



Getting Started – Quick Reference Guide

Your secure easy-to-use, available 24 hours a day, seven days a week online resource for account information.

Site organisation

iMerchantConnect is easy to use, incorporating standard Internet navigation features including tabs, links, and buttons. It is also available in a number of different languages.



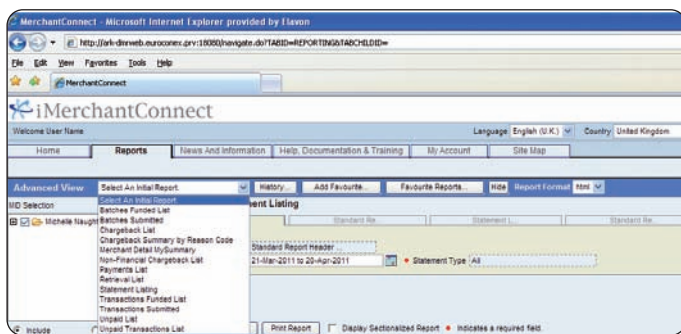
- **Home:** The first page you see after you successfully log on to the iMerchantConnect site. What you see on this page is dependent upon which language you select when you log on.
- **Reports:** Links to your iMerchantConnect reporting tool options.
- **Help, Documentation & Training:** Provides links to the main Help menu, user documentation such as quick reference guides and the iMerchantConnect Report Portfolio (PDF files), and interactive tutorial(s) that guide you through using the site for defining and generating your reports.
- **My Account:** Provides links to information related to managing your user account, such as changing your password and editing your contact information.

Based on your business needs, you can request other available reports to be added to your list, or have reports removed from this list. Examples of other available reports include:

- DCC Terminal Performance
- Billing Summary – this will show your monthly fees
- Exceptions Analysis.



Available reports



All iMerchantConnect reports are available on the Web. Click an arrow and select a report in the list (ascending alphabetical order). For detailed descriptions including report examples and individual report data content descriptions, refer to the iMerchantConnect Report Portfolio available in a PDF format on the documentation tab under Help, Documentation & Training on the Web site.

The standard report set available to all merchants includes the following reports:

- Merchant Detail MySummary
- Payments List
- Transactions Funded List
- Batches Funded List
- Statement Listing
- Unpaid List
- Unpaid Transactions List.
- Chargeback Summary by Reason code
- Chargeback List
- Retrieval List
- Non Financial Chargeback List
- Transactions Submitted
- Batches Submitted




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Getting started

If you are a new iMerchantConnect customer, your user ID is sent by email and a temporary password is sent to you in a “Welcome to iMerchantConnect” email. A temporary password is sent to you in a separate email. When you log on for the first time, the system prompts you to immediately change the temporary password to a new personal password.

 Please send a message to our Support Desk at **iMerchantConnect@elavon.com** if you have any support queries.

Logging on

In the address box of your Web browser, type the following:
www.iMerchantConnect.com

You will need to enter your temporary password which was sent to you via email. iMerchantConnect will then request you to enter a new personal password and type in your email address for verification.

You must also define a Password Hint Question and Answer that are used to confirm your identity if you forget your password and need to request a new one.

Passwords expire every 90 days.

System requirements

- Internet access (required) with a suggested connection speed of 56K. System performance is best with a high-speed connection (T1, DSL, or cable modem).
- Web browser (required) either Microsoft Internet Explorer (version 6.0 or higher recommended) or Mozilla Firefox (version 1.5 or higher recommended).
- Adobe Reader (required) version 6 or higher is recommended to generate reports as Portable Document Format (PDF) files
- Adobe Flash Player 8 (required) to view interactive tutorial lessons on the Web site.
- Microsoft Excel 2003 or higher (required) to generate reports in “xls” format.

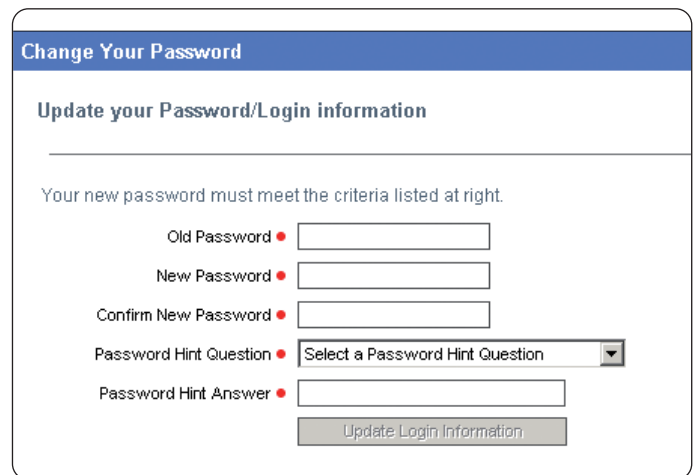
Recommended screen resolution is 1024 x 768.

Product support

Product support is available 24 hours a day; seven days a week for assistance with user names, passwords, and system navigation.

When contacting Support Desk, please have your iMerchantConnect user name and the answer to your Password Hint Question to hand.

If you need assistance or have any questions about iMerchantConnect, please send an email message to Support Desk at **iMerchantConnect@elavon.com** or contact the Customer Service Team responsible for your account.



Your new password must ...

- be at least eight characters in length.
- not contain the username or the word password.
- not be the same as the previous ten passwords.
- contain characters from three of the following four groups:
 - > English uppercase characters (A–Z)
 - > English lowercase characters (a–z)
 - > Digits (0–9)
 - > Special characters (! @ # \$ % ?).

All fields are compulsory.