Access One Merchant User Instructions

To log-in visit: www.youraccessone.com, enter your assigned credentials and hit ‘Sign In’

- Username: 512178340_______ (last 6 digits specific to your account)
- Password: ___________________ (Set after e-mail is received)

In the Access One portal you are most likely to use the reporting (Pg 1) and statement download (Pg 2) features. In addition to these features you will find downloadable forms and administrative options for adjusting user credentials, account contact information, etc. If you experience any trouble with the portal or have any questions about how to navigate or read reports, please do not hesitate to call your Best Card Team at 877-739-3952

Reporting

1) Select “Reports” from the main menu at the top of the page. The dropdown menu will include the following items
   a. Payment History -For tracking deposits (from one or more closed batches) and fees to a merchant account.
   b. Batch History -For searching full batches or the transactions within a batch, filtered by date or amount.
   c. Voids/Declines -View details of voided or declined transactions. Please note that same-day transactions may not appear on this report and full card numbers are not available.
   d. Monetary Rejects -Reports on rejected fees or deposits.
   e. Non-qualifying Transactions -A report of all non-qualifying credit card transactions processed within a selected time period.
   f. Authorization Log -This can be used to locate the details of authorized (but not necessarily completed) transactions 24 hours after the original authorization time. This can be especially useful when reviewing partially authorized transactions on debit, Health Savings and Flex Spending cards that may have been voided/reversed at the original time of transaction.
   g. Returns -This report can be used to view refunds/returns issued by the merchant to customer/patient credit cards during a given time period.
   h. Transaction Search -For viewing the details of a transaction or set of similar transactions based on various filter criteria. Full credit card numbers are not available.
   i. Retrievals/Chargebacks -With this report, a merchant can view chargebacks or retrievals that were issued during a certain time frame or associated with a specific case number.
   j. Fixed Acquirer Network Fees (FANF) Reports -Filter-generated reporting of fixed fees charged by card issuers for transactions involving certain, specific card types. If you have any questions about these fees, please do not hesitate to call your Best Card Team.
   k. Merchant Adjustment -This feature can be used to view account adjustments that may occur outside the normal statement cycle (these may occur due to billing errors, refunds, chargeback refunds, transfers, etc.). If you have any questions about adjustments, please contact your Best Card Team.
2) Once you’re at the desired reports page, select ‘Filter’ to enter whatever criteria you want to filter with. Filter options will vary by report type.

3) Many reports can be exported as CSV, which can be opened for easier presentation using most versions of Microsoft Excel.

Statement Downloads

1) Select “Statements” from the main menu at the top of the page.
2) You will be rerouted to a basic page with a single drop-down menu from which you can select a statement period. Once the period is selected, you can download the selected statement and view as a PDF.

Communication

If you have any questions about your terminal, online system, account, PCI or processing in general, please always feel free to call your Best Card team at 877-739-3952. If it is easier or preferable, though, you can also reach us via your Access One account by starting a chat or emailing our available support staff. Communication options are listed in the menu at the upper-left “Welcome” corner of the portal window (see above).

1. **Contact Us** - Select this link if you are looking for our general contact information or if you would like to send a question, request or message via email or fax to our office. Once your fax or email is received, we will try to respond as soon as possible. Please indicate the preferred response/contact method in your message.

2. **Chat** - If you select this option, you will be rerouted to a blank chat page where you can quickly reach out to our Best Card support staff with your processing questions or requests. The outgoing text box is displayed at the bottom of the page.
   a. Please wait to send any text until the screen indicates that a staff member is available and has joined the chat. If you send text before a Best Card team member has joined the chat, they may not receive your message.
   b. If for some reason Best Card staff are not available for chat, a pop-up should appear indicating no one is available to receive your message. The pop-up will include options for emailing or faxing your message instead and our staff will return your message as soon as possible.