Welcome!

Below we detail the most relevant services of your Getnet POS terminal, so that you can begin to increase the sales of your business.

Customer Success. Exclusive for our best customers

Payment is key to creating a good customer experience. With new payment methods emerging rapidly, this experience is becoming more sophisticated every day. In order to keep you focused on your business, the Customer Success team is at your disposal as your main point of contact. An expert will help you manage payments in your business.

In the next few days the assigned agent will contact you to better understand your needs.

Customer Success will help you:

> Improve information on the performance of your collections and payments.
> Recommend alternatives and solutions to optimise your payments.
> Have a single point of contact for advice and resolution of queries or needs about your payments.
> Escalate incidents or deviations in the quality of the expected service.

Merchant Portal: Manages the activity of your POS terminal

Merchant Portal is Getnet's online management and reporting portal, giving you all the tools you need to manage transactions, generate risk strategies, manage card portfolios, and generate reports and statistics.

Log in to portal.getneteurope.com with your username and password. If you have not received it yet, please contact the Customer Success team, who will also provide you with the basics of navigating the Merchant Portal.

The Merchant Portal also allows you to carry out certain operations: partial or complete refunds, cancellation of transactions, confirmation of pre-authorisations, pay by link, subscription management (if you have this service contracted) and MOTO payments.

Reports and reconciliation

In addition to the information included in the Merchant Portal, you will receive these documents by email:

1. Invoice: It shows the detail of each payment with the total of your transactions, as well as what you have been charged for processing. You will receive an invoice for each currency you pay, price structure and alternative payment method you have contracted.

2. Settlement note: It will show you a summary of all the invoices you have received during the period.

You can also request the automated sending of reconciliation files:

> **EPA:** summary of all the transactions that have been processed correctly, as well as the costs of the service. If during the registration process the generation of this report has been requested, it will be available in the Merchant Portal.
> **RECON:** summary of the transactions that were processed the previous day. It is deposited daily in Getnet's SFTP for commerce, including both card operations and alternative payment methods.

To request the automatic sending of these files, please contact the Customer Success service.

Chargebacks

In the event that a transaction is returned, the bank that issued the credit card initiates the rejection of the charge that was originally collected. In these cases, the merchant has the right to review the case and oppose the rejection of the transaction.

Please note that you must actively process a chargeback dispute.

In order to do this, the chargeback ID and justification and/or evidence of delivery of the product or service is required to prove that the chargeback is invalid.

These documents must be sent to connect@getneteurope.com, CCing the Customer Success team. You'll be able to see the status of your chargebacks in the Merchant Portal.

VAT regulations

Services are supplied by Getnet EU from Spain. According to VAT regulations (Articles 44 and 196 of EU VAT Directive 2006/112) you need to pay VAT where you receive such services, and therefore services supplied by Getnet EU to business clients will not be subject to Spanish VAT. Any VAT or equivalent indirect tax applicable in the place/country where you receive the services shall be payable by you, the client. You should comply with tax regulations in your country and cover any potential VAT reverse charge in case any service is not considered VAT exempt.

PCI DSS

The Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards that all merchants or service providers that process or store card data must comply with. They provide a set of technical and operational requirements intended to protect cardholder data.

The PCI Security Standards Council, which was created by leading international payment brands, is responsible for establishing these security standards, which apply to everyone involved the sector (financial institutions, businesses, service providers, software companies, etc.).

The process to verify that your merchant is PCI DSS compliant, which you have already completed, is mandatory to renew on an annual basis. Through Getnet's PCI platform, you will be supported by a team that will offer you individual and specialised support without you having to acquire any technical or regulatory knowledge.

If you need more information on how to complete this process and the proofs you have to provide, depending on your solution and business model, you can consult our PCI Guide.

If you have any questions, please contact us at customer.success@getneteurope.es.