globalpayments

Merchant Portal Navigation

User Manual

Contents

Glossary

CONCEPT	DEFINITION
Sales Reconciliation	A process that verifies the accuracy of transactions.
Chargeback/Dispute	Amount claimed by the cardholder to their issuing bank for a good/service purchased for the merchant to provide supporting documents in defense of the claimed transaction.
Dispute Management	Merchant Portal application for chargeback/dispute case tracking.
Reports	Reports with detailed transaction information.
Merchant Portal	Platform where you can view account statements and transaction detail using different types of reports.
MFA	Multi-factor authentication to protect user accounts.
MID	Merchant ID, consisting of prefix 670 + membership.
My Account	Platform that allows user and membership management, as well as access to Merchant Portal and Dispute Management.
Account Role	Account setup with allowed attributes, can be an administrator or a (secondary) user.
Transaction	Monetary exchange made between a cardholder and the merchant regarding a sale, refund or cancellation for a good/service.

Start My Account

Before we introduce you to the Merchant Portal platform operation, we want to highlight **two important points of the registry**, so you know that your information, your employees' and your business's information is secure.
It is recommended to access the platform from a computer, as all features are not activated with other devices.

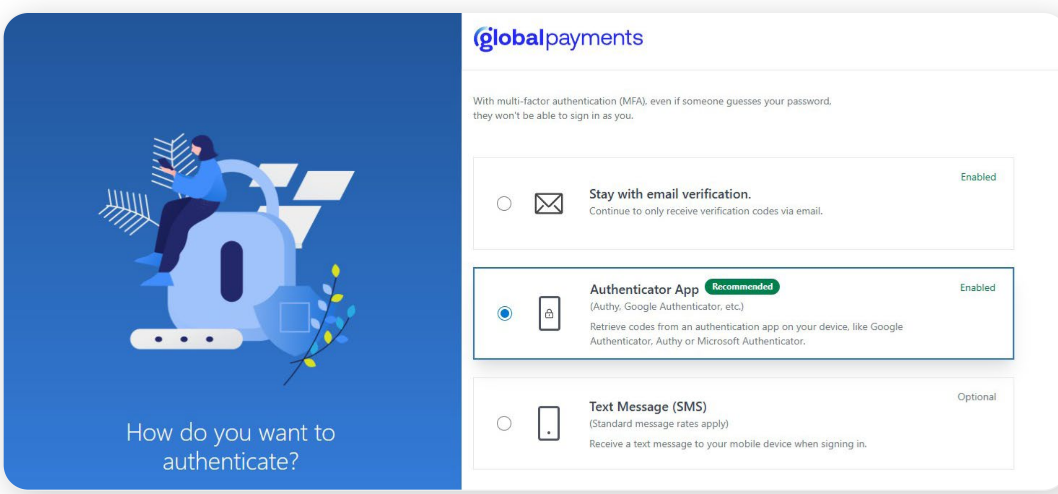
MFA Setup

When you sign up for your My Account, you will be prompted for an authentication method as part of your account protection. Our safety and that of our customers, like you, is very important to us.

You can set it up via:

- **Email**
  A verification code will be sent to your registered email address each time you log in.
- **Authentication Application**
  Use a single-use code generator, such as Google Authenticator or Microsoft Authenticator, to verify your access.
- **Text Message (SMS)**
  A verification code will be sent to your mobile phone number via SMS.

→ Only one MFA method can be activated at a time. You can update your preferences later from your account settings:
User Icon > My Profile > Preferences > MFA Setup



MIDs

To view your business locations within Merchant Portal, you must enter the MID using the correct format:

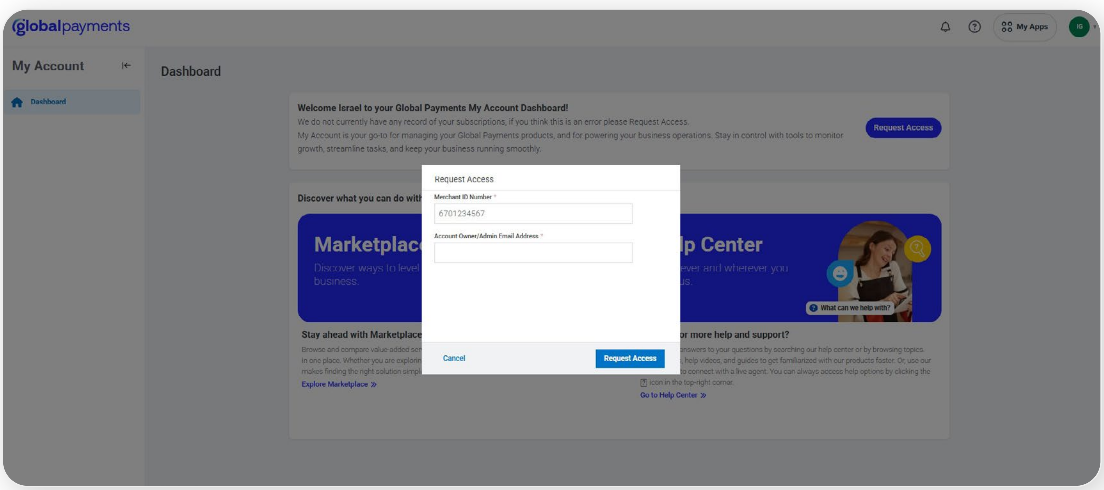
• The MID must include the prefix **670 +** the **7 digits of the membership**.
• Each MID must contain 10 digits.
• If the membership number is only 6 digits, you must add a zero (0) at the beginning of the membership, after the prefix.

→ Examples: “6701234567” (7-digit membership) or “6700123456” (6-digit membership, followed by a zero).

To access membership information on Merchant Portal:

• Owner or Administrator should contact our Contact Center at **(55) 1167 3737 / (55) 9085 8539**. Select option **4 >** submenu: **1** to request membership access.

That is, only **you and your authorized team** will have access to your membership information.

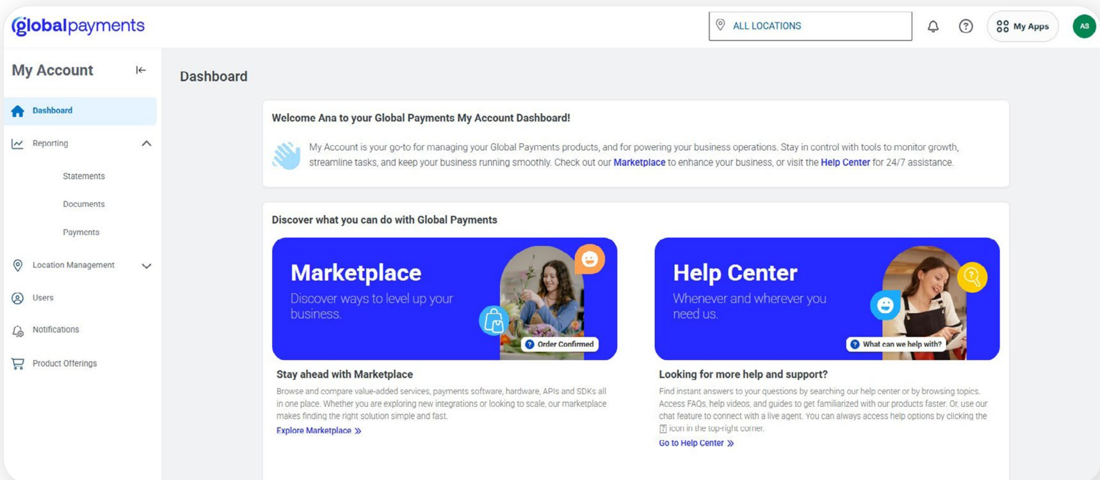


Need help registering your account?

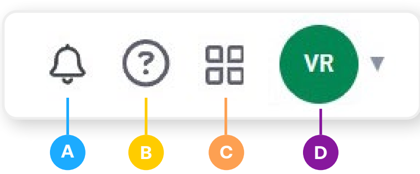
For more information on the registration process, see the **Registration Manual** at [https://www.hgpay.com.mx/merchant-portal.](https://www.hgpay.com.mx/merchant-portal)

My Account Features

Now that you've completed your registration, we'll walk you through the features that will help you gain better control within the platform.



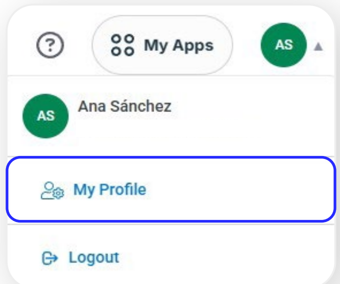
At the top you will find the following tools:



- **Notifications** for important updates and messages.
- **Account Support** for assistance.
- **4-box icon** displays the applications you have access to, depending on the assigned role and permissions:
  • Reporting
  • Dispute Management
- **User icon** to set up your account in My Profile or log out.

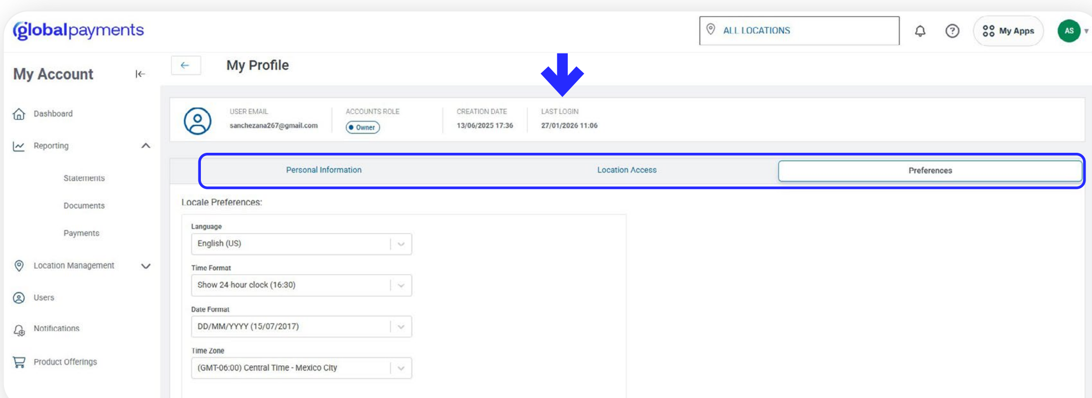
My Profile Settings

In the **user icon** you will find access to **"My Profile"**, where you can review and modify your account settings.



Upon entry, the top of the screen will display:

- The user's **email**
- The **user's role**
- The **account creation date**
- The date and time of **last access**



Three modules are then displayed with the following functions:

Module	Description
Personal Information	Modify first and last name.
Location Access	Display the MIDs linked to the user account.
Preferences	Set up language, time and date format, and authentication method (MFA).

In the **main menu**, which you will see on the left side of the screen, you can enter the following modules:

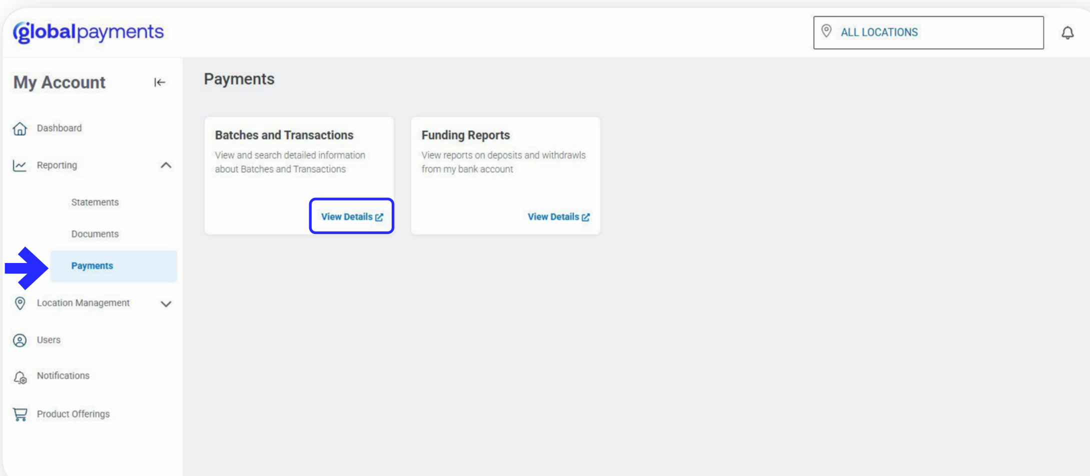
Dashboard

This is known as the home screen when you log into the My Account platform.

Reporting

In this module you can view your statements and access Merchant Portal.

→ To enter your reports, in option **"Payments"** you must select **"View details"** of Batches and transactions.



Location Management

In this section, you will be able to **view all the memberships** that you have access to within My Account, and you can view the Merchant Portal reports.

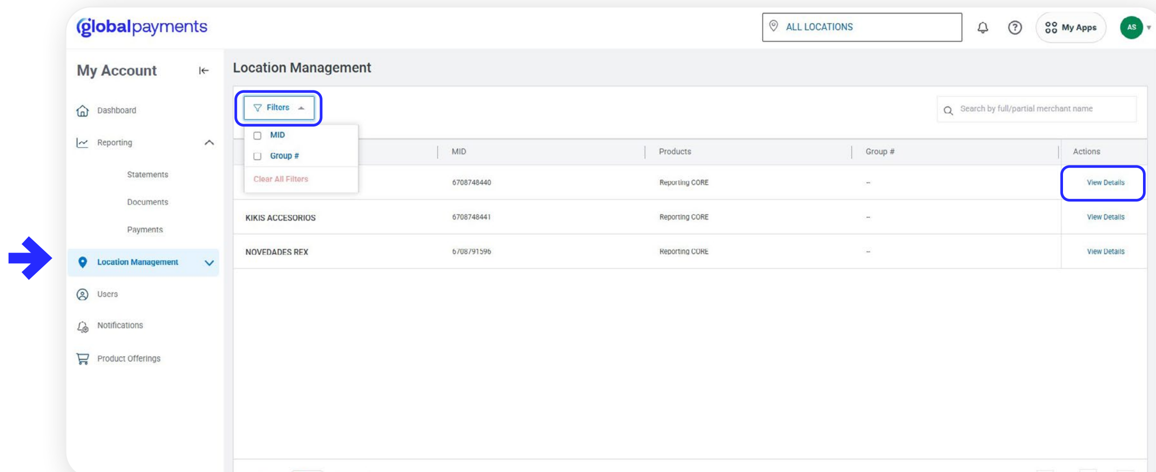
In the last column of **Actions**, you will have the button **"View Details"** available for each MID, where it shows you the information of the merchant as:

• Merchant name
• Membership (MID)
• Branch Address
• Owner and Account Information

Using filters to locate a specific MID

In case of having several affiliations, the platform has the function of **Filters** to facilitate the search for each:

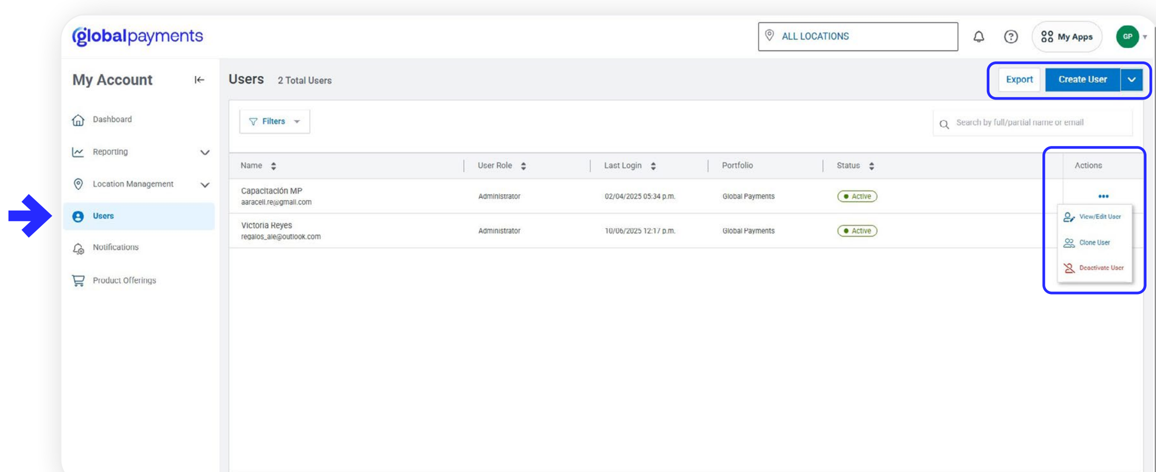
1. Click **“Filters”**.
2. **Activate** the box of **MID**.
3. Place the MID in the requested field: **670 + Membership**.



Users

In this module you will be able to give access to other users to facilitate the management of each membership, optimizing the reconciliation process and handling dispute cases through various features:

- **Create** new **users**.
- **Assign the role** and accesses of the **memberships and applications** for each user.
- **Activate or Deactivate** an account.
- **Clone existing** users to replicate the same attributes to a new one.



Notifications

You will find all notifications here. Also, at the top, on the bell icon, you will be alerted when a new notification arrives.

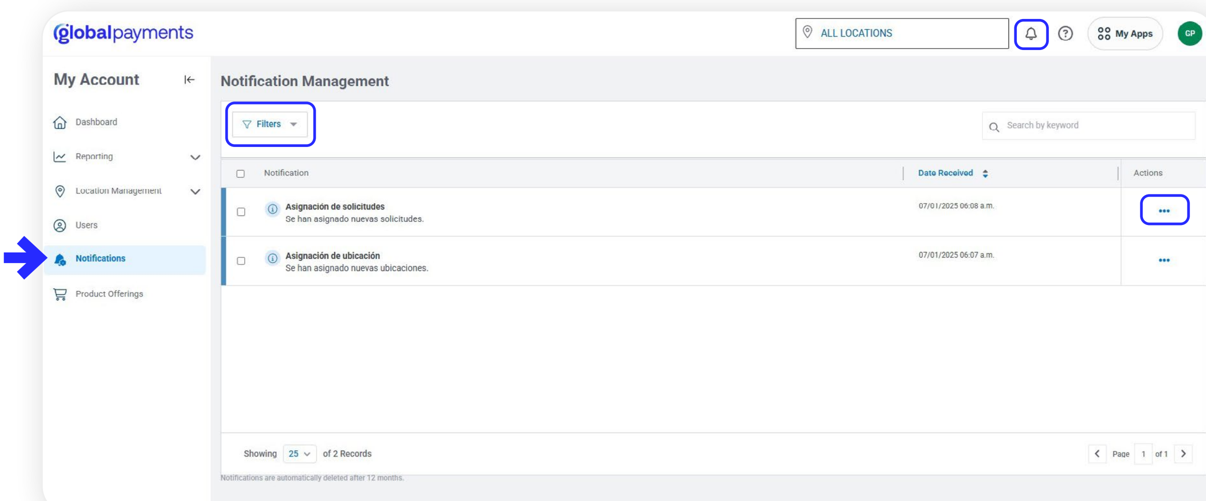
You will be sent **updates and important messages** such as:

- New Application Assigned
- New Membership Assigned
- Monthly Account Statements
- Product Updates
- Alerts

In the last column **Actions** you have **three blue dots** that display a box with two actions:

- Mark as read
- Delete

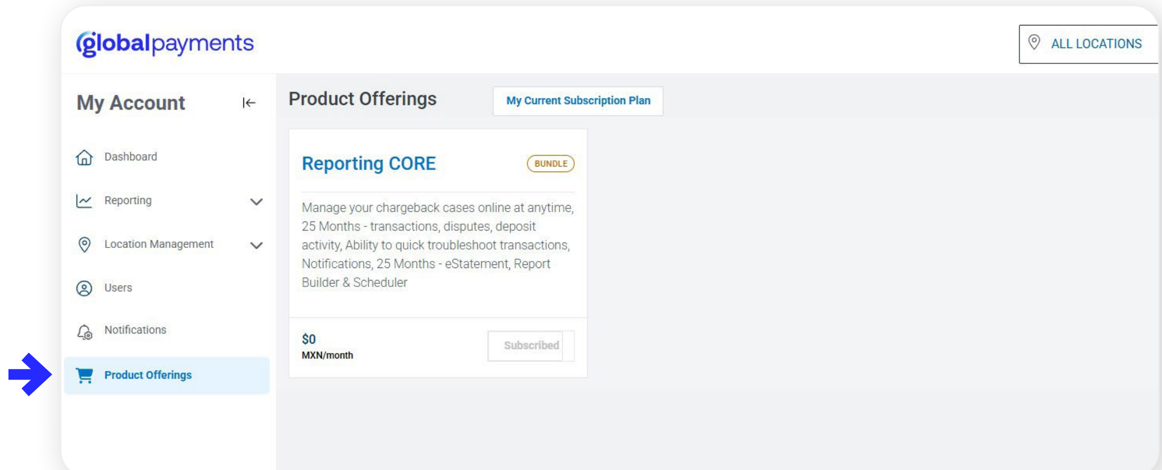
On the **Filters** button you can perform specific searches by **type** (information, warning, announcement) and by **date** (a date range can be chosen).



Product Offerings

This module is available only to users with an owner role, which displays the subscribed plan for reports.

→ Remember that our platform is free of charge.



User Management

Users with the role of owner or administrator have several tools that allow better control of users.

From the **User's module**, you can:

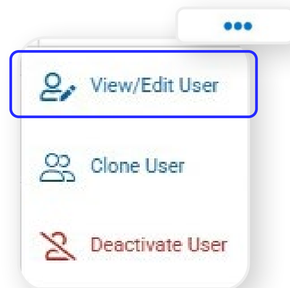
- **Create** new **users**
- **Control access** to applications and MIDs
- **Activate/Deactivate** user accounts
- **View all users** associated with merchant

→ A proper user management ensures that only authorized persons have access to platform-specific modules.

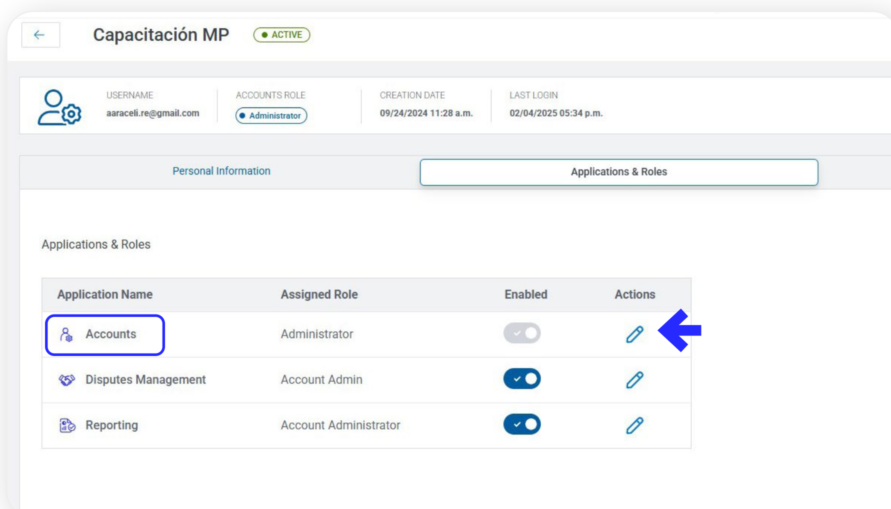
User Role Change

If you need to modify the **user role** to an account, perform the following steps:

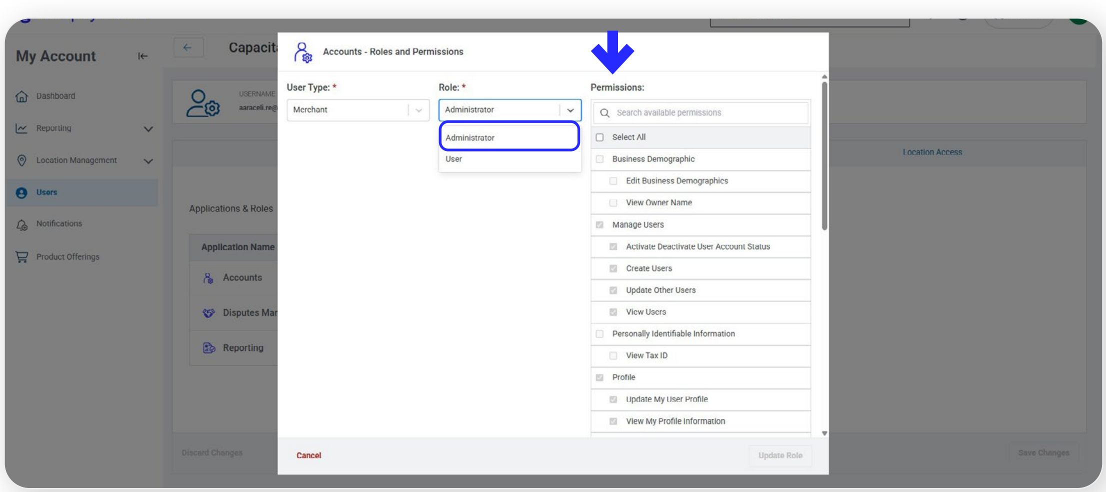
1. Enters **User's module** within the main menu.
2. Click the **three blue dots** of the corresponding user and select **"Edit/View User"**.



3. In the **Applications & Roles** module, click on the **pencil** of **"Accounts"**.



4. A pop-up window will appear where you can **modify the user role and permissions**.



5. To confirm the change, click **“Update Role”**.
6. End in **“Save Changes”**.

Please allow a few seconds for the update to reflect. The user will need to log back into the platform to view the changes.

Clone user

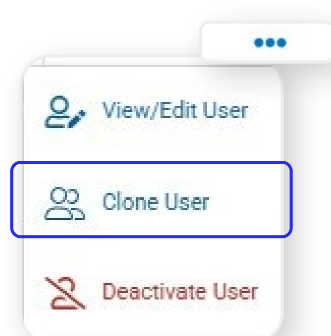
The owner or administrator can use this feature when:

• An additional user needs the **same features** from another existing account
• A merchant account will no longer be used and requires **creating a new user with the same features**

→ In this case, at the end of the user clone process, you also have the option to disable the account that will no longer be used

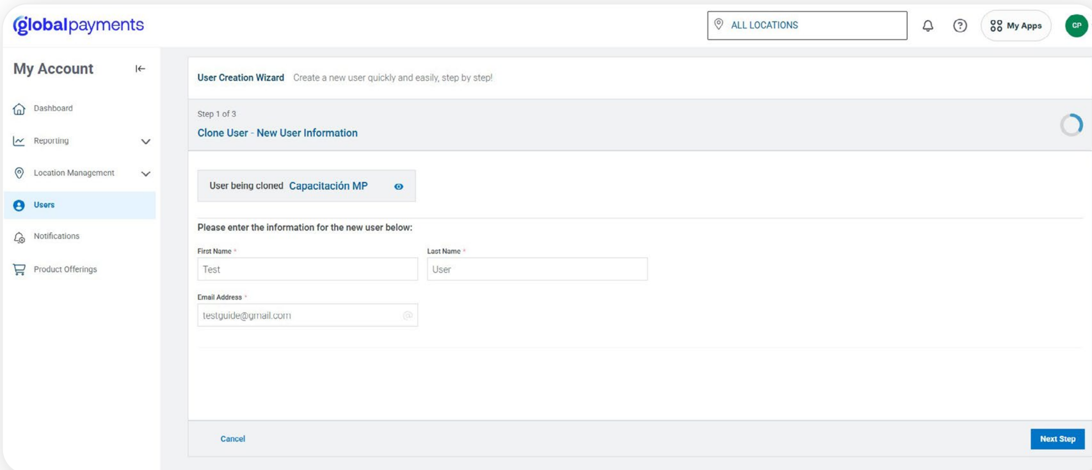
To clone a user, follow these steps:

1. Enter the **User’s module** within the main menu.
2. Identify the user you want to clone and, in the **three blue dots**, select the option **“Clone user”**



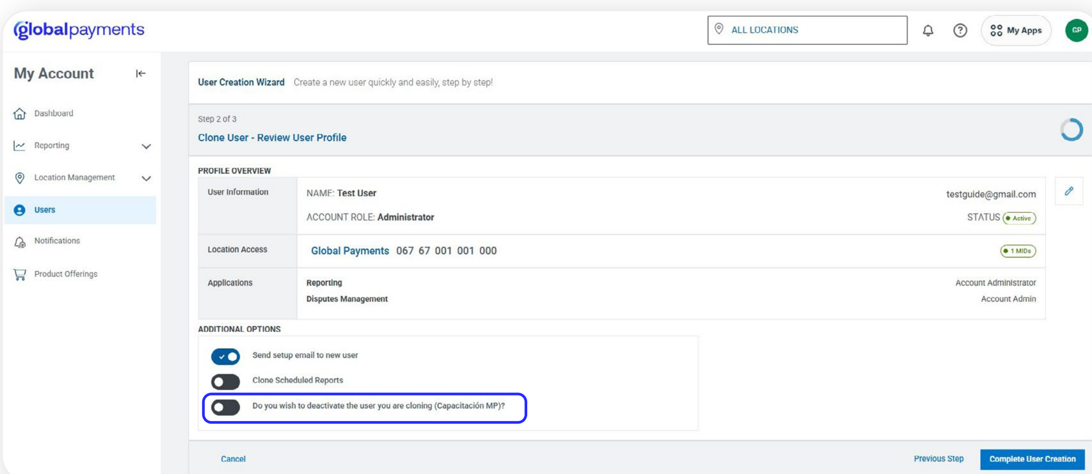
3. The top will indicate the name of the user to be cloned. Fill in the **personal information** for the new user.

4. Continue on **“Next Step”**.



The screen will display the **summary of the information with the same characteristics** as the cloned user as: the account role, memberships, and applications to which they have access.

→ If the cloned user is no longer operating in the merchant, you can deactivate their account in the additional options at the bottom.



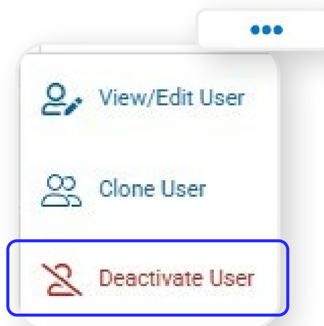
5. End the process at **“Complete User Creation”**.

Once the new user has been created, the steps of the **registration process** must be followed **to set the password and authentication method** of the account to access.

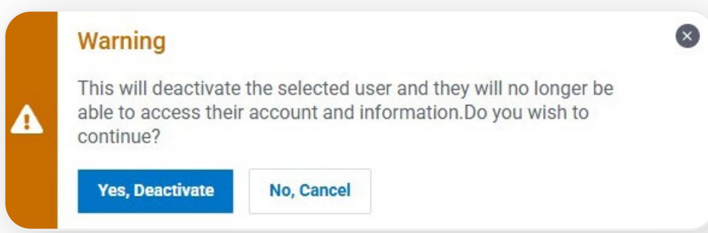
Activate / Deactivate Users

If an account is required to be activated or deactivated, the owner or administrator may do so by following these steps:

1. In the **User's** module, find the user account you want to activate or deactivate.
2. Clicking on the **three blue dots** will display the menu and select **"Activate user"** or **"Deactivate User"**, as applicable.



3. A warning box will appear to confirm the action: **"Yes, activate/deactivate"**.



Wait a moment for the platform to update the user status.

→ This action is reversible, so it can be subsequently activated/deactivated.

MIDs Management

To add new memberships to an account, the owner or administrator must dial our Contact Center at **(55) 1167 3737 / (55) 9085 8539** and select the option **4 >** submenu: **1** to request the addition of new MIDs to their account.

The Merchant Portal support team will confirm the request via email and once the user has the membership linked, it can be managed and assigned by to your other admin and sub-users.

1. The **owner/administrator** must log in to https://myaccount.globalpayments.com/ and enter module **Users**
2. In the **three blue dots** of the account, you want to assign the new affiliation, select **"View/Edit user"**

3. In module **Location Access**, you can do this in two ways:

Per MID

a. Click the **"MID" button**

b. Place: **670 + Membership**.

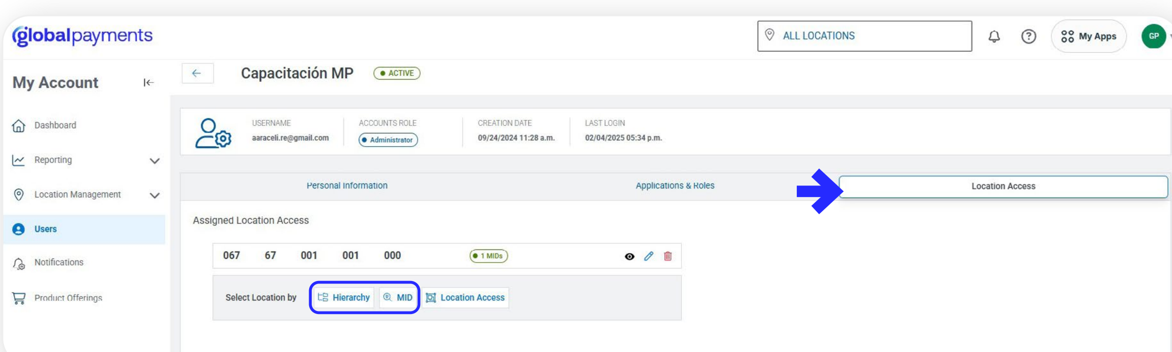
c. Click the **blue bar** below the search

Per Hierarchy

a. Click the **"Hierarchy"** button

b. **"Select actions" > "Choose MID from list"**

c. Select the appropriate membership



4. Click **"Select MIDs"**, then **"Save Changes"**

You will need to wait a moment for the update to be reflected and for the user to have access to the membership information.

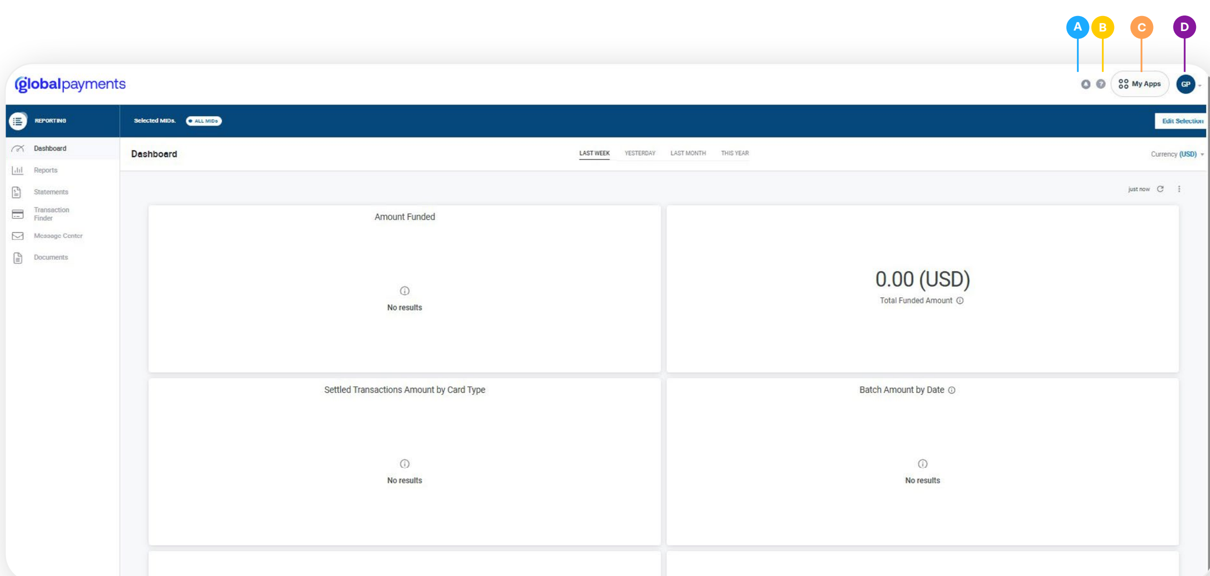
Merchant Portal

To access Merchant Portal, in module **Reporting**, select the **"Payments"** and **"View Details"** option for Batches and Transactions.

→ You can also access the **4 boxes** icon in option **Reporting**

Upon logging in, the window will open with the following screen where you will have access to all your reports and account statements.

In the upper right corner of the screen, you will find the tools offered by Merchant Portal:



A → **Notifications:** Here you will receive updates to your reports and account statements or if you have an open dispute case.

B → **Help Center:** In this section you can find the necessary information to navigate the portal.

C → **My Applications:** The applications you have access to within the platform are displayed.

D → **User icon:** Here you will display a window to access the help center, notifications, apps and log out.

Main Menu

Below, we will show you the options available within the platform, which will allow you to review the details of your activity as well as reconcile your transactions on a daily and efficient basis:

Dashboard

In this section you will find graphs that allow you to view metrics of your transactions.

Reports

In **Default Reports**, you can access the following reports:

Batches

- **Settled Batches** Report

Deposits

- **Funding Report**
- **Payment Advice - Mexico** Report

Disputes

- **Adjusted Disputes** Report
- **Chargebacks Received** Report
- **Retrievals Received** Report

Transactions

- **Authorizations** Report
- **Card Summary** Report
- **Merchant Totals** Report
- **Settled Transactions** Report
- **Terminal Totals** Report

In the button **"Create Custom Report"** you can also configure your reports with specific information that you need to consult on a daily basis:

- Report Type: disputes or transactions
- Report Description: report information to create
- Report Columns: data you want to include
- Report Filters: to display only one membership or selected column data

Each report you created can be found in section **Custom Reports**.

In **Generated Reports** you will find the heavy files you have downloaded from the default reports.

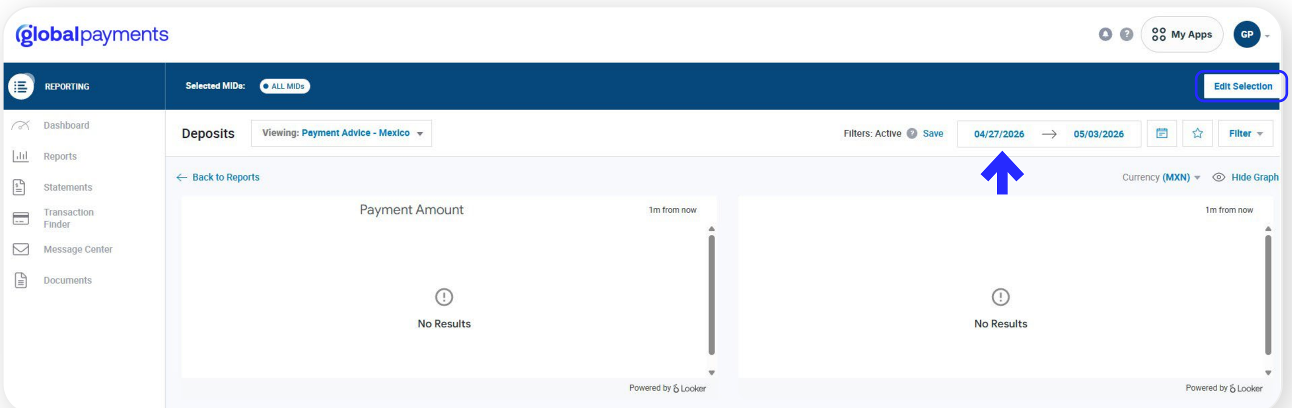
How to download the reports?

Here are the steps to run a report:

1. In the report of your choice, press the **"View Reports"** button.

2. If you have several memberships, in all reports you can filter in **"Edit Selection"** by Hierarchy or MID to display required membership information.
3. Choose the **range for the period** you want to query in the dates field.

→ To view your movement information, you will need to scroll down the screen to display the columns.

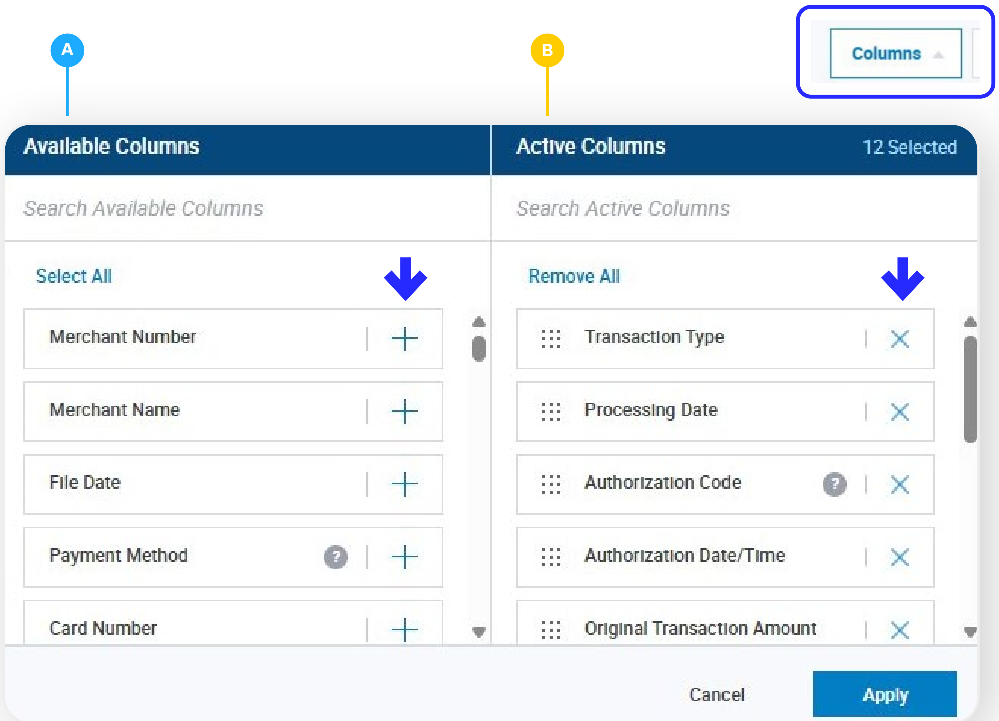


4. As you scroll through the columns to the right, you will see that each item has the **"Actions"** button at the end. Clicking that button will display the actions you can take for that item, such as viewing the item's details, based on the report you want to download.

→ Example: In the case of report Payment Advice - Mexico, by clicking on **"Download Detail Report"** You will be able to view the breakdown of the deposit or charge made.

5. Within the reports, you can find the button **"Columns"**.

Clicking this button displays a window where you can determine the fields you want to display in the report:



A

Available Columns show which ones are available to be added to the report you want to download.

Click **"+"** next to a column name, it will be added to the active list.

B

Active Columns display those that are currently on the screen, which will be displayed in the report to download.

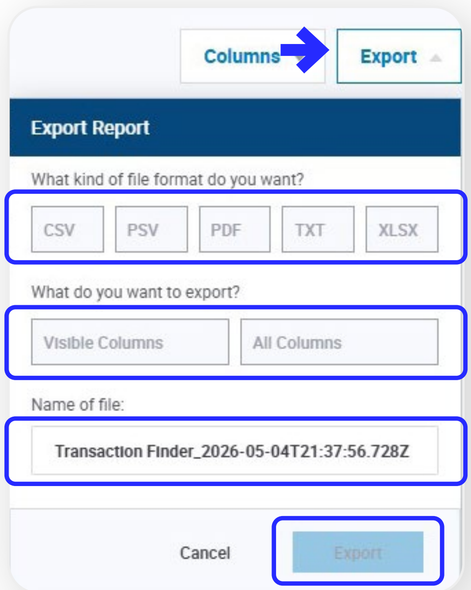
Click on the **"x"** next to a column name, it will be removed from the active list and return to available columns.

→ The column settings you choose in this step will be saved for your next queries.

6. In the button **"Export"** you will set up the options to download the report:

   - **File format**
     CSV, PDF, TXT, or XLSX formats are available for each report.
   - **What do you want to export?**
     Visible (active) columns or all columns.
   - **File name**
     Name used to save the report.

7. Once you have selected your configuration options, the **"Export"** button will be activated at the bottom of the box to download the file.



Account Statements

In this section you will be able to download your monthly statement, which will be available within the **first 10 days of the following month**.

→ **Important:** the account statements generated by Merchant Portal do not work for clarifications in banks, this is merely informational and a resource for merchant reconciliations

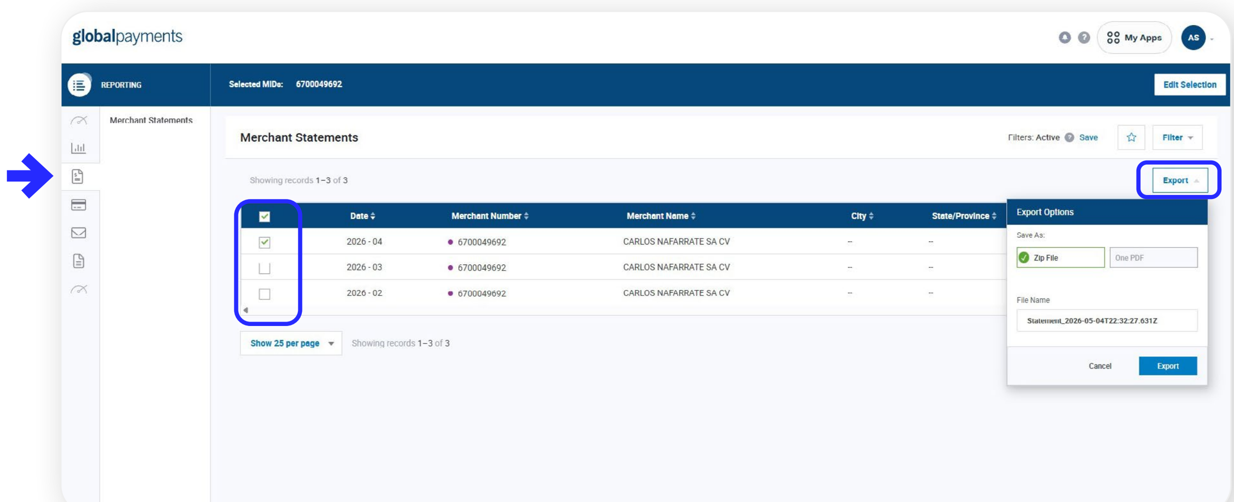
On the account statement, you will find details of the information such as:

- Deposit Item Summary (Sales and Refunds)
- Deposits
- Discount
- Card summary
- Chargebacks/rejections
- Other charges
- Other fees
- Detailed Transaction Costs
- Billing summary

To download account statement files, follow these steps:

1. If you wish to download multiple account statements at once, on the left side you must **check the boxes** for the months to be viewed, and the button **"Export"** will appear at the top of the columns on the right side.
2. Selecting this will display a window to configure the download of the file or files:

   - Multiple PDF documents within a ZIP file, or a PDF file, if you only check one.

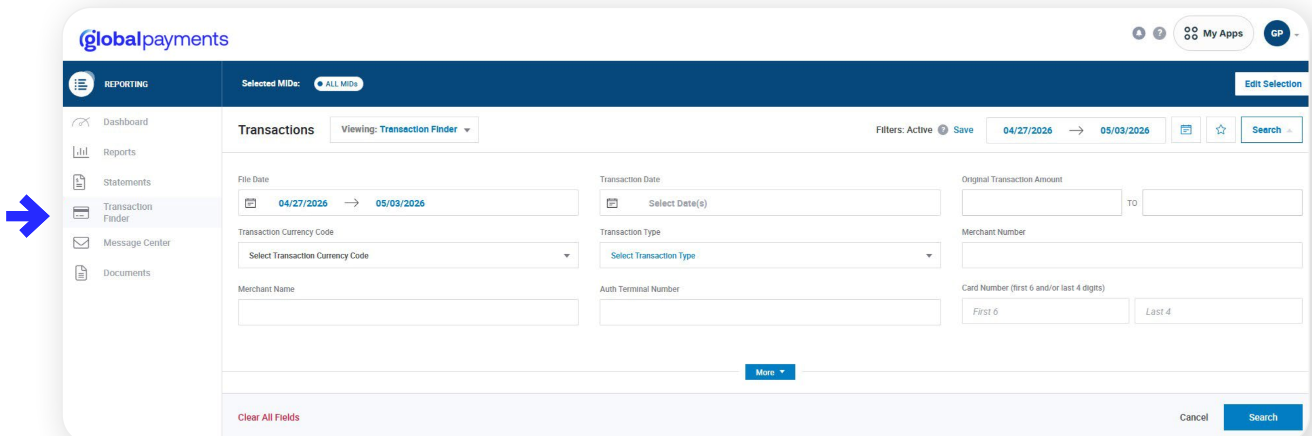


Transaction Finder

In this section you can search **records of your movements in greater detail** based on a wide selection of search criteria such as:

- Transaction date
- Original transaction amount
- Transaction date
- Merchant number (670 + Membership)
- Merchant name
- Card number (first 6 and last 4 digits)

→ Remember that you can only search for transactions from closed batches.



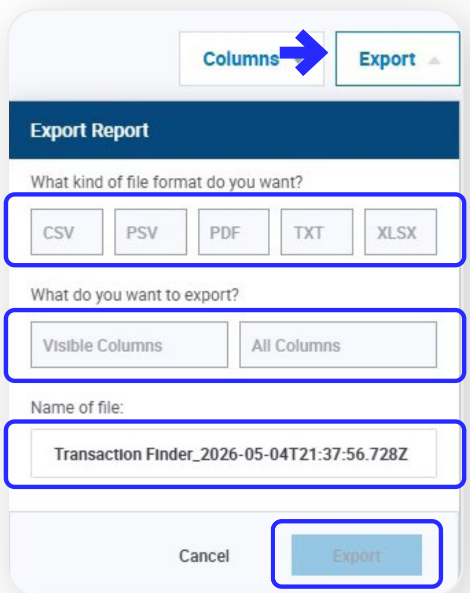
To perform the transaction search, follow these steps:

1. If you have 2 or more memberships, you can filter the detail of your sales by each one by configuring it in the button **"Edit Selection"**.

2. To configure the period of your reports, click on the **field of the dates** that are at the top of the search criteria, and select the beginning and end of the days you want to search.

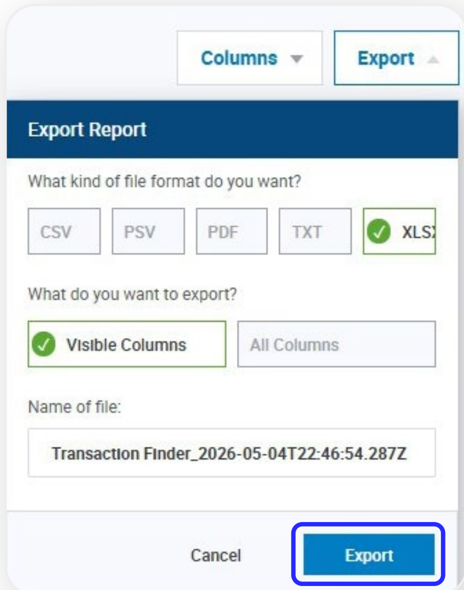
3. When the information is updated, you can download the report in the button **"Export"**, and you must choose:

- File format (CSV, PDF, TXT or XLSX)
- Include the active columns or all columns.
- File Name



4. Click on **“Export”** and wait a moment to complete the download, depending on the weight of the file.

→ It is recommended to use the XLSX (Excel) format for better data control in reconciliations.



Learn more

If you do not already have a Merchant Portal user, on our page you can find our **Registration Manual**. You can also consult the **Reconciliation and Chargeback Manual** at https://www.hgpay.com.mx/merchant-portal.

→ If you have any questions, you can access our webinar **Training - Merchant Portal**, held on Wednesdays at 11:00 a.m. Mexico City time.

→ If you have a problem with your account, you can contact our Contact Center at **(55) 1167 3737 / (55) 9085 8539**, select option **4 >** submenu: **1** to turn over the support sheet to the Merchant Portal support team.

To generate the folio, you must share:

- User’s first and last names
- Account e-mail address*
- Membership(s)

→ If you have a contact email different from the account email, you must specify it on your request.

For more information:

Call (55) 1167 3737 / (55) 9085 8539

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www.hgpay.com.mx