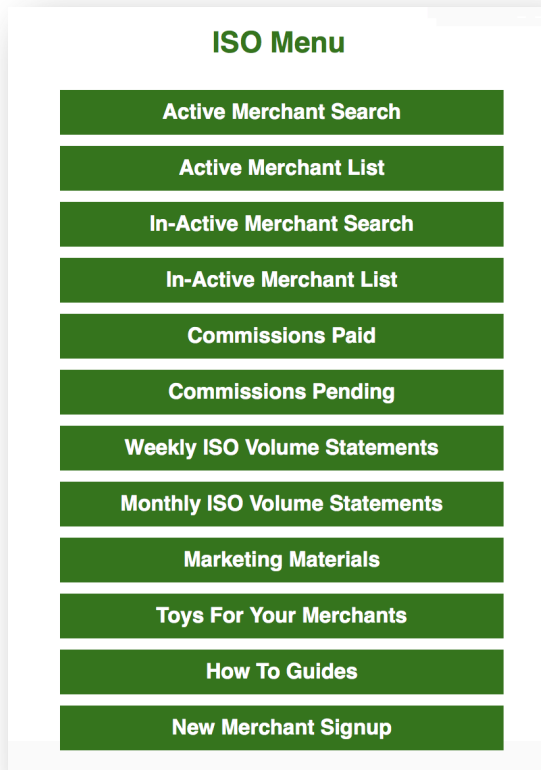# Green.Money

Instruction Manual – How to Manage Your Merchants

Login. You should land at this screen. From this menu you can search for and Manage Merchants, see your Pending and Paid Commissions, see Activity Statements, get Marketing Materials, view Toys For Your Merchants, get How To Guides, and even Signup a New Merchant.

ISO Menu

- Active Merchant Search
- Active Merchant List
- In-Active Merchant Search
- In-Active Merchant List
- Commissions Paid
- Commissions Pending
- Weekly ISO Volume Statements
- Monthly ISO Volume Statements
- Marketing Materials
- Toys For Your Merchants
- How To Guides
- New Merchant Signup

Click on **ACTIVE MERCHANT SEARCH**. You will be taken to this screen. You can enter the name of the merchant OR the name as it appears on their bank account. You can also use the shortcut letters. **Click A** and this is what you get...

Contains: Merchants Contains   Search
Or Starts With: 1 9 A B C D E F G I K L M N P Q R S T U V W X Z

Client/Created	Client Contact	Client Address	Account Info	Reports	Actions
ID: 8623	Name: John Doe	ABC Company, Ltd.	UserName: **ABCComp**	Commissions Paid	view merchant
Date: 06/23/2016	Phone: 770-111-2222	1234 Anywhere Lane Suite 12345	Active:True		
Time: 01:10:34 PM	Cell: 770-222-3333	Anywhere, NY 12345	Verified:True	Commissions Pending	reset password
	Fax: 888-123-4567		Billing:CCPrePay		
			Credit:0.00	Last 180 Days	reset login attempts
			RMP: 0.0%		

Here, you can see any commissions that are pending or paid on this individual account, see their last 180-days of deposits, reset their login attempts if they are locked out, or even completely reset their password, which triggers an email to be sent to your merchant's email address on file. You can also view all of your merchant's notes, files, and settings by clicking on **VIEW MERCHANT**. Do that now...

One of the first things you should notice is the MERCHANT NOTES section on the top left side of the page. This will allow you to see any notes made on the account. This information includes the Date and Time stamp, lists the Green Employee that made the note, and the note itself. It also allows you to make a note on the file. If you make a note we will receive immediate notice to review it, so its interactive. There is no need to leave a note and then call or email us to let us know. We will review all notes throughout each business day.

DO NOT SEND SENSITIVE DATA THROUGH A NOTE. CREDIT CARDS AND CHECKING ACCOUNTS are required on our forms and must either be completed on DocuSign or by hand and uploaded to the Merchant Documents section (see below).

Merchant Notes

Notes	Entered By
36B-1EFED6BE - Reseller ID added	kseiber 06/23/16 13:32
358-1F05840E Welcome email	akersey 06/28/16 14:53
test	gbp 08/07/16 22:41
2E8-1F044494-014D – 1. Set-up Fee: $ 500.00 > 2. Monthly fee: $ 25.00 > 3. Electronic Verification Fee: .55 > 4. Optional Call Center Funds Verification fee: 2.00 > 5. Processing Flat rate per item: .40 > 6. Signature upload: Yes	jweihrauch 08/07/16 23:33
Rates quoted were for ICL only, we need to follow up with reseller and merchant to see if ICL is moving forward or if a new quote needs to be acknowledged.	jweihrauch 08/07/16 23:41
I just called and left a VM to give me a call in regards to Jaiks last note above.	akersey 08/08/16 13:20

add new note

When we reply to a note or take an action on it you will see the MERCHANT ACTIONS menu (below Merchant Notes) on the left side column. This shows the last 15 actions including yours and ours.

Merchant Actions (last 15)

ID	Actions	
1	Type	ISO Added Note
	Entry Time	08/07/16 22:41
	Entered By	
	Entry Note	test
	Ackn Time	08/07/16 22:55
	Ackn By	gbp
	Ackn Note	test2

On the Right Side near the top of the page you will Notice that you can see the MERCHANT ADMIN FUNCTIONS and then see whether your merchant is Verified and Confirmed, followed by their API settings. These are important settings. You can Reset a Password or Login Attempts from the Admin Functions. All other features must be done by underwriting. If something looks off make a note and we will look into it, and reply. If you do not understand one of the functions also make a note and we will reply with an explanation of its use.

Merchant Admin Functions

Is Fraudulent	❌
Is Active Merchant	✅
Is Account Verified	✅
Is Account Confirmed	✅
Is Appproved for RDC	❌
Is Appproved for ICL	❌
Login Attempts: 0	Clear Attempts
Password Reset	Reset Password
Can Use E-Check Button	✅

Merchant is: verified and confirmed

Verified Application	✅
Verified Identity	✅
Verified Bank Account	✅
Verified Phone	✅
Verified Interview	✅
Bank Account "*National City Bank / Pnc*" Confirmed	✅

Merchant API Functions

API Password Set	❌
Can use Shopping Cart API (*Refunds*)	✅
Can use Shopping Cart API Refunds	❌
API Risky Behavior (non ShoppingCart)	Default Settings
Can use API Verification	❌
Can use API Application Entry	❌
Can use Batch Verification	❌

Below these settings you will see the documents that we have on file for your merchants. You can see each document and upload any that you would like to keep on file. If you upload a document the system will notify us, and we will take a look at the document/s you uploaded. If we need to take action on the file you will see the actions taken in the Merchant Actions menu.

Merchant Documents

ID	Description	Files
37941	**All Green Docs** uploaded: 06/28/16 13:59:23	View *PDF File*
37798	**Sign-Up Application w/ eSignature** uploaded: 06/23/16 13:10:34	View *PDF File*

Add Merchant Documents

To add a document, click on ADD MERCHANT DOCUMENTS. This screen will pop up. Click on the Choose File button and locate the file on your computer. Then name it next to Description. Then click on Upload.

Add Merchant Documents

ID	Uploaded	Description	Content Type	Actions
37941	06/28/16 13:59:23	All Green Docs	PDF File	View/Download
37798	06/23/16 13:10:34	Sign-Up Application w/ eSignature	PDF File	View/Download

New File: Choose File no file selected

Description:

Upload

The final areas we want you to take a look at are the Billing Settings and Billing Rates. These are the most important settings. If something is not right make a note and let us know. If you do not understand a fee, please make a note. You cannot change fees or settings here, but you can request a change in the notes section. We will always respond once it has been reviewed.

Billing Settings

Billing Mode	Credit Card Pre Pay
Risk Mgmt Pool	0.00 % on 0 days
DepositBalance	0.00
CreditBalance	0.00
Monthly Billing Fee	25.00
Last Monthly Biling Date	08/11/2016
REQUIRED Credit Card Information:	
Credit Card Number	************3388
Credit Card Expire	01/20
CC Phone on Account	
CC Name on Card	
CC Company Name	
CC Address	
CC City, St, Zip	

Billing Rates

Processing Range	0 and above
Transaction Fee	$0.25
Flat Rate	$0.40
Percentage Rate	0.00 %
Percentage Minimum	$0.75
Verification Fee	$0.30
Phone Verify Fee	$2.00
3way Phone Verify Fee	$4.00
Address Verify Fee	$0.25
Mail Notify Fee	$2.00
Bad Email Notify Fee	$2.00
BillPay Check Fee	$2.00
API Verification Fee	$0.30

Want SAME DAY Deposit for Your Merchants?

Ask your Rep about **RDC** and **ICL** technologies today, or visit **Green**.Money/rdc and **Green**.Money/icl for more information.