

REPAY[®]

Realtime Electronic Payments

ELEVATE QUICK REFERENCE GUIDE

Contents

Elevate Sign in	1
Query System	1
Merchant Lookup	1
Advanced Reporting.....	2
Dispute Dashboard.....	3
Merchant Chargeback (CB)%	3
Documents	4
Client Docs	4
File Upload	5
CB/Dispute Uploader	5
Reporting Pages	6
Merchant General Screen	6
Reporting.....	6
Statements Page	7

Elevate Sign in

Sign in to Elevate: <https://Portal.ElevateQS.com/Login.aspx>

ELEVATE

Welcome. Please login.

Your Username

.....

LOGIN

[Forgot Password?](#)

Query System

Merchant Lookup

Select **Merchant Lookup** under the Query System drop-down menu to open the Merchant Lookup page.

Portal Query System Documents

- > Merchant Lookup
- > Advanced Reporting
- > Dispute Dashboard
- > Merchant CB%

ANNOUNCEMENT

WELCOME!

Welcome to the Elevate Portal which gives you easy access to account information.
Please select from the menu above to get started.

In the Merchant Lookup page, select **Search Parameters**. Enter information into one or several fields to search for a merchant or view a list of merchants.

▼ MERCHANT LOOKUP

Search parameters Recently viewed merchants

MID <input style="width: 95%;" type="text"/>	DBA Name <input style="width: 95%;" type="text"/>	Corporate Name <input style="width: 95%;" type="text"/>
Sales Representative <input style="width: 95%;" type="text"/>	Association Number <input style="width: 95%;" type="text"/>	DDA Number <input style="width: 95%;" type="text"/>
Sortcode <input style="width: 95%;" type="text"/>	Sortcode Name <input style="width: 95%;" type="text"/>	Corporate MID <input style="width: 95%;" type="text"/>
Loc Code <input style="width: 95%;" type="text"/>	Owner Name <input style="width: 95%;" type="text"/>	Phone <input style="width: 95%;" type="text"/>
Email <input style="width: 95%;" type="text"/>	Disc Number <input style="width: 95%;" type="text"/>	Amex Number <input style="width: 95%;" type="text"/>
Sort By <input style="width: 95%;" type="text"/>	Sort Direction <input style="width: 95%;" type="text"/>	VIP Status <input style="width: 95%;" type="text"/>
Tax ID <input style="width: 95%;" type="text"/>		

▼ Apply filters
✖ Clear filters

↻ Search by terminal

Advanced Reporting

Use Advanced Reporting to run reports specific to the options below. Each option below allows you to research and sort information based on available parameters.

📊 REPORTS

ACH

Batches

Chargebacks

Net ACH Details

Retrievals

Transactions

Unprocessed Batches

Dispute Dashboard

Use the Dispute Dashboard to:

- View more detailed chargeback information
- Monitor the status of a chargeback
- Access the tools for responding to the dispute

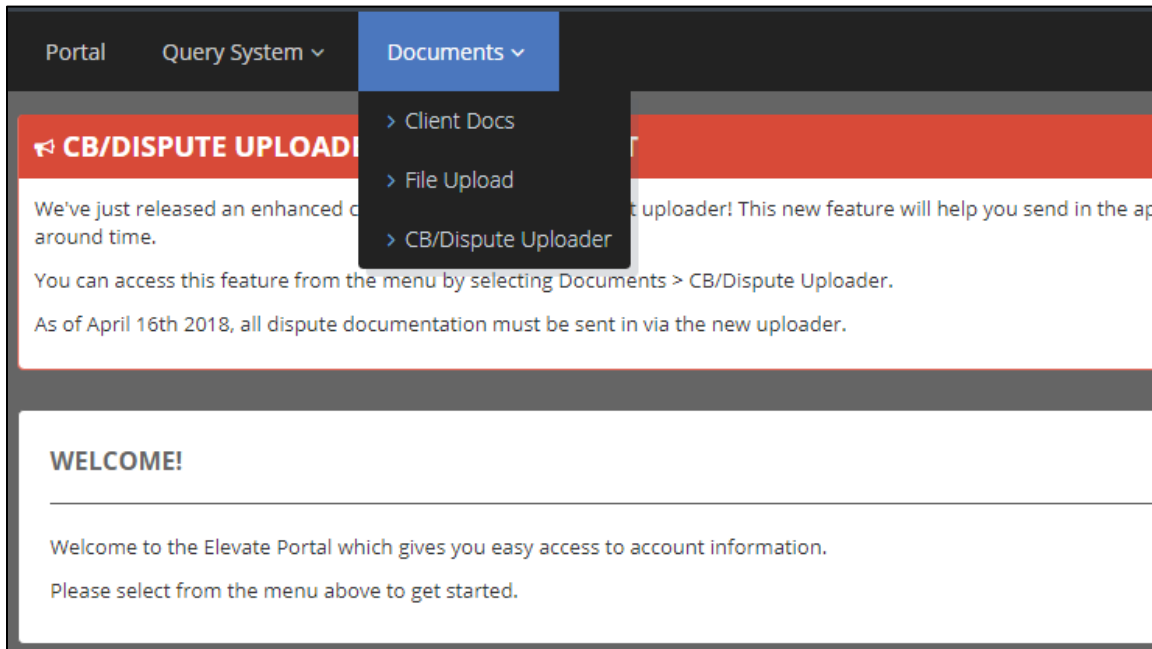
DISPUTE DASHBOARD							
LocCode	MID	Step	Amount	Net Credit/Debit	Card Number	Next Update By	Reason Code
01230		Represented	\$226.80	Credited	376752XXXXXX003	09/22/2021	C05
01175		Represented	\$4,300.00	Credited	379000XXXXXX004	07/09/2021	C31
01169		Represented	\$1,999.00	Credited	371302XXXXXX006	06/29/2021	C05
01127		Represented	\$1,000.00	Credited	379283XXXXXX011	03/31/2021	C08
01137		Represented	\$10,900.00	Debited -\$10,900.00	378750XXXXXX011	03/13/2021	F29
01121		Represented	\$88.81	Debited -\$88.81	372650XXXXXX003	02/04/2021	C08
01071		Represented	\$1,000.00	Credited	371297XXXXXX004	12/04/2020	C08
01202		Incoming Pre-Arb	\$116.07	Credited	473702XXXXXX1824	11/28/2020	13.2
01226		Incoming Pre-Arb	\$445.00	Credited	434260XXXXXX8837	11/28/2020	13.2
01221		Incoming Pre-Arb	\$202.60	Credited	473702XXXXXX6016	11/28/2020	13.2

Merchant Chargeback (CB)%

Select **Merchant CB%** to view monthly chargeback to refund ratios. You can also export results to Excel.

MERCHANT CHARGEBACK AND REFUND RATIOS				
MID	DBA Name	Sort Code	Max CB %	Max Rf %
960	IMPORT AUTO MALL	8001000	↑ 1.0000%	↑ 1.0000%
960	MICHAEL JS AUTO SALES	8001000	↑ 1.0000%	→ 0.0000%
400	BRAGGS USED CARS	4001000	↑ 1.0000%	→ 0.0000%
400	CREDIT SECURITY ACCEPTANCE	4001000	↑ 1.0000%	→ 0.0000%
400	GROUP FINANCE INC	4001000	↑ 1.0000%	→ 0.0000%
400	MCCLOSKEY IMPORT FINANCE	4001000	↑ 1.0000%	↑ 0.0001%
400	THUNDER AUTO FINANCE LLC	4001000	↑ 0.7500%	→ 0.0000%
400	WESTSIDE USED CARS INC	4001000	↑ 0.6667%	→ 0.0000%
960	ACTION AUTO- COLUMBUS	8001000	↑ 0.5000%	→ 0.0000%
960	SMART FINANCE SOLUTIONS LLC	8001000	↑ 0.5000%	→ 0.0000%

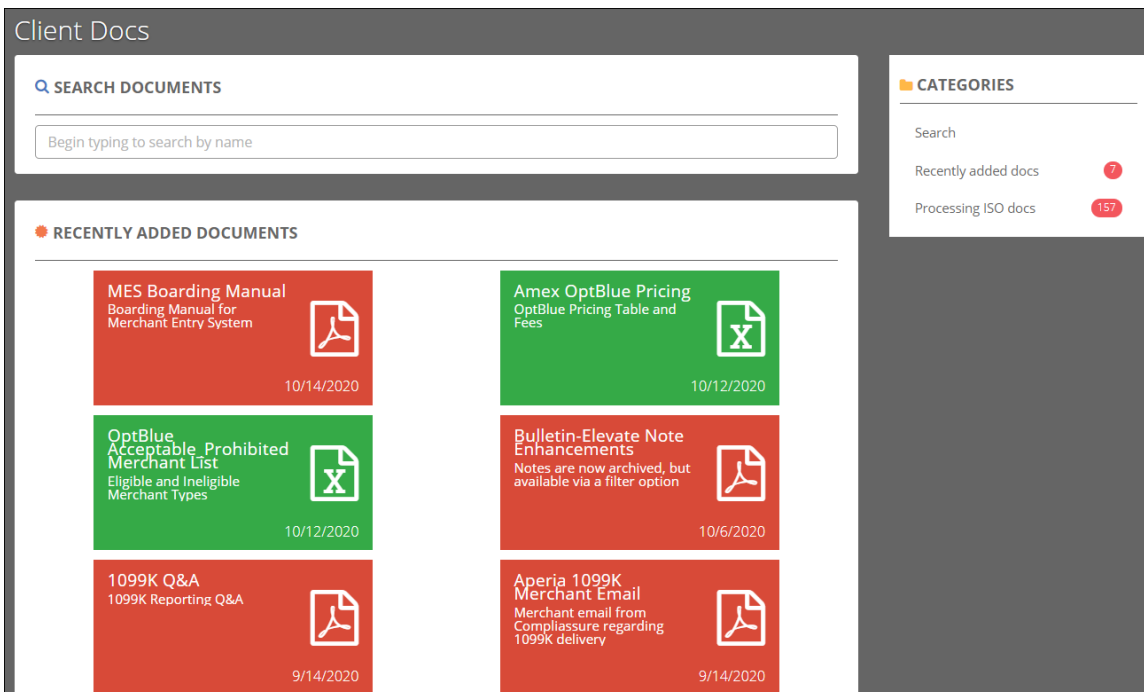
Documents



Note: If you do not see the **Documents** tab, you may need to request access from your agent.

Client Docs

Select **Client Docs** to open a library of bulletins, instructions, guides, and other helpful documentation.



File Upload




Use **File Upload** to securely send documents and applications. When a file has successfully been uploaded, it will show under the **My Uploads** section.

FILE UPLOAD

To best serve you, we are now only accepting .PDF and .TIF file extensions. Thank you.

+ Add files... Application

Notes

- Only PDF and TIF files will be accepted.
- Internet Explorer users may need to double click on "Add Files" for the prompt to appear.
- The maximum file size is **20 MB**.
- Files can be **drag & drop** to the page in   

Note: The File Upload feature should only be used for transferring files to the REPAY server and not for long-term file storage. Once a file has been processed by REPAY, it will be deleted from the server.

CB/Dispute Uploader

Select **CB/Dispute Uploader** to upload supporting documentation related to chargebacks or disputes.

Portal Query System Risk Documents ACH Legacy Apps

DISPUTE DOCUMENTATION UPLOAD [Uploaded Documents](#) ?

- 1 Enter ARN
- 2 ARN Verification
- 3 Questionnaire
- 4 Upload Files
- 5 Upload Verification
- 6 Choose Rebuttal
- 7 Complete Upload

ARN or LocCode

To upload chargeback documentation to a dispute please enter the 23 digit Acquirer's Reference Number for the dispute above (referenced on your dispute letter). Or, enter the 11 digit LocCode.

If you do not intend to fight this dispute, no action is necessary.

Next Step

Reporting Pages

Merchant General Screen

Once a merchant has been selected, the **Merchant General** page will display.

DBA Info	Corp Info	Misc Info
Name	Name	Email n/a
Address	Address 2117 STATE ST STE 301 BETTENDORF, IA 52722	URL n/a
Contact	Corp MID	Cell n/a
Phone	Phone (563) 359-9564	MCC
Fax (563) 359-0480	Fax (563) 359-0480	MCC Notes Accounting
Cust Srvc Phone		MCC Type T

Reporting

Click on the **Reporting** tab in the menu to search for ACH, Batches, Transactions, or Chargebacks specific to a merchant based on provided parameters.

ACH

- > ACH
- > Last 7 Days ⚡
- > Current Month ⚡
- > Last Month ⚡
- > Last 6 Months ⚡
- > Net ACH Details

Batches

- > Batches
- > Last 7 Days ⚡
- > Current Month ⚡
- > Last Month ⚡
- > Last 6 Months ⚡
- > Unprocessed Batches

Transactions

- > Transactions
- > Last 7 Days ⚡
- > Current Month ⚡
- > Last Month ⚡
- > Last 6 Months ⚡
- > Sales Summary

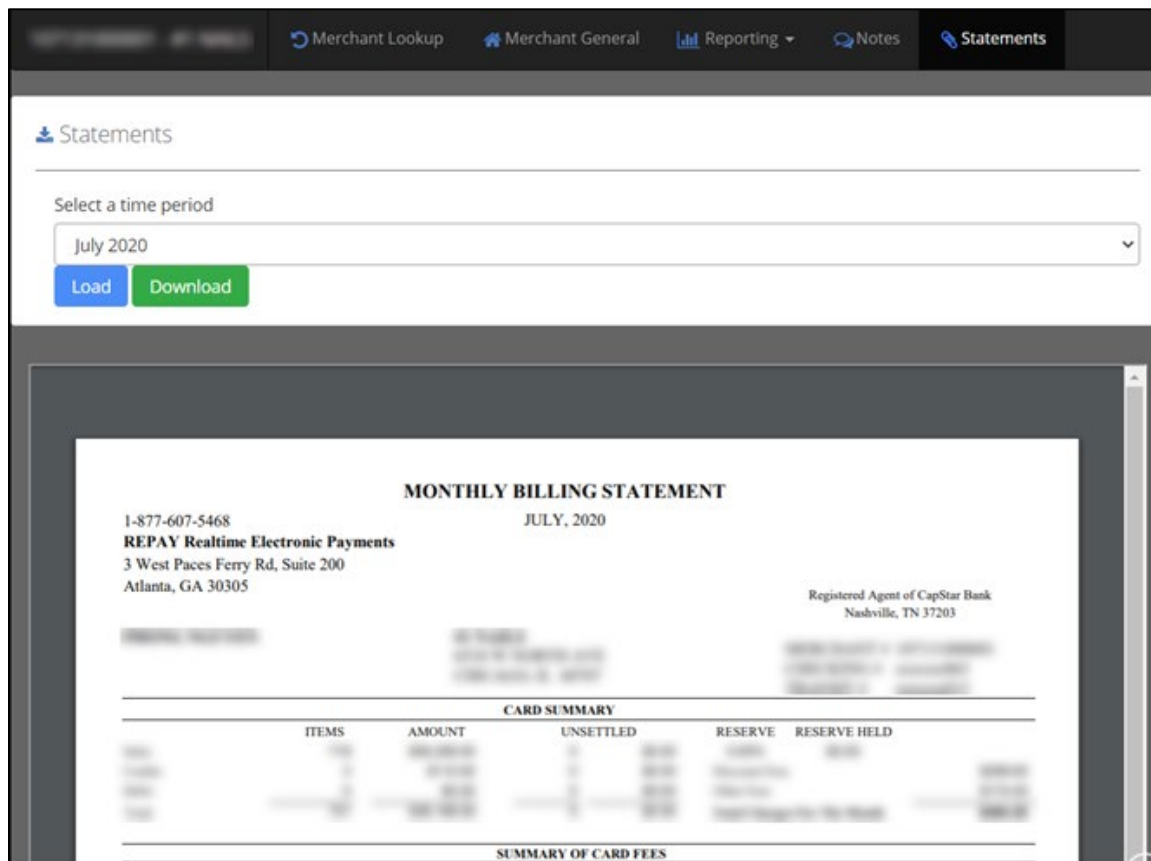
Chargeback

- > Chargebacks
- > Last 7 Days ⚡
- > Current Month ⚡
- > Last Month ⚡
- > Last 6 Months ⚡
- > Retrievals
- > Chargeback Retrieval History

DBA Info	Corp Info	Misc Info
Name	Name	Email n/a
Address	Address 2117 STATE ST STE 301 BETTENDORF, IA 52722	URL n/a
Contact	Corp MID	Cell n/a
Phone	Phone (563) 359-9564	MCC
Fax	Fax (563) 359-0480	MCC Notes Accounting

Statements Page

Click on the **Statements** tab at the top of the page to open the Statements section. On this page, you can pull and download statements from the past 12 months. Loading the statement will produce an additional screen just under the statement selection area while downloading the statement will generate a PDF document that will open in a separate tab.



Note: If the merchant has a Chain/Corporate MID there will also be a section to pull those statements up on this page. If you have any other questions, please feel to call (877) 607-5468 or email customerservice@repay.com.

About REPAY

REPAY provides integrated payment processing solutions to verticals that have specific transaction processing needs. REPAY's proprietary, integrated payment technology platform reduces the complexity of electronic payments for merchants, while enhancing the overall experience for consumers and businesses.

Legal

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