MERCHANT

FREQUENTLY ASKED QUESTIONS

Q How do I access MX™ Merchant?

A Approved merchants receive access to MX™ Merchant via email and may login at www.mxmerchant.com.

Q How do I create additional MX™ Merchant users?

A Merchants may visit the *Settings* section found in the left hand navigation and select *Team* to add additional users.

Q What are the standard MX™ Merchant features?

A MX™ Merchant, at its base, provides merchants with access to a myriad of features including but not limited to:

- *QuickPay, a Virtual Terminal*
- *Live Transaction Data*
- *Insightful Business Data Analytics*
- *Reconciliation and Statement Reporting*
- *Payment Links*
- *Customer Management*
- *Payment Vaulting*
- *Customizable Notifications*

Q Where can I learn how to use MX™ Merchant?

A Merchants may visit *MX™ Merchant's Help/Docs* section and videos may be found at https://university.prioritycommerce.com/.

Q What operating systems and browsers are supported?

A Most operating systems and browsers are supported, however, MX™ Merchant performs best on the latest version of Google Chrome. Please visit the MX™ Merchant Help section for a comprehensive list.

Q How are merchants billed for MX™ Merchant?

A Any fees will appear in the *Third Party Fees* section of the merchant statement and listed as MX™ Merchant.

Q What support is available for MX™ Merchant?

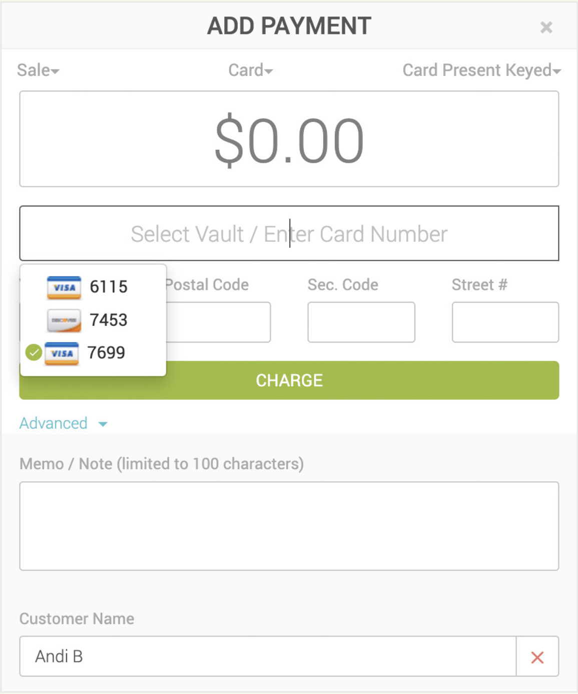
A Merchants can navigate to the *Help* section in the left hand navigation menu to access *Docs and Support*. *Docs* provides users with training and reference material on all features available within MX™ Merchant. *Support* provides live chat, access to email support teams, or 24/7 phone support via (855) 813-5293.

Q **What are the advanced fields when accepting a payment and are they required?**

A The advanced fields are not required but allows the merchant to provide additional information such as a memo/note, customer name and/or number, invoice data, tax exempt status, or tax amount information. It will also populate vaulted card information for customers already saved in MX™ Merchant when the customer's name, phone number or customer number is entered.

Q **How do I use a customer's vaulted card?**

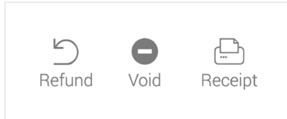
A From *Quick Pay*, expand the *Advanced* section. Enter the customer's name, phone number, or customer number to first populate the customer. Next, choose from the vaulted cards displayed and enter the desired amount.



How do I void or refund a payment?

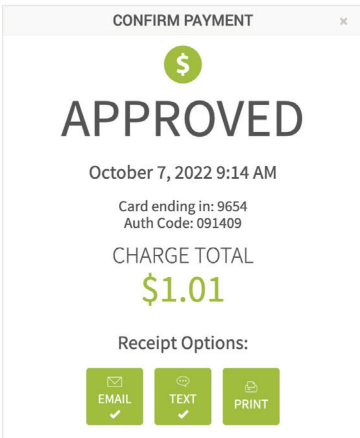
Q How do I void or refund a payment?

A Access the payment you would like to void or refund from the *Payments* tab in the left hand navigation menu. Click on the payment to access the details and payment actions are displayed on the bottom right corner.

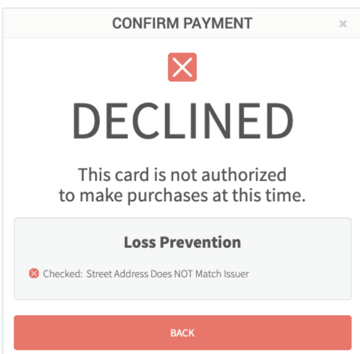


Payment actions vary depending on payment status.

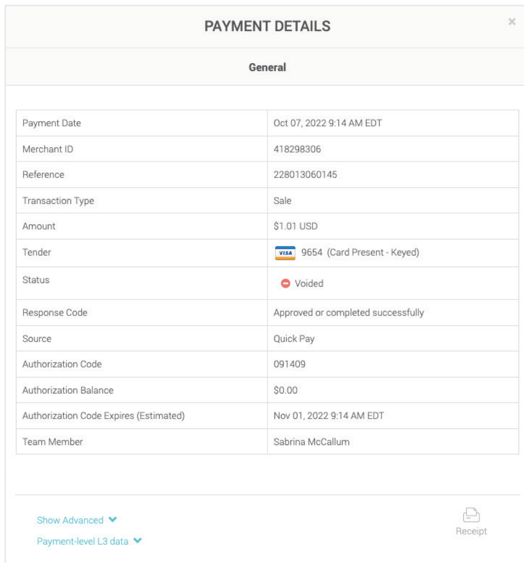
APPROVED QUICKPAY SCREEN



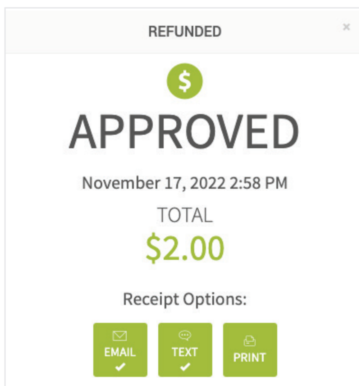
DECLINED QUICKPAY SCREEN



VOIDED QUICKPAY SCREEN

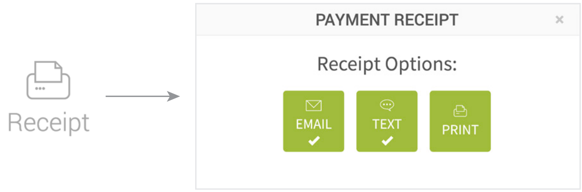


REFUNDED QUICKPAY SCREEN



Q **How do I send or resend a receipt?**

A To resend a receipt locate the payment and choose *Receipt*. Email, text, and print options are displayed as ways to send the receipt. A check mark beneath the receipt options indicates the prior method(s) used to send the receipt.



Q **How can merchants safeguard their transactions?**

A Merchants manage all security requirements for swiped and non-swiped transactions in the *Loss Prevention* section of the *Settings* menu. For example, merchants may establish required fields for keyed transactions and auto-declines.

Q **What reports are available in MX™ Merchant?**

A All users have access to the following reports however additional App-specific reports may be available based on Apps activated in *Marketplace Apps*.

- *ACH Funding*
- *Chargebacks*
- *Transactions*
- *Expired Cards*
- *Batch*
- *User Report*

Q **How do I set up a custom auto-close batch time?**

A The auto-close batch time is defaulted to 4:00 AM EST for all users. An alternative time may be set by choosing *Settings* in the left-hand navigation menu and then *Payments*. The custom auto-close batch time may be set, disabled completely, and also set for terminal batches and the terminal auto-close time.

Q **Does MX™ Merchant have an API available for merchants?**

A Priority's seamless API solutions allows merchants to easily access important transaction data such as authorizations, declines, chargebacks, batches, and much more directly from their website, Apps, or home-grown software. API resources for merchants may be found here. Support may be reached via email from 8:00 AM - 5:00 PM EST Monday through Friday.