

Using the Merchant Center

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Merchant Center:

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.

MobileCause cardpointe

Dashboard My Account Reporting Virtual Terminal Catalog Marketplace Administration Support

Transaction Activity

Authorized Amount: \$0.00

Captured Amount: \$2,035.00

Notifications (0) [configure](#)

You have no notifications

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

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.

Users

[+ New User](#)

🔄 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

User Type

Process Refunds or Voids Transactions

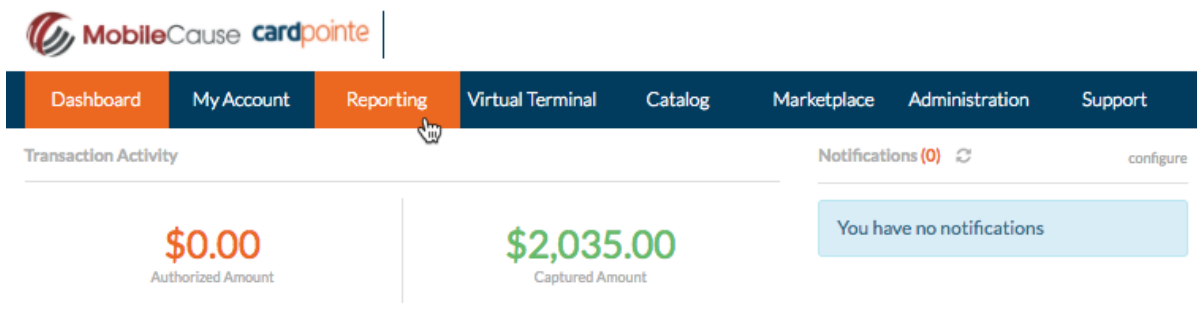
If you need to refund or void a donation that was made to your organization, you can do so at any time in the Reporting section of the Merchant Center. While refunds can be initiated for an extended period of time after the donation was made, a transaction can only be voided while it is still in a pending status, typically 24-48 hours. 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.

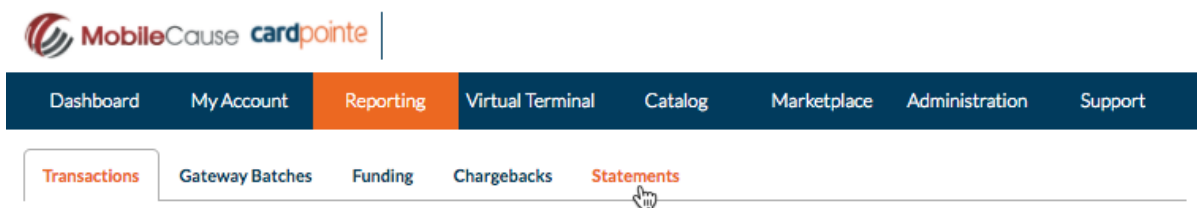
The statement will populate in your account 1-2 days after processing fees have been charged.

After logging in, click the Reporting tab.



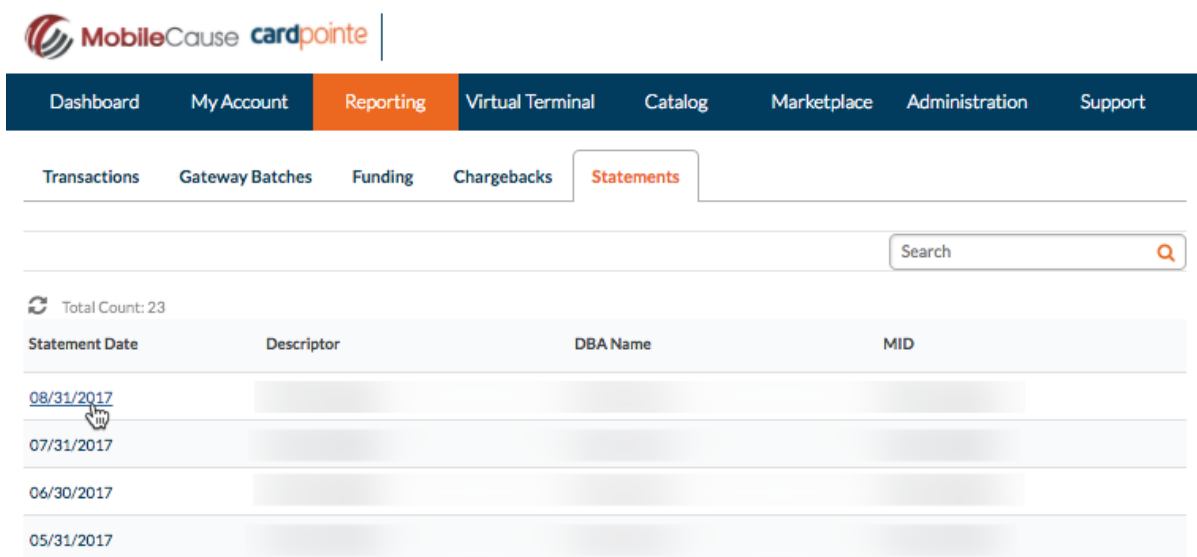
The screenshot shows the MobileCause cardpointe interface. The top navigation bar includes Dashboard, My Account, Reporting (selected), Virtual Terminal, Catalog, Marketplace, Administration, and Support. Below the navigation bar, the 'Transaction Activity' section displays two metrics: Authorized Amount at \$0.00 and Captured Amount at \$2,035.00. To the right, there is a 'Notifications (0)' button with a refresh icon and a 'configure' link. A message box states 'You have no notifications'.

Click the Statements tab on the right.



This screenshot shows the same MobileCause cardpointe interface, but with the 'Reporting' tab selected. Underneath, a sub-menu is visible with options: Transactions, Gateway Batches, Funding, Chargebacks, and Statements (selected). A mouse cursor is pointing at the 'Statements' option.

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.



This screenshot shows the MobileCause cardpointe interface with the 'Reporting' tab selected and the 'Statements' sub-tab active. A search bar is present at the top right. Below it, a 'Total Count: 23' is displayed. A table lists the following statement dates:

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

A mouse cursor is hovering over the '08/31/2017' date link.

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.



The screenshot shows the Merchant Center interface. At the top, there is a navigation menu with tabs: Dashboard, My Account, Reporting, Virtual Terminal, Catalog, Marketplace, Administration (highlighted with a mouse cursor), and Support. Below the menu, the 'Administration' section is active, showing 'Transaction Activity' with two large boxes: '\$0.00 Authorized Amount' and '\$2,035.00 Captured Amount'. To the right, there is a 'Notifications (0)' section with a 'configure' link and a message box that says 'You have no notifications'.

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

Users

[+ New User](#)

Refresh 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.

< Back to Users

User Detail - [Redacted]

[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.

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

Total Count: 7

| Location | Last 4 | Brand | Chargeback Date | Date Logged | Case # | Amount | Transaction # |
|----------|--------|-------|-----------------|-------------|--------|--------|---------------|
|----------|--------|-------|-----------------|-------------|--------|--------|---------------|

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.

| | | | | | | | |
|-----------|------------|-----------|------------------|---------|-------------|----------------|---------|
| Dashboard | My Account | Reporting | Virtual Terminal | Catalog | Marketplace | Administration | Support |
|-----------|------------|-----------|------------------|---------|-------------|----------------|---------|

| | | | | | | |
|-------------|-------|------------------|-------------|----------|----------|----------|
| Descriptors | Users | Virtual Terminal | User Fields | Receipts | Batching | Security |
|-------------|-------|------------------|-------------|----------|----------|----------|

Name of Business

| Legal Name of Business | Descriptor (Max 25 characters) |
|------------------------|--------------------------------|
| Legal Name | <input type="text"/> |

or [Cancel](#)

Locations

| Location | Descriptor (Max 25 characters) |
|----------|--------------------------------|
| MID | <input type="text"/> |