

## Welcome!

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

### Customer Success. Exclusive for our best customers

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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.

Customer Success will help you:

- > Recommend alternatives and solutions to optimise your payments.
- > Advise and resolve queries regarding contracts, invoices, settlements, account maintenance and changes.
- > Escalate incidents or deviations in the quality of the expected service.

### Merchant Portal: Manages the activity of your Getnet solutions

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Merchant Portal is Getnet's online management and reporting portal, giving you all the tools you need to manage transactions.

Log in to [portal.getneteuropa.com](https://portal.getneteuropa.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. On the page of your dashboard, you can download user guides which will show you how to use the features available in the application.

The Merchant Portal also allows you to carry out certain operations: partial or complete refunds, cancellation of transactions, confirmation of pre-authorisations and MOTO payments.

## Reports and reconciliation

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

**1. Invoice:** it shows the calculated amount which is to be settled: total of your transactions, as well as what you have been charged for processing (debit and credit transactions, chargebacks, reserve, fees, VAT on fees). You will receive an invoice for each invoice currency, price structure and each payment and risk method you have contracted.

**2. Settlement note:** it summarizes the invoices during a specific period which will be paid out consolidated. You will receive for each payout currency a separate settlement note.

You can also request the automated sending of reconciliation files:

- > **EPA:** summary of all payout related credit card transactions that have been processed correctly, as well as the costs of the service. EPA files are in standard XML format. You receives the EPA file with the selected payout frequency (e.g. weekly) via SFTP server. The EPA file gives you the possibility to track every payment in detail and transparently.

- > **RECON:** the RECON file contains all technically processed transaction details from the previous day. The RECON file is available in CSV format and is deposited daily in Getnet's SFTP, including both card operations and alternative payment methods.

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

## VAT regulations

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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.

## Chargebacks

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In the event that a transaction is returned, the bank that issued the credit card initiates the rejection of the amount that was originally collected. In these cases, you 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@getneteuropa.com](mailto:connect@getneteuropa.com), CCing the Customer Success team. You'll be able to see the status of your chargebacks in the Merchant Portal.

## **PCI DSS**

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**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 in the sector (financial institutions, businesses, service providers, software companies, etc.).

The process to verify that you as a merchant are 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**.

PCI Compliance | PCI Competence Center  
[support@pci.getneteuropa.com](mailto:support@pci.getneteuropa.com)  
+49 (0) 6102 2082 5548 (Monday to Friday, 8 a.m. to 6 p.m.)

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**If you have any questions, please contact us at**  
**[customer.success@getneteuropa.com](mailto:customer.success@getneteuropa.com)**

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