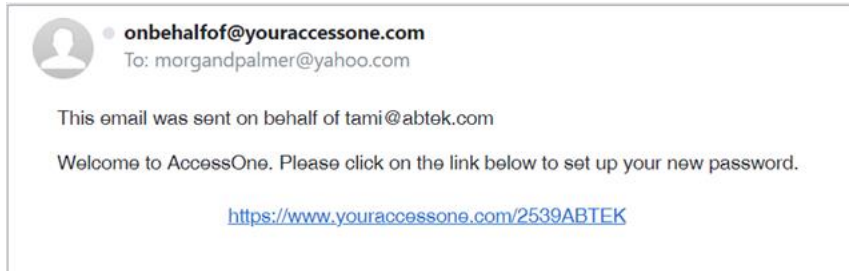


## AccessOne User Guide

Upon requesting access to our reporting site, AccessOne, you will receive the following email:



Click the blue hyperlink. You will be prompted to setup authentication. Complete to create password and setup security questions. Save to your computer if possible. You will then be redirected back to the login screen.

**MULTI-FACTOR AUTHENTICATION REGISTRATION**

### Multi-Factor Authentication Registration

User Name:	777200182882
First Name:	
Last Name:	

*Password format: 9-20 characters, at least one number, one upper and one lower case alpha character, one special character, and no more than 2 repeating characters.*

Current Password:	*****
New Password:	<input type="password"/>
Confirm New Password:	<input type="password"/>

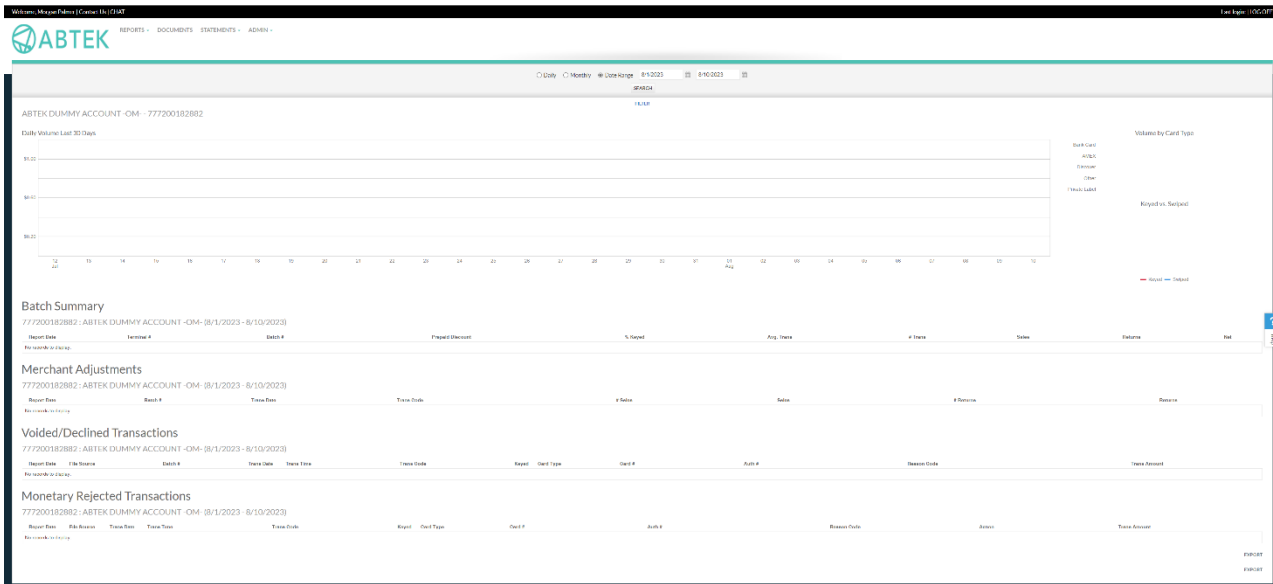
Email:	morgandpalmer@yahoo.com
Phone:	
Question:	What is your favorite city or place?
Answer:	What is your favorite city or place? What is your favorite movie? What is your favorite pet's name? Where were you born?

Using your User ID (12 digit merchant number) and new password, complete the login screen. You will then be sent a six digit code to complete the sign in process (you will be sent the six digit code email every time you login).

**noreply@youraccessone.fiserv.com**  
To: morgandpalmer@yahoo.com

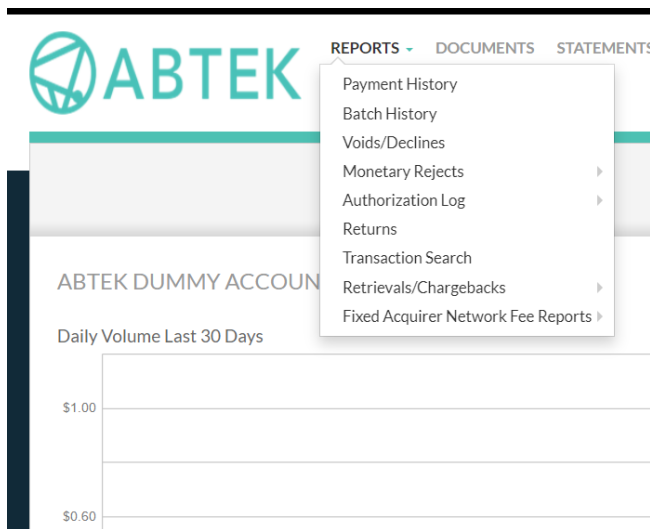
Dear Morgan Palmer,  
Please use the following access code to complete your login request.  
The code is valid for 20 minutes.  
**488687**

Now that you have successfully logged in, your dashboard should look like this:



In the menu bar, you will find the following options:

**Reports:**



In **REPORTS** menu:

**Payment History:**

The dashboard will default to show all batches, month-to-date, most recent listed at the top. (Ideally, these payments will match your bank deposits) To view more than 10 days, change “Results per page” dropdown (right bottom corner):

Net Deposit

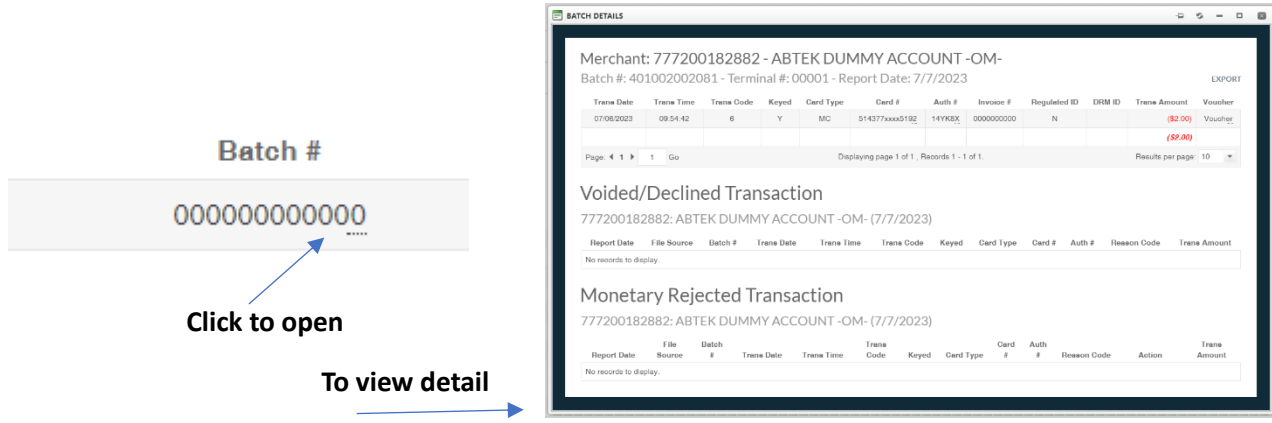
(\$0.20)

(\$0.20)

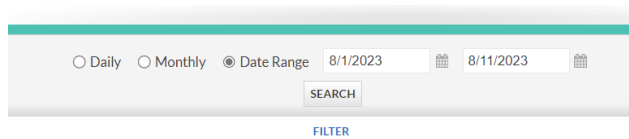
Results per page: 10



All batches are click-able and will open a new window to show batch details.



To view payments in a different date range, use the filter options in the upper middle section to update date parameters and select "search"

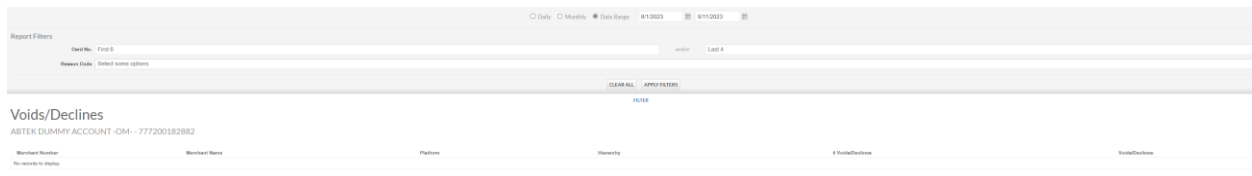


### Batch History:

Similar reports to payment history, listing all batches within payment history. (Multiple batches could create one payment based on day submitted). Use date filters to update search parameters.

### Voids/Decline:

Can be used to verify card(s) was not successful in submission. Complete Card Number or Reason Code and "Apply Filters" to search.



### Monetary Rejects:

Used when our security team is notified of a large/out of normal parameter transaction. If you are missing a transaction in funding, it should appear here. **NOTE: If you have a transaction suspended by**

security, you will receive a discovery call from our office to have the transaction funded or suspended. You will rarely, if ever need to utilize this report.

**Authorization Log:**

Use search parameters to find authorization history on transactions:

This report is useful to see if a transaction was declined/approved, using date/time stamp. All items will dots under data is click-able and will open a new window to supply further detail pertaining to that authorization code.

**Auth #**

1070NB

Report Date	Trane Date	Trane Time	Trane Code	Keyed	Card Type	Card #	Exp Date	Auth #	Auth Amount	Tran
07/10/2023	07/10/2023	20:00:07	VOID FOR SALE	CHIP	MASTERCARD	514377xxxx5192	08/23	1070NB	\$1.05	
07/10/2023	07/10/2023	13:11:39	SALE	CHIP	MASTERCARD	514377xxxx5192	08/23	1070NB	\$1.05	

**Returns:**

Used to view transactions successfully refunded to cardholder. Graph in top portion identifies Sales vs Returns and Matched Returns (original card where sale occurred was used during refund).

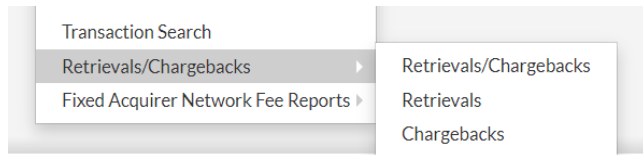


**Transaction Search:**

**\*Most likely the most used report.**

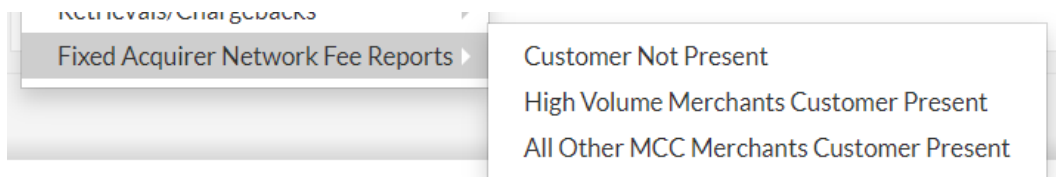
Update search parameters to create report for individual transactions. Note: when searching for refund, set filter to Transaction Amount: Less Than and type 0 in search field.

## Retrievals/Chargebacks



Used to view any current or past chargeback or retrieval where either a cardholder or card issuing bank is either questioning (retrieval) or disputing (chargeback) a sale. If you have a chargeback or retrieval, our office will notify you with detail and plan best course of action.

## Fixed Acquirer Network Fee Reports:



This report displays a wholesale fee cost, YTD dependent upon the volume processed. (This report runs two months in arrears).

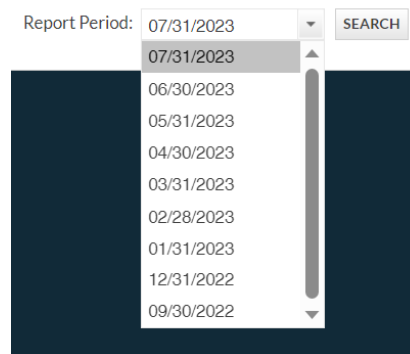
**Documents:** You may not see any documents here. Used for specific training guides depending on equipment type.

## Under Statements Menu:

### Statements:

Used for accessing the last 12 months merchant statements and 1099-K forms for the previous four years.

In the "Report Period" dropdown, select the month where the activity took place. The most recent statement available will be on the top of the list. Choose the appropriate month and click "SEARCH".



You will be prompted to Open or Save the document. \*You may need to download the Adobe application to view statements. You may print or save all available statements.

### Form 1099-K:

The last four years 1099-K forms are available to either open or save with detail or as a summarized version (you would have received this mailed to the billing address on file).

Report Period: 2022  
Statement View: 2019, 2020, 2021, 2022

Statement View: Mailed 1099-K, Mailed 1099-K, 1099-K with Detail

## ADMIN

NTS ADMIN

- Messages
- User Maint
- Tax Reports
- Notification Settings

### Messages:

Used to review any messages. (You will not see messages here as ABTEK corresponds with you directly and does not use this as a communication tool).

### User Maint:

#### Manage Users:

Used to create a new AccessOne user within your corporation who will have access to reporting. You will be immediately given their temporary password. They will have to login and setup the authentication questions listed at the beginning of this guide.

CREATE NEW USER

Create User

User Name: [ ]  
First Name: [ ]  
Last Name: [ ]  
Email: [ ]  
Sales Agent ID: [ ]  
External/SSO user: [ ]  
Active:  Active  Inactive  
Access Functions:  View Dashboard  Common API Authentication  Export Data

SUBMIT CANCEL

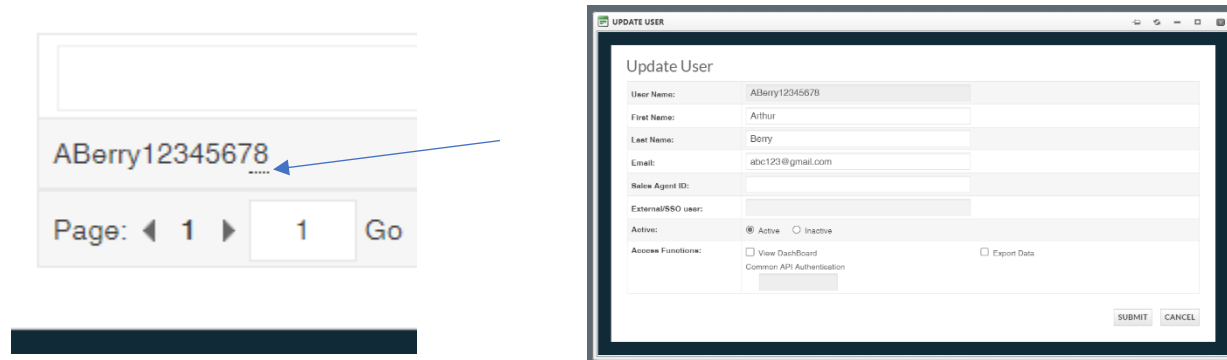
CREATE NEW USER

The user account ABerry12345678 has been created and the new password is a temporary 72 hour password

**J4YfAGbRa**

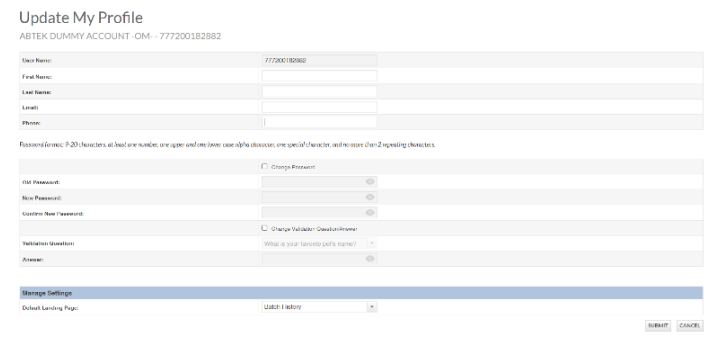
CLOSE

Once one or multiple users are established within your login, you may use this update their credentials if needed:



### User Profile:

Used to update your own login credentials and password if needed.

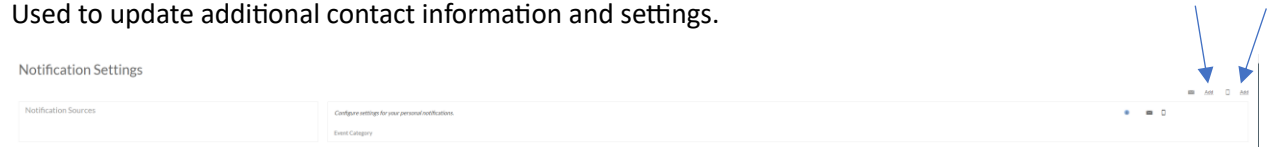


### Tax Reports:

TIN Match Status: Most likely will be blank, as part of the underwriting process, ABTEK verifies your Tax ID matches your legal name and corporate information.

### Notification Settings:

Used to update additional contact information and settings.



Once session has been completed, either exit browser or LOGOFF in top, right corner.

For any further training, or questions on features, please contact our office: 800-544-9145