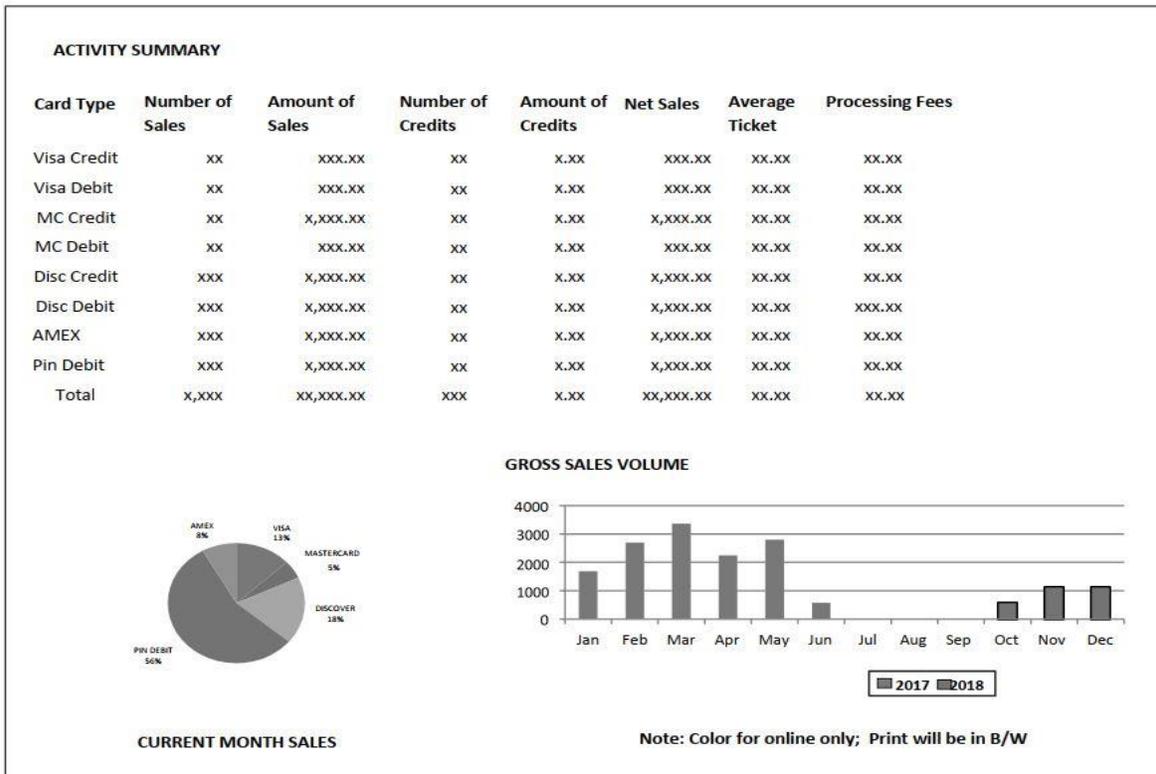**Statement Guide**
**Online Statement Access in iQ**

Starting today, your statements are available in a new location. As a Worldpay ISO merchant, you will benefit from the convenience of online statements and reporting in **iQ**. You will also have access to batch information, deposit details and chargeback management. If you have already registered for iQ, log in to accessmyiq.com today to view your statement and explore all the new features available to your merchant account.
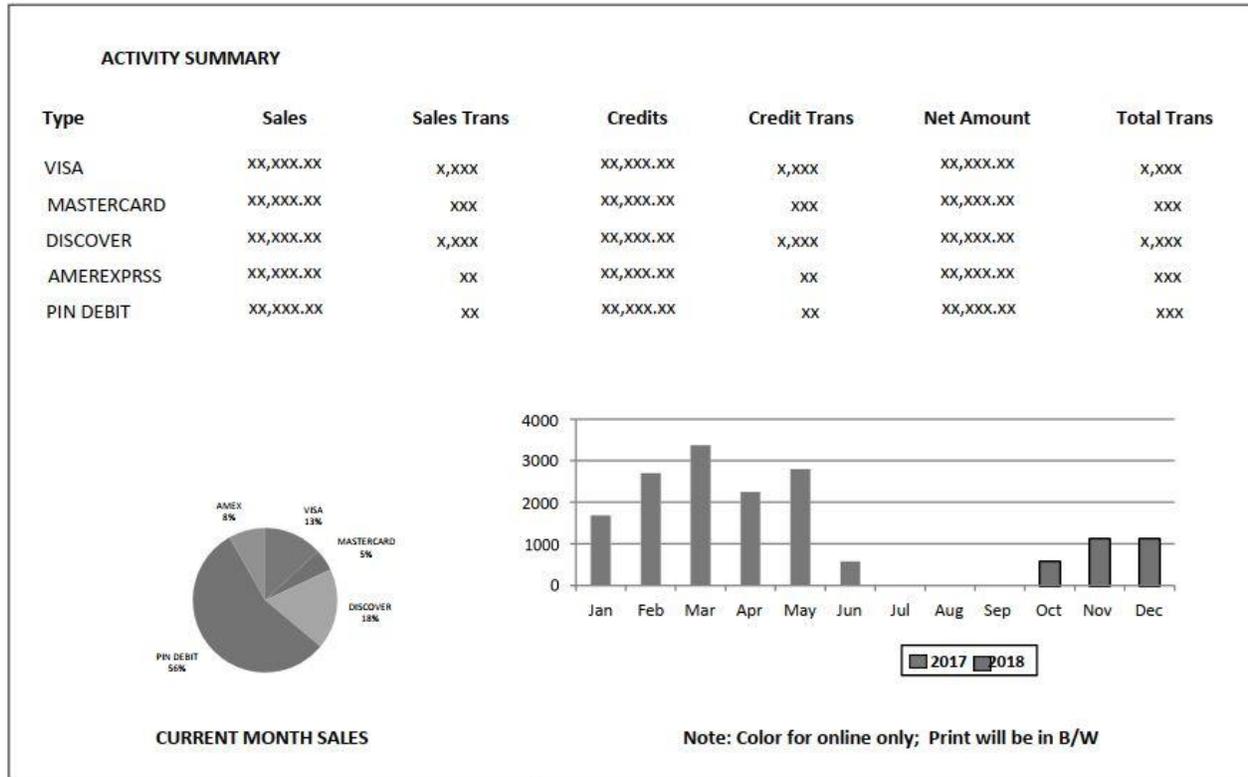
- New statements are **no longer accessible at MyMerchantData.com** (formerly MyNPCData.net)
- If you still need to register for access to your online statement, instructions are available at the end of this document under **"Register for Access to iQ"**
- Contact support@accessmyiq.com for more information on iQ

**ACTIVITY SUMMARY:** Displays summary by card type of number of sales, sale volume, credit transaction count, credit volume, net sales, and average sales volume per transaction, per item price, discount %, and processing fees for the sales. Note: the change in this section is related to the card type descriptions. In the new statement, the commercial/rewards are rolled up into credit, Regulated/Non-regulated debit is rolled up into Signature Debit, and consumer line items are rolled up into either credit or debit as applicable. Assessments by card type from this section will be displayed in the Card Brand Assessments section.

**NEW STATEMENT**

ACTIVITY SUMMARY

| Card Type | Number of Sales | Amount of Sales | Number of Credits | Amount of Credits | Net Sales | Average Ticket | Processing Fees |
|---|---|---|---|---|---|---|---|
| Visa Credit | xx | xxx.xx | xx | x.xx | xxx.xx | xx.xx | xx.xx |
| Visa Debit | xx | xxx.xx | xx | x.xx | xxx.xx | xx.xx | xx.xx |
| MC Credit | xx | x,xxx.xx | xx | x.xx | x,xxx.xx | xx.xx | xx.xx |
| MC Debit | xx | xxx.xx | xx | x.xx | xxx.xx | xx.xx | xx.xx |
| Disc Credit | xxx | x,xxx.xx | xx | x.xx | x,xxx.xx | xx.xx | xx.xx |
| Disc Debit | xxx | x,xxx.xx | xx | x.xx | x,xxx.xx | xx.xx | xxx.xx |
| AMEX | xxx | x,xxx.xx | xx | x.xx | x,xxx.xx | xx.xx | xx.xx |
| Pin Debit | xxx | x,xxx.xx | xx | x.xx | x,xxx.xx | xx.xx | xx.xx |
| Total | x,xxx | xx,xxx.xx | xxx | x.xx | xx,xxx.xx | xx.xx | xx.xx |

GROSS SALES VOLUME



CURRENT MONTH SALES

Note: Color for online only; Print will be in B/W

**PRIOR STATEMENT**

ACTIVITY SUMMARY

| Type | Sales | Sales Trans | Credits | Credit Trans | Net Amount | Total Trans |
|------|-------|-------------|---------|--------------|------------|-------------|
| VISA | xx,xxx.xx | x,xxx | xx,xxx.xx | x,xxx | xx,xxx.xx | x,xxx |
| MASTERCARD | xx,xxx.xx | xxx | xx,xxx.xx | xxx | xx,xxx.xx | xxx |
| DISCOVER | xx,xxx.xx | x,xxx | xx,xxx.xx | x,xxx | xx,xxx.xx | x,xxx |
| AMEREXPRSS | xx,xxx.xx | xx | xx,xxx.xx | xx | xx,xxx.xx | xxx |
| PIN DEBIT | xx,xxx.xx | xx | xx,xxx.xx | xx | xx,xxx.xx | xxx |

CURRENT MONTH SALES

AMEX 8%
VISA 13%
MASTERCARD 5%
DISCOVER 18%
PIN DEBIT 56%

Note: Color for online only; Print will be in B/W

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**DEPOSIT DETAIL:** The Deposit Summary section from Prior statement is renamed as: Deposit Detail. Displays daily account of all batches received and/or processed. This section includes process date, number of transactions, net sales, adjustments, chargebacks, discount (for daily billing merchants), 3rd party funded batch amount, and net deposits amount. There are no changes in this section other than the section title.

DEPOSIT DETAIL

| Process Date | Number of Trans | Net Sales | Adjustments | Chargebacks | Disc | 3rd Party Funded | Net Deposits |
|--------------|-----------------|-----------|-------------|-------------|------|------------------|--------------|
| 01-Feb | xx | xxx.xx | x.xx | x.xx | xxx.xx | -xx.xx | xx.xx |
| 28-Feb | xxx | x,xxx.xx | x.xx | x.xx | x,xxx.xx | -xx.xx | xx.xx |
| Deposit Total | xxx | xx,xxx.xx | x.xx | x.xx | xx,xxx.xx | -xx.xx | xxx.xx |

**3RD PARTY BATCH AMOUNT DETAIL:** Displays volume sent to 3rd parties (i.e. Amex ESA, Discover EASI/IMAP). Section includes process date, batch amount, paid by, and amount. This section will be hidden if not applicable. ESA has been appended to the description to call out AMEX ESA. Opt blue will be displayed in the ACTIVITY SUMMARY section.

3rd PARTY BATCH AMOUNT DETAIL

| Date | Batch Amount | Paid By | Amount | Date | Batch Amount | Paid By | Amount |
|------|--------------|---------|--------|------|--------------|---------|--------|
| 01-Feb | x,xxx.xx | AMEREXPRESS ESA | x,xxx.xx | 15-Feb | x,xxx.xx | AMEREXPRESS ESA | xxx.xx |
| 02-Feb | x,xxx.xx | AMEREXPRESS ESA | xxx.xx | 16-Feb | xxx.xx | AMEREXPRESS ESA | x.xx |
| 14-Feb | x,xxx.xx | AMEREXPRESS ESA | x,xxx.xx | 28-Feb | x,xxx.xx | AMEREXPRESS ESA | x,xxx.xx |

**ADJUSTMENT DETAIL:** Displays adjustments to payment, including payment corrections, and transactions that failed edits and were not processed or paid. Section includes process date, batch amount, adjustment reason, deposit correction number, and amount. This section will be hidden if no adjustments to be displayed. No changes to this section.

### ADJUSTMENT DETAIL

| Date | Batch Amount | Reason | Deposit Correction | Amount |
|------|-------------|--------|-------------------|--------|
| 02/01 | xxx,xxx.xx | TRAN AMOUNT EXCEEDS INTERNAL LIMIT – PENDED | XXXXXXXXXX | xxx,xxx.xx |
| 02/11 | xxx.xx | ACQUIRER NETWORK FEE | XXXXXXXXXX | xxx.xx |
| 02/15 | xxx,xxx.xx | TRAN AMOUNT EXCEEDS INTERNAL LIMIT – PENDED | XXXXXXXXXX | xxx,xxx.xx |
| 02/29 | xxx,xxx.xx | Batch Review | XXXXXXXXXX | xxx,xxx.xx |
| | | | Total Adjustments | x,xxx.xx |

**CHARGEBACK DETAIL:** Displays chargeback transactions, including process date, total chargeback amount, card type, chargeback reason, case number, and case amount. This section will be hidden if no chargebacks are to be displayed. No changes to this section.

### CHARGEBACK DETAIL

| Date | Total Chargeback | Card | Reason | Case Number | Amount |
|------|-----------------|------|--------|-------------|--------|
| 02/01 | x.xx | VISA | FRAUDULENT TRANSACTION – CARD ABSENT ENVIRON | XXXXXXXXXX | xx.xx |
| 02/01 | x.xx | VISA | FRAUDULENT TRANSACTION – CARD ABSENT ENVIRON | XXXXXXXXXX | xx.xx |
| 02/12 | x.xx | VISA | FRAUDULENT TRANSACTION – CARD ABSENT ENVIRON | XXXXXXXXXX | xx.xx |
| 02/12 | x.xx | MASTERCARD | FRAUDULENT TRANSACTION NO CARDHOLDER AUTH | XXXXXXXXXX | xx.xx |
| 02/20 | x.xx | VISA | CREDIT NOT PROCESSED | XXXXXXXXXX | xx.xx |

**AUTHORIZATION DETAIL:** This section has been removed from the new statement as the Amount from this section is reflected in OTHER DETAIL section.

**SURCHARGE:** This is a new section that displays surcharge by card type. Section includes description, number of Items, amount, and fees columns.

**NEW STATEMENT**

### SURCHARGE

| Description | Items | Amount | Fee Amount |
|-------------|-------|--------|-----------|
| PIN DEBIT | xx | xxx.xx | x.xx |
| Total Surcharge | xx | x,xxx.xx | xxx.xx |

**PROCESSING SUMMARY:** This section has been removed from the new statement, replaced by the Surcharge section.

**PRIOR STATEMENT**

| PROCESSING SUMMARY | | | |
|---|---|---|---|
| Card | Amount | Number Trans | Processing Fee |
| VISA | x,XXXX.XX | XXX | XXX.XX |
| MASTERCARD | XXX.XX | XX | XXX.XX |
| DISCOVER | XXX.XX | XX | XXX.XX |
| AMEREXPRSS | XX.XX | X | X.XX |
| PROCESSING TOTAL | | | x,XXX.XX |

**CARD BRAND ASSESSMENTS:** This is a new section that displays assessments by card type. Section includes amount, description, rate, and fees. Items in this section represent assessments that are charged by card brands.

| CARD BRAND ASSESSMENTS | | | |
|---|---|---|---|
| Amount | Description | Rate | Fees |
| xx,xxx.xx | MASTERCARD ASSESSMENT | X.XXXX | XX.XX |
| xx,xxx.xx | VISA ASSESSMENT | X.XXXX | XX.XX |
| xx,xxx.xx | DISCOVER ASSESSMENT | X.XXXX | XX.XX |
| xx,xxx.xx | AMEX ASSESSMENT | X.XXXX | XX.XX |
| | Total Card Brand Assessments | | XXX.XX |

**OTHER DETAIL:** Displays authorizations, chargebacks, and other miscellaneous billable items such as statement fee, retrieval fee, and card brand fees, etc. Section includes number of items, amount, description, rate, and fees charged.

| OTHER DETAIL | | | | |
|---|---|---|---|---|
| Number | Amount | Description | Rate | Fees |
| XXX | XXX | AMEX INQUIRIES | X.XXXX | XXX.XX |
| XX | XX | DECLINED AUTHORIZATIONS | X.XXXX | X.XX |
| X | XX | INCOMING CHARGEBACKS - 6960 | XX.XXXX | XX.XX |
| X | XX | RETRIEVAL REQUEST - 6964 | X.XXXX | X.XX |
| X | XX | STATEMENT FEE | XX.XXXX | XX.XX |
| | | Total Other Fees | | XXX.XX |

**TOTAL FEES DEDUCTED:** This section displays the grand total of processing, surcharges, card brand assessments, other detail, and discount collected for DAILY DISCOUNT merchants to be deducted from the merchant's bank account. Changes to this section include additional groupings of assessments based on card brand. Daily Discount (where applicable) collected which were included in the processing fees/other fees section in the prior statement.

**NEW STATEMENT**

| TOTAL FEES DEDUCTED | |
|---|---|
| PROCESSING FEES | xxx.xx |
| SURCHARGE FEES | xxx.xx |
| CARD BRAND ASSESSMENTS | xxx.xx |
| OTHER DETAIL | xxx.xx |
| DAILY DISCOUNT COLLECTED | xxx.xx |
| **TOTAL** | x,xxx.xx |

**PRIOR STATEMENT**

| SUMMARY | |
|---|---|
| PROCESSING | xxx.xx |
| AUTHORIZATION | xxx.xx |
| OTHER | xx.xx |
| TOTAL PROCESSING SERVICE FEES THAT HAVE BEEN APPLIED FOR THE REPORTING PERIOD | x,xxx.xx |

**Register for Access to iQ**

If you have not registered for iQ, please follow the two-step process below to request a secure login for your account:

Step 1 – Register for access to iQ

- Navigate to **accessmyiq.com/enroll**
- Enter the required information, and submit your registration request
- Once submitted, you will receive a time-sensitive welcome email with a link to activate your account

**Note: You must complete Step 2 to fully activate your account.**

Step 2 – Activate your Account **(this step is time-sensitive)**

- Your invitation to Vantiv iQ will expire 6 days after you receive the welcome email
- Click the **Activate Your Account Now!** link in the welcome email to access your personal registration page
- Choose your User ID and Password, set your security questions, and submit your registration

**Once the registration process is complete, you are ready to access your new online statement and reporting tool!** You can navigate to the helpful links on the iQ home page to view quick reference guides and user training videos. If you have any questions about the registration process or the features of iQ, please contact **support@accessmyiq.com** for more information.