

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.

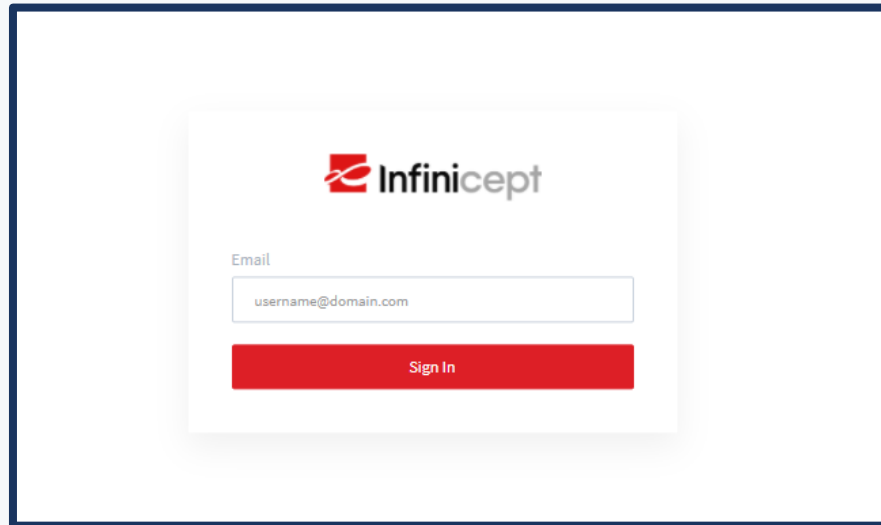
DEPOSIT SUMMARY

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

LOGGING IN

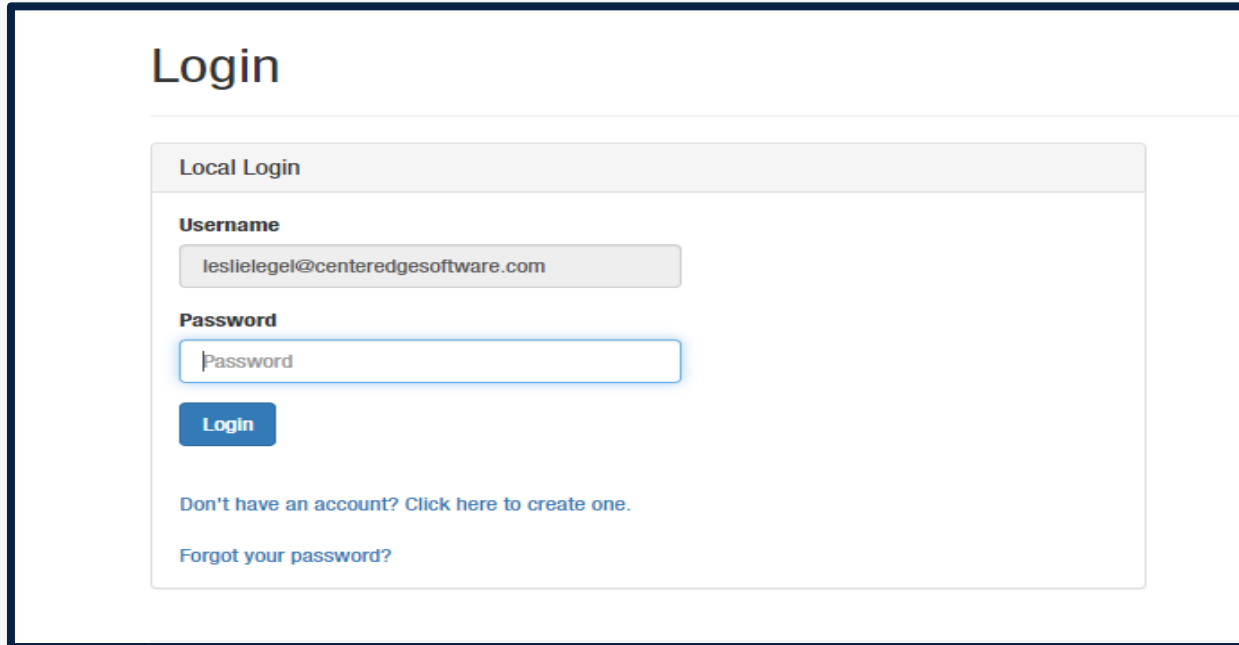
Create a new user account by logging in with the link below and entering your email address:

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

A screenshot of the Infinicept login page. 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 a form with the label 'Email' in a light grey font. The form contains a text input field with the placeholder text 'username@domain.com'. Below the input field is a prominent red rectangular button with the text 'Sign In' in white, centered on the button.

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 web page titled "Login". Below the title is a "Local Login" section. It contains a "Username" field with the email address "leslielegal@centeredgesoftware.com" entered. Below that is a "Password" field with the placeholder text "Password". A blue "Login" button is positioned below the password field. At the bottom of the form, there are two links: "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 12345678		Edit View Submerchant Portal
XYZ Fun Center DBA: XYZ Extreme Family Fun Location 1 00000001	Active	DBA: XYZ Fun Center Location: DBA: XYZ Extreme Family Fun MID: Location Name 00000001 Created: Mar 10, 2021 9:54:39 AM Updated: Mar 18, 2021 1:33:53 PM
XYZ Fun Center DBA: XYZ Extreme Family Fun Location 2 00000002	Active	SUBMERCHANT DETAILS BANKING INFORMATION ADDITIONAL LOCATIONS FEE PROFILE APPROVED PARAMETERS
XYZ Fun Center DBA: XYZ Extreme Family Fun Location 3 00000003	Active	Submerchant Details Legal Entity Name: XYZ Fun Center DBA Name: DBA: XYZ Extreme Family Fun Contact Phone: Website: Address: Mailing Address:
XYZ Fun Center DBA: XYZ Extreme Family Fun Location 4 00000004	Active	

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 submerchants, each with a 'View Submerchant Portal' button. The selected submerchant, 'XYZ Fun Center Group', is shown in detail with its DBA, location, and creation/updated dates. Below the details are tabs for 'SUBMERCHANT DETAILS', 'BANKING INFORMATION', 'ADDITIONAL LOCATIONS', 'FEE PROFILE', and 'APPROVED PARAMETERS'. The 'Submerchant Details' section is expanded, 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	<input type="button" value="Edit"/> <input type="button" value="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	VISA 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	VISA 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	AMERICAN EXPRESS 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	VISA 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	VISA 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	VISA 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	VISA 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?

support@centeredgesoftware.com