

iQ PORTAL USER GUIDE

Abridged version

Below are instructions for accessing reports and transaction manipulation functions on www.accessmyiq.com. If you need further assistance or have additional questions, please contact Worldpay Integrated Payment's 24/7 support department at 800-846-4472 or email us at IPSupport@worldpay.com.

To locate your Processing Credentials:

1. Once logged in, select the **Self Service** tab on the left side of the page and then the **Self Service** option.
2. In the next screen, select **Merchant** from the hierarchy level dropdown, then enter your MID (or click the plus button to see a list of your accounts) in the text box to the right.
3. Click **Search**. In the results screen, select **Express Credentials** from the tabs under the search bar.
4. Processing credentials are visible immediately upon selecting the correct tab.

To search for a transaction or transactions:

1. Once you are logged into the iQ portal, select the **Reconciliation** tab, and then select **Transaction Research**.
2. In the **Transaction Research** tab, specify a Hierarchy Level. Underneath "Hierarchy", select **Merchant**. In the "Enter a Value" field, enter the merchant identification number for the location where the transaction was processed. Enter a starting date and an end date. We recommend specifying the date range two days before and after the transaction was processed.
3. If you have additional information such as credit card number or the transaction total enter them in **Additional Criteria**.
4. Click **Search**.

To access your Settlements, Authorizations, and Checking Account Activity:

1. Once you are logged into the iQ portal, select the **Reconciliation** tab then select the **Summary** tab.
2. In the **Transaction Research** tab, specify a Hierarchy Level. Underneath “Hierarchy”, select **Merchant** to view information for a single merchant entity, or select **Chain** to view multiple merchant entities under one legal entity. In the “Enter a Value” field, enter the merchant identification number of the location for which you need reports. Enter a date range from which you would like to pull reports.
3. The **Settlements** section is available from the upper portion of this page. Here you can see the Total Sales Amount and the Net Settled Sales Amount for all transactions within the date range. This section of the website also displays your Average Ticket Amount, Dollar Return Amount and the quantity of returned transactions in the date range.
 - a. **Sales Amount** reflects the gross total of sales processed.
 - b. **Net Settled Sales** reflects the gross total of sales settled.
 - c. **Average Ticket** reflects the total of your average ticket.
 - d. **Return Transactions** reflects the quantity of returns issued.
 - e. **Return Amount** reflects the gross total of all returns issued.
 - f. **Sales Transactions** reflects the gross total of sales made.
4. To view individual batches select **Show Batches** in the **Settlements** section. This displays general batch information as well as the batch ID. To view specific batch information click on the batch ID number. Results populate in the lower portion of the screen.
5. The **Authorizations** section appears below the **Settlements** section, it contains the Total Amount of authorizations and the Total Declined Amount of authorizations in the selected date range.
 - a. **Total Amount** reflects the gross total of all cards authorized.
 - b. **Authorized Transactions** reflects the quantity of cards authorized.
 - c. **Declined Amount** reflects the gross total of all cards declined.
 - d. **Declined Transactions** reflects the quantity of cards declined.
6. The **Checking Account Activity** section appears below the **Gift Card Activity** section. It contains all deposit information for the selected date range.
 - a. **Amount Credited in Period** reflects the total dollar quantity deposited to your bank account.
 - b. **Total Activity Credits** reflects the total number of deposits deposited to your bank account.
 - c. **Amount Debited in Period** reflects the total dollar quantity debited from your bank account.
 - d. **Total Activity Debits** reflects the total number of debits debited from your bank account.
 - e. **Net Position** reflects the difference between amounts deposited and amounts debited.

Unless you are enrolled in American Express OptBlue, American Express funds independently from Worldpay Integrated Payments. The deposit from Worldpay Integrated Payments will correspond to

the amount processed for VISA, Mastercard, and Discover. The American Express totals will be separate. These totals can be calculated by using the “By Payment Method” report in the **Settlements** section, which provides a breakdown by card type of the specified settlements.

Note: The date of the batches is not the date of the transactions. If you are looking for transactions from the 15th, the batch date will be the 16th.

To access Disputes Activity:

1. On the **Transaction Research** search screen, you’ll need to specify a Hierarchy Level. Underneath “Hierarchy”, select **Merchant**. In the “Enter a Value” field, enter the merchant identification number of the location for which you need reports. Enter the date range for which you would like to view disputes. Under the “Date Type” field you can specify Report Date, Transaction Date, or Status Change Date to refine your results.
2. To narrow down the results, enter additional information in the **Additional Criteria** section.
3. Click **Search**.

Note: Because American Express handles funding independently from Worldpay Integrated Payments (with the exception of OptBlue merchants), you will need to call American Express regarding chargebacks. Worldpay Integrated Payments Live Support may be contacted for your American Express account number and the Merchant Services number. Reach us at: 800.846.4472.

To access your Statement History:

1. Select the **Home** tab then select the **Get Billing Statement** section at the right of the screen.
2. Specify which month you need from the drop down menu.
3. Select **Get Statement**.
4. Click **Report Code** next to the appropriate statement.
5. When prompted, open the PDF file.

To run transactions, modify transactions, or access real-time reporting for the current open batch:

1. Select the **Express Virtual Terminal** tab.
2. To view or modify existing transactions:
 - a. Click **View Transactions**.
 - b. Use the pre-defined timeframes or search for transactions by transaction ID, amount, status, and date range.
 - c. In the results, click the **transaction ID number** to open up details.
 - d. Returns, voids, and other modifications can be made using the buttons at the bottom of the detail screen.

3. To run transactions:
 - a. Click **Run Transaction**.
 - b. Select **Credit and Debit**.
 - c. Select the type of transaction you wish to run.
 - d. Enter the required information, marked by *.
 - e. Click **Submit**.

For more information on using the iQ portal, please check out our comprehensive help area – accessible from the “Help” icon at the top right of any iQ portal screen. You can also access training videos from the iQ portal homepage.