Merchant Online

Standard Bank Merchant Online is a secure and convenient self-service platform that streamlines your business's administration through a centralised view of transactions. This document is intended to act as a quick reference for the purpose and functions of the navigation.

Main Navigation

Dashboard

The dashboard provides a high-level overview that quickly highlights important metrics.

Statements

Search for and download statements for a specified period.

Batch Insights

'Batch insights' provides you with information about your batch.

READ MORE ›

Reports

Access reports on:

- Card type
- Approved vs. declined
- Card association
- Transaction type

Recon

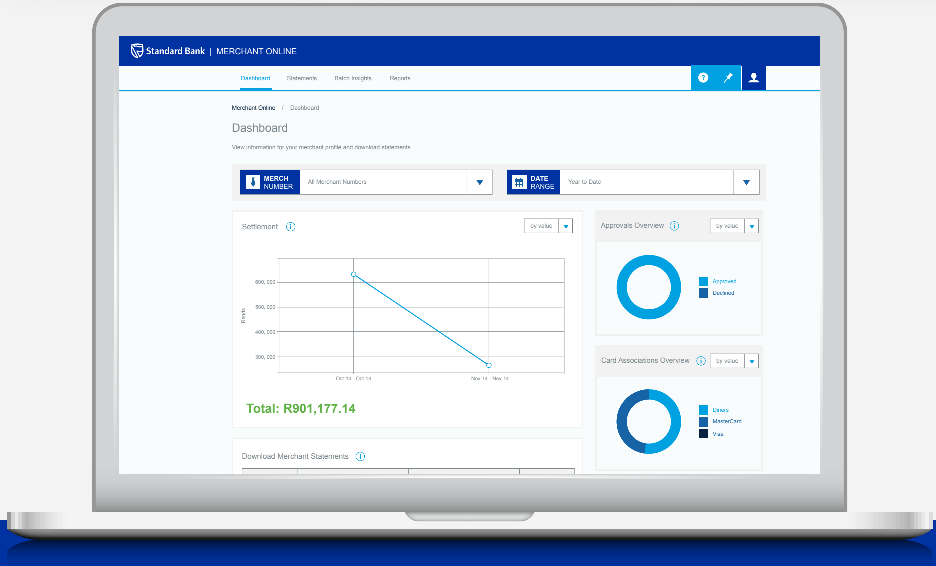
'Recon' allows you to compare your sales from your Point of Sale to what Standard Bank has or will settle you.

READ MORE ›

Exports

'Exports' allows you to download your latest settled transactions in CSV format.

READ MORE ›



Global Navigation

Help Centre

Go to the help centre to get info on Frequently Asked Questions, walk-throughs and definitions.

Bulletin Board

The bulletin board provides a high-level overview that quickly highlights important metrics.

Your Profile

Here you can make changes to your personal information or create users and assign specific roles.

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Batch Listings Page

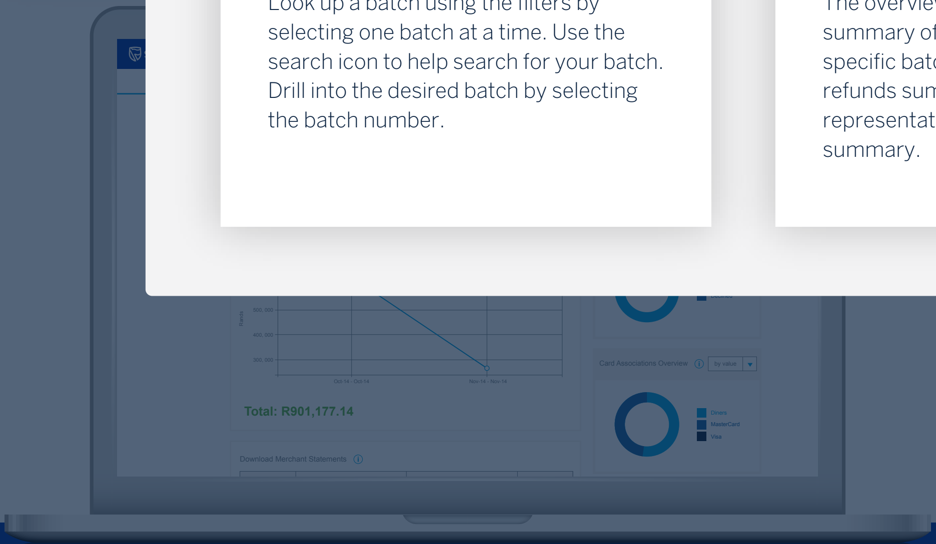
Look up a batch using the filters by selecting one batch at a time. Use the search icon to help search for your batch. Drill into the desired batch by selecting the batch number.

Batch Details Tab

The overview provides you with a summary of the transactions within the specific batch, including a sales and refunds summary, card type graphical representation, and ticket value summary.

Transactions Tab

The 'Batch details' page gives a detailed breakdown of the selected batch. It shows information such as trading day and time (if available), card type, transaction type, authorisation number, card number, sales amount and settlement date.



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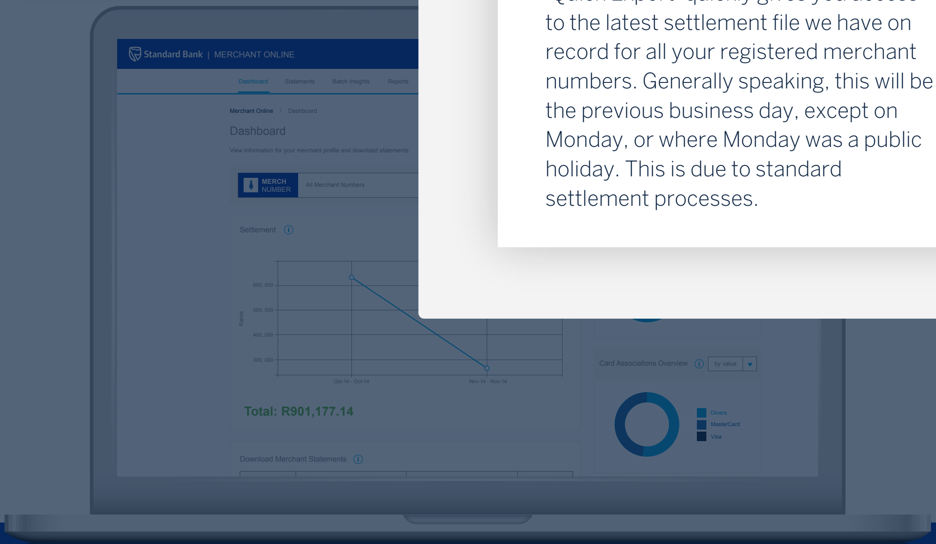
Quick Export

'Quick Export' quickly gives you access to the latest settlement file we have on record for all your registered merchant numbers. Generally speaking, this will be the previous business day, except on Monday, or where Monday was a public holiday. This is due to standard settlement processes.

Custom Export

'Custom export' allows you to create your own settlement file by selecting the data you require. You will only have access to the last three months' worth of data.



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Recon Overview

The 'Recon overview' page gives you an overview of your sales by trading day.

Recon Details

The 'Recon details' page gives you a breakdown of the transactions for the merchant number, trading day and terminal you have selected.

Identified Exceptions

If we have picked up a discrepancy, these transactions will automatically be in the 'Exceptions' grid. Some exceptions that we can identify include:

- Differences between sales and bank amounts
- Missing settlements where you have not been settled by the bank yet

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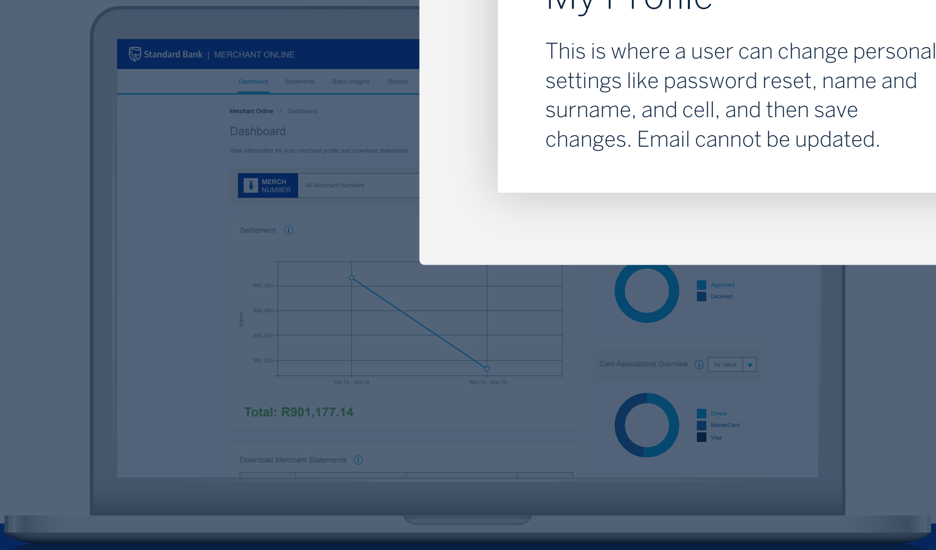
My Profile

This is where a user can change personal settings like password reset, name and surname, and cell, and then save changes. Email cannot be updated.

My Users

This allows you to manage and create users. It is made up of a user listing grid.



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