iQ Quick Start Guide

May 2021

Revision History

Version	Revision Date	Change Description	Author	Approver	Approval Date
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1.3	05/11/21	Updates	S. Smith	N/A	N/A

Welcome to Worldpay from FIS

Worldpay from FIS is proud to be supporting ReyPAY® payment processing with a partnership that offers you enhanced reporting, innovative technology and high-line support. We wanted to welcome you to the Worldpay from FIS platform and provide you with some helpful information as you get your payments processing up and running with us.

If you have any questions as you transition to the Worldpay platform, please call us at **866.304.4279** and select the option for ReyPAY credit card processing support. Our support is available to assist you 24/7/365.

iQ FAQs

When will my terminal batch or settle?

The default batch time is **4:00am EST**

Settlement will occur by **5:00am EST** and be visible in iQ by **8:00am** EST

You will see the deposit for settled transactions in your merchant account the **following day**.

Transaction Processed Day:	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Batches Closed By:	4:00 AM Tuesday	4:00 AM Wednesday	4:00 AM Thursday	4:00 AM Friday	4:00 AM Saturday	4:00 AM Sunday	4:00 AM Monday
Settlement By:	5:00am Tuesday	5:00am Wednesday	5:00am Thursday	5:00am Friday	5:00am Saturday	5:00am Sunday	5:00am Monday
Funding Day:	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday

I want to change the time that my terminal(s) will batch for the night. How can I do that?

Simply call our dealership assist team at 866.304.4279 and select the option for ReyPAY credit card processing support. Our support is available to assist you 24/7/365.

I want to see my transactions for the day without waiting for the settlement report to generate. How can I do that?

Transaction Research offers real time reporting for authorized transactions. Simply apply the date needed and click search. All authorized transactions will be available in iQ minutes after processing.

I am missing a deposit. Why?

If you are missing a deposit, it can be due to fraud, ACH Rejects, Settlement Rejects, etc. You can view this information under the Summary tab of Reconciliation. Enter your date range and click search. Scroll down and choose the report that reflects the amount(s) missing.

How will I know if I have a chargeback or dispute?

E-mail notifications will be sent to the Dealership when a new dispute has been opened. Dealerships can also configure iQ to receive text message notifications for new disputes.

Table of Contents

Welcome to Worldpay from FIS iii

Accessing iQ 1

Reconciliation Summary 2

Funding Information *2*

Daily Totals Report *2*

Accessing Daily Totals *2*

Daily Totals FAQs *4*

Best Practices for Daily Totals *5*

Issuing a Refund 6

Issuing a Refund in Daily Totals *6*

Issuing a Refund in Virtual Terminal *8*

Summary *9*

Settlement *10*

Authorizations *11*

Checking Account Activity *11*

Miscellaneous Adjustments *12*

Settlement Rejects *13*

Bankcard Rejects *13*

ACH Rejects *13*

Disputes Activity *14*

Transaction Research *14*

Common Questions and Requests Answered Through Transaction Research *14*

Authorizations *16*

Suggested Column Preferences *18*

Settlement Details *22*

Billing Statements 25

Disputes 27

What Is the Dispute/Chargeback Process? *27*

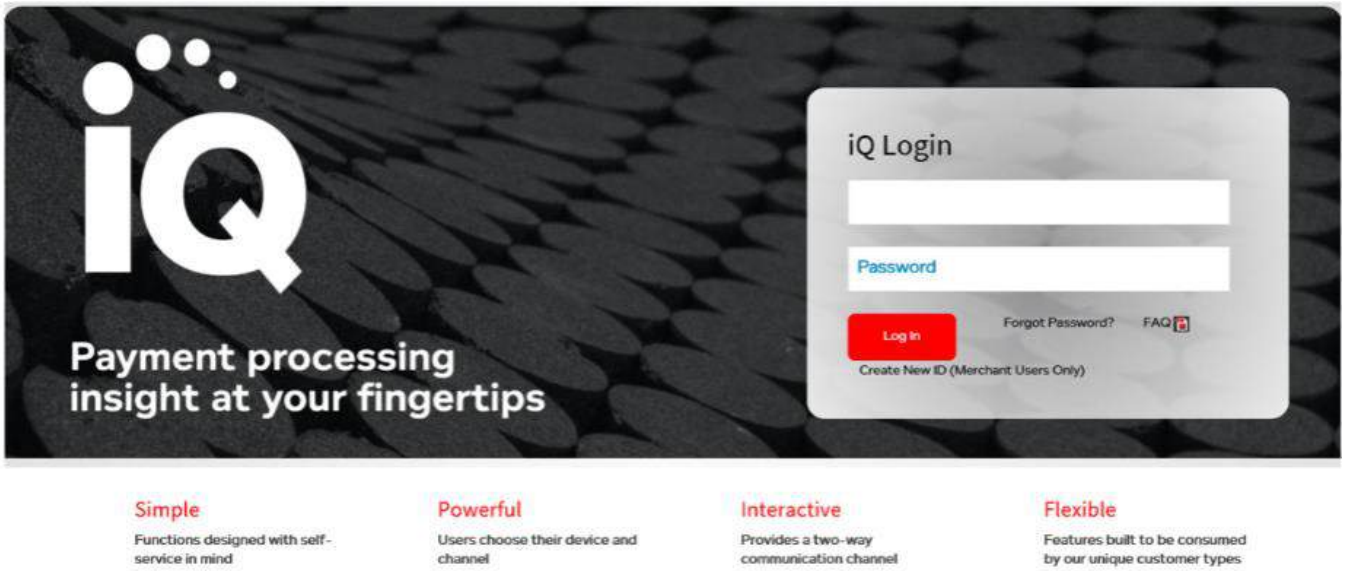
Administration 28

Inviting a New User *28*

Resetting Passwords and Security Questions *31*

Self Service Videos 33

Accessing iQ



https://www.accessmyiq.com

Features and best practices:

- Works best in Chrome, Internet Explorer or Firefox
- New users will receive an invitation via email to join iQ
  - This invitation will expire after 12 days
- Passwords must be reset every 60 days
- iQ provides a 7-day countdown to password expiration
- Each business is set up with one administrator and that administrator can set up additional users as needed
- You can contact an administrator at your business or you can call Dealership Assist if you are locked out
  - During your initial setup, it is advisable to add additional administrators at your business
- You can reset your password and security questions at any time through your profile
- Your account will lock for inactivity after 14 days of non-use. If you need to unlock your account, please call Dealership Assist

Dealership Assist is available 24/7/365- 1-866-304-4279 (select **Credit Card Processing Support**).

Reconciliation Summary

Funding Information

The default batch time is **4:00am EST**

Settlement will occur by **5:00am EST** and be visible in iQ by **8:00am** EST.

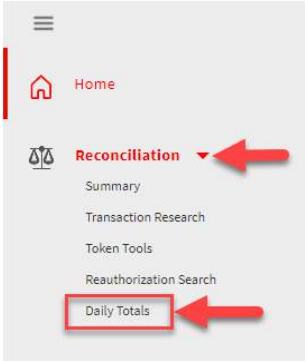
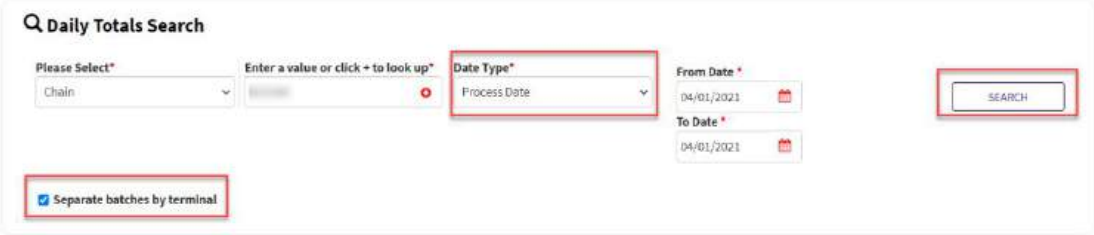
You will see the deposit for settled transactions in your merchant account the **following day**.

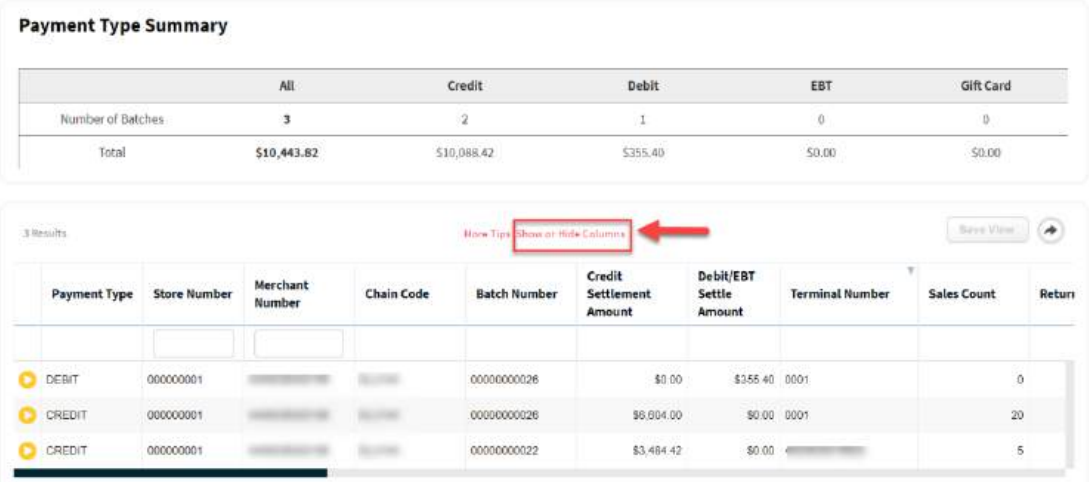
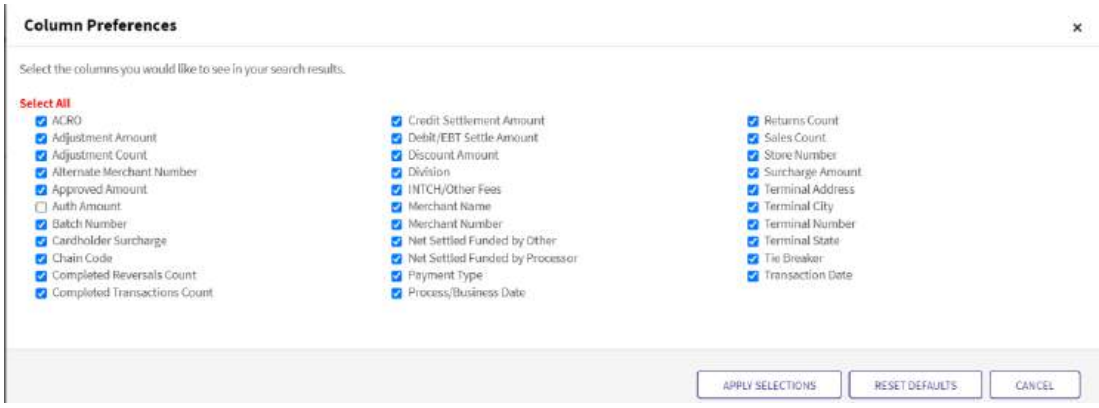
Daily Totals Report

Using Daily Totals in iQ will help to help simplify your reporting and reconciliation needs. The Daily Totals Report is designed to provide many different levels of data, from individual transactions to full batch information. This report is customizable and can be exported to Excel for easy filtering.

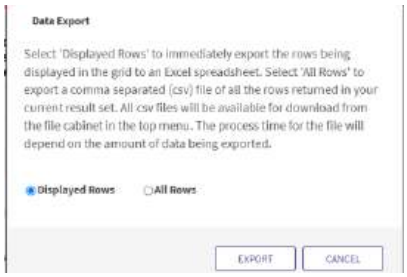
If you have any questions regarding the Daily Totals report, please call us at **1-866-3014-4279** and select the option for ReyPay Credit Card Processing Support. Our support team is available to assist you 24/7/365.

Accessing Daily Totals

Step	Action
1	Log in to iQ. Then click the **Reconciliation** menu and select **Daily Totals**. 
2	Click the **Date Type** drop-down menu and select **Process Date**. Then select the date for which you would want to run the report, select **Separate batches by terminal**, and click **Search**. 

Step	Action
3	Once the report is generated, you will see a breakdown of the Payment Type Summary and your individual batches. The Payment Type Summary total listed under “All” should match the amount of the deposit reflected in your bank account. Each terminal is set up to reflect two batches—one for credit and one for debit. To see which terminal corresponds to which batch, click the option to show or hide columns. 
4	From here, you can customize the report to suit your business needs. All but the “auth amount” option will be selected—you can select different options based on your needs. The chart below indicates which fields may help with reconciliation.  **Batch Number** / **Chain Code** / **Credit Settlement Amount** / **Debit/EBT Settle Amount** / **Merchant Number** Net Settled Funded by Other / Net Settled Funded by Processor / Payment Type / Process/Business Date / Terminal Number

Step	Action
5	Once you have customized your report, click **Save View** to see the same selections each time. After saving your view, use the arrow next to “Save View” to export the report and generate it as an Excel file. **Note:** Ensure you export the Displayed Rows only.



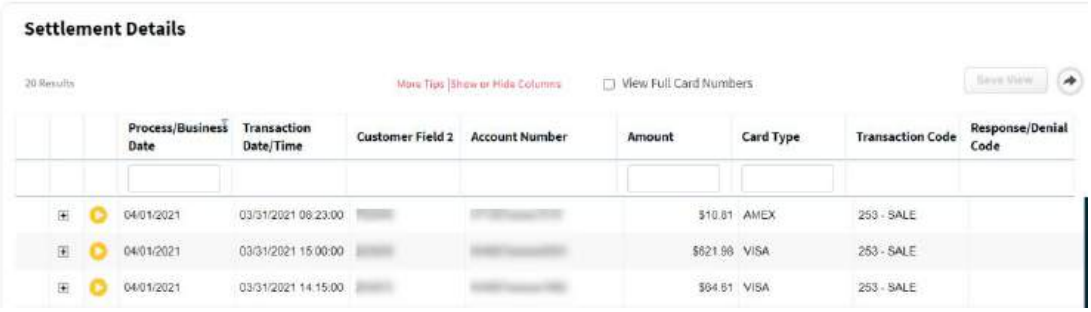
Daily Totals FAQs

How can I see more detailed information regarding my batches?

Click the yellow “play” button next to the appropriate batch. Then click **View Details**.

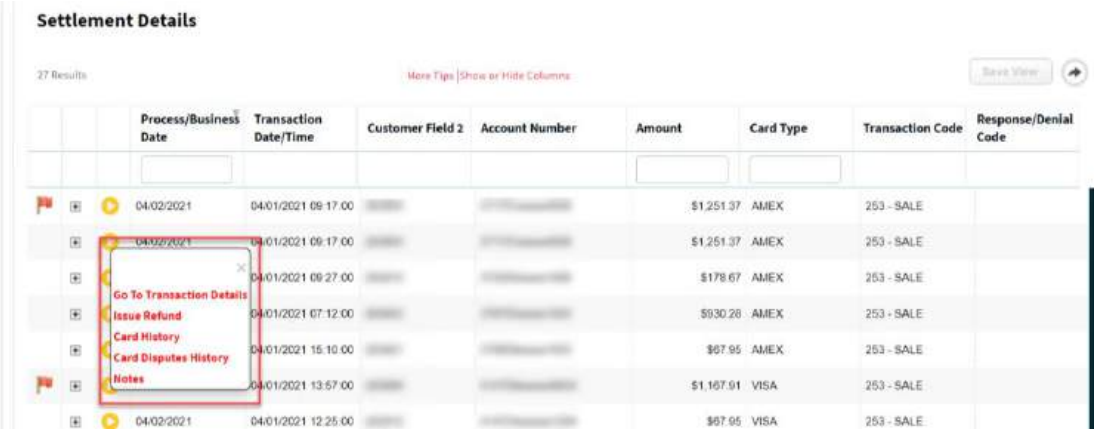
You can now see the Card Types Summary as well as the Settlement Details for each transaction.

	All	VISA	MASTERCARD	AMEX
Transaction Count	20	15	4	1
Total Amount	$6,604.00	$6,108.67	$484.52	$10.81



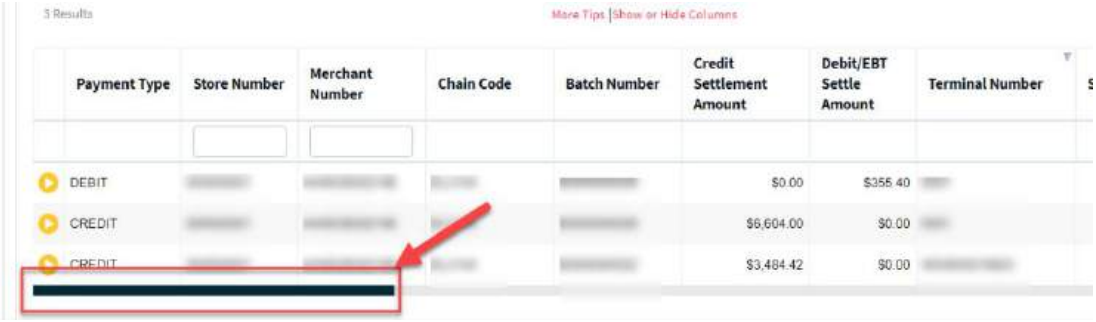
What if I need additional details regarding a specific transaction?

Pull the Daily Totals report using the instructions above. Then click the yellow play button next to the batch you want to see. When individual transactions appear, click the yellow play button next to the transaction you want to research. From here, you can go to transaction details, issue a refund, look at the card history, card dispute history and add or view any notes that may have been added.



Best Practices for Daily Totals

- After you select your column preference, you may need to use the scroll bar to see your column selection.



- You can move each column by clicking and dragging it to the correct place.

- The ERA-Ignite USER ID is available at the end of Customer Field 1

Issuing a Refund

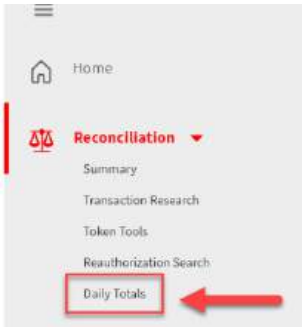
There are two different options for issuing refunds in iQ:

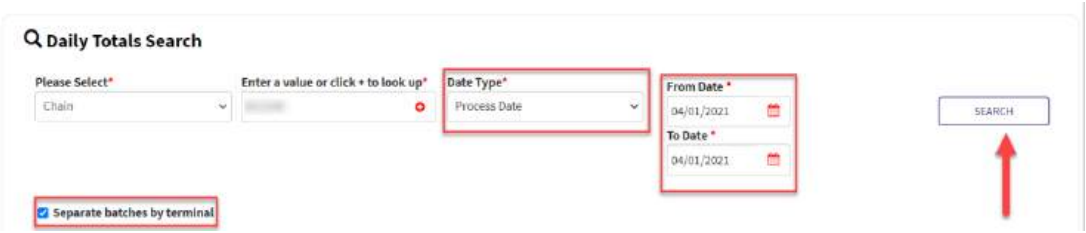
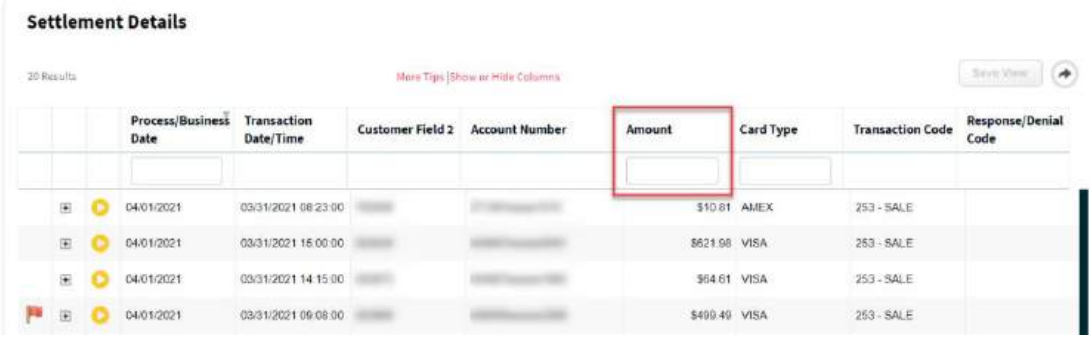
- Daily Totals (does not require the full card number)
- Virtual Terminal (requires a full card number)

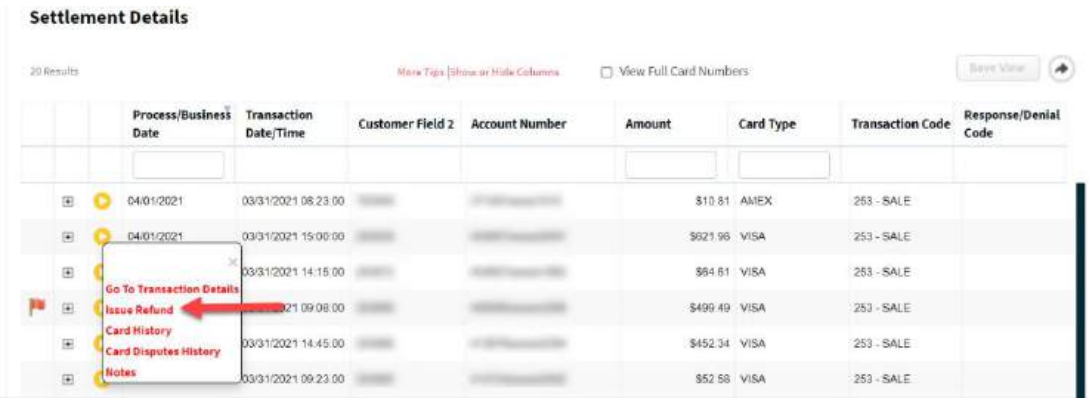
Please Note:

- You can only issue a refund on a settled transaction
- Only External User Administrators will have the option to refund. If you need to give this functionality to one of your employees, please refer to the section on Administration.

Issuing a Refund in Daily Totals

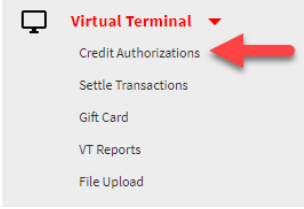
Step	Action
1	On the iQ home screen, click the **Reconciliation** tab and select **Daily Totals**. 

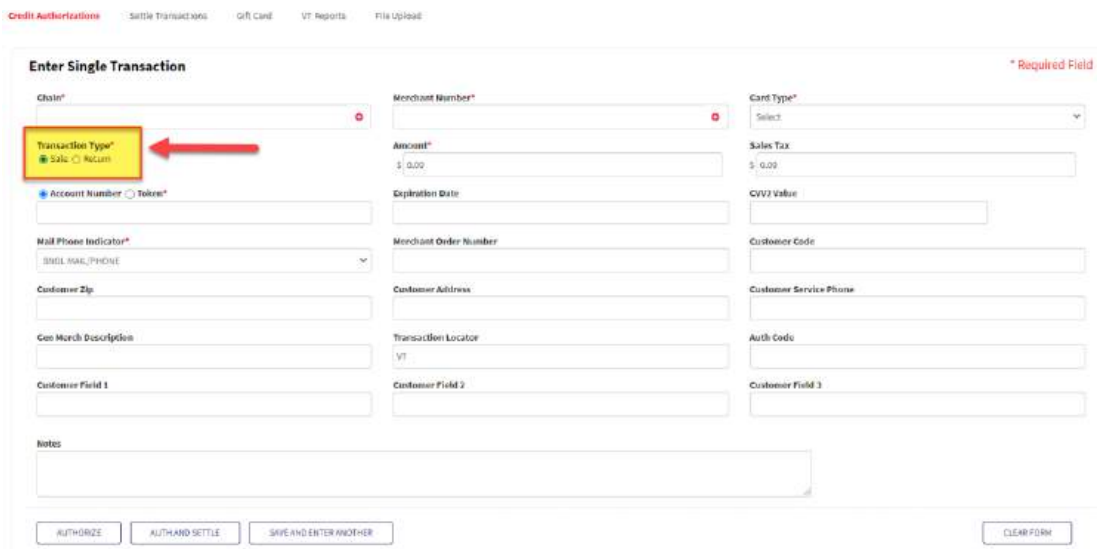
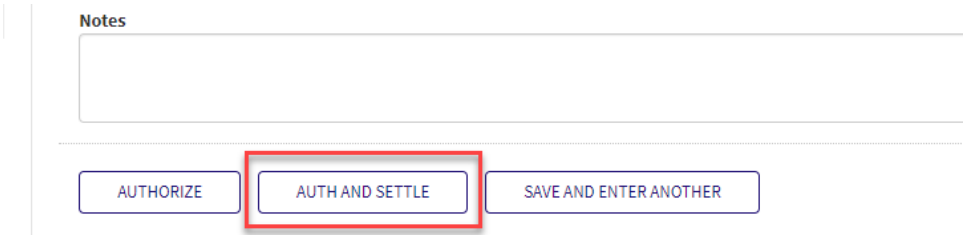
Step	Action
2	Click the **Date Type** drop-down menu and select **Process Date**. Then select the date range for the transaction you want to refund. Select **Separate batches by terminal** and click **Search**. 
3	Click the yellow play button next to the batch that has the has the transaction you want to refund. Then click **View Details**. **Note:** Batches are separated by either credit or debit transactions.
4	Locate the transaction that you would like to refund. **Note:** You can search for the exact amount of the transaction in the amount column. 

Step	Action
5	Click the yellow play button next to the transaction. Then click **Issue Refund**. 
6	Enter the amount you want to refund (it will auto default to the full amount) and click **Submit**. **Note:** The cardholder will see the refund in his or her account in the next 3-5 business days.

Issuing a Refund in Virtual Terminal

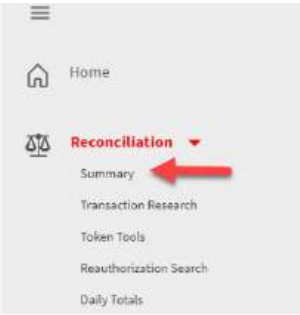
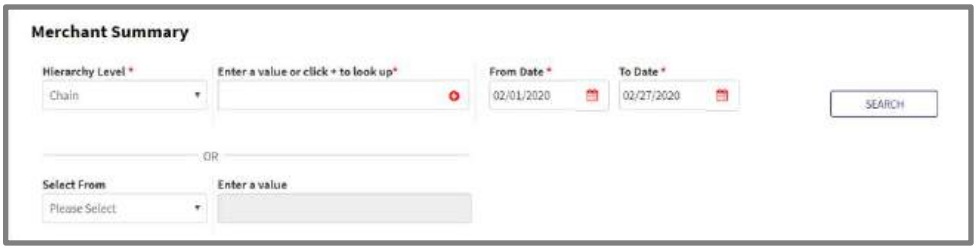
Note: You will need the full card number for this option.

Step	Action
1	On the iQ home screen, click the **Virtual Terminal** tab and select **Credit Authorizations**. 

Step	Action
2	Enter all information marked with a red asterisk (*). Then, in the Transaction Type section, select **Return**. 
3	Click **Auth and Settle**. The refund will process and the cardholder will see his or her funds in the next 3-5 business days. 

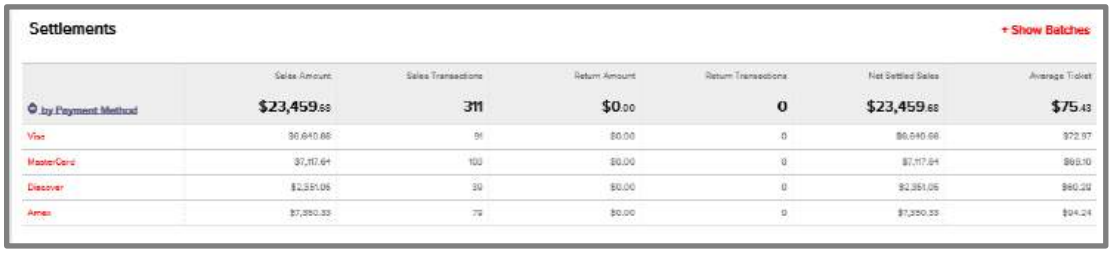
Summary

Within Reconciliation, the summary function allows you to start at a summary view of payment categories for a specified hierarchy and, in some cases, drill down to specifics. This function can be useful when trying to reconcile your accounts, identify rejects, obtain batch information, and more. The items displayed within the Summary search will vary according to the products in which you are enrolled (such as gift cards) and the user profile.

Step	Action
1	On the iQ home screen, click the **Reconciliation** tab and select **Summary**. 
2	The Merchant Summary view will default to today's date. However, you can change it based on your needs. Enter your chain code, choose your dates, and click **SEARCH**. You can view settlements, authorizations, interchange fees, checking account activity and settlement rejects on this screen. 

Settlement

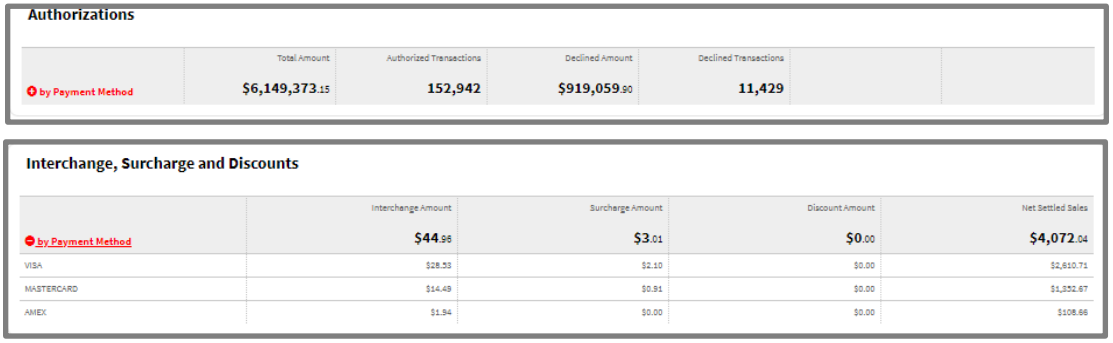
The first section displayed will be the Settlement transaction summary. A settled transaction is one that has been deposited into the DDA.

Step	Action
1	Click the "By Payment Method" link to reveal a summary by payment type. Only the payment types accepted within the specified date range will be listed.
2	Click a specific payment method to launch the transaction research screen. The link will automatically load a list of transactions for that payment method and for the specified date range.
3	Click **Show Batches** to see a list of batches submitted within the specified period of time. 

Authorizations

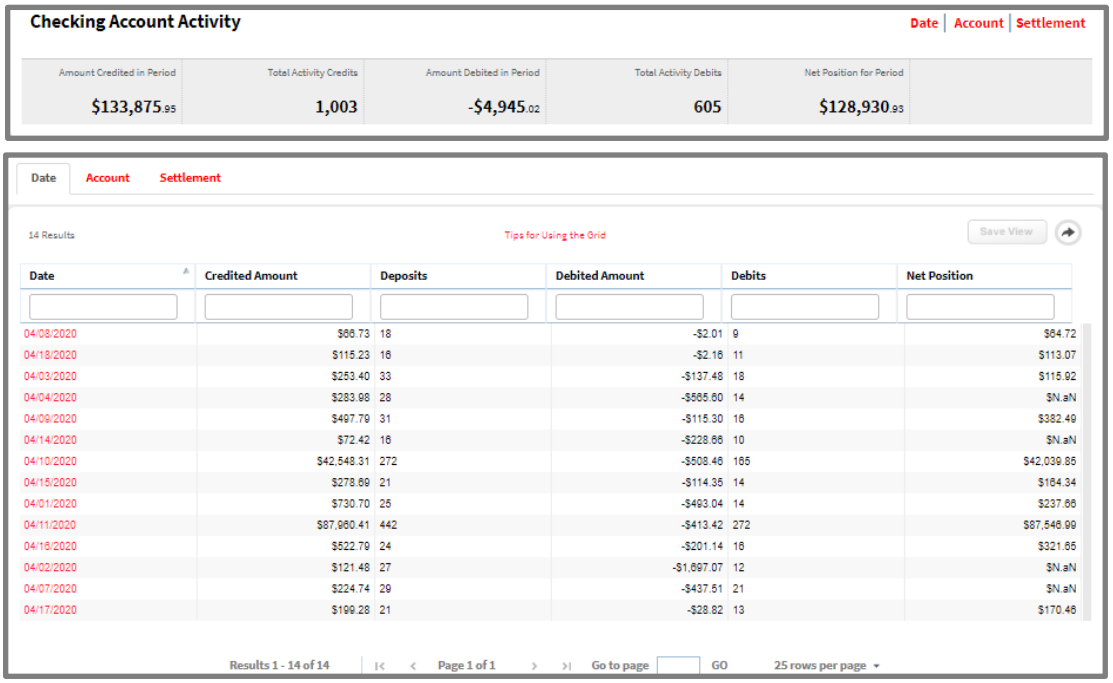
Authorizations are transactions where the merchant has requested funds to be put on hold with the customers issuing financial institution. An authorization can include a decline. These will appear near real time in iQ.

Step	Action
1	Click the “By Payment Method” link to reveal a list of the payment methods received within the search period. You will see a summary of Interchange, surcharges and discounts by payment method.

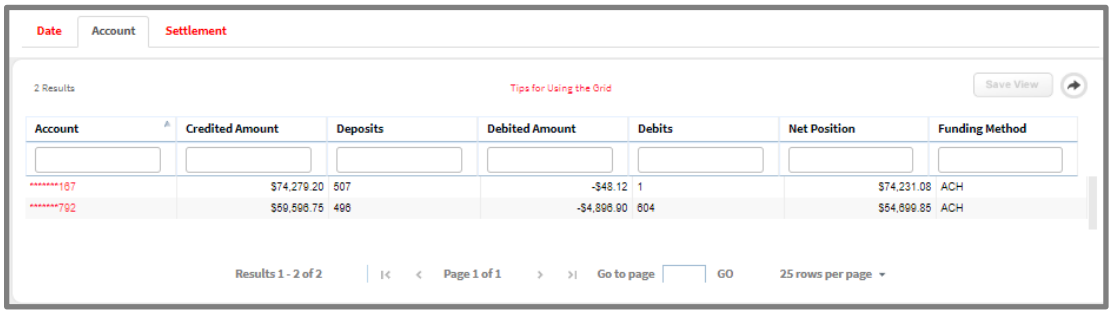


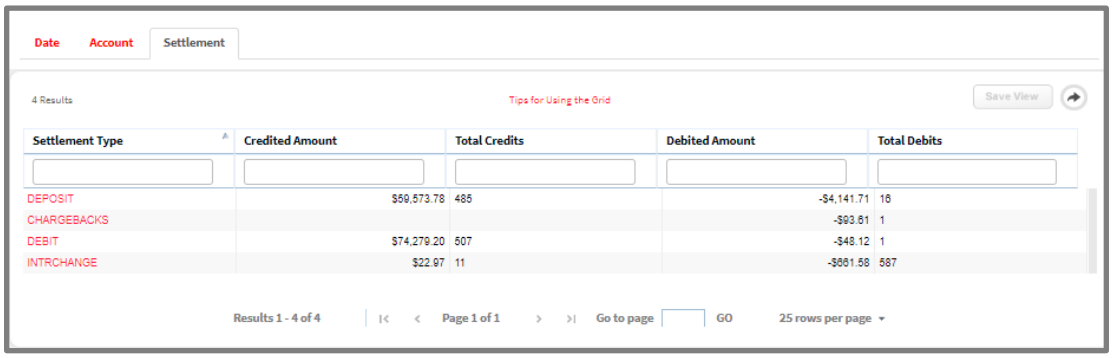
Checking Account Activity

Step	Action
1	To view a summary of the checking account activity and drill down to more detail for the specified period of time, click the **Date** | **Account** | **Settlement** links on the upper right.



Step	Action
1 *Cont'd*	

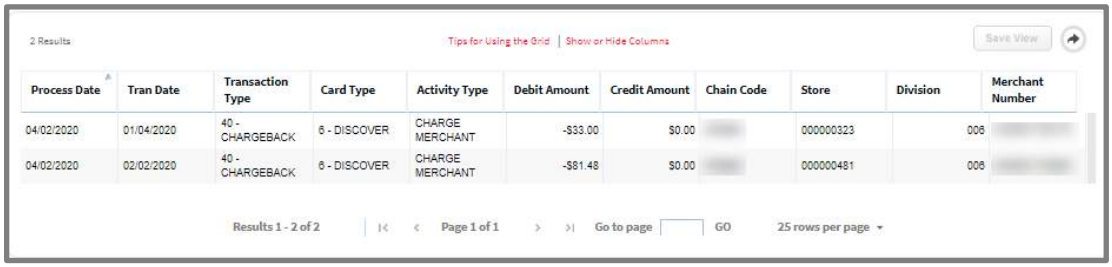




Miscellaneous Adjustments

From time to time you may receive various adjustments put into the miscellaneous category.

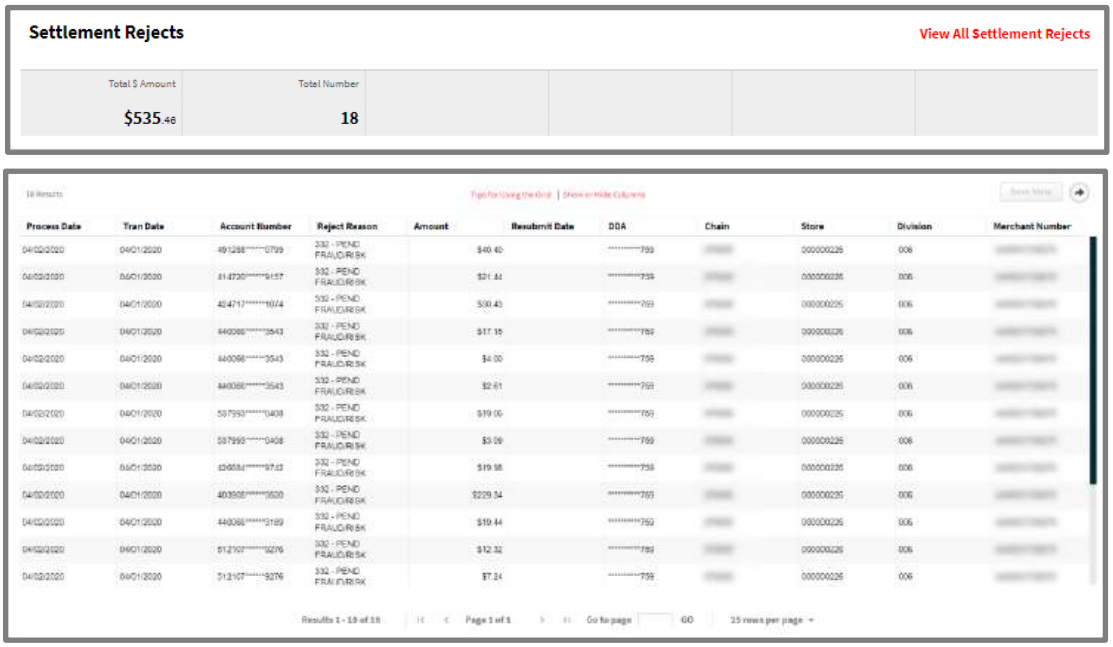
Step	Action
1	To see a more detailed list, click **View All Miscellaneous Adjustments**.



Settlement Rejects

Although rare, settlement rejects do occur.

Step	Action
1	To view rejects and details within the summary search, click **View All Settlement Rejects**.



Bankcard Rejects

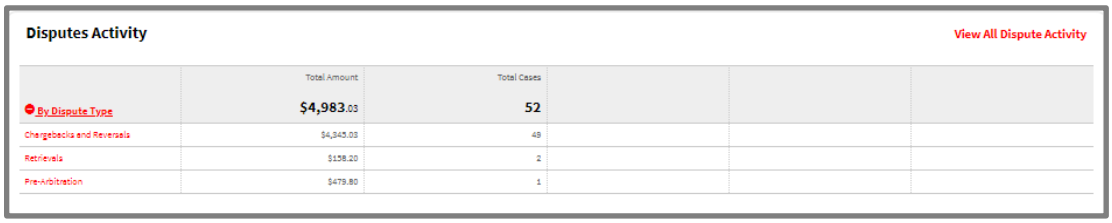
A BankCard reject or ACH Reject is even more rare than a settlement reject.

ACH Rejects

A change in account information is the most common reason for an ACH reject.

Disputes Activity

At the bottom of the summary search, you will see a summary of disputed items.

Step	Action
1	Click **By Dispute Type** to see the types of disputes received. Click the blue hyper link of the dispute type to see the details. Or, click **View All Dispute Activity** to see all. 

Disputes Activity

View All Dispute Activity

	Total Amount	Total Cases
By Dispute Type	$4,983.03	52
Chargebacks and Reversals	$4,345.03	49
Retrievals	$158.20	2
Pre-Arbitration	$479.80	1

Transaction Research

Through Transaction Research, you can view **real time** authorizations and settled transactions through a broad or specific search.

Common Questions and Requests Answered Through Transaction Research

- I want to view my transaction history in real time before my batch settles, how can I do that?
- Can you tell me if this transaction was approved or declined?
- Did I successfully void that transaction out?

Use the following steps to view a list of all settled transactions, by card type, for each day:

Step	Action
1	Click the Reconciliation menu and select **Transaction Research**. iQ allows you to perform a broad and specific search. **Note:** The ability to view full card numbers is a feature that must be enabled at the user level in iQ. To see full card numbers, you must select that option for each search.

Reconciliation
Summary
Transaction Research
Token Tools
Reauthorization Search
Daily Totals

Step	Action
2	Once you have selected the appropriate criteria, click **Search**. If you are searching for anything other than “Today,” the search will display two grids—Authorizations and Settlements. It is important to understand that a transaction may appear on both grids as it was authorized at one point and then became a settled transaction once you received payment.
3	You can export any list by clicking the icon in the upper right side of the grid. All grids can be exported to a .CSV or Excel file.

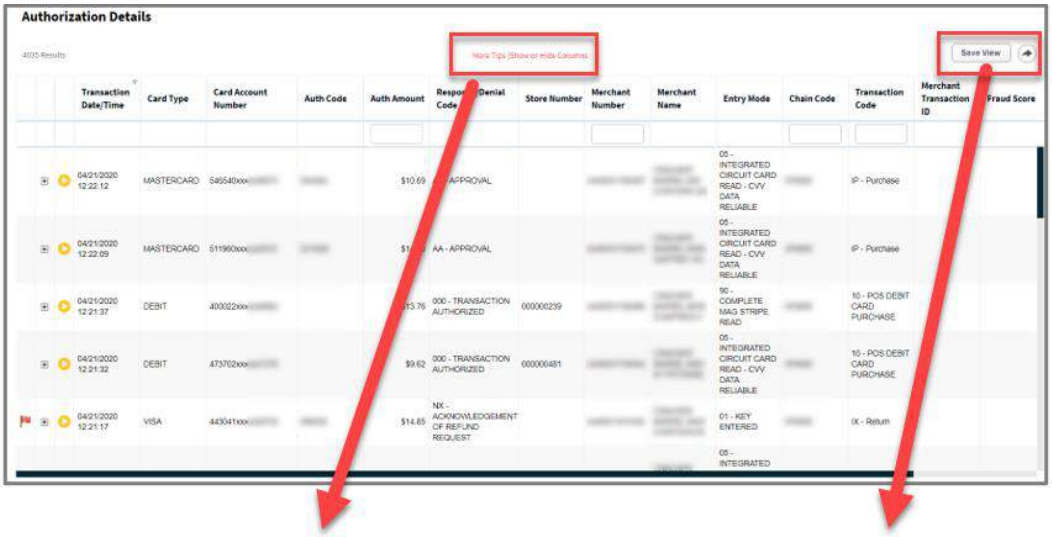
After you click the search button, use the chart below to customize your grid view:

Date Type	Payment Type	Card Network	Transaction Type
Transaction Date: Date the authorization occurred Process/Business Date: Date the transaction was closed within its batch (date requested for settlement) Today: Search only for transactions authorized today	All Payment Types Credit and Signature Debit PIN Debit EBT/WIC Gift Card Private Label	All Networks Mastercard Visa Discover Amex JCB WEX Voyager POS Check Bill Me Later Private Label Gift Card POSA Gift Cards Interlink Pulse Star Jeanie Other EBT WIC ACH Card	All Transaction Types Authorizations Only Settlements Only Sales Only Returns Only Approved Only Declined Only Payment on Account

Authorizations

Authorizations are requests to the cardholder's issuing financial institution to verify and hold funds. That said, an authorization request can result in a decline. The authorization grid will display all attempts on a transaction and the result.

A flag to the left of a transaction indicates there is an associated exception such as a keyed or declined transaction. Hover your mouse over the flag to reveal the acknowledged exception.



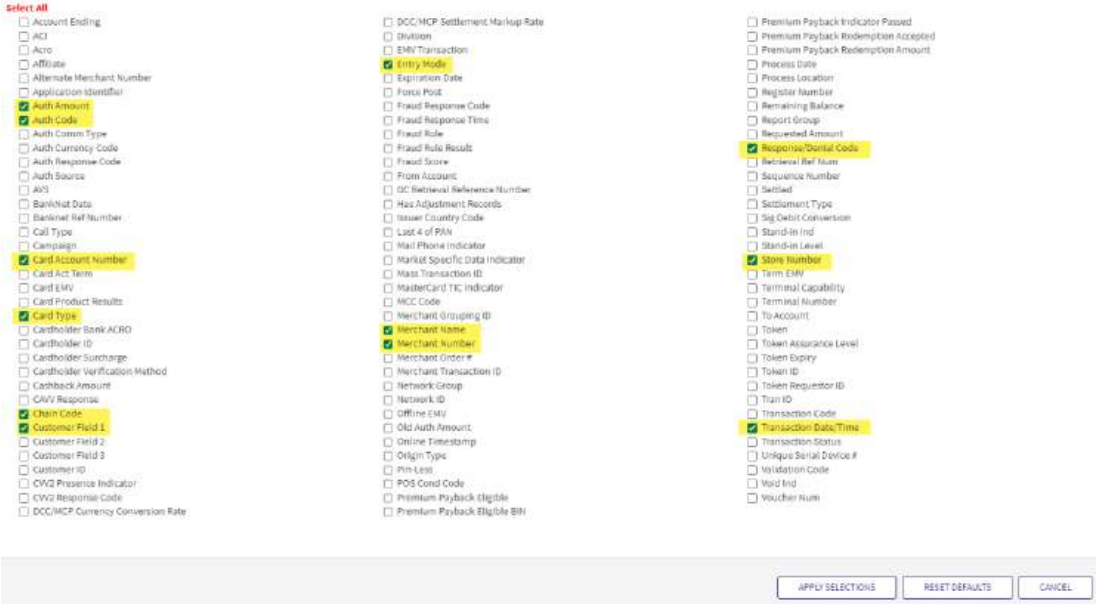
Each report grid has specific fields that are available. You can customize your view by clicking on the Show or Hide Columns link at the top of your view.

Click the Save View button after customizing your view so that it will be saved for the next time you pull a list of authorizations.

More Tips |Show or Hide Columns

Save View

Check and uncheck the columns you want to see within Authorizations and then select **Apply Selections**. At any time, you can reset your grid report to the default columns.



Suggested Column Preferences

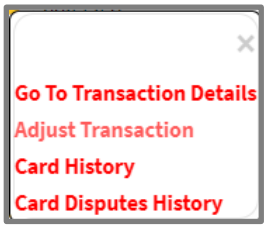
Card Account Number	Card used in purchase
Card Type	Type of card used in purchase
***Customer Field 1**	This option is not a default option. Choosing this option allows you to see the RO#/Invoice number. See below for additional information on Customer Field 1
Entry mode	Chip, Manually Keyed, Swiped, etc.
Response/Denial Code	Indicates whether the transaction was approved or declined
Store Number	Specific to your DBA and usually used with multiple stores under one Chain Code (for example, Bob's Ford Dealership #3423).
Transaction Date/Time	Date and time the transaction took place

***Customer Field 1** will display the RO# / Invoice # as "S0671120450000162153."

In this example, the S is the application:

- S=Service
- P=Parts
- A=Accounting
- The last 10 digits are the RO#, Invoice Number or Receipt Number

Click to see a drop-down menu of options, which may vary according to the type of transaction and user.



- **Go To Transaction Details** lists processing details for the transaction.
- **Adjust Transaction** is used for settled PIN/Debit transactions only.
- **Card History** shows your history with the card.
- **Card Disputes History** shows whether the cardholder has a history of disputing transactions with you.
- **Notes** allows you to place, post, and view notes made to the individual transaction

Go to Transaction Details

Within Transaction Details you can customize the order of the detail categories by clicking on the heading the section and dragging the category to a different order. Your changes will be saved for the next view.

Authorization Details

Transaction Date/Time 04/21/2020 02:55:59	**Transaction Code** IM-Mail Order	**Auth Amount** $35.94
Card Account Number 479851*****	**Token**	**Card Type** A-VISA
Response Code AA-APPROVAL	**Entry Mode** 01-KEY ENTERED	**Auth Code** 201255
Auth Currency Code 840-840 - USA	**Auth Response Code** 00-Transaction approved	**Business Date**
Cashback Amount	**Requested Amount** $35.94	**Token ID**
Token Requestor ID		

Location Information

Store	**Chain Code**	**Merchant Name** 7201
Merchant Number	**AlterNate Merchant Number**	**Clerk ID**
Division	**MCC Code** 5814	**Terminal Capability** 1-NO TERMINAL

Card Information

AVS Z-FIVE DIGIT ZIP MATCHES BUT ADDRESS DOESN'T MATCH	**CAVV Response**	**CVV2 Response Code** NOT PROCESSED
CVV2 Presence Indicator N/A	**ExpirationDate** 10/21	**Remaining Balance**
MasterCard TIC Indicator		

Other Services

DCC Currency Conversion Rate 0	**DCC Settlement Markup Rate** $0.00	**Old Auth Amount** $0.00
Stand-in Ind 0	**Stand In Level** 9-NO STAND IN	

Additional Details

ACI V	**Auth Source** 5-ISSUER APPROVAL	**BankNet Date** 10/2021
Banknet Ref Number	**Call Type** 3	**Card Act Term**
Card Emv NO	**Card Product Results** G4	**Cardholder ID** 4-MAIL/PHONE
EMV Transaction NO	**GC Retrieval Reference Number**	**Mail Phone Indicator** 1-SINGLE TRANSACTION FOR A MAIL/PHONE ORDER
Market Specific Data Indicator	**Offline EMV** NO	**Origin Type** E
POS Cond Code 8-MAIL/PHONE	**Retrieval Ref Num** 0112	**Settlement Type**
Term EMV YES	**Tran ID** 300	**Validation Code** ZBQW
Customer Field 1	**Customer Field 2**	**Customer Field 3**
Void Ind	**Auth Comm Type** 1 - DIRECT IP	**Cardholder Verification Method**
Application Identifier	**Issuer Country Code**	**Unique Serial Device #**
Token Assurance Level	**Token Expiry**	**Last 4 of PAN**
Merchant Transaction ID	**Customer ID**	**Merchant Order #**
Campaign	**Affiliate**	**Merchant Grouping ID**
Report Group	**Charge ID**	

Petro Data

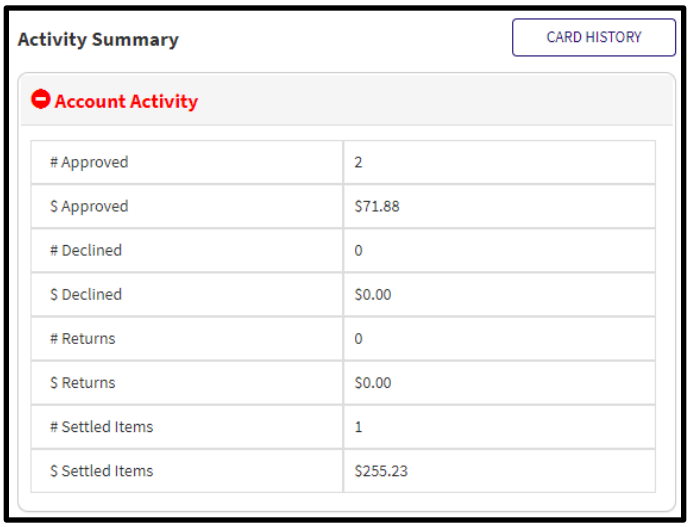
Vehicle ID	**Driver ID**	**Odometer**
PO Number	**Driver Number**	

Fraud Sight

Fraud Score	**Fraud Rule**	**Fraud Response Code** Fraud system approved (or fraud system not enabled)
Fraud Rule Result FraudSight not invoked	**Fraud Response Time**	

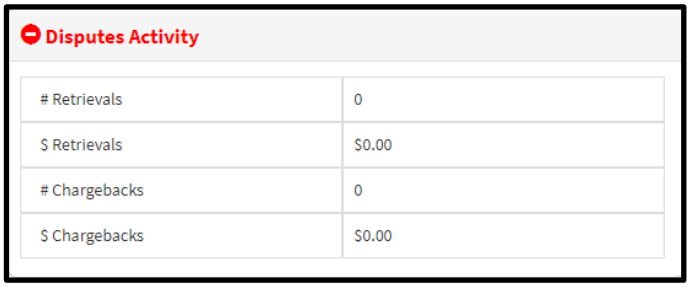
Activity Summary

To see a history of transactions the card has made within your business, click **CARD HISTORY**.



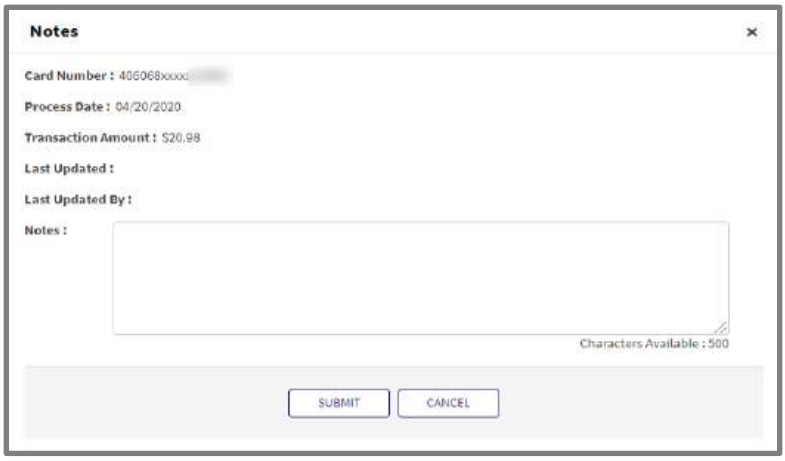
Card Dispute History

To see whether there is a dispute history with the card, click **CARD HISTORY**.



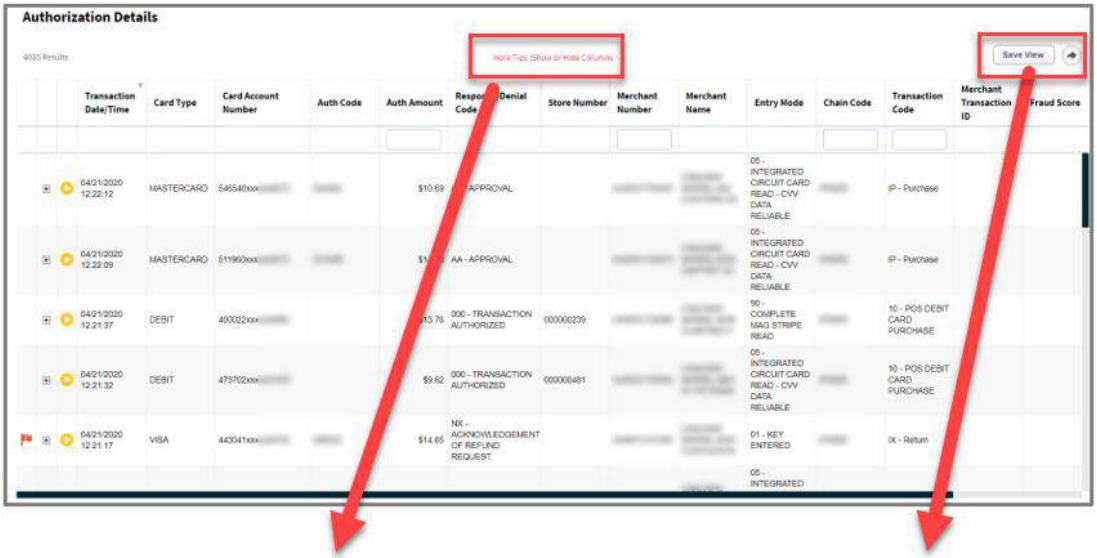
Notes

Use the notes section to add or view any notes attached to the transaction.



Settlement Details

The Settlement Details grid lists transactions that have been paid. Paid transactions are the result of closing your batch. While most point of sale devices are set up to close automatically once a day, others are set to be manually triggered. If you are unsure if your point of sale device closes automatically or manually, contact Dealership Assist.



Each report grid has specific fields that are available. You can customize your view by clicking on the Show or Hide Columns link at the top of your view.

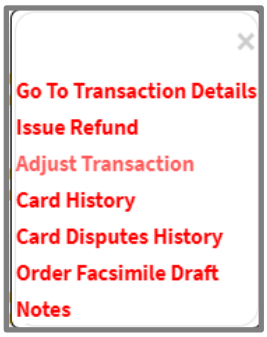
Click the Save View button after customizing your view so that it will be saved for the next time you pull a list of authorizations.

More Tips |Show or Hide Columns

Save View

The following columns are available for Settlement Details:

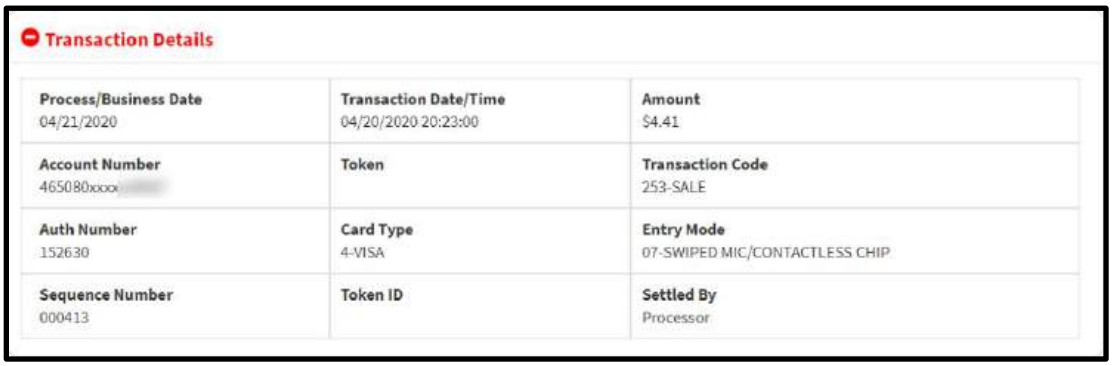
Click to see a drop-down menu of options, which may vary according to the type of transaction and user.



- **Go To Transaction Details** lists processing details for the transaction.
- **Issue Refund** allows you to issue a refund on a processed transaction (only available for those who also have iQ Virtual Terminal).
- **Adjust Transaction** allows you to initiate PIN Debit adjustments.
- **Card History** shows your history with the card.
- **Card Disputes History** shows whether the cardholder has a history of disputing transactions with you.
- **Notes** allow you to place, post, and view notes made to the individual transaction.

Go to Transaction Details

Within Transaction Details, you can customize the order of the detail categories by clicking the section heading and dragging the category to a different order. Your changes will be saved for the next view.



Transaction Details

Process/Business Date 04/21/2020	Transaction Date/Time 04/20/2020 20:23:00	Amount $4.41
Account Number 465080xxxx	Token	Transaction Code 253-SALE
Auth Number 152630	Card Type 4-VISA	Entry Mode 07-SWIPED MIC/CONTACTLESS CHIP
Sequence Number 000413	Token ID	Settled By Processor

Location Information

Reference Number 24137460 941	Store Number 000000470	Merchant Number
Alternate Merchant Number	MCC Code 5812	(POS)Register Number 0003
Sales Person 017585598	Terminal Capability 5-INTEGRATED CIRCUIT CARD READER	Terminal Number 000031716

Other Services

DCC/MCP Indicator	Level II/III Indicator N	Num ReAuth Atmpt
Orig ReAuth Reason	Signature Cap Ind	Signature Compression
Signature Encrypt Key	Signature Encrypt Method	Signature Pen

Card Information

CVV2 Response Code N/A	**CVV2 Present Indicator** NOT PROCESSED	**Expiration Date** 12/23
International Ind NO	**AVS Response Code** N/A	**Master Card Wallet**
MasterCard TIC Indicator		

Interchange

Card Product Results F-Visa Classic	**Card Product Type** D-Debit	**Days Late** 000
Discount Amount $0.00	**Interchange Code** 000146253-VS DEBIT CPS SMALL TICKET REGULATED	**Interchange/Other Fees** $0.23
Orig Interchange Ind 7	**Surcharge Amount** $0.06	**Surcharge Reason**
Bundling Indicator U-UNBUNDLED	**Pre-reauth Intchg Code**	**Pre-reauth Intchg Amt**

Additional Details

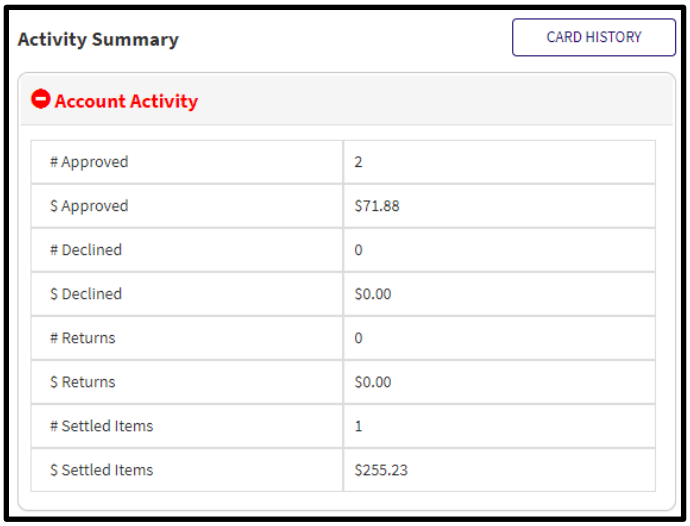
ACI E	**Agent Bank** 0000	**Arrival Date**
Auth Currency Code 840-840 - USA	**BankNet Date**	**Banknet Ref Number**
Card Act Term G	**Cardholder ID** 1-SIGNATURE	**Departure Date**
Mail Phone Indicator N/A	**Merchant Ref Num** 006003	**Origin Type**
Settlement Type	**Tie Breaker**	**Tran ID** 4601120
Unmatched Credit No	**Validation Code** FCV4	**Visa Reversed** No
Customer Field 1	**Customer Field 2**	**Customer Field 3**
Token Assurance Level	**Token Expiry**	**Last 4 of PAN**
Visa Reversed Date	**Merchant Transaction ID**	**Customer ID**
Merchant Order #	**Campaign**	**Affiliate**
Merchant Grouping ID	**Report Group**	**Charge ID**

Residual Information

Sales Group/Payee Number	**Merchant Number**	**Merchant Name**
Tier	**Product Description**	**Product**
Card Type		

Activity Summary

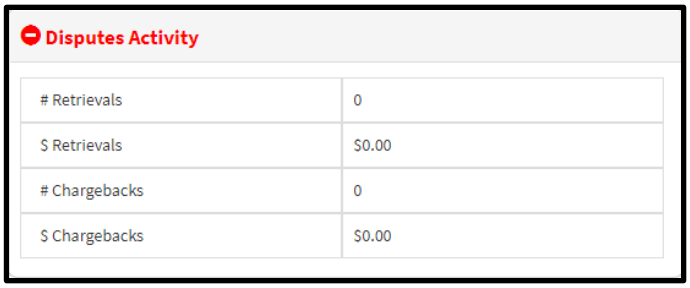
To see a history of transactions made with the card at your business, click **CARD HISTORY**.



# Approved	2
$ Approved	$71.88
# Declined	0
$ Declined	$0.00
# Returns	0
$ Returns	$0.00
# Settled Items	1
$ Settled Items	$255.23

Card Dispute History

Click **Card Dispute History** to see the details behind any disputes with the card.

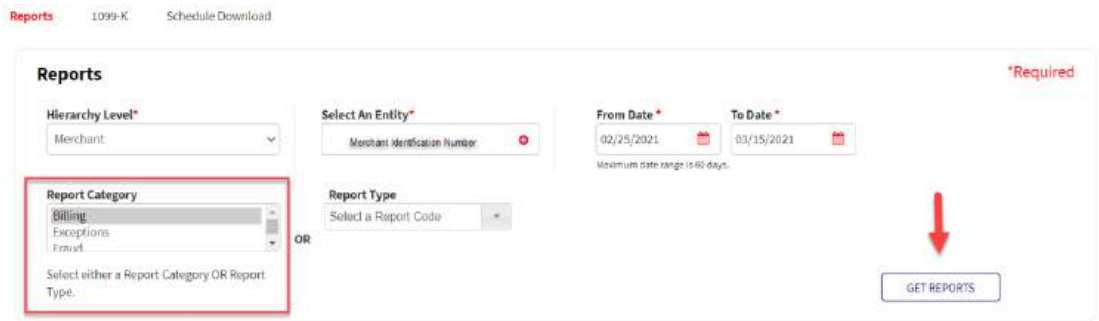
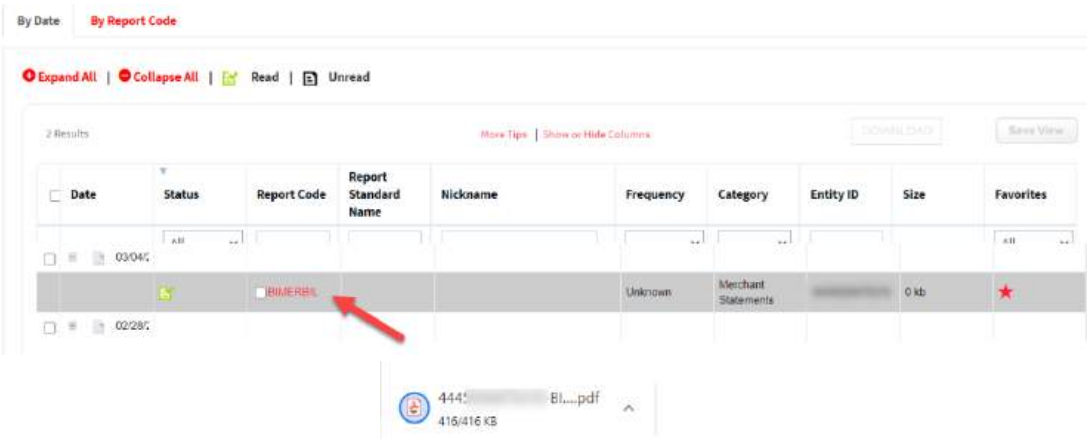
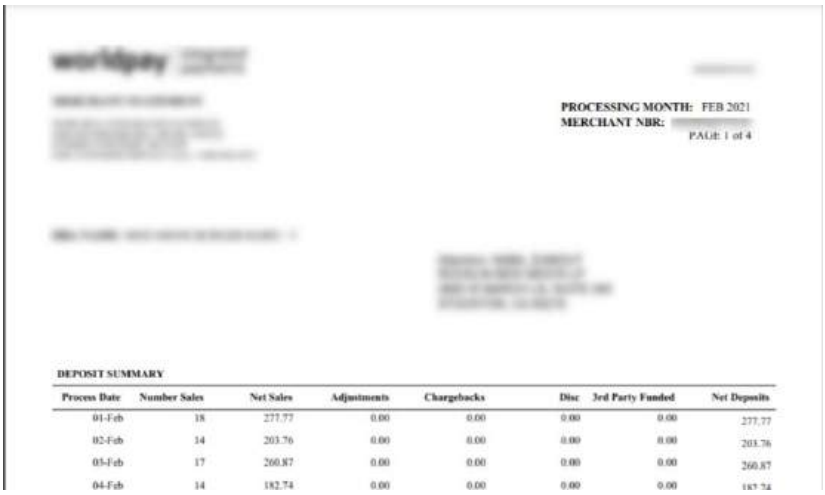


# Retrievals	0
$ Retrievals	$0.00
# Chargebacks	0
$ Chargebacks	$0.00

Billing Statements

Use the following steps to view your monthly billing statements:

Step	Action
1	Locate the Get Billing Statements box on the iQ home screen. Select the month you would want to view and click **GET STATEMENT**. Daily, weekly and monthly reports are stored for 90 days. Monthly billing statements are available by the 8th of the month.
2	Enter your Merchant Identification number.

Step	Action
3	Select the report category you want to view and click **GET REPORTS**. Your statement will appear as a red hyperlink. 
4	Click on the report name and your it will automatically start to download. Once finished, you can click the completed download in the bottom left of your screen. Your report will populate in a separate screen for you to view. You can print or save your reports as needed. iQ will keep and store these reports for 12 months.  

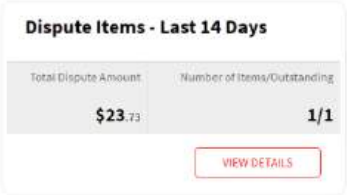
Click here for more information on viewing your monthly statement.

Disputes

A dispute, also known as a chargeback, occurs when a cardholder finds fault with a transaction. He or she contacts the bank and requests the transaction to be charged back. When that happens, you will receive a dispute notification.

Your dispute notifications can come either by mail or electronically through iQ.

Use the following steps to view a Dispute in iQ:

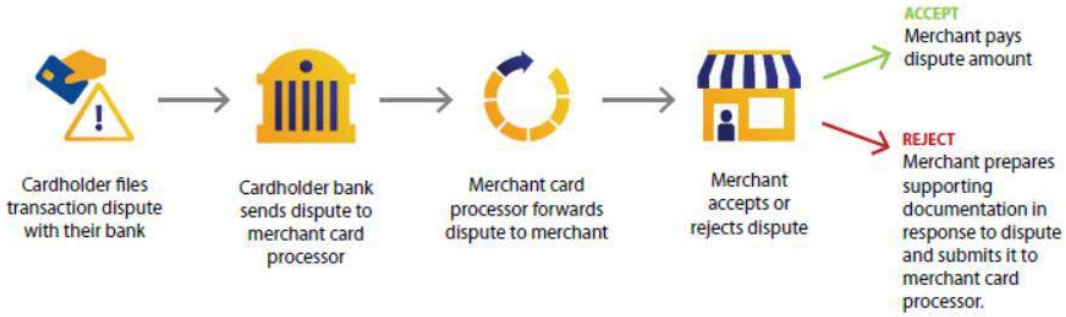
Step	Action
1	Locate the Get Billing Statements box on the iQ home screen. Select the month you would want to view and click **Get Statement**. Daily, weekly and monthly reports are stored for 90 days. Monthly billing statements are available by the 8th of the month. 
2	Click on the dispute. A text box will appear with your options. • If you want additional info on the dispute, click **Case Details**. • To accept the dispute (indicating you agree with the details and will accept the monetary debit from your merchant account), click **Accept Dispute**. • If you do not agree to the dispute and want to submit documentation proving why you should not be debited, click **Respond to Case.** From there, you will answer the questionnaire, attach your documentation, and submit your response.

Click here to view an instructional video on Disputes in iQ.

What Is the Dispute/Chargeback Process?

1. The cardholder will file a Dispute (also known as a chargeback) with his or her bank. The bank then sends a notification of an incoming chargeback to the merchant's processor (in this case, FIS). For most chargeback reasons, cardholders have up to 120 days to file a dispute.
2. The funds in question are pulled from the merchant's account. If you choose to accept the dispute, those funds are given back to the cardholder and the dispute is closed in his or her favor.

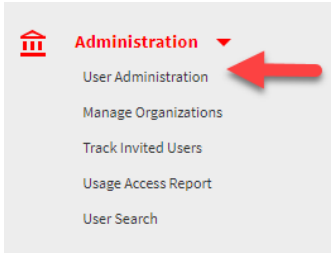
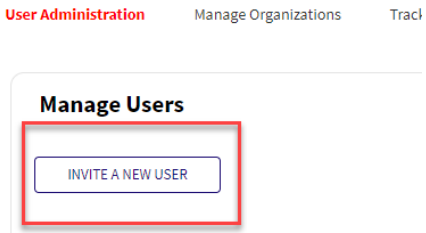
3. If you choose not to accept the dispute, you can respond to the case. If you choose to respond, the funds that were pulled from your merchant account are given back to you in the form of a provisional credit.
4. **You have 30 calendar days to respond to the initial chargeback. If you choose NOT to respond, the case will be closed in favor of the cardholder.**
5. The cardholder is given the option to either accept your documentation or escalate to pre-arbitration.
6. **The cardholder has 30 calendar days to respond.**
7. If the cardholder responds, you can do the same. You can accept the case or escalate by filing a pre-arbitration response.
8. **You have 30 calendar days to respond.**
9. The final step is Arbitration. Arbitration will determine who is financially responsible for the dispute. The consumer has 10 days to decide if they want to take the case to Arbitration. If you are found to be financially responsible for the transaction, the additional arbitration fee (usually $500+) may be assessed.

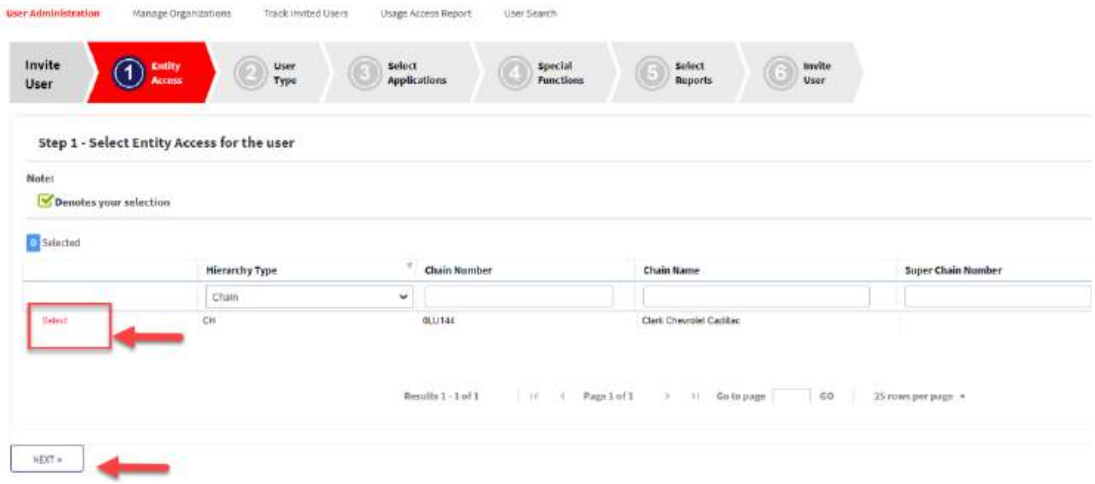
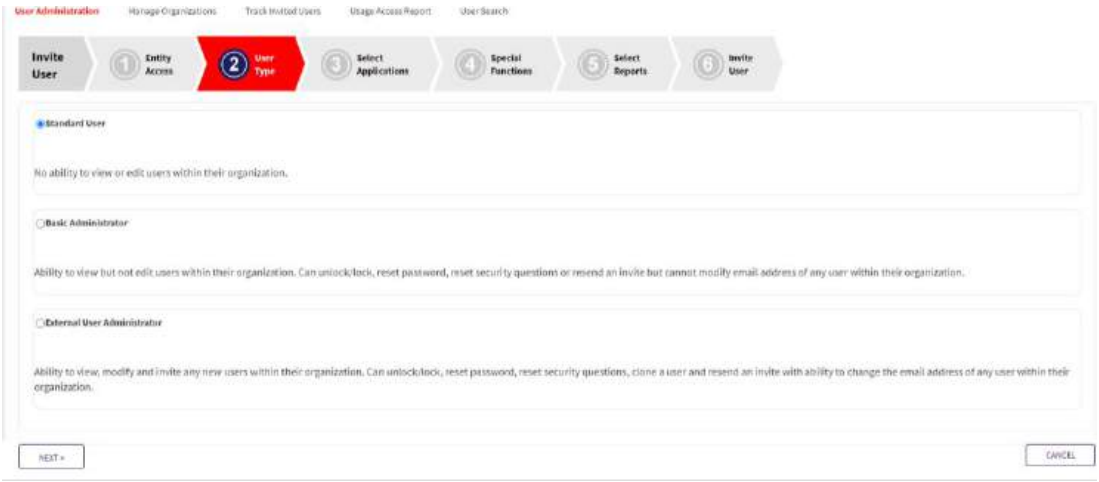


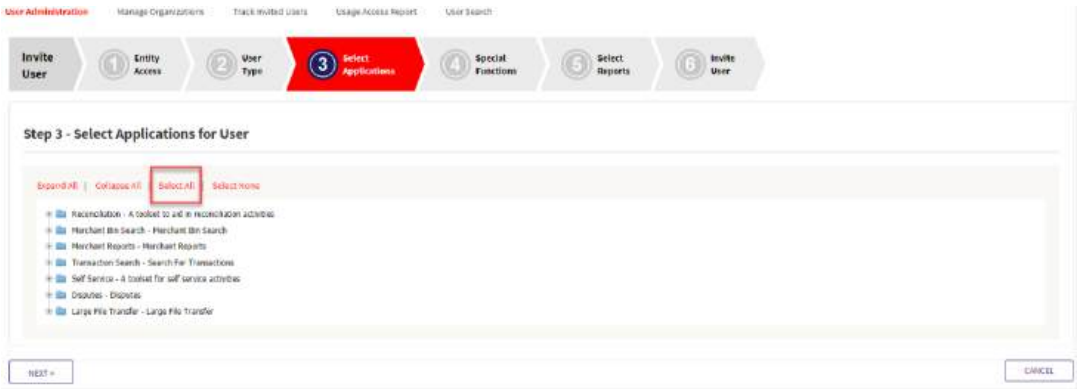
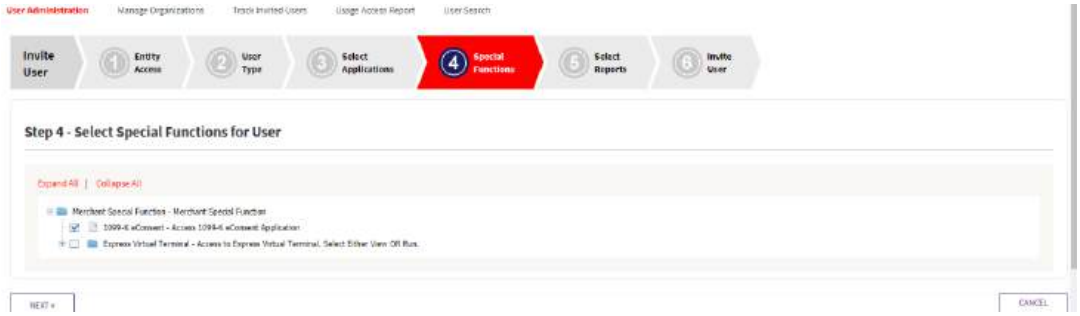
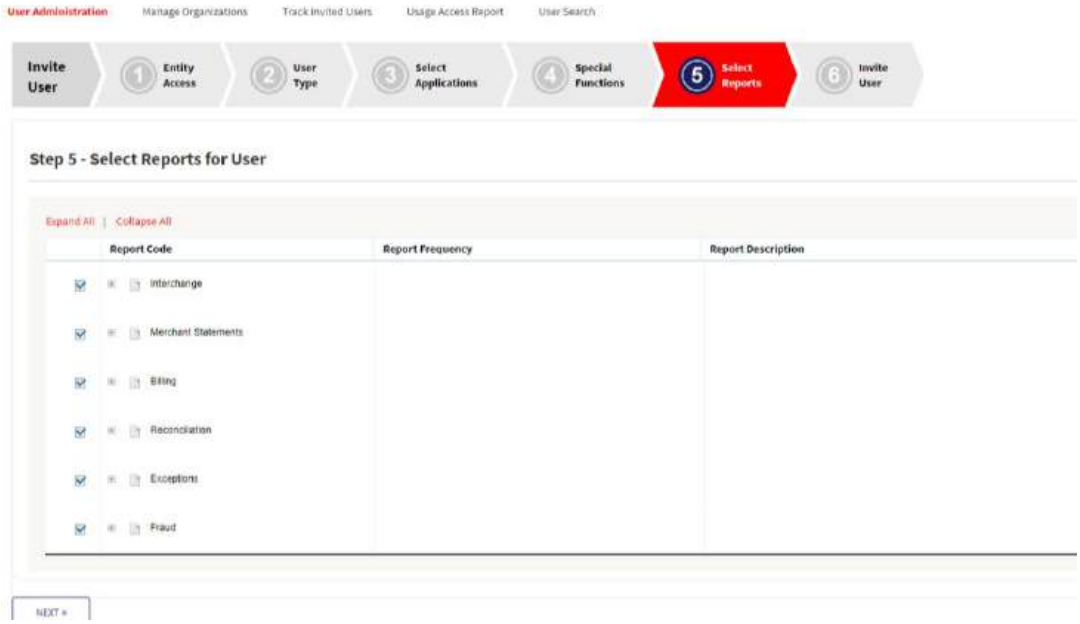
Administration

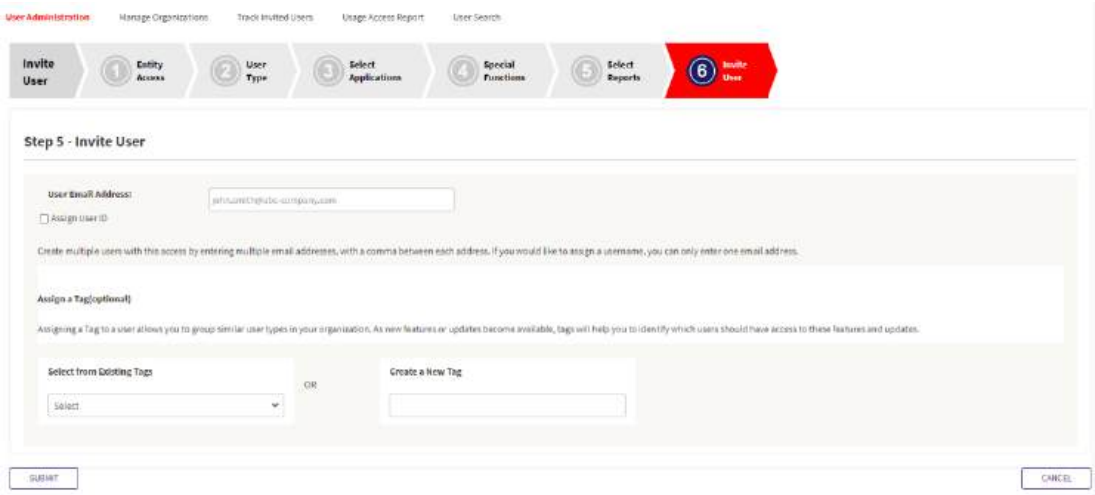
You will utilize the Administration tab for inviting new users, resetting passwords, and adding or revoking user access.

Inviting a New User

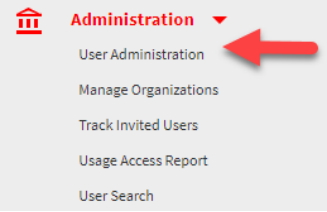
Step	Action
1	On the iQ home screen, click the **Administration** tab and select **User Administration**. Then click **INVITE A NEW USER** and follow the six outlined steps.  

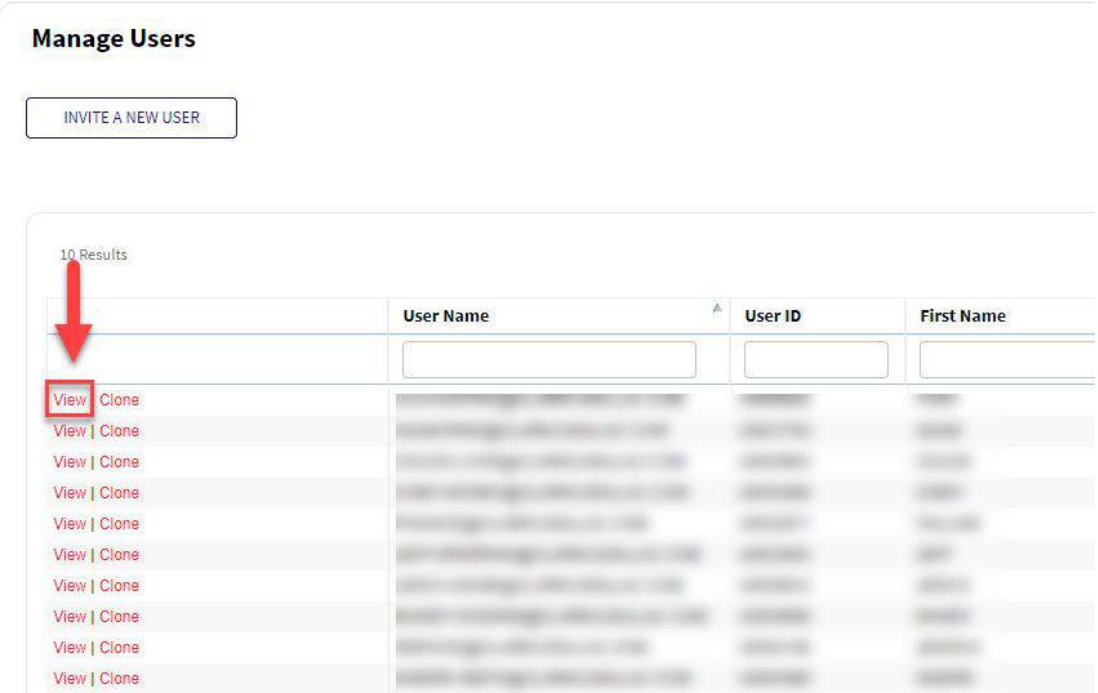
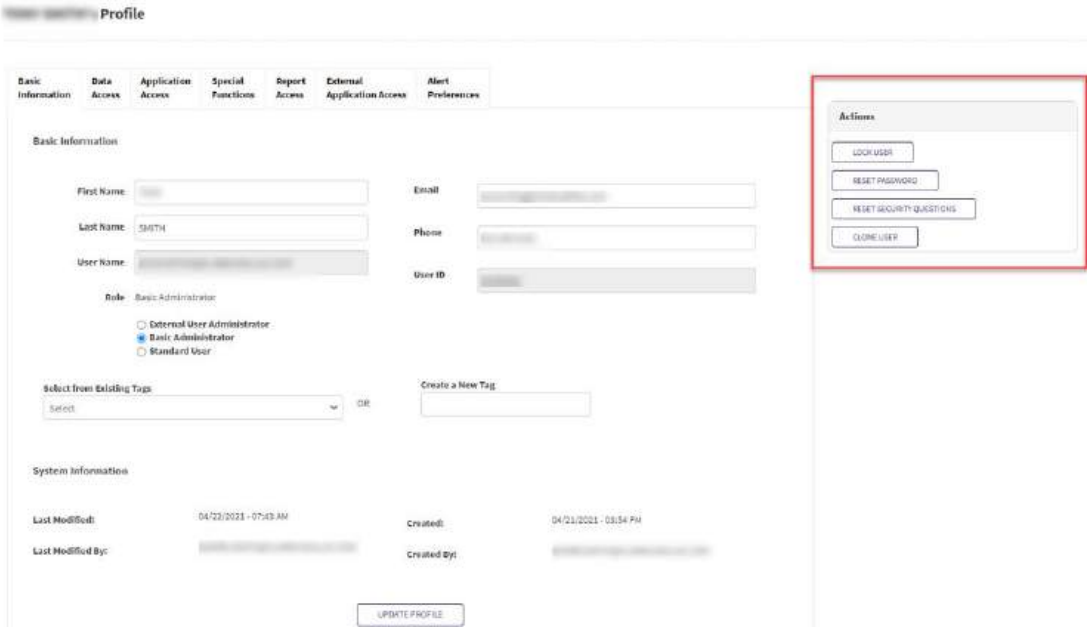
Step	Action
2	To select Entity Access for the user, click the red hyperlinked “select” button for the chain code to which you want to add a user. Then click **Next**. 
3	Select the User Type according to your business needs. It is advisable to have at least two External User Administrators within your organization. Then click **NEXT**. 

Step	Action
4	Select applications. If you want the user to access all applications, click **Select All**. Then click **NEXT**. 
5	Select the special functions that you want the user to have (such as access to 1099k eConsent or Express Virtual Terminal). Then click **Next**. 
6	Select the Reports to which you want the user to have access. Then click **Next**. 

Step	Action
7	Invite the user and click **SUBMIT**. The new user will receive an emailed invitation from iQ requesting him or her to register. Click here to here to view a detailed instructional video on inviting and tracking new users. 

Resetting Passwords and Security Questions

Step	Action
1	On the iQ home screen, click the **Administration** tab and select **User Administration**. 

Step	Action
2	On the Manage Users screen, click **View** next to the username you want to reset. 
3	Locate the Actions table on the right side of the screen. Then click the action you want to perform for the user. You can also use this screen to update the user's email address and role. 

Self Service Videos

Introduction to iQ

Disputes 101

Interchange Basics

User Administration

Questions? Contact us!

Dealership Assist is available 24/7/365

1-866-304-4279 (select Credit Card Processing Support)