

Using the Merchant Center

Last Modified on 09/21/2023 10:19 am PDT

The Merchant Center is the name of the reporting module that is linked to your merchant account. You can use the merchant center to access transaction/deposit reporting, order credit card swipers, and process refunds/voids.

Access the Merchant Center here: <https://mcmerchant.cardconnect.com/>

If you are looking to set up your Merchant Center account, [click here](#).

Below, we take you through some of the most common functions for your Merchant account. For more detailed information and additional things you can do, check out the Card Connect Support site, [here](#).

Things you can do in your Merchant Center:

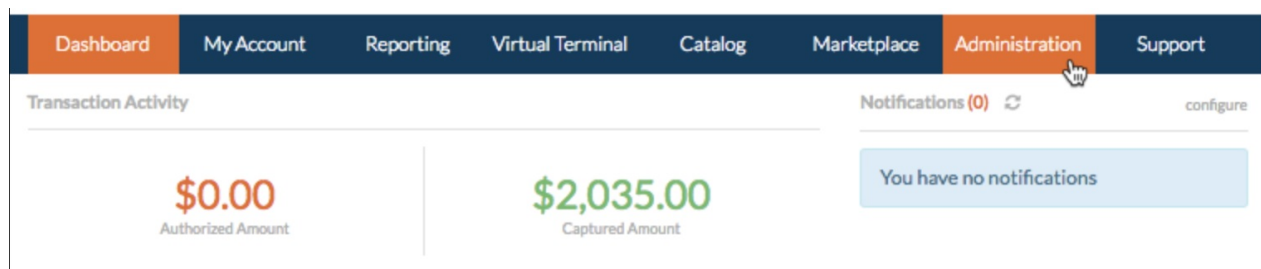
- Create additional user logins
- Process Refunds or Voids Transactions
- View your credit card processing fees
- Set up email notifications for deposits and other account activity
- Review Chargebacks

Create additional user logins:


There is no limit to the number of user logins you can create for the Merchant Center, so you can create a login for anybody who will need to have access to the portal.

To add a new user:

Click on the **Administration** tab.



The screenshot shows the Merchant Center dashboard with the 'Administration' tab selected in the top navigation bar. The dashboard displays transaction activity with two main figures: \$0.00 Authorized Amount and \$2,035.00 Captured Amount. A notifications box on the right indicates 'You have no notifications'.

Dashboard	My Account	Reporting	Virtual Terminal	Catalog	Marketplace	Administration	Support
Transaction Activity		Notifications (0)  configure					
\$0.00 Authorized Amount		\$2,035.00 Captured Amount		You have no notifications			

From the Admin page, click on **Users**.

Dashboard
My Account
Reporting
Virtual Terminal
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Descriptors
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Name of Business

Legal Name of Business

Descriptor (Max 25 characters)

Legal Name

Click on the **New User** button, and on the next page you will be asked to fill in the fields to set up the info for the user you are creating.

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Users

+ New User

Search

Total Count: 4

Name	Email	Status	User Type	Date Added
		Registered	Admin	12/09/2015
		Registered	Super Admin	10/22/2015
		Registered	Standard	03/01/2016
		Registered	Admin	12/17/2015

Enter the first name, last name, and the email that should be set up as the login username. Make sure to select the correct time zone, and for User Type, select Admin if they should have all site permissions, or you can manually select which permissions they have under the Standard option.

When you are done, scroll to the bottom and click **Save**.

< Back to Administration - Users

Create new user

Contact Information

First Name

Last Name

Email

Time Zone

(UTC-08:00) America/Los_Angeles

User Type

Standard

Process Refunds or Void Transactions

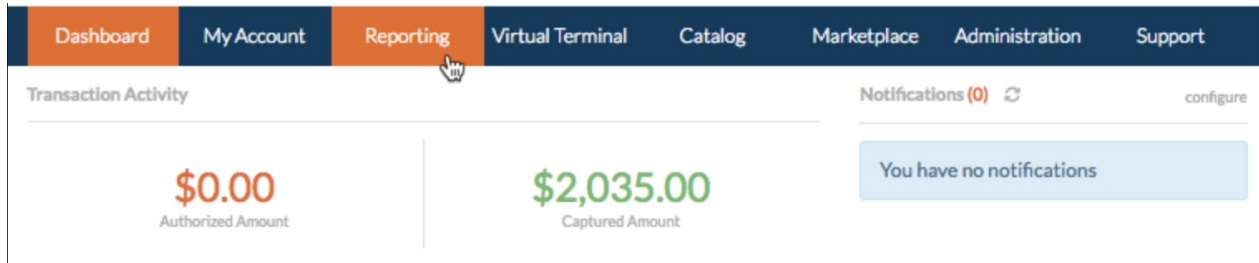
Full refunds and voids are possible within the GiveSmart Fundraise module, or partial refunds can be issued through the Merchant Center. For the process and more information, [click here](#).

View your credit card processing fees:

You will be able to download a statement of your account activity for the previous month's transactions and funding events from the Merchant Center.

The statement will populate in your account 1-2 days after processing fees have been charged.

After logging in, click the **Reporting** tab.



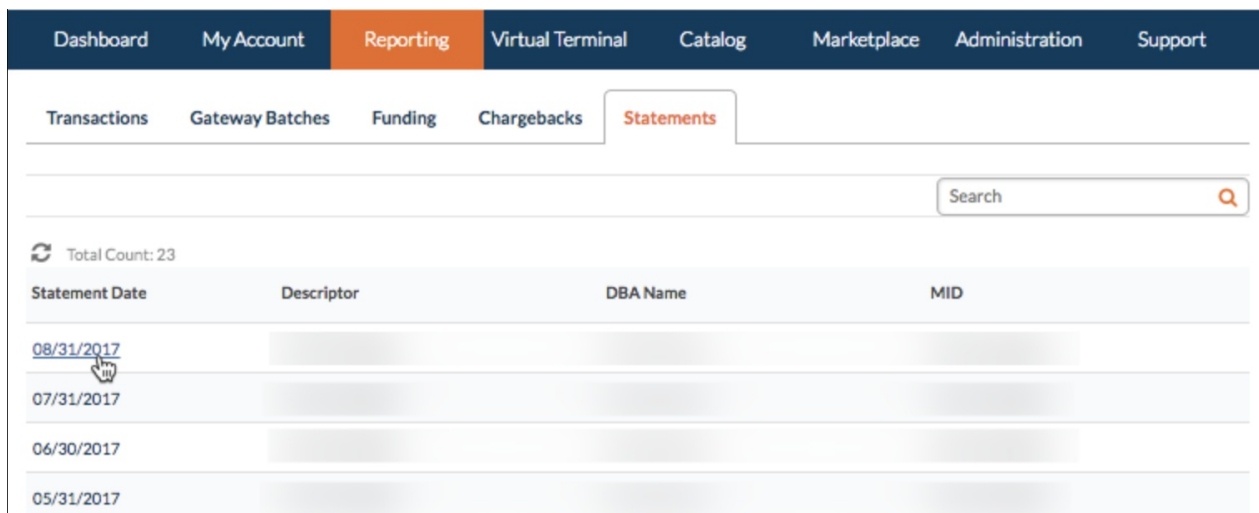
The dashboard shows the 'Reporting' tab selected in the top navigation bar. Below the navigation bar, there are two main sections: 'Transaction Activity' and 'Notifications (0)'. The 'Transaction Activity' section displays two large amounts: '\$0.00' labeled 'Authorized Amount' and '\$2,035.00' labeled 'Captured Amount'. The 'Notifications (0)' section shows a message 'You have no notifications'.

Click the **Statements** tab on the right.



The sub-tabs under the 'Reporting' tab are shown: 'Transactions', 'Gateway Batches', 'Funding', 'Chargebacks', and 'Statements'. The 'Statements' tab is highlighted with a mouse cursor.

Statements will be generated for each month's payment period, and you can click on the button under the Date column to download each statement as a PDF.



The 'Statements' sub-tab is selected. Below the sub-tabs, there is a search bar and a table of statements. The table has columns: 'Statement Date', 'Descriptor', 'DBA Name', and 'MID'. The 'Statement Date' column contains a list of dates, with the first date, '08/31/2017', being a clickable link. A mouse cursor is hovering over this link.

Statement Date	Descriptor	DBA Name	MID
08/31/2017			
07/31/2017			
06/30/2017			
05/31/2017			



YOUR CARD PROCESSING STATEMENT



Page 1 of 7

THIS IS NOT A BILL

Statement Period	08/01/17 - 08/31/17
Merchant Number	
Locations Included	1
Customer Service	Phone - 1-877-828-0720

SUMMARY

An overview of account activity for the statement period.
Fees charged for August activity will appear on September statement.

Page 6	Total Amount Submitted	\$5,291.00
Page 6	Third Party Transactions	0.00
Page 6	Chargebacks/Reversals	0.00
Page 6	Adjustments	0.00
Page 7	Fees Charged*	-\$45.91

Total Amount Funded to Your Bank **\$5,245.09**

See page 2 for Key Definition of Terms

*Fees Charged Summary Total Includes Interchange Charges (IC), Service Charges (SC) and Fees

All amounts shown are in U.S. funds

(Amount Submitted - Third Party) + Chargebacks/Reversals + Adjustments + Fees Charged = Amount Funded

Set up email notifications for deposits and other account activity:

You can set up email notifications for a variety of different account activities in your Merchant Center, including funding events to your bank, availability of statements, and transaction details such as chargebacks or refunds.

After logging in to your Merchant Center, click the **Administration** tab.

DashboardMy AccountReportingVirtual TerminalCatalogMarketplaceAdministrationSupport

Transaction Activity

\$0.00
Authorized Amount

\$2,035.00
Captured Amount

Notifications (0) configure

You have no notifications

Click on the **Users** tab, and select the user login you would like to edit.

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Users

+ New User
Search

Total Count: 4

Name	Email	Status	User Type	Date Added
B		Registered	Admin	12/09/2015
		Registered	Super Admin	10/22/2015
		Registered	Standard	03/01/2016
		Registered	Admin	12/17/2015

Click the **Email Notifications** tab.

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< Back to Users

User Detail -

Contact Info
Dashboard Notifications
Email Notifications
Transactions

Reset Password
Delete User

Choose the account activity for which you would like to receive email notifications.

Three commonly useful selections:

1. **Funding Summary** - Receive a notification when deposits or withdrawals have been made to your bank account.
2. **Statement** - Receive a notification when your monthly statement is available for download in the Merchant Center.
3. **Chargeback** - Receive a notification for any Chargeback events.

Transaction & Event Notifications

- ☒ **Per Declined Transaction**
Receive an email for every transaction that is declined.
- ☒ **Per Refund**
Receive an email for every refunded transaction
- ☒ **Per Rejected Transaction**
Receive an email for every transaction that is rejected at settlement.
- ☒ **Per Chargeback**
Receive an email for every chargeback event.
- ☒ **Batch Summary**
Receive an email summarizing your transactional activity at the close of each batch.
- ☒ **PCI Non-Compliance**
Receive an email when a Location is marked as PCI Non-Compliant.
- ☒ **Statement**
Receive an email when your statement becomes available for download each month.
- ☒ **Funding Summary**
Receive an email summarizing your funding activity following each funding event.
- ☒ **Support Ticket Alerts**
Receive an email when support tickets are created or updated.

[Save](#)or [Cancel](#)

Review Chargebacks

We suggest reviewing the Chargebacks section on a regular basis, and/or setting up the email notifications to be received any time a charge back is issued to your merchant account.

[Dashboard](#) [My Account](#) [Reporting](#) [Virtual Terminal](#) [Catalog](#) [Marketplace](#) [Administration](#) [Support](#)

For more information regarding your chargeback or to respond to a dispute, please reference your case number and contact the applicable team below.

- If your merchant number begins with 5444, 7130, or 9125 please dial 866-637-5467.
- For all other merchant numbers, please dial 800-672-5007.

If the chargeback in question is for a pin based debit transaction or if you have any other questions please call our Merchant Solutions team at 877-828-0720.

[Transactions](#) [Gateway Batches](#) [Funding](#) [Chargebacks](#) [Statements](#)

[Download](#)

Total Count: 7

Location	Last 4	Brand	Chargeback Date	Date Logged	Case #	Amount	Transaction #
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To resolve chargebacks, the you will need to call 800-672-5007 to speak with a representative to further assist on the necessary steps to take to resolve the chargeback.

They may ask you to provide your **Merchant ID (MID)** which can be found by going to the **Administration tab** then on the **Descriptors** tab go to **Locations**.

Descriptors

Users

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Name of Business

Legal Name of Business

Descriptor (Max 25 characters)

Legal Name

Save

or [Cancel](#)

Locations

Location

Descriptor (Max 25 characters)

MID