

MERCHANT SERVICES ONLINE

TD Retail Card Services

FAST, FREE & SECURE

Web Manual Version 10.01

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What is it?

- The TDRCS Online Merchant Services Website provides secure online access to:
 - Process consumer credit applications.
 - Complete sales, returns and payment transactions in real time.
 - View all pending and processed transactions for up to two years.
 - Send and receive data files and reports.
 - Utilize custom marketing and calculating tools.

Log In

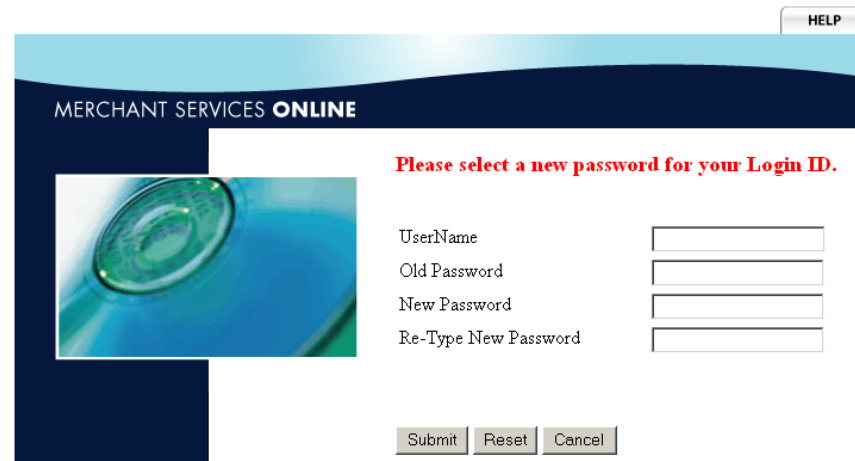
- Access our secure server by pointing your browser to <https://www.scamerchant.com/>
- Click on the “LOG IN” tab
- Enter your Username and Password and click submit. You will be directed to the main menu page. For information about getting access to the site, please contact Merchant Services at 1-800-538-3638



The screenshot shows a web page titled "MERCHANT SERVICES ONLINE" with a "Merchant Logon" section. On the left, there is a small image of a hand using a credit card reader. To the right of the image are two input fields: "UserName" and "Password". Below these fields are two buttons: "Submit" and "Reset".

Log In (Password Reset)

- The first time a user logs on they must enter the temporary password given to them by the TDRCS Help Desk. Once logged on, the user will be instructed to enter their own personal password. Please review notes on passwords below. The user must enter all fields.



The screenshot shows a web interface for 'MERCHANT SERVICES ONLINE'. At the top right is a 'HELP' button. The main heading is 'MERCHANT SERVICES ONLINE'. Below this is a red instruction: 'Please select a new password for your Login ID.' To the left of the form is a decorative image of a magnifying glass over a blue background. The form contains four input fields: 'UserName', 'Old Password', 'New Password', and 'Re-Type New Password'. At the bottom of the form are three buttons: 'Submit', 'Reset', and 'Cancel'.

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- Password Notes:
- Passwords must be a minimum of 6 characters in length (no special characters allowed).
- Passwords will expire every 90 days.
- Passwords that were used previously will not be accepted.
- The user may change their password at any time.
- After 3 failed attempts, the account will be locked and the user must call the TDRCS Help Desk.

Main Menu

- This page will display all the options available to you based on your profile. For instance, Consumer Credit Application, Upload a Settlement File*, Web Sales, File Upload, File Download, Marketing, Loan Calculator, and many more.
- This page will also provide you with access to News, Contacts, and Password Management (see tabs).



Main Menu

Select from the list below the page you would like to visit.

[File Upload](#)
[File Download](#)
[Upload a Settlement File](#)
[Web Sales](#)
[Marketing Information](#)
[Consumer Credit Application](#)
[Message Center](#)
[Loan Calculator](#)
[Help Menu](#)

[MENU](#) [CHANGE PASSWORD](#) [NEWS](#) [CONTACT US](#) [HELP](#) [LOGOFF](#)

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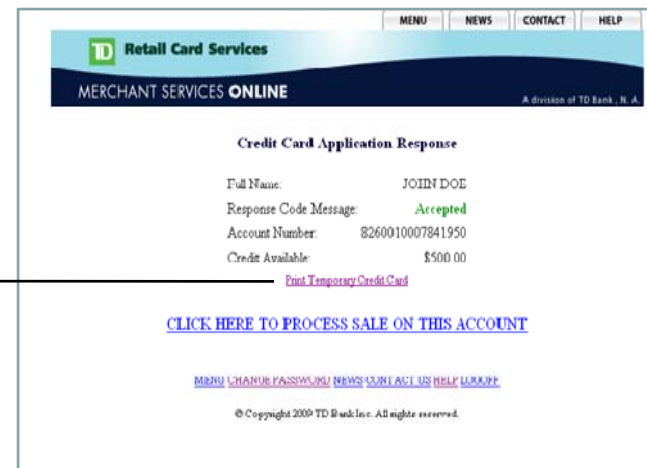
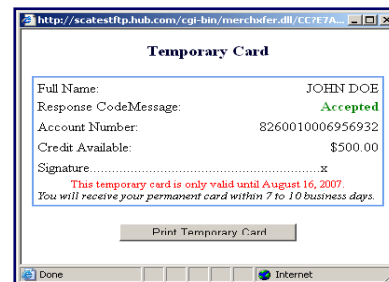
* If applicable.

Consumer Credit Application

CONSUMER CREDIT RESPONSE

Your response will be one of three possibilities
(Approved, Declined or Referred) :

- **Approved** will display the customer's new account number. A special feature allows the merchant to print a 'Temporary' card for the customer, until the permanent card has been mailed.
- **Declined** the customer will receive a letter in the mail in 7-10 business days.
- **Referred** will display the phone number to our credit department. The merchant can then call this number and review the application with one of our service representatives.



Upload a Settlement File

- Merchant generated transaction files can be processed by TDRCS via the 'Upload a Settlement File' feature. Settlement file must be in approved TDRCS format.
 - Click browse and select the file you wish to have processed. Click the submit button to begin processing.

The screenshot shows the 'File Upload' page. At the top, there is a navigation bar with 'MENU', 'NEWS', 'CONTACT', and 'HELP'. Below this is the 'Retail Card Services' logo and 'MERCHANT SERVICES ONLINE'. The main heading is 'File Upload'. Below the heading, there is a text input field labeled 'Enter the filename to Transmit' containing 'p111111111.txt'. To the right of the input field is a 'Browse' button. Below the input field are 'Transmit' and 'Reset' buttons. At the bottom, there are links for 'MENU', 'CHANGE PASSWORD', 'NEWS', 'CONTACT', and 'HELP', and a copyright notice: '© Copyright 2009 TD Bank Inc. All rights reserved.'

- Once processing is complete, review the settlement totals and click either Accept or Reject. Accepted transmissions will be processed during tonight's update if submitted by 3 pm EST. Rejected transmissions will not be processed.

The screenshot shows the 'Merchant File Transfer Acceptance' page. At the top, there is a navigation bar with 'HELP'. Below this is the 'Retail Card Services' logo and 'MERCHANT SERVICES ONLINE'. The main heading is 'Merchant File Transfer Acceptance'. Below the heading, there is a sub-heading: 'January 8, 2009 at 16:57 Transmission Totals'. Below this is a table with the following data:

Sales	2.14
Returns	.00
Payments	.00
Payment Returns	.00
Credits	.00
Debits	.00
Net Amount	2.14

Below the table is a 'Print' button. To the right of the table is a dialog box with the following options:

- Accept File
- Reject File
-

At the bottom, there is a 'HELP' link and a copyright notice: '© Copyright 2009 TD Bank. All rights reserved.'

Web Transaction Types

- Web Sales – Consumer
- Web Sales – Commercial
- Web Sales – Memo Type (consumer and commercial)
- Web Returns
- Web Payments
- Online Transactions
 - Pending
 - Processed

Note: Web Transaction Types are determined by merchant business requirements therefore some options may not be available.

Web Sales - Consumer

- Select Store Number, and enter the following information:
 - Account Number
 - Credit Plan Number (supplied by TDRCS)
 - Sales Amount (example - 21.10 for \$21.10)
 - Reference Number (optional field)
 - Statement Description (optional field)
 - Click Submit

SALES	RETURNS	PAYMENTS	PENDING TRANSACTIONS	SETTLED TRANSACTIONS
Store Number	11111111 - TEST			
Account Number	<input type="text"/>			
Credit Plan Number	<input type="text"/>			
Sales Amount	<input type="text"/> (Example ~ 21.10)			
Reference Number	<input type="text"/> (Optional)			
Statement Description	<input type="text"/> (Optional)			
<input type="button" value="Submit"/> <input type="button" value="Reset"/>				

Web Sales - Commercial

- Select Store Number, and enter the following fields:
 - Account Number
 - Credit Plan Number (supplied by TDRCS)
 - Sales Amount (example - 21.10 for \$21.10)
 - Reference Number (optional field)
 - Statement Description (optional field)
 - **Serial Number (Required)**
 - **Model Number (Required)**
 - Click Submit

SALES	RETURNS	PAYMENTS	PENDING TRANSACTIONS	SETTLED TRANSACTIONS
Store Number	11111111 - TEST			
Account Number	Account #			
Credit Plan Number	1313			
Sales Amount	5000.00 (Example ~ 21.10)			
Reference Number	REF 123 (Optional)			
Statement Description	Description (Optional)			
Serial Number	Serial #			
Model Number	Model #			
Submit		Reset		

Web Sales: Approved

- When a sale is approved, the transaction is **complete** and a confirmation page will be displayed.
- Click on “Print Receipt” and a pop-up window will appear.
- The receipt will include all the information regarding the web transaction.
- Click Print and save it for your records.

SALES	RETURNS	PAYMENTS	PENDING TRANSACTIONS	SETTLED TRANSACTIONS
Store Number	11111111 - TEST			
Account Number	8260010007652456			
Credit Plan Number	00008			
Sales Amount	1.11			
Reference Number				
Statement Description				
Authorization Successful - Code 000684				
Print Receipt				

Sales Receipt	
Merchant #	826001
Store #	11111111
Date	9/14/2004 1:47:14 PM
Tran Type	Sale
Account #	8260010007652456
Amount	\$1.21
Credit Plan	00008
Reference #	123456789
Message	Authorization Successful
Description	Description Here
Authorization Code 000694	
Signature.....	
Print Receipt	

Web Sales: Authorization Required

- If the sale is not automatically approved, you will need to call TDRCS for an authorization code (see below).
- If TDRCS approves the sale, enter the Authorization Code provided by the TDRCS Representative, select “Authorized” and click “Submit Authorization.”
- If TDRCS declines the transaction, select “Declined” and “Submit Authorization” or simply click “Skip Authorization.”
- **NOTE: TDRCS will not process any transactions without a valid approval code.**

SALES	RETURNS	PAYMENTS	PENDING TRANSACTIONS	SETTLED TRANSACTIONS
Store Number	11111111 - TEST			
Account Number	8260010007842024			
Credit Plan Number	1			
Sales Amount	100000.00			
Reference Number				
Statement Description				

Authorization Required ~ Call Credit at 1-800-808-6950

Authorization Code

Authorized
 Declined

Web Sales: Memo Type

- Select a Finance Program and enter in an account number. Then click submit.
- Select your Store Number and Invoice Date. Then enter the following general information:
 - First Name
 - Middle Initial (optional field)
 - Last Name
 - Credit Plan
- For every sale item, enter the following information:
 - Model Number
 - Serial Number
 - Manufacturer Invoice Number (optional field)
 - Quantity
 - Sale Price
 - Reference Number (optional field)
 - Description (optional field)

NOTE: To enter another sale item, click on the 'Enter Another Item' button. To add or remove sale items already listed on your form, click on and off the 'Included/Not Included' check box.
- Enter the following subtotal information:
 - Sales Tax (optional field)
 - Down Payment (optional field)
- Click Submit at the bottom of the form.

SALES **RETURN** **FINANCE PROGRAMS** **SETTLE** **REDEMPTIONS**

1 Retail Card Services **MERCHANT SERVICES ONLINE**

SALES **ACCOUNTS** **SETTLEMENTS**

If the sale does not require a model or serial number such as parts or services, please use ' - SCA Standard' to process the sale.

Finance Program:

Customer Account Number:

Finance Program: Sales Invoice Number: MerchantID:

Store Number: Account Number:

First Name: Middle Initial: Last Name:

Credit Plan: Invoice Date:

Model Number: Serial Number: MFR Invoice Number:

Quantity: Sale Price: Total Price:

Reference Number: Description:

Not Included Included

Please be advised that although you are submitting sales online it is still necessary to fill out a sales memorandum and complete it with the customer's signature. You DO NOT need to fax this document to us, simply keep a copy in your file.

MENU CHANGE LANGUAGE WEB CONTACT US HELP 1.000.929.8292

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Sub Total: Sales Tax: Total Price: Down Payment: Amount Financed:

(Example - 1.00) (Example - 1.00) (Example - 21.99) (Example - 1.00)

Web Sales: Memo Type Approved

- When a sale is approved, the transaction is **complete** and a confirmation page will be displayed.
- Click on “Print Receipt” and a pop-up window will appear.
- The sales receipt will include all the information regarding the web transaction.
- Click Print and a customer and merchant copy will print simultaneously.

[SALES](#) [RETURNS](#) [PENDING TRANSACTIONS](#) [SETTLED TRANSACTIONS](#)

Authorization Successful - Code 030036
[Print Receipt](#)

Sub Total 4.75 Sales Tax 3.00 Total Price 7.75 Down Payment 0.75 Amount Financed 7.00

Finance Program ██████████ Sales InvoiceNumber 14 MerchantID 826001
Store Number 11111111 - TEST Account Number 826001/0006958573
Buyer's Name JohnDoe
Credit Plan 1 Invoice Date 9/13/2007

List of Items Purchased

Model Number	Serial Number	MFR Invoice Number
MOD1	SER1	MFR Invoice Number MFR1
Quantity 2	Price Per Unit 0.50	Total Sale Price 1.00
Reference Number REF1	Description DES1	
Model Number MOD2	Serial Number SER2	MFR Invoice Number MFR2
Quantity 3	Price Per Unit 1.25	Total Sale Price 3.75
Reference Number REF2	Description DES2	

[MENU](#) [CHANGE PASSWORD](#) [NEWS](#) [CONTACT US](#) [HELP](#) [LOGOFF](#)

[Print](#)

Sales Receipt Authorization Code - 030036

Finance Program ██████████ Sales InvoiceNumber 14 Invoice Date 9/13/2007
MerchantID 826001 Store 11111111 - TEST Account Number *****82673
Buyer's Name JohnDoe Credit Plan 1

List of Items Purchased

Serial No.	Model No.	MFR Invoice No.	Unit Price	Sale Price	Ref No.
SER1	MOD1	MFR1	0.50	1.00	REF1
Quantity 2					
SER2	MOD2	MFR2	1.25	3.75	REF2
Quantity 3					

Net Purchases

Sub Total 4.75	Sales Tax 3.00	Total Price 7.75	Down Payment 0.75	Amount Financed 7.00
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Web Sales: Memo Type Authorization Required

- If the sale is not automatically approved, you will need to call TDRCS for an authorization code (see below).
- If TDRCS approves the sale, enter the Authorization Code provided by the TDRCS Representative, select “Authorized” and click “Submit Authorization.”
- If TDRCS declines the transaction, select “Declined” and “Submit Authorization” or simply click “Skip Authorization.”
- **NOTE: TDRCS will not process any transactions without a valid approval code.**

SALES RETURNS PENDING TRANSACTIONS SETTLED TRANSACTIONS

Authorization Required ~ Call Credit at 1-800-808-6950

Authorization Code

Authorized
 Declined

Submit Authorization Skip Authorization

Sub Total 100000.00 Sales Tax 0.00 Total Price 100000.00 Down Pmt/Trade In 0.00 Amount Financed 100000.00

Finance Program 600 - Textron Sales InvoiceNumber 251 MerchantID 826001
Store Number 11111111 - TEST Account Number 8260010007842024
Buyer's Name John Doe
Credit Plan 1 Invoice Date 1/3/2009

List of Items Purchased

Model Number: M001	Serial Number: SF81	MFR. Invoice Number:
Quantity 1	Price Per Unit 100000.00	Total Sale Price 100000.00
Reference Number	Description	

Web Returns

- Select Store Number, and enter the following fields:
 - Account Number
 - Credit Plan Number (credit plan used on original sale)
 - Reversal Amount (example - 21.10 for \$21.10)
 - Reference Number (optional field)
 - Statement Description (optional field)
 - Click Submit

SALES **RETURNS** **PAYMENTS** **PENDING TRANSACTIONS** **SETTLED TRANSACTIONS**

Store Number

Account Number

Credit Plan Number

Return Amount (Example -- 21.10)

Reference Number (Optional)

Statement Description (Optional)

NOTE: ALL RETURNS NOW GIVE THE CONSUMER IMMEDIATE CREDIT.

Web Returns

- Once approved, the transaction is **complete** and you will be directed to a confirmation page.
- Click “Print Receipt.”
- A new window will pop-up. Print the receipt and save it for future reference.

SALES	RETURNS	PAYMENTS	PENDING TRANSACTIONS	SETTLED TRANSACTIONS
Store Number	11111111 - TEST			
Account Number	8260010006958342			
Credit Plan Number	1			
Reversal Amount	1.00			
Reference Number	REF1			
Statement Description	Item One			
NOTE: ALL RETURNS NOW GIVE THE CONSUMER IMMEDIATE CREDIT.				
RETURN/REVERSAL OK Print Receipt				

Return Receipt

Merchant #	826001
Store #	11111111
Date	9/12/2007 11:10:43 AM
Tran Type	Return
Account #	8260010006958342
Amount	\$1.00
Credit Plan	00001
Reference #	REF1
Description	Item One

Signature.....

[Print](#)

Web Payments

- Select Store Number, and enter the following fields:
 - Account Number
 - Credit Plan Number (supplied by TDRCS)
 - Payment Amount (example - 21.10 for \$21.10)
 - Click Submit
 - Once approved, the transaction is **complete** and you will be directed to a confirmation page.
 - Click “Print Receipt.”
 - A new window will pop-up. Print the receipt and save it for future reference

SALES	RETURNS	PAYMENTS	PENDING TRANSACTIONS	SETTLED TRANSACTIONS
Store Number	11111111 - TEST			
Account Number	8260010007652456			
Credit Plan Number	<input type="text"/>			
Payment Amount	<input type="text"/> (Example ~ 21.10)			
<input type="button" value="Submit"/>	<input type="button" value="Reset"/>			

[MENU](#) [NEWS](#) [CONTACT](#)

SALES	RETURNS	PAYMENTS	PENDING TRANSACTIONS	SETTLED TRANSACTIONS
Store Number	11111111 - TEST			
Account Number	8260010007652456			
Credit Plan Number	00008			
Payment Amount	1.21			

PAYMENT ACCEPTED [Print Receipt](#)

Payment Receipt	
Merchant #	826001
Store #	11111111
Date	9/14/2004 1:59:21 PM
Tran Type	Payment
Account #	8260010007652456
Amount	\$1.21
Credit Plan	00008

Signature.....

[Print Receipt](#)

Online Transactions

- Pending

- Allows you to preview all transactions that have been submitted, but have not yet been processed.
- All transactions that were entered prior to 3am EST will be processed the following business day. Once processed, the transactions are moved to the “Settled” queue.

SALES	RETURNS	PAYMENTS	PENDING TRANSACTIONS	SETTLED TRANSACTIONS		
Transaction Date <input type="text" value="9/14/2004"/> <input type="button" value="Search"/>						
Pending Transaction Summary						
PENDING	SALES	RETURNS	PAYMENTS	NET		
COUNT	1	0	0	1		
AMOUNT	\$1.11	\$0.00	\$0.00	\$1.11		
Pending Transaction Details						
ACCOUNT NUMBER	DATE/TIME	TYPE	CREDIT PLAN	AMOUNT	MESSAGE	STATUS
8260010007652456	9/14/2004 1:40:15 PM	Sale	00008	\$1.11	Authorization Successful	Pending
8260010007652456	9/14/2004 1:40:59 PM	Sale	00008	\$10,000.00	Authorization Required	Declined

Online Transactions

- Settled
 - Allows you to preview all settled transactions.
 - For past transactions, enter the date (MM/DD/YYYY) and click “Search.”
 - Scroll down (if necessary) for additional transactions). Transaction history is retained up to 2 years.

SALES	RETURNS	PAYMENTS	PENDING TRANSACTIONS	SETTLED TRANSACTIONS
Settlement Date <input type="text" value="9/14/2004"/> <input type="button" value="Search"/>				
Daily Transaction Summary				
	SALES	RETURNS	PAYMENTS	NET
COUNT	0	0	0	0
AMOUNT	\$0.00	\$0.00	\$0.00	\$0.00
Daily Transaction Details				
ACCOUNT NUMBER	DATE/TIME	TYPE	CREDIT PLAN	AMOUNT
No Transactions				

File Upload

- For merchants who require the ability to send files to TDRCS, we offer a secure and easy solution.
 - The file must meet predetermine requirements such as allowable file size, naming convention and file type.
 - Select “File Upload” from the main menu. On the File Upload screen click on the browse button and then select the file from your hard drive or network.
 - Once fie is selected, click on the upload button and wait for the screen to display “File Uploaded Successfully.”

The screenshot shows the TD Retail Card Services Merchant Services ONLINE interface. At the top, there are navigation links for MENU, NEWS, CONTACT, and HELP. Below the header, there is a table with the following data:

FILE NAME	FILE TYPE	DATE UPLOADED	BYTE SIZE	FILE SELECTED FOR DELETION
testfile.txt	Other	01/08/2009 5:34:54 PM	69	<input type="checkbox"/> Delete

Below the table are buttons for Submit and Reset. Further down, there is a section for uploading a new file, with a text input field labeled "File to Upload", a "Browse..." button, and a small instruction: "Click 'Browse' to search for and select the file you wish to upload." Below this are "Upload" and "Reset" buttons. A green message "File Upload Successful" is displayed. At the bottom, there are links for MENU, CHANGE PASSWORD, NEWS, CONTACT US, HELP, and LOGOFF, along with a copyright notice: "© Copyright 2009 TD Bank Inc. All rights reserved."

File Download

- For merchants who require the ability to receive files from TDRCS.
 - Select “File Download” from the main menu. On the File Download screen select the file for download and click on the download button. A save dialogue box will appear and allows you to select where to save the file on your computer.
 - Notes: Files that are new and were never download will have a status of “NEVER” in the Date Downloaded field.



FILE NAME	FILE TYPE	DATE/TIME CREATED	BYTE SIZE	DATE DOWNLOADED	FILE SELECTED FOR DOWNLOAD
TestFile.txt	Other	01/08/2009 5:29:01 AM	69	Never	<input type="checkbox"/>

[MENU](#) [CHANGE PASSWORD](#) [NEWS](#) [CONTACT US](#) [HELP](#) [LOGOFF](#)

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Loan Calculator

- We offer this tool to help merchants quickly calculate their customer's monthly loan payments.
 - The merchant will need to supply the calculator with the loan amount, APR & term to calculate a payment.

The screenshot shows the TD Retail Card Services Merchant Services Online interface. At the top, there are navigation links: MENU, NEWS, CONTACT, and HELP. Below this is the TD Retail Card Services logo and the text "MERCHANT SERVICES ONLINE" and "A division of TD Bank, N.A.". The main content area is titled "LOAN CALCULATOR" and is divided into two columns: "VARIABLES" and "ESTIMATOR".

	VARIABLES	ESTIMATOR
Loan Amount	<input type="text" value="15000"/>	<input type="text" value="15000"/>
Interest Rate (APR)	<input type="text" value="9.5"/> %	<input type="text" value="9.5"/>
Loan term (MONTHS)	<input type="text" value="60"/>	<input type="text" value="60"/>
Payment Amount		<input type="text" value="\$315.03"/>

Below the input fields are three buttons: "Calculate", "Clear Form", and "Print". At the bottom of the page, there are links: [MENU](#), [CHANGE PASSWORD](#), [NEWS](#), [CONTACT US](#), [HELP](#), and [LOGOFF](#). A copyright notice at the very bottom reads: © Copyright 2009 TD Bank Inc. All rights reserved.

Message Center

- Messages are a helpful way of allowing us to communicate important information to our merchants. These messages appear below the main menu.



- We give our merchants the ability to control which messages remain visible or **active** and which are inactive or **hidden** on their main menu page by providing them with a message center.
 - To activate or hide messages, make a selection directly to the right of the message and click on the submit changes button.
 - Below the submit changes button are radio buttons that when clicked will show you which messages are active, which are hidden or all messages.

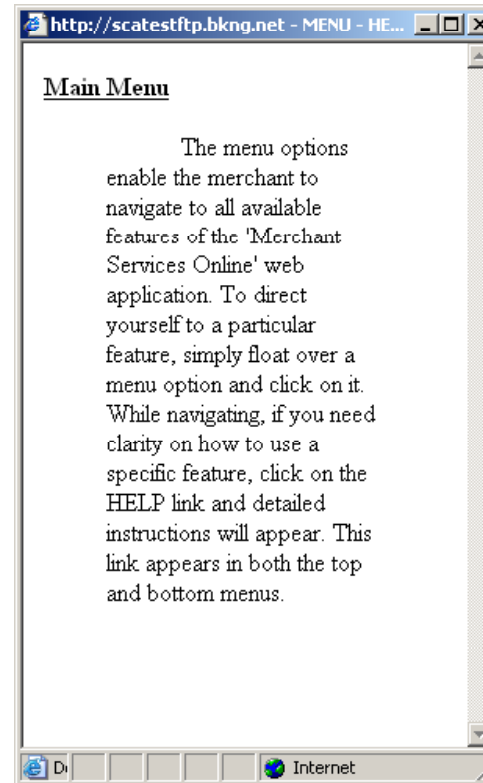
Marketing

- The Marketing Page will allow you to view, download, print and email promotional information including
 - Calendar and flyers
 - Rate Sheets
 - Q & A's
 - And much more!

Note: Not available to all Merchants

Help Menu

- Help is available on all pages by clicking on the “HELP” tab at the top right corner or the “HELP” link at the bottom of the page.
- Each page has it’s own help.



Contact Information

TDRCS Help Desk

866-258-2536

Merchant Services

1-800-538-3638

Credit Authorizations

1-800-808-6950