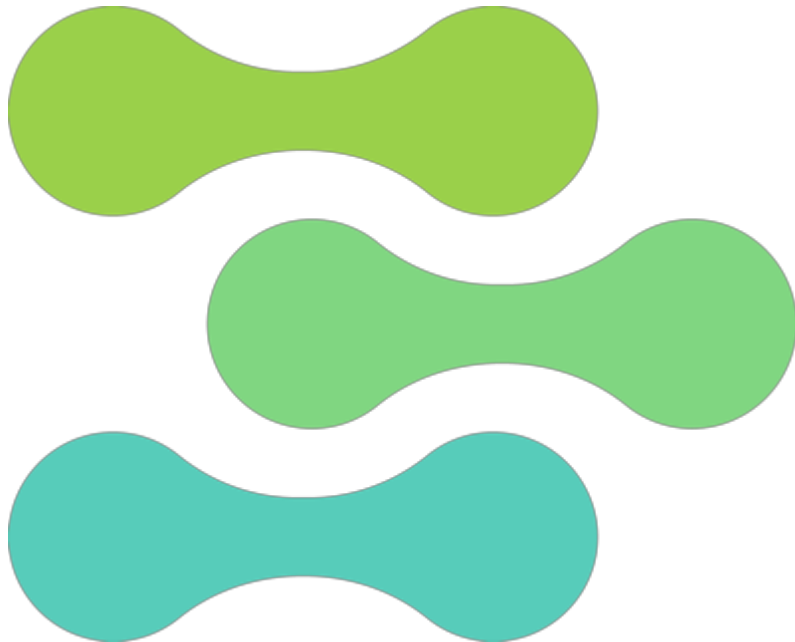




Merchant User Guide

welcome to clear



clear • empowering commerce

In this Merchant User Guide, you will find some simple instructions on how to use the clear Merchant User Portal.

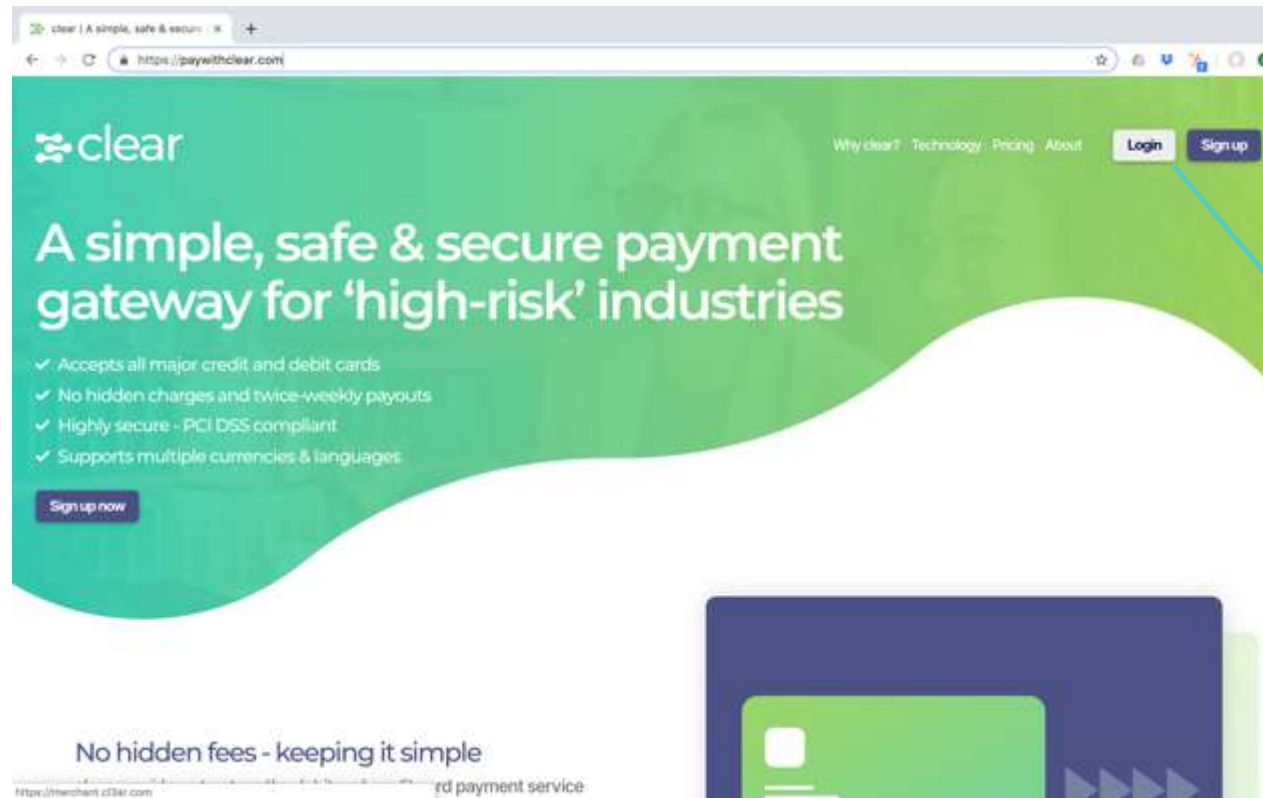
We have designed the portal to be easy to use and navigate, so we hope you won't need to refer to the instructions all that often.

We are always looking for ways to improve, so if you think of anything that would help you, please let us know. We might not be able to do everything you ask, but we will certainly try.

Please remember if all else fails, that we are here to help!

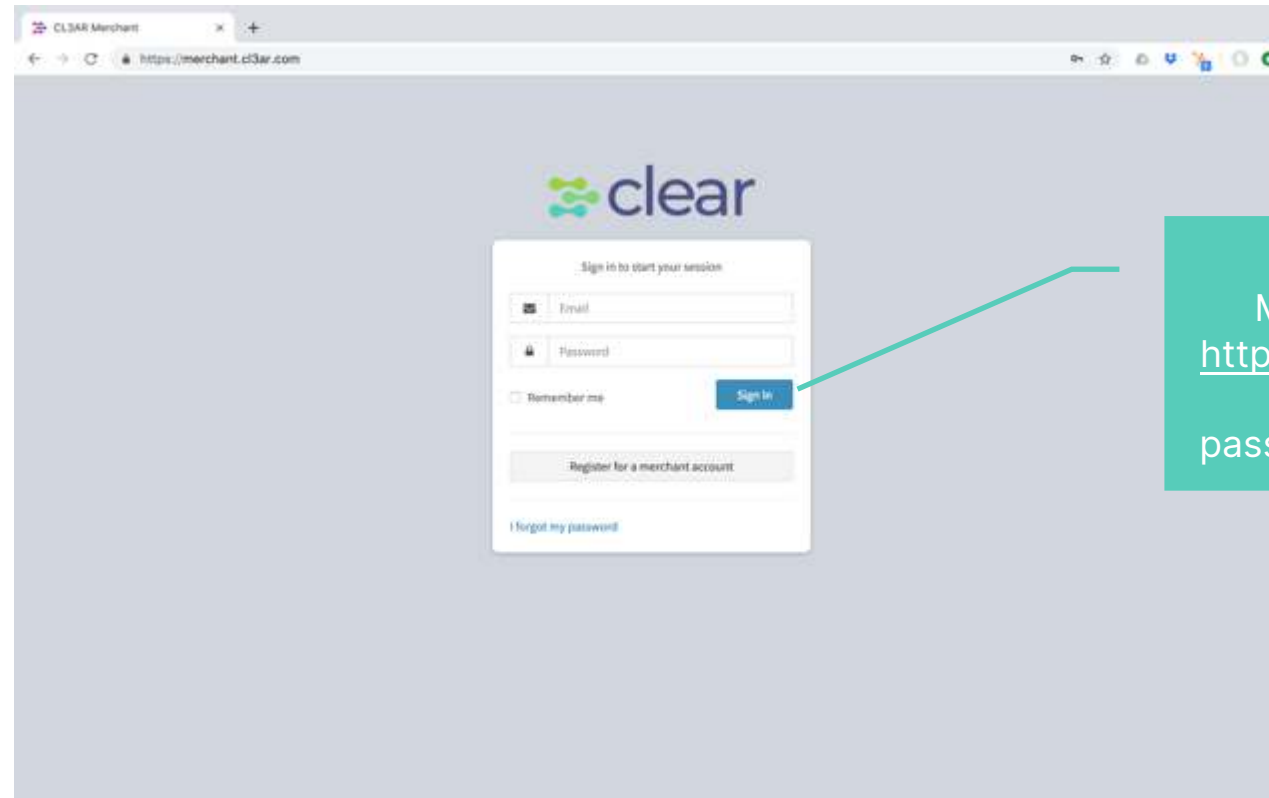
- 0044 333 577 2331
- help@paywithclear.com
- <https://paywithclear.com/static/clear-faq.pdf>

login to clear



Remember, you can always get access to the clear Merchant Portal by going to paywithclear.com and clicking the 'Login' button.

login to clear



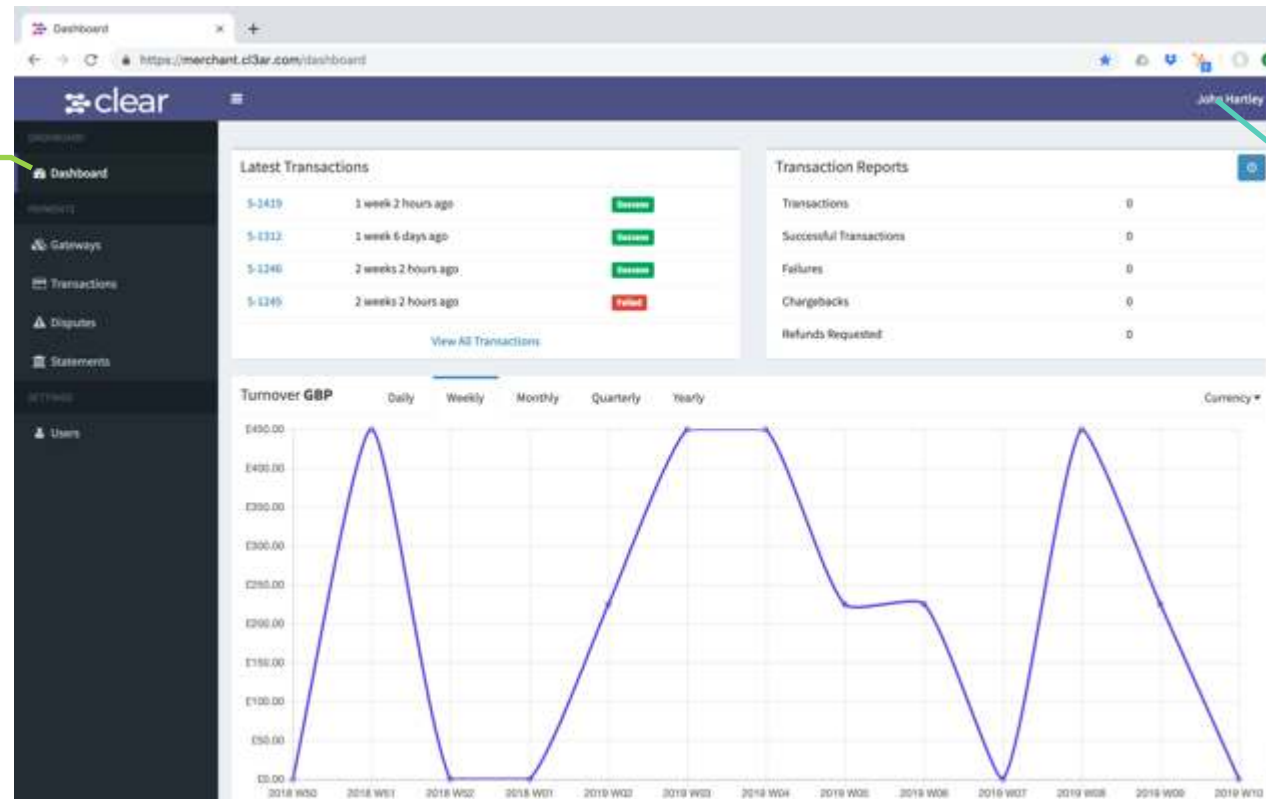
The screenshot shows a web browser window with the address bar displaying "https://merchant.cl3ar.com". The page features the CLEAR logo at the top center. Below the logo is a white login form with the heading "Sign in to start your session". The form contains the following elements: an email input field with an envelope icon, a password input field with a lock icon, a "Remember me" checkbox, a blue "Sign In" button, a "Register for a merchant account" button, and a link for "I forgot my password".

To login to the clear Merchant Portal, go to <https://merchant.cl3ar.com/>, enter your email and password, and click 'Sign In'.

merchant dashboard

The Merchant Dashboard is the first thing you see when you log in. It gives you a quick snapshot of your clear account.

Navigate to other sections of the portal using the menu options on the left.



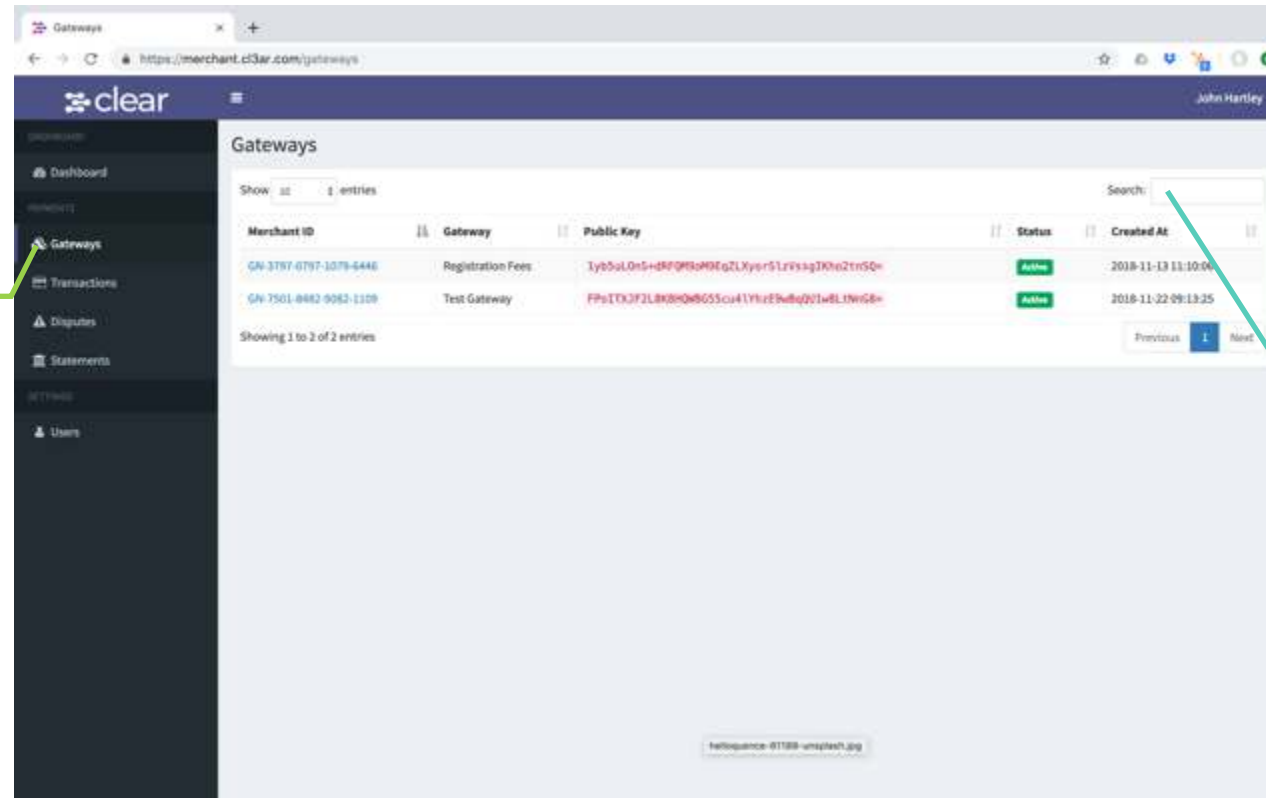
If you click your user name, you can change your:

- Personal Settings (your name, address, password and email)
- Account Settings (account name, address, contact details and bank account).

You can also Log Out of the system from here.

gateways

The 'Gateways' menu option shows you all the Payment Gateways you have active on your account (so, if you manage a number of different e-commerce sites, you will see the separate Gateways here).



The screenshot shows the 'Gateways' page in the Clear merchant dashboard. The page title is 'Gateways' and it shows 2 entries. The table below lists the active gateways:

Merchant ID	Gateway	Public Key	Status	Created At
GN-3787-6797-1078-644E	Registration Fees	1yb5uL0n5+HrFQm8oM0EqZLXyer5LrfsagJKhe2tr5Q=	Active	2018-11-13 11:10:04
GN-7501-8482-9082-1108	Test Gateway	FPoITKJ7JL8X8Qd8G55cu41YhrzEhduq921w8L1NwG6=	Active	2018-11-22 09:13:25

The page also includes a search box in the top right corner of the table area, which is highlighted by a red arrow. The search box is labeled 'Search:' and is currently empty. The page also shows 'Showing 1 to 2 of 2 entries' and 'Previous' and 'Next' navigation buttons.

You will see the 'Search' box on most pages.

If you are looking for something in particular on any page, just type in a few characters here and clear will find it for you.

transactions

The 'Transactions' menu option shows you all the transactions that have taken place through your account.

There are many different ways you can filter the information, to help you find something specific.

The screenshot shows the 'Transactions' page in the Clear merchant dashboard. The sidebar menu on the left includes options like Dashboard, Gateways, Transactions, Disputes, Statements, and Users. The main content area has a 'Filters' section with options for Status (Pending Payment, Success, Failed, Succeeded, Cancelled, Charged Back), Currency, Gateway, and Date and time range. There are also 'Export Options' for CSV and Excel, and an 'Export' button. Below the filters is a table of transactions with columns for Composite Order ID, Order ID, Gateway, Amount, Status, and Date. A green callout box points to the 'Export' button, and another points to the 'Composite Order ID' column.

Composite Order ID	Order ID	Gateway	Amount	Status	Date
S-1418	72	Registration Fees	£250.00	Success	2019-02-27 12:34:46
S-1312	68	Registration Fees	£250.00	Success	2019-02-21 10:49:05
S-1246	62	Registration Fees	£250.00	Success	2019-02-20 12:06:25
S-1243	62	Registration Fees	£250.00	Failed	2019-02-20 12:05:04
S-1244	62	Registration Fees	£250.00	Success	2019-02-20 12:03:40

Click on the 'Composite Order ID' to see more details about a particular transaction.

If you want to export your transactional information to use in another application, just choose CSV or Excel, and click the 'Export' button.

transactions

Clicking on the 'Composite Order ID' on the main 'Transactions' menu allows you to view further details about any transaction that has passed through the system.

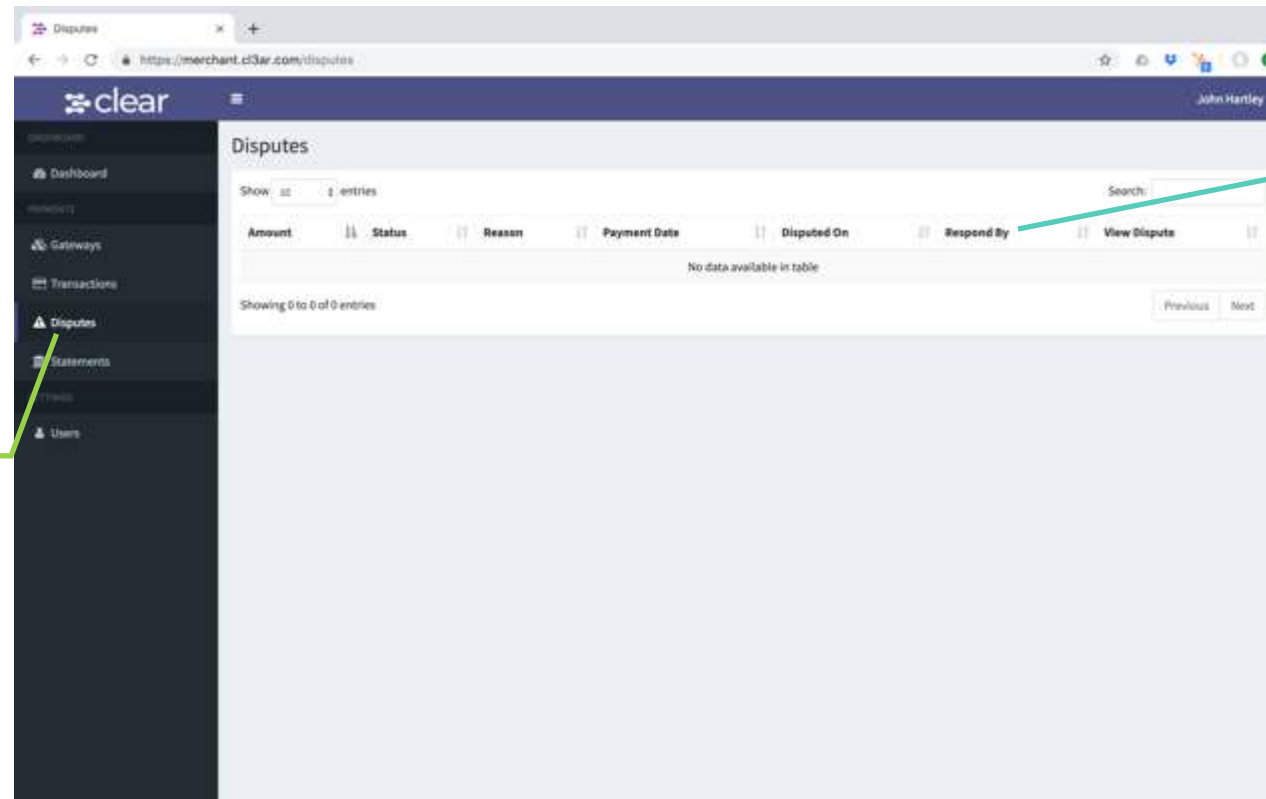
The screenshot shows the Clear merchant dashboard interface. The browser address bar displays 'https://merchant.clear.com/transaction/1578'. The dashboard header includes the 'clear' logo and the user name 'John Hartley'. A left-hand navigation menu contains options: Dashboard, Gateways, Transactions, Disputes, Statements, and Users. The main content area is titled 'Transactions - 5-1578' and is divided into several sections:

- Viewing Transaction:** A table with the following data:

Composite Order ID	5-1578
Order ID	85
Gateway	Registration Fees
Amount	£250.00
Currency	GBP
Status	Success
Date	2019-03-06 15:51:20
- Actions:** A section containing an orange button labeled 'Issue Refund'.
- Delivery Details:** A form with fields for First Name, Last Name, Address 1, Address 2, Post Code, City, State, Country, and Email.
- Billing Details:** A form with fields for First Name, Last Name, Address 1, Address 2, Post Code, City, State, Country, and Email.

If you wish to issue a refund against any particular order, select the order from the main 'Transactions' menu, and then click the 'Issue Refund' button.

disputes



The 'Disputes' menu option shows you any transactions that a customer has requested a 'Chargeback' on.

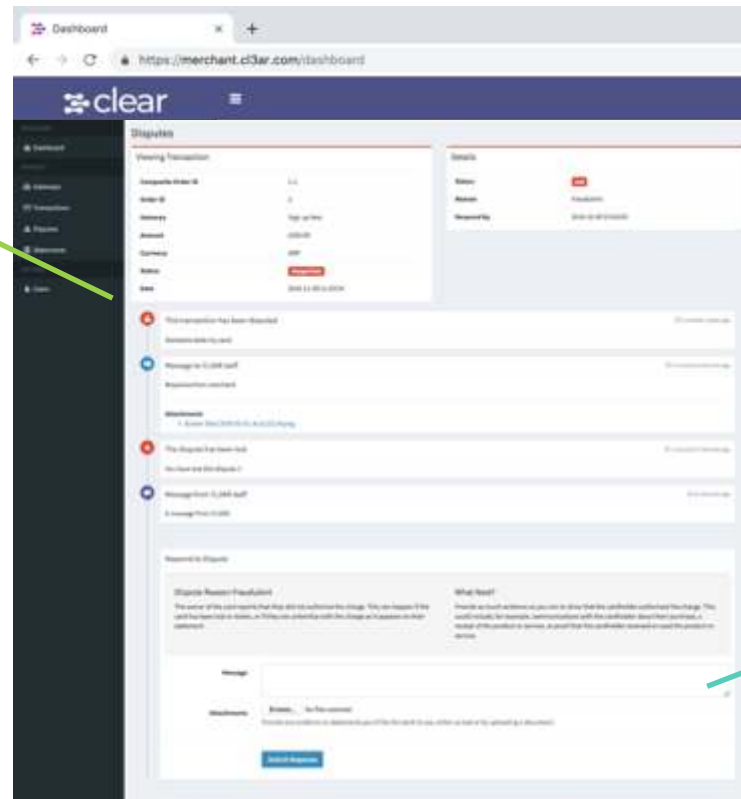
It is a good idea to check this page regularly.

You can see the deadline for each dispute in the 'Respond By' column.

We find that talking to your customer directly is often the best way to resolve disputes like these; often there is a simple issue that can easily be remedied.

disputes

Clicking into a Dispute allows you to view the dispute history, where you can see the customer's claimed reason for a chargeback.



The dispute history page allows you to submit evidence that shows your interaction with the customer who has requested the chargeback.

statements

The 'Statements' menu option shows you a summary of the statements that are generated by our system for every payout you receive.

clear pays out every Tuesday and every Friday, and the statement will show any funds available to you.

Statements

Statement

Show 10 entries

Date	Status	Actions
2019-03-05 23:59:59	credit	Statement Breakdown
2019-03-05 23:59:59	credit	Statement Breakdown
2019-03-05 23:59:59	credit	Statement Breakdown
2019-03-05 23:59:59	credit	Statement Breakdown
2019-03-05 23:59:59	credit	Statement Breakdown
2019-03-01 23:59:59	credit	Statement Breakdown
2019-03-01 23:59:59	credit	Statement Breakdown
2019-03-01 23:59:59	credit	Statement Breakdown
2019-03-01 23:59:59	credit	Statement Breakdown
2019-03-01 23:59:59	credit	Statement Breakdown

Showing 1 to 10 of 91 entries

Previous 1 2 3 4 5 ... 10 Next

Clicking on the 'Statement' button will download a PDF of the statement for each particular payout you have received, or you can opt for a 'Breakdown', which downloads the transactions in an XLSX file.

statements

Here is an example statement, which shows a 'Summary' of all transactions over the period, followed by a breakdown of 'Successful Transactions', and then finally a record of the 'Rolling Reserve'.

Address: Worcester
County: Worcestershire
Postcode: WR1 1HB
Processed Date: 01/03/2019
Period: 20/02/2019 - 22/02/2019
Statement No: 79

	GBP	Gross	Transaction Fee	Flat Fee	Rolling Reserve	Net	Balance
Successful Transactions		£500.00	-£24.52	-£0.50	-£25.00	£449.98	£449.98
Total Payout						£449.98	

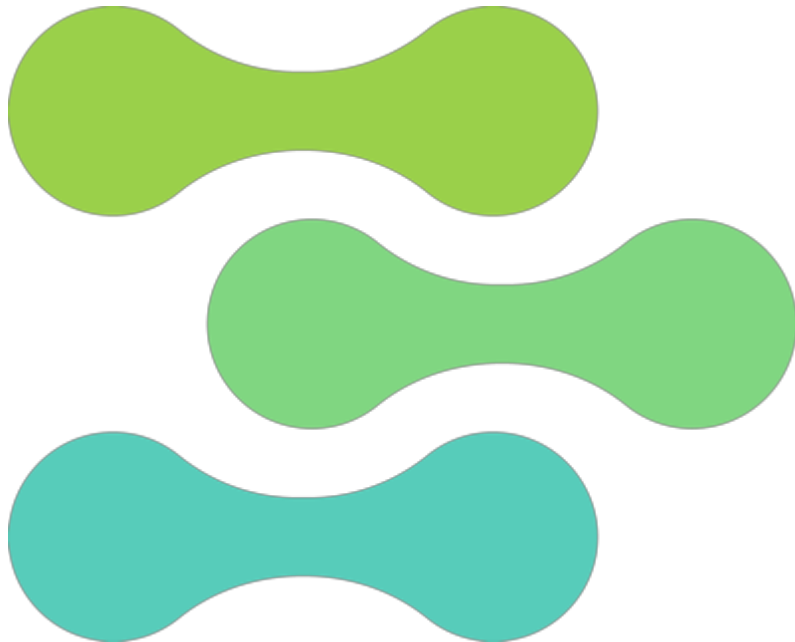
Composite Order ID	Order ID	Gross	Transaction Fee	Processing Fee	Rolling Reserve	Net	Status	Date
3-1246	60	250.00	-12.26	-0.25	-12.50	224.99	Success	20/02/2019 12:06:25
3-1312	68	250.00	-12.26	-0.25	-12.50	224.99	Success	21/02/2019 12:49:05

Remember that a 'Rolling Reserve' amount is kept back from every payout.

This gives you a 'buffer' of cash that can cover any chargebacks claimed against your account.

The 'Breakdown' file contains all the individual transactions for any given reporting period.

thank you



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Thank you for your custom – we look forward to supporting your business and helping it to grow.

Please remember if all else fails, that we are here to help!

- 0044 333 577 2331
- help@paywithclear.com
- <https://paywithclear.com/static/clear-faq.pdf>

clear commerce Limited is incorporated under English Law, registered company number 10989261.

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paywithclear.com