, 2021 | 18 | 0 | 0 | \$1,366.46 | \$0.00 | \$0.00 | \$1,366.46 | \$0.00 | \$1,366.46 |
| | Fri Apr 2, 2021 | 9 | 0 | 0 | \$828.89 | \$0.00 | \$0.00 | \$828.89 | (\$300.39) | \$528.50 |
| | Thu Apr 1, 2021 | 2 | 0 | 0 | \$252.54 | \$0.00 | \$0.00 | \$252.54 | \$0.00 | \$252.54 |
| | Wed Mar 31, 2021 | 3 | 0 | 0 | \$358.97 | \$0.00 | \$0.00 | \$358.97 | \$0.00 | \$358.97 |
| | Tue Mar 30, 2021 | 7 | 0 | 0 | \$670.14 | \$0.00 | \$0.00 | \$670.14 | \$0.00 | \$670.14 |
| | Mon Mar 29, 2021 | 21 | 0 | 0 | \$1,366.44 | \$0.00 | \$0.00 | \$1,923.84 | \$0.00 | \$1,923.84 |
| | Fri Mar 26, 2021 | 6 | 0 | 0 | \$431.12 | \$0.00 | \$0.00 | \$431.12 | \$0.00 | \$431.12 |
| | Thu Mar 25, 2021 | 4 | 0 | 0 | \$348.15 | \$0.00 | \$0.00 | \$348.15 | \$0.00 | \$348.15 |
| | Wed Mar 24, 2021 | 6 | 0 | 0 | \$432.94 | \$0.00 | \$0.00 | \$432.94 | \$0.00 | \$432.94 |
| | Tue Mar 23, 2021 | 3 | 0 | 0 | \$248.04 | \$0.00 | \$0.00 | \$248.04 | \$0.00 | \$248.04 |

QUESTIONS?

payments@centeredgesoftware.com