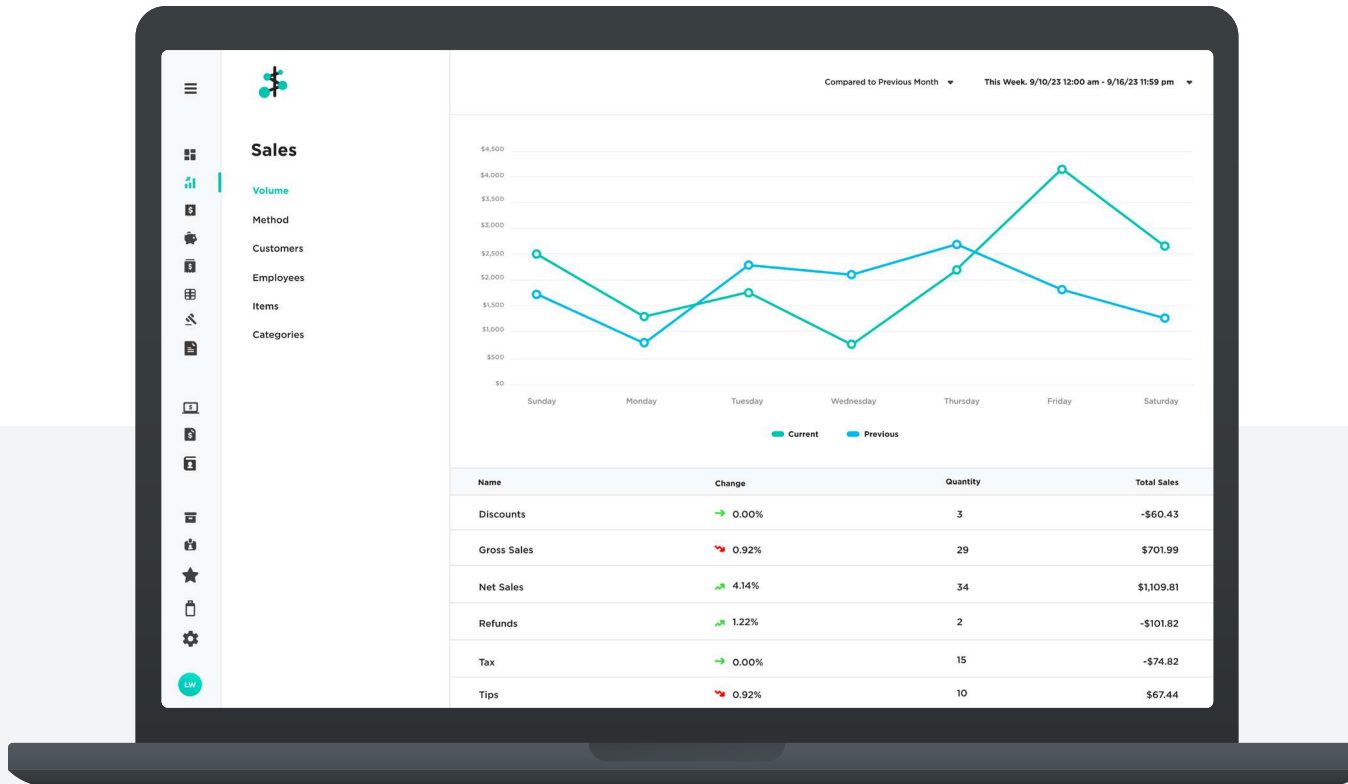


# paymentshub

## Your guide to your business command center.



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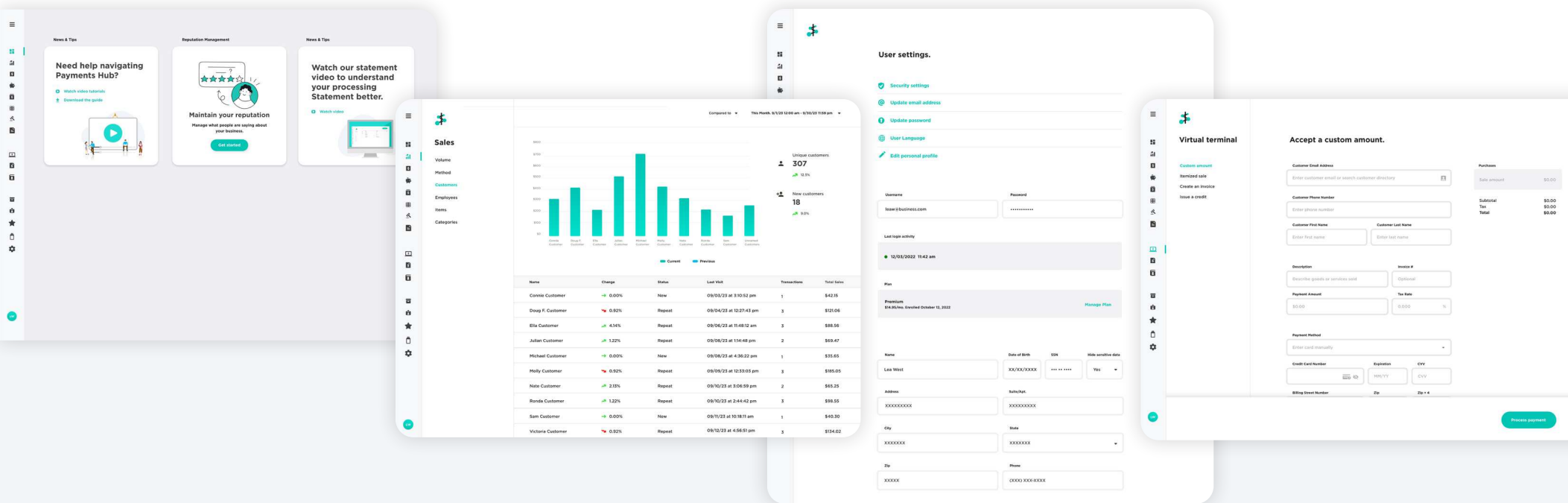
# About Payments Hub.



# What is it?

Payments Hub is the command center for your business needs. Accept online payments, pull reporting and statements, edit your account information, and more.

Depending on your account type and Payments Hub plan, some features and functionality displayed in this guide may not be applicable to you. For example, the Inventory and Customers pages are only visible for Payanywhere merchants and Invoices is a feature exclusive to the Premium plan.



# Plans & pricing.

Payments Hub offers Free, Premium, and Premium Plus plans.



New merchants are automatically enrolled in a 60-day free trial of the Premium Plus plan. After the trial, you will be charged \$29.95/mo, unless you choose to downgrade to the Premium or Free plan.

You can view and change your plan under User Settings.

**Note:** Features listed apply to EPX accounts only.

	Free \$0.00/mo	Premium \$14.95/mo	Premium Plus \$29.95/mo	Payanywhere Pay As You Go Premium Plus \$0.00/mo	Payanywhere Custom Pricing Free \$0.00/mo	Payanywhere Custom Pricing Premium Plus \$29.95/mo
Sales	✓	✓	✓	✓	✓	✓
Transactions	✓	✓	✓	✓	✓	✓
Batch	✓	✓	✓	✓	✓	✓
Deposits	✓	✓	✓	✓	✓	✓
Reports	✓	✓	✓	✓	✓	✓
Disputes	✓	✓	✓	✓	✓	✓
Statements	✓	✓	✓	✓	✓	✓
Employees	✓	✓	✓	✓	✓	✓
Virtual Terminal	✓	✓	✓	✓	✓	✓
Invoices			✓	✓		✓
Reputation Management		✓	✓	✓		✓
Factor 4 Gift Card		✓	✓	✓		✓
Inventory				✓	✓	✓
Free Paper Allotment		✓	✓	✓		✓
Free Ground Shipping		✓	✓	✓		✓
Terminal Warranty		✓	✓	✓		✓

# Getting started.

## Menu.

The navigation menu contains icons that link you to each individual page within Payments Hub. These icons are split into four main sections:

- 1 Activity** — Dashboard, Sales, Transactions, Deposits, Batches, Reports, Disputes, and Statements.
- 2 Payments** — Virtual Terminal, Invoices, and Customers.
- 3 Business Management** — Inventory, Employees, Reputation, Hardware & Supplies, and Business Settings.
- 4 User Settings** — Located at the bottom of the menu. This includes your username, MID, User Settings (Personal Info), Switch Accounts, Related MIDs, and Log Out.

You can hover over an icon to see its name, or click the menu icon (☰) at the top for an expanded menu with the icon names.

The screenshot shows the Payments Hub interface. At the top left is a hamburger menu icon (☰) and a logo. The main navigation menu is divided into four sections, each highlighted with a red box and a circled number:

- 1 Activity**: Dashboard, Sales, Transactions, Deposits, Batches, Reports, Disputes, Statements.
- 2 Payments**: Virtual Terminal, Invoices, Customers.
- 3 Business Management**: Inventory, Employees, Reputation, Hardware & Supplies, Business Settings.
- 4 User Settings**: A dropdown menu showing 'Lea West' and a profile card for 'Lea West, Owner'.

Below the menu is a toggle for 'Enable historic hardware mode'. To the right, there is a 'News & Tips' section with a card titled 'Need help navigating Payments Hub?' containing links for 'Watch video tutorials' and 'Download the guide'. Below this is a user profile card for 'Leaw@company.com' with a 'Premium Member' status, and a 'User Settings' section with links for 'Live Chat' and 'Log Out'.

# Getting started.

## Historic hardware mode.

This setting is only visible for merchants who use both Payanywhere equipment and traditional terminal equipment. (Ex. Payanywhere Smart Terminal and Ingenico iCT 220.)

- By default, you will see your Payanywhere data when you log in to Payments Hub.
- To view the data for your traditional terminal(s), enable historic hardware mode.
- When historic hardware mode is enabled, you will only see Sales, Transactions, Batches, and Reports as available features.

The screenshot shows the Payments Hub interface. At the top, a dark banner contains a warning icon and the text: "You're in historic hardware mode. Payanywhere transactional data and other standard features are not available [Disable Now](#)".

On the left is a vertical sidebar with a menu icon at the top and several feature icons below: a grid, a bar chart, a dollar sign with a checkmark, a dollar sign with a minus sign, and a calendar icon.

The main content area is divided into two columns. The left column is titled "News & Tips" and features a large white card with the heading "Need help navigating Payments Hub?". Below the heading are two links: "Watch video tutorials" (with a play button icon) and "Download the guide" (with a download icon). The card also contains an illustration of people gathered around a large screen with a play button.

The right column is titled "Statements" and displays a list of monthly statements for August 2023, July 2023, and June 2023, each labeled "EPX".

At the bottom of the sidebar, there is a toggle switch for "historic hardware mode" which is currently turned on. Below the toggle is a circular profile icon containing the initials "LW".

# Getting started.

## Basic page structure.

Each page shares a visual hierarchy that puts the focus on your data.

**Left panel** - Use the panel to quickly filter data.

**Toolbar** - Search and filter your data.

Use the date dropdown to select from preset date and time ranges, or create a custom range.

Available actions will be on the far right of the toolbar.

**Sorting bar** - Tap a column header to sort data in ascending or descending order.

The screenshot shows a dashboard with a left sidebar, a top toolbar, and a main table. A red dot on the left sidebar points to the 'All Transactions' filter. A red dot on the top toolbar points to the date dropdown. A red dot on the right side of the table points to the 'Amount' column header.

1,023 Transactions		\$89,450.85 Collected		-\$2,340.50 Refunds & Voids		\$87,110.35 Net Sales	
Invoice	Date ↓	Transaction Type	Sold by	Customer	Amount		
28171	09/13/2023 at 4:36 pm	Chip Read Credit Sale	Victoria M	Julian Customer	\$24.76		
28170	09/12/2023 at 4:24 pm	Swiped Credit Sale	Michael B	Sonia M. Customer	\$102.82		
28169	09/11/2023 at 3:45 pm	Paid Invoice	Sonya T	Mary Shopper	\$354.17		
28168	09/10/2023 at 3:06 pm	Chip Read Credit Sale	Joseph D	Connie Client	\$67.26		
28167	09/09/2023 at 2:34 pm	Keyed Credit Refund	Erica L	Julian Customer	-\$29.64		
28166	09/09/2023 at 1:52 pm	Cash Sale	Lori P	Peter S. Patron	\$13.95		
28165	09/08/2023 at 1:04 pm	Cash Refund	Sam S	Mary Shopper	-\$87.22		
28164	09/07/2023 at 12:36 pm	Void	Nick M	Connie Client	-\$17.45		
28163	00/06/2023 at 3:32 pm	Chip Read Credit Sale	Stacey P	Julian Customer	\$29.34		
28162	09/05/2023 at 2:56 pm	Chip Read Credit Sale	Brooke T	Peter S. Patron	\$12.35		
28161	09/04/2023 at 2:12 pm	Paid Invoice	Sean M	Mary Shopper	\$126.78		
28160	09/03/2023 at 1:41 pm	Swiped Credit Sale	Lea W	Connie Client	\$54.45		
28159	09/03/2023 at 1:26 pm	Swiped Credit Sale	Matthew H	Julian Customer	\$20.17		
28158	09/02/2023 at 12:50 pm	Keyed Credit Sale	Fred R	Peter S. Patron	\$66.78		



# Getting started.

## User Settings. XX

View and edit your User Settings, including your username and Payments Hub plan.

The screenshot shows the 'User settings.' page in a web application. The left sidebar contains navigation items: Dashboard, Sales, Transactions, Deposits, Payments, Virtual Terminal, Invoices, Customers, Inventory, Employees, Reputation, Hardwares & Supplies, and Business Settings. The main content area is titled 'User settings.' and includes several sections:

- Security settings:** A list of options: Update email address, Update password, User Language, and Edit personal profile. Two callouts point to 'Update email address' and 'Update password', stating: 'Update your email and password that you use to log in to Payments Hub and/or the Payanywhere app.'
- Username and Password:** Input fields for 'Username' (leaw@business.com) and 'Password' (masked with dots).
- Last login activity:** A list showing a login on 12/03/2022 at 11:42 am.
- Plan:** Information about the 'Premium' plan, priced at \$14.95/mo. and enrolled on October 12, 2022. A 'Manage Plan' link is provided.
- Personal Information:** Fields for Name (Lea West), Date of Birth (XX/XX/XXXX), SSN (masked with dots), and Hide sensitive data (Yes).
- Address:** Fields for Address and Suite/Apt.

Two callouts provide additional context:

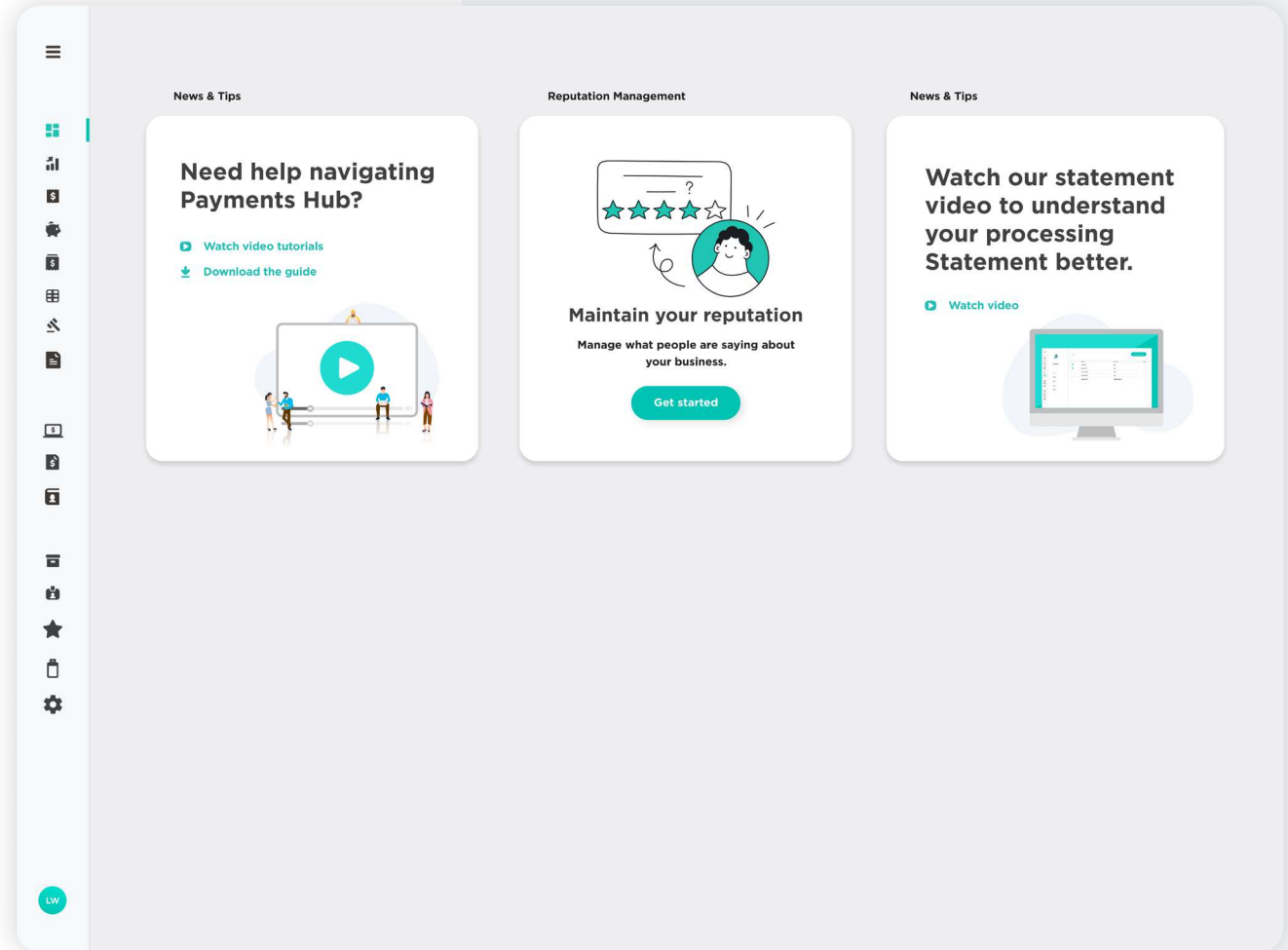
- A callout pointing to the 'Business Settings' item in the sidebar says: 'View or edit your Payments Hub plan information.'
- A callout pointing to the 'Update email address' and 'Update password' options says: 'Add your mobile number for two-factor authentication. When you make edits to your account information, you will be prompted for a unique code sent by SMS text.'

The user profile 'Lea West' is shown at the bottom left of the sidebar, with a red box around the profile icon.

# Activity.

## Dashboard.

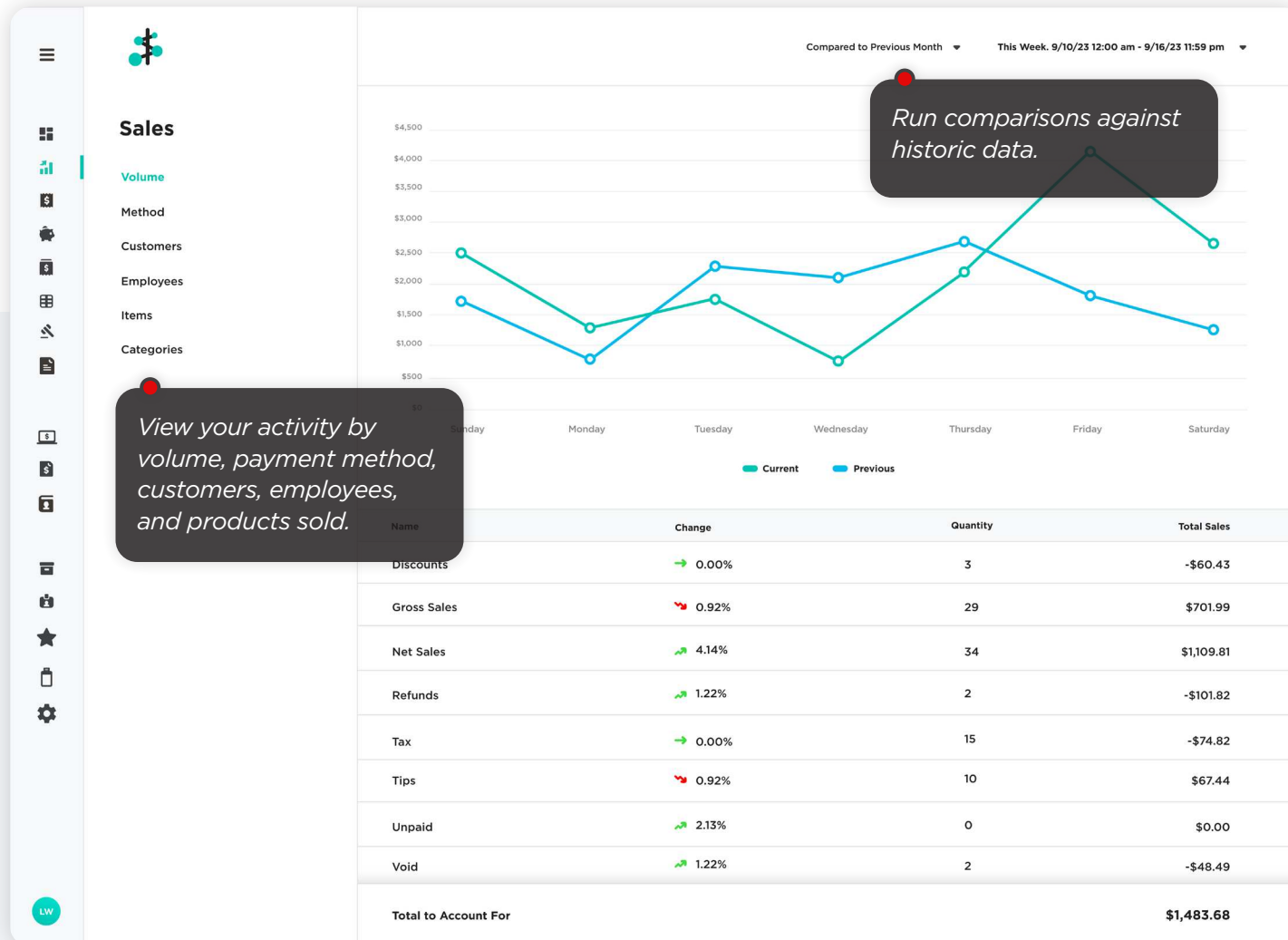
This is the default home screen when you log in. Here you'll see shortcut widgets to your statements and other helpful information.



# Activity.

## Sales.

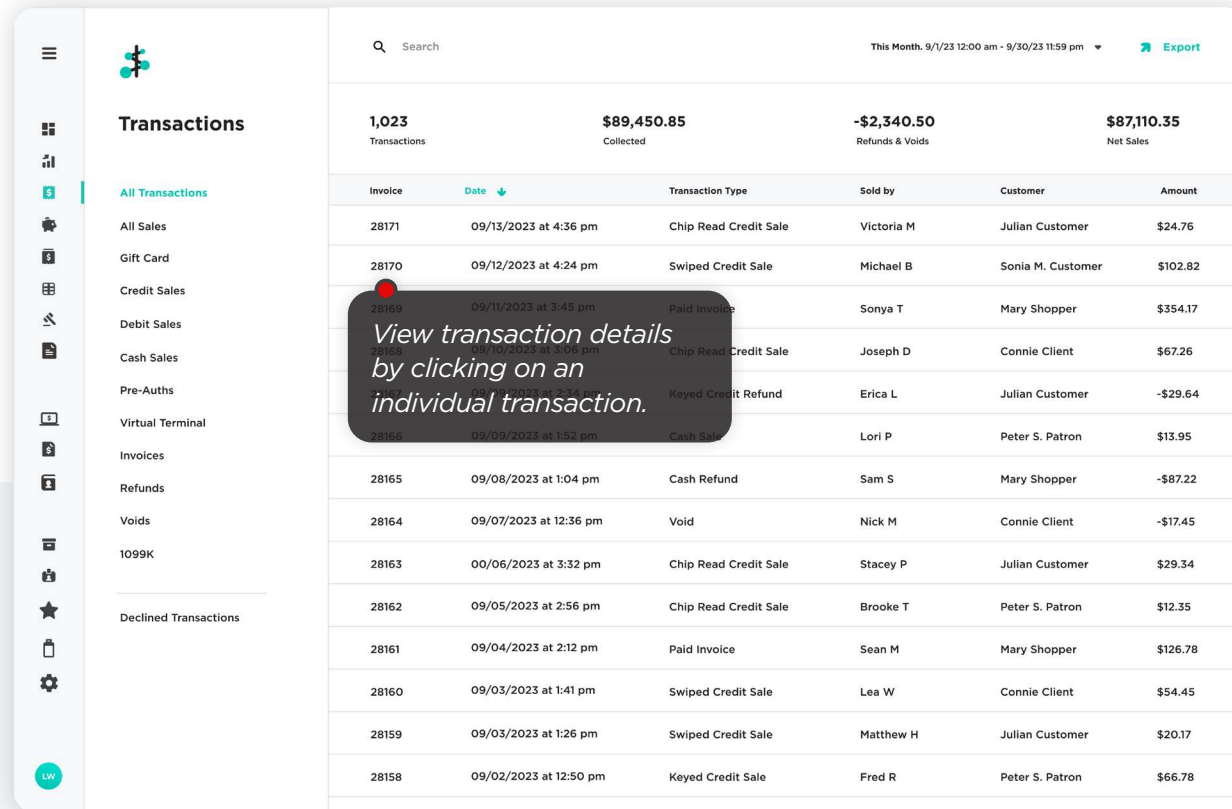
See a breakdown of your sales activity with the help of charts and graphs.



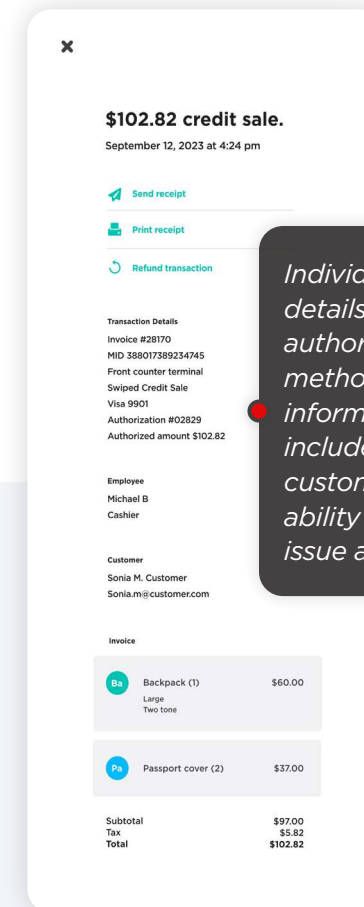
# Activity.

## Transactions.

The Transactions page shows a collection of all your sales, refunds, voids, invoice payments, and more.



Invoice	Date	Transaction Type	Sold by	Customer	Amount
28171	09/13/2023 at 4:36 pm	Chip Read Credit Sale	Victoria M	Julian Customer	\$24.76
28170	09/12/2023 at 4:24 pm	Swiped Credit Sale	Michael B	Sonia M. Customer	\$102.82
28169	09/11/2023 at 3:45 pm	Paid Invoice	Sonya T	Mary Shopper	\$354.17
28168	09/11/2023 at 3:08 pm	Chip Read Credit Sale	Joseph D	Connie Client	\$67.26
28167	09/11/2023 at 2:34 pm	Keyed Credit Refund	Erica L	Julian Customer	-\$29.64
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28164	09/07/2023 at 12:36 pm	Void	Nick M	Connie Client	-\$17.45
28163	00/06/2023 at 3:32 pm	Chip Read Credit Sale	Stacey P	Julian Customer	\$29.34
28162	09/05/2023 at 2:56 pm	Chip Read Credit Sale	Brooke T	Peter S. Patron	\$12.35
28161	09/04/2023 at 2:12 pm	Paid Invoice	Sean M	Mary Shopper	\$126.78
28160	09/03/2023 at 1:41 pm	Swiped Credit Sale	Lea W	Connie Client	\$54.45
28159	09/03/2023 at 1:26 pm	Swiped Credit Sale	Matthew H	Julian Customer	\$20.17
28158	09/02/2023 at 12:50 pm	Keyed Credit Sale	Fred R	Peter S. Patron	\$66.78



**\$102.82 credit sale.**  
September 12, 2023 at 4:24 pm

[Send receipt](#)  
[Print receipt](#)  
[Refund transaction](#)

Transaction Details  
Invoice #28170  
MID 388017389234745  
Front counter terminal  
Swiped Credit Sale  
Visa 9901  
Authorization #02829  
Authorized amount \$102.82

Employee  
Michael B  
Cashier

Customer  
Sonia M. Customer  
Sonia.m@customer.com

Invoice

Backpack (1) Large Two tone	\$60.00
Passport cover (2)	\$37.00
Subtotal	\$97.00
Tax	\$5.82
Total	\$102.82

Individual transaction details include amount authorized, payment method, and payment information, and may also include items purchased, customer information, the ability to send a receipt or issue a refund, and more.

Where are today's transactions? Transactions will display after you have batched. Open Batch is a list of live credit card authorizations that have not yet settled and does not include refunds, cash, and Virtual Terminal transactions.

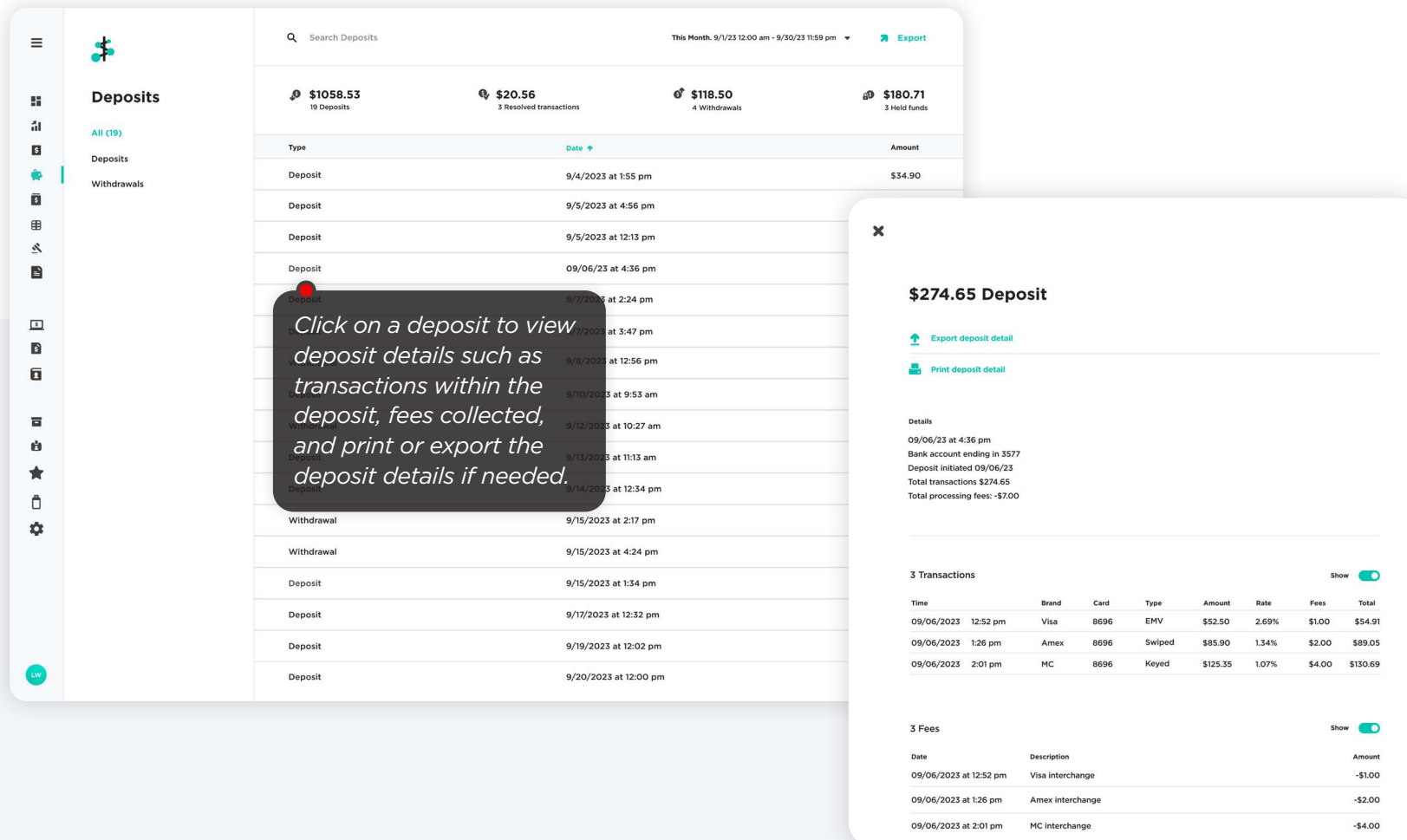
Open Transactions — Payanywhere only: Manual Close merchants can view and close their open transactions. If applicable, merchants using tip adjust may also add and save tips to their open transactions.

Depending on your account type and pricing, you may see different levels of detail in your transactions.

# Activity.

## Deposits.

View a list of incoming and outgoing activity from your bank account based on transactions and settlements.



The screenshot displays a banking application interface. On the left is a navigation sidebar with icons for menu, deposits, withdrawals, and other account features. The main content area shows a 'Deposits' summary with a search bar and filters for 'This Month: 9/1/23 12:00 am - 9/30/23 11:59 pm'. Summary statistics include: \$1058.53 (19 Deposits), \$20.56 (3 Resolved transactions), \$118.50 (4 Withdrawals), and \$180.71 (3 Held funds). Below this is a table of deposit transactions.

Type	Date	Amount
Deposit	9/4/2023 at 1:55 pm	\$34.90
Deposit	9/5/2023 at 4:56 pm	
Deposit	9/5/2023 at 12:13 pm	
Deposit	09/06/23 at 4:36 pm	
Deposit	9/7/2023 at 2:24 pm	
Deposit	9/7/2023 at 3:47 pm	
Deposit	9/8/2023 at 12:56 pm	
Deposit	9/10/2023 at 9:53 am	
Deposit	9/12/2023 at 10:27 am	
Deposit	9/13/2023 at 11:13 am	
Deposit	9/14/2023 at 12:34 pm	
Withdrawal	9/15/2023 at 2:17 pm	
Withdrawal	9/15/2023 at 4:24 pm	
Deposit	9/15/2023 at 1:34 pm	
Deposit	9/17/2023 at 12:32 pm	
Deposit	9/19/2023 at 12:02 pm	
Deposit	9/20/2023 at 12:00 pm	

A callout box over the table reads: "Click on a deposit to view deposit details such as transactions within the deposit, fees collected, and print or export the deposit details if needed."

The detailed view for a \$274.65 deposit is shown in a modal window. It includes options to 'Export deposit detail' and 'Print deposit detail'. The details section shows: 09/06/23 at 4:36 pm, Bank account ending in 3577, Deposit initiated 09/06/23, Total transactions \$274.65, and Total processing fees: -\$7.00.

Below the details are two tables:

**3 Transactions** (Show toggle on)

Time	Brand	Card	Type	Amount	Rate	Fees	Total
09/06/2023 12:52 pm	Visa	8696	EMV	\$52.50	2.65%	\$1.00	\$54.91
09/06/2023 1:26 pm	Amex	8696	Swiped	\$85.90	1.34%	\$2.00	\$89.05
09/06/2023 2:01 pm	MC	8696	Keyed	\$125.35	1.07%	\$4.00	\$130.69

**3 Fees** (Show toggle on)

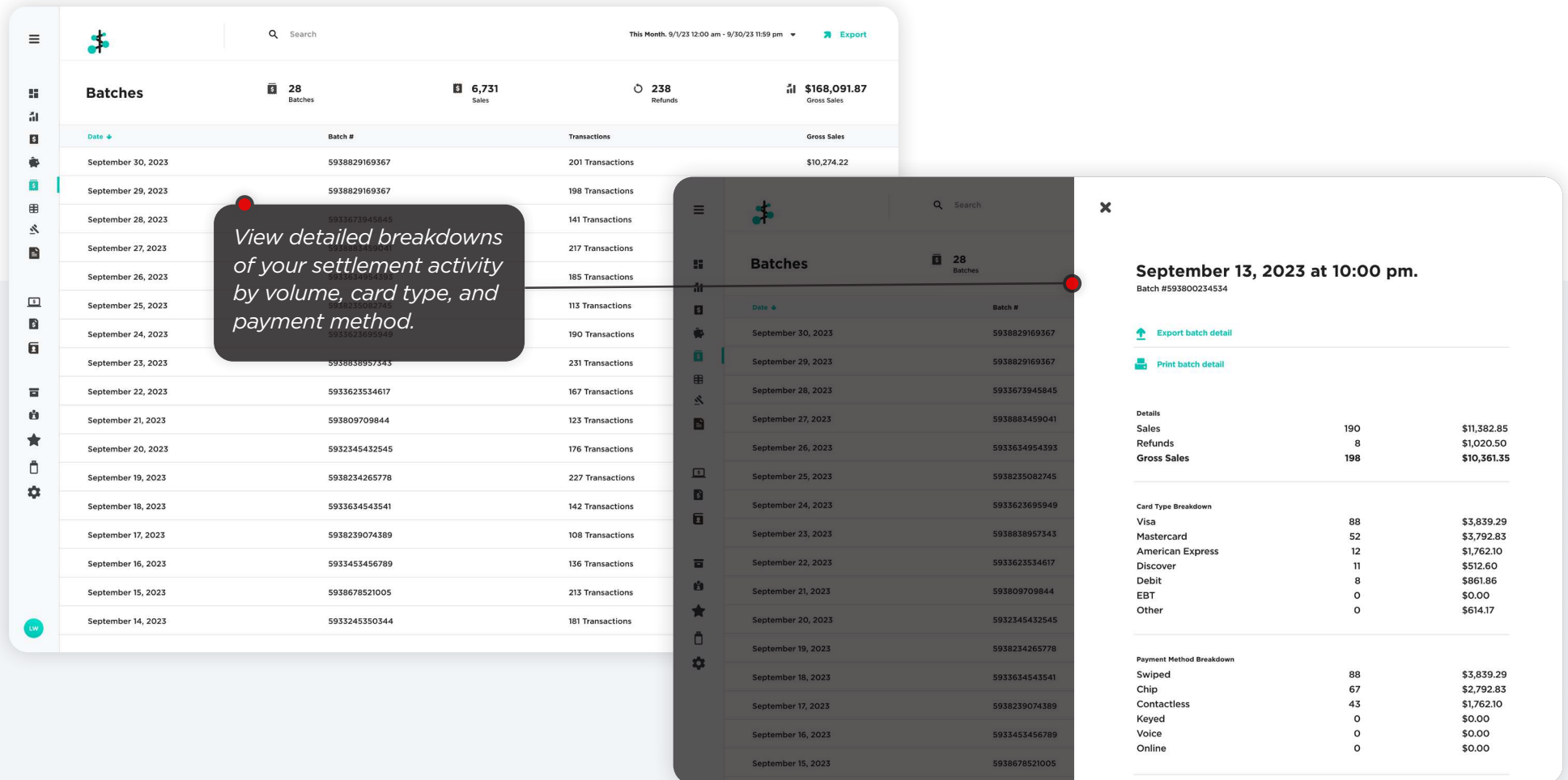
Date	Description	Amount
09/06/2023 at 12:52 pm	Visa interchange	-\$1.00
09/06/2023 at 1:26 pm	Amex interchange	-\$2.00
09/06/2023 at 2:01 pm	MC interchange	-\$4.00

Depending on your account type and pricing, you may see different levels of detail in your deposits.

# Activity.

## Batches.

Batches are a record of the transactions you've closed and sent for settlement.



The screenshot displays a software interface for managing batches. The main view shows a list of batches with columns for Date, Batch #, Transactions, and Gross Sales. A callout box highlights the detailed view of a batch, which includes a summary of sales, refunds, and gross sales, as well as breakdowns by card type and payment method.

*View detailed breakdowns of your settlement activity by volume, card type, and payment method.*

Date	Batch #	Transactions	Gross Sales
September 30, 2023	5938829169367	201 Transactions	\$10,274.22
September 29, 2023	5938829169367	198 Transactions	
September 28, 2023	5933673945845	141 Transactions	
September 27, 2023	5938883459041	217 Transactions	
September 26, 2023	5935634954393	185 Transactions	
September 25, 2023	5938235082745	113 Transactions	
September 24, 2023	5933623534617	190 Transactions	
September 23, 2023	5938838957343	231 Transactions	
September 22, 2023	5933623534617	167 Transactions	
September 21, 2023	593809709844	123 Transactions	
September 20, 2023	5932345432545	176 Transactions	
September 19, 2023	5938234265778	227 Transactions	
September 18, 2023	5933634543541	142 Transactions	
September 17, 2023	5938239074389	108 Transactions	
September 16, 2023	5933453456789	136 Transactions	
September 15, 2023	5938678521005	213 Transactions	
September 14, 2023	5933245350344	181 Transactions	

September 13, 2023 at 10:00 pm.		
Batch #593800234534		
<a href="#">Export batch detail</a>		
<a href="#">Print batch detail</a>		
<b>Details</b>		
Sales	190	\$11,382.85
Refunds	8	\$1,020.50
<b>Gross Sales</b>	<b>198</b>	<b>\$10,361.35</b>
<b>Card Type Breakdown</b>		
Visa	88	\$3,839.29
Mastercard	52	\$3,792.83
American Express	12	\$1,762.10
Discover	11	\$512.60
Debit	8	\$861.86
EBT	0	\$0.00
Other	0	\$614.17
<b>Payment Method Breakdown</b>		
Swiped	88	\$3,839.29
Chip	67	\$2,792.83
Contactless	43	\$1,762.10
Keyed	0	\$0.00
Voice	0	\$0.00
Online	0	\$0.00

Depending on your account type and pricing, you may see different levels of detail in your batches.

# Activity.

## Reports. 📊

View and export reporting data based on sales, customer activity, employee performance, and inventory. Reports are generated in .csv format.

*If you have access to multiple accounts, click All Accounts to see reporting for all locations.*

The screenshot shows a web application interface for reports. On the left is a sidebar with a hamburger menu, a logo, and a list of report categories: All Reports, Sales Reports, Customer Reports, Employee Reports, and Inventory Reports. Below these is a question: 'What does Total Collected mean?'. The main content area has a search bar and a date range selector set to 'This Month, 9/1/23 12:00 am - 9/30/23 11:59 pm'. It also shows 'All Accounts' with a checkmark. The reports listed are: Account Summary (breakdown of gross and net sales), Batch Detail (sum of credit card transactions), Batch Summary (overview of batches with an 'Export' button), Card Brand Summary (sales totals by card brand), Customer Export (listing of customers), Customer Experience (summary of feedback), Customer Performance (top customers and spending habits), Deposit Detail (transactions and fees), Deposit Summary (overview of deposits), Disputes Report (status of disputes), and Employee Flash Report (totals for net sales, discounts, etc. by employee).

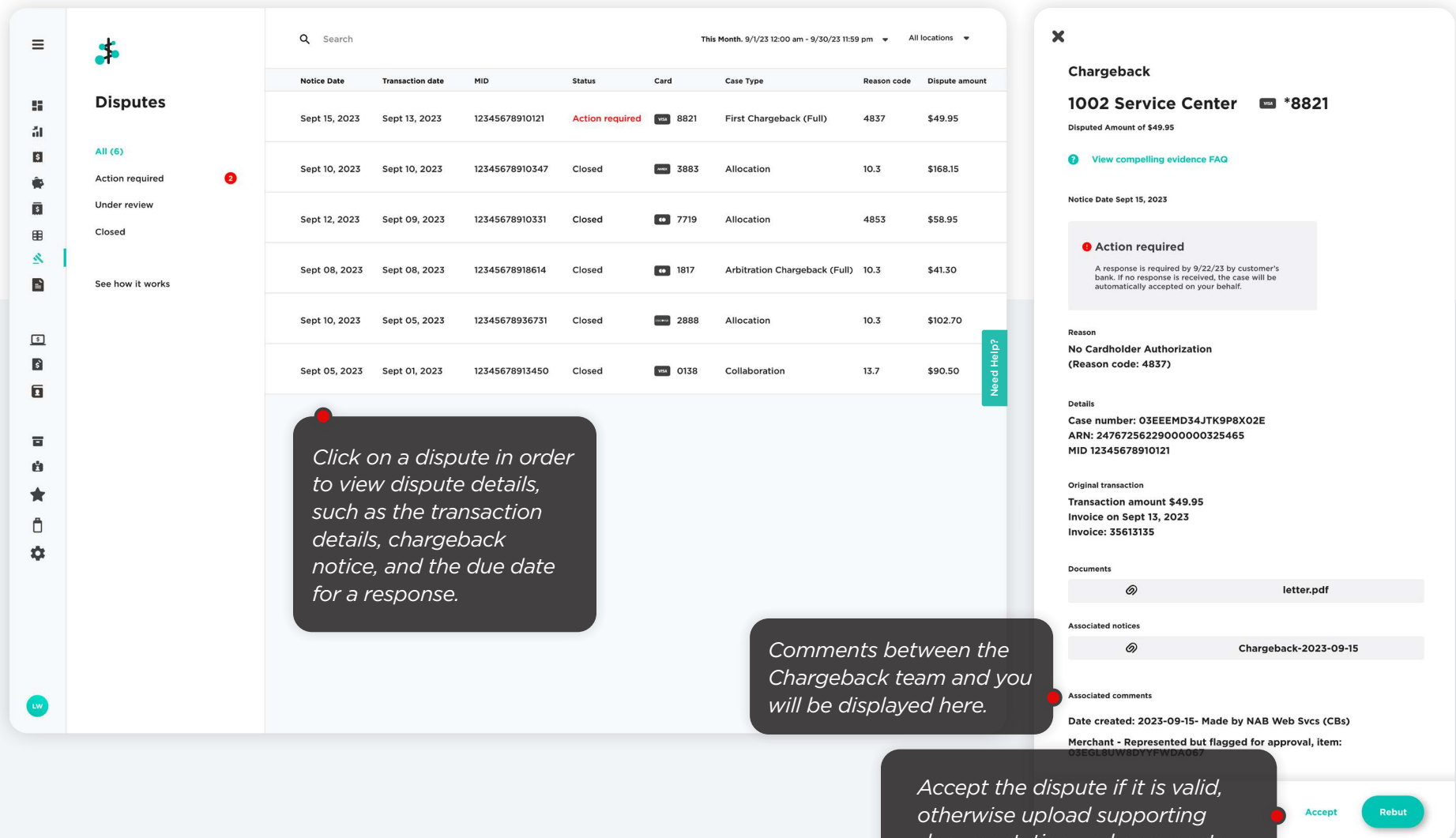
- Commonly used reports:**
- ✓ Account Summary
  - ✓ Flash
  - ✓ Expanded Transactions
  - ✓ Batch
  - ✓ Deposit Detail

Depending on your account type and pricing you may see different reports available to you.

# Activity.


## Disputes.

View and manage chargebacks, and dispute the ones you believe are not valid.



The interface displays a list of disputes with columns for Notice Date, Transaction date, MID, Status, Card, Case Type, Reason code, and Dispute amount. A detailed view of a chargeback is shown on the right, including the merchant name (1002 Service Center), card number (\*8821), and a list of documents and notices.

Notice Date	Transaction date	MID	Status	Card	Case Type	Reason code	Dispute amount
Sept 15, 2023	Sept 13, 2023	12345678910121	Action required	8821	First Chargeback (Full)	4837	\$49.95
Sept 10, 2023	Sept 10, 2023	12345678910347	Closed	3883	Allocation	10.3	\$168.15
Sept 12, 2023	Sept 09, 2023	12345678910331	Closed	7719	Allocation	4853	\$58.95
Sept 08, 2023	Sept 08, 2023	12345678918614	Closed	1817	Arbitration Chargeback (Full)	10.3	\$41.30
Sept 10, 2023	Sept 05, 2023	12345678936731	Closed	2888	Allocation	10.3	\$102.70
Sept 05, 2023	Sept 01, 2023	12345678913450	Closed	0138	Collaboration	13.7	\$90.50

**Chargeback**  
**1002 Service Center**  \*8821  
Disputed Amount of \$49.95  
[View compelling evidence FAQ](#)


Notice Date Sept 15, 2023


**Action required**  
A response is required by 9/22/23 by customer's bank. If no response is received, the case will be automatically accepted on your behalf.

**Reason**  
No Cardholder Authorization  
(Reason code: 4837)

**Details**  
Case number: 03EEEMD34JTK9P8X02E  
ARN: 24767256229000000325465  
MID 12345678910121

**Original transaction**  
Transaction amount \$49.95  
Invoice on Sept 13, 2023  
Invoice: 35613135

**Documents**  
 letter.pdf

**Associated notices**  
 Chargeback-2023-09-15

**Associated comments**  
Date created: 2023-09-15- Made by NAB Web Svcs (CBs)  
Merchant - Represented but flagged for approval, item: 03EGLBUW8DYFWDA067

[Accept](#) [Rebut](#)

Click on a dispute in order to view dispute details, such as the transaction details, chargeback notice, and the due date for a response.

Comments between the Chargeback team and you will be displayed here.

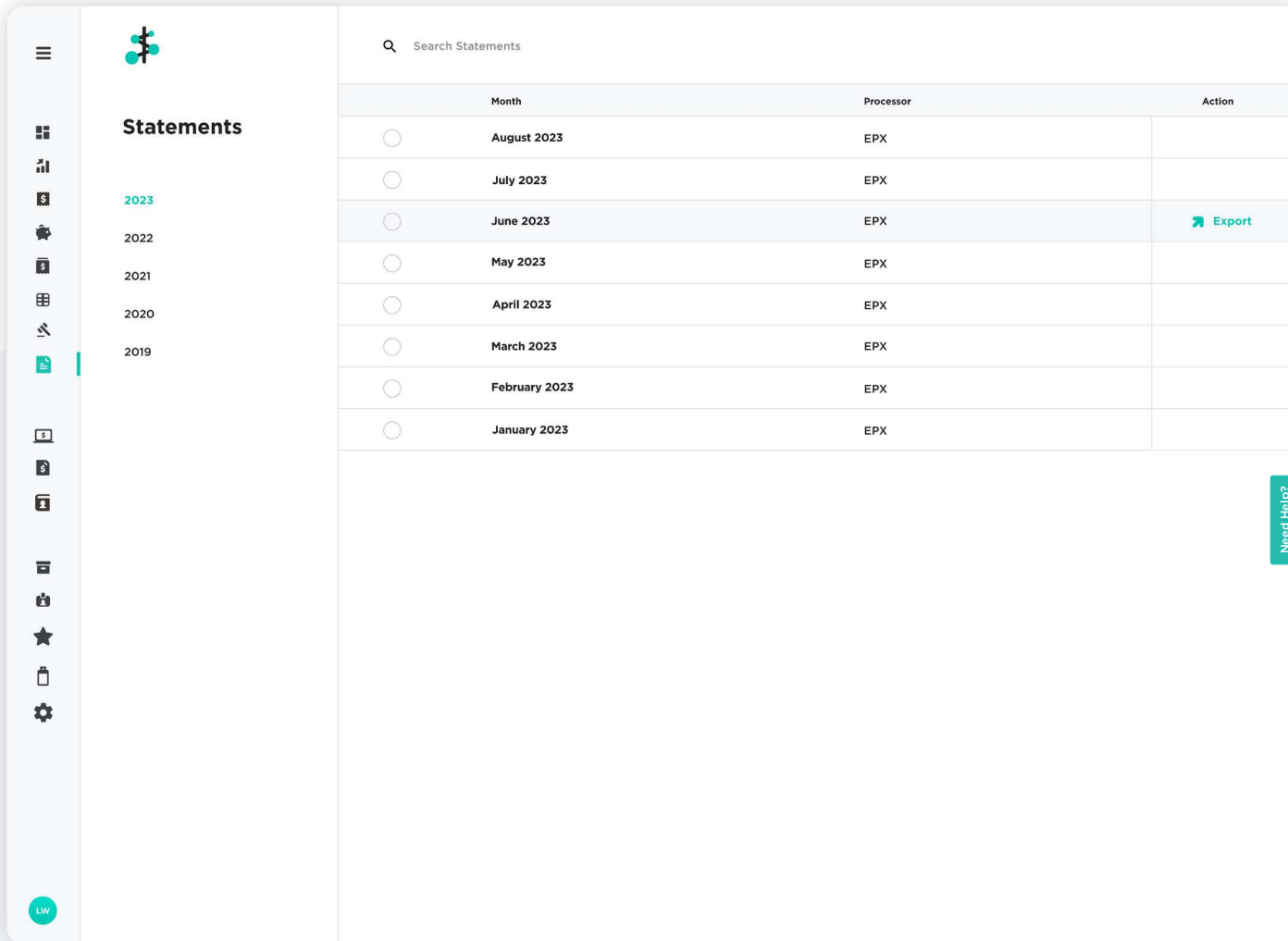
Accept the dispute if it is valid, otherwise upload supporting documentation and comments when you rebut. File limit is 5 mb.



# Activity.

## Statements.

Download a PDF copy of your monthly processing statements. They are sorted by year and you can use the search bar to find a specific statement.



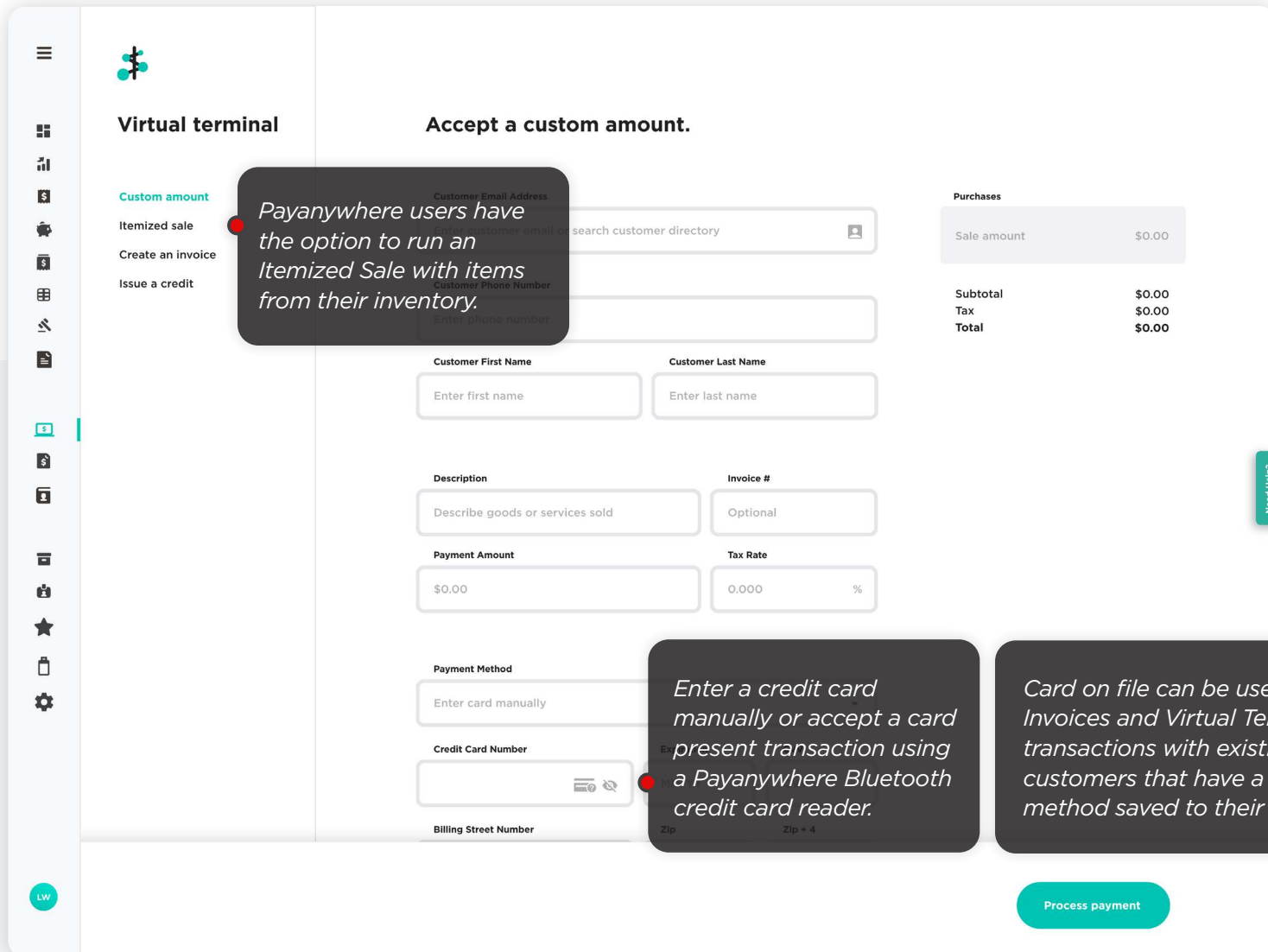
The screenshot displays a web interface for viewing and downloading statements. On the left is a sidebar with navigation icons and a user profile 'LW'. The main content area is titled 'Statements' and features a search bar 'Search Statements'. Below the search bar is a table with columns for 'Month', 'Processor', and 'Action'. The table lists monthly statements for the year 2023, with 'June 2023' highlighted and an 'Export' button available for that row. A 'Need Help?' button is located in the bottom right corner of the interface.

Month	Processor	Action
<input type="radio"/> August 2023	EPX	
<input type="radio"/> July 2023	EPX	
<input checked="" type="radio"/> June 2023	EPX	<a href="#">Export</a>
<input type="radio"/> May 2023	EPX	
<input type="radio"/> April 2023	EPX	
<input type="radio"/> March 2023	EPX	
<input type="radio"/> February 2023	EPX	
<input type="radio"/> January 2023	EPX	

# Payments.

## Virtual Terminal.

Accept payments and send invoices using the Virtual Terminal. Standard processing rates apply.



**Virtual terminal** **Accept a custom amount.**

**Custom amount**

- Itemized sale
- Create an invoice
- Issue a credit

*Payanywhere users have the option to run an Itemized Sale with items from their inventory.*

Customer Email Address  
search customer directory

Customer First Name  
Enter first name

Customer Last Name  
Enter last name

Description  
Describe goods or services sold

Invoice #  
Optional

Payment Amount  
\$0.00

Tax Rate  
0.000 %

Payment Method  
Enter card manually

Credit Card Number  
Ex

Billing Street Number  
Zip Zip + 4

**Purchases**

Sale amount	\$0.00
Subtotal	\$0.00
Tax	\$0.00
Total	\$0.00

**Need Help?**

**Process payment**

*Enter a credit card manually or accept a card present transaction using a Payanywhere Bluetooth credit card reader.*

*Card on file can be used for Invoices and Virtual Terminal transactions with existing customers that have a payment method saved to their profile.*

# Payments.

## Invoices.

Manage and monitor your one-time and recurring invoices here. Set up your invoices, customer payment portal, and invoice activity alerts under Business Settings.

1

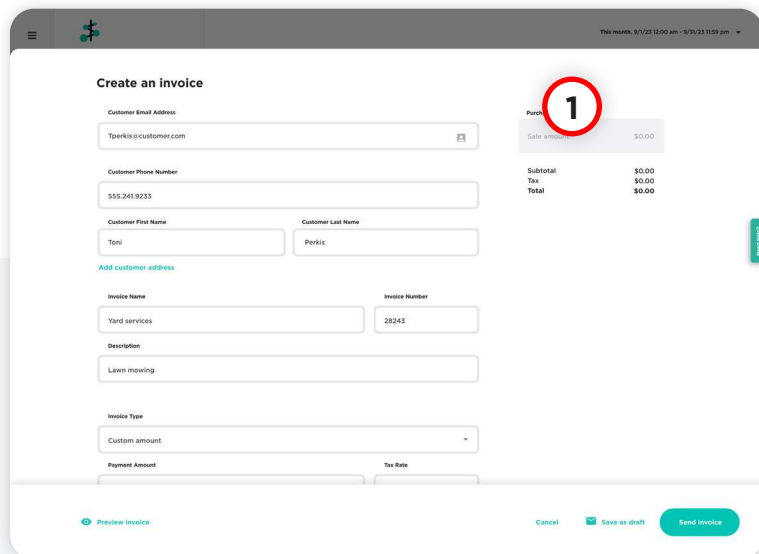
Create invoice.

2

Your customer receives the invoice via email or SMS text with a link to their secure payment portal.

3

Your customer pays their invoice by entering their credit card information in the payment portal.



**Create an invoice**

Customer Email Address:

Customer Phone Number:

Customer First Name:  Customer Last Name:

Add customer address

Invoice Name:  Invoice Number:

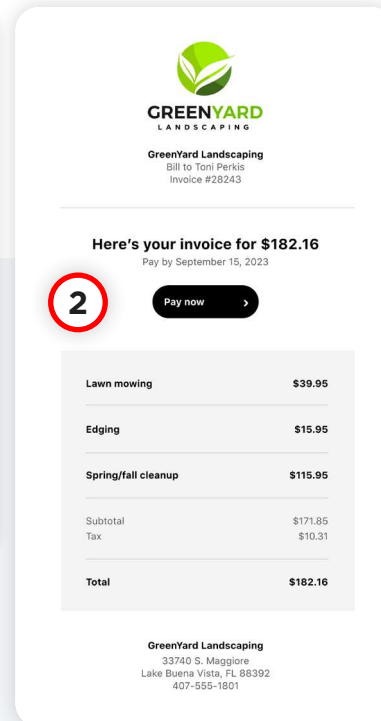
Description:

Invoice Type:

Payment Amount:  Tax Rate:

[Preview invoice](#) [Cancel](#) [Save as draft](#) [Send invoice](#)

Part	Price
Sale amount	\$0.00
Subtotal	\$0.00
Tax	\$0.00
Total	\$0.00



**GREENYARD LANDSCAPING**

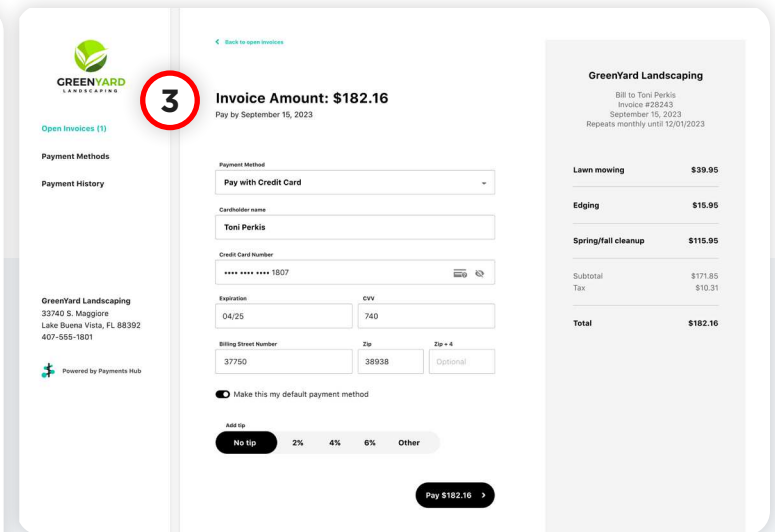
GreenYard Landscaping  
Bill to Toni Perkis  
Invoice #28243

**Here's your invoice for \$182.16**  
Pay by September 15, 2023

[Pay now](#)

Lawn mowing	\$39.95
Edging	\$15.95
Spring/fall cleanup	\$115.95
Subtotal	\$171.85
Tax	\$10.31
<b>Total</b>	<b>\$182.16</b>

GreenYard Landscaping  
33740 S. Magglore  
Lake Buena Vista, FL 88392  
407-555-1801



**GREENYARD LANDSCAPING**

Open Invoices (1)

Payment Methods

Payment History

**3 Invoice Amount: \$182.16**  
Pay by September 15, 2023

Payment Method: **Pay with Credit Card**

Cardholder name:

Credit Card Number:

Expiration:   cvv:

Billing Street Number:  Zip:  Zip + 4:

Make this my default payment method

Add tip:  No tip  2%  4%  6%  Other

[Pay \\$182.16](#)

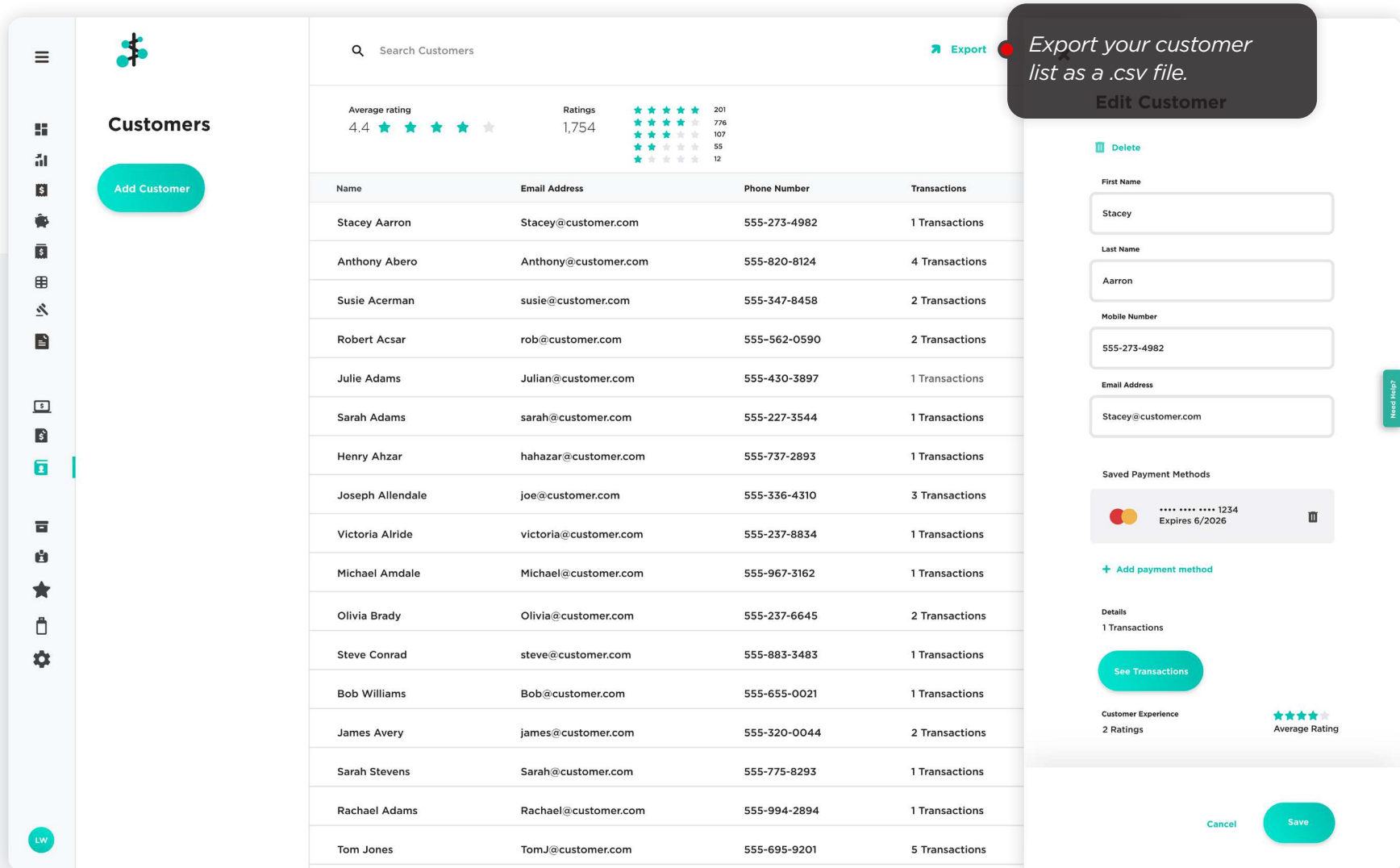
GreenYard Landscaping	
Lawn mowing	\$39.95
Edging	\$15.95
Spring/fall cleanup	\$115.95
Subtotal	\$171.85
Tax	\$10.31
<b>Total</b>	<b>\$182.16</b>

The payment portal also allows your customer to add saved payment methods, edit or delete an existing payment method, enable autopay for recurring invoices, and view their payment history.

# Payments.



## Customers.

View and edit your customer directory with contact information, saved payment methods, and associated transactions. Payanywhere users with customer ratings enabled can see how customers rated their experience.



**Customers**

Search Customers Export

Average rating 4.4  Ratings 1,754 

Name	Email Address	Phone Number	Transactions
Stacey Aaron	Stacey@customer.com	555-273-4982	1 Transactions
Anthony Abero	Anthony@customer.com	555-820-8124	4 Transactions
Susie Acerman	susie@customer.com	555-347-8458	2 Transactions
Robert Acsar	rob@customer.com	555-562-0590	2 Transactions
Julie Adams	Julian@customer.com	555-430-3897	1 Transactions
Sarah Adams	sarah@customer.com	555-227-3544	1 Transactions
Henry Ahzar	hahazar@customer.com	555-737-2893	1 Transactions
Joseph Allendale	joe@customer.com	555-336-4310	3 Transactions
Victoria Alride	victoria@customer.com	555-237-8834	1 Transactions
Michael Amdale	Michael@customer.com	555-967-3162	1 Transactions
Olivia Brady	Olivia@customer.com	555-237-6645	2 Transactions
Steve Conrad	steve@customer.com	555-883-3483	1 Transactions
Bob Williams	Bob@customer.com	555-655-0021	1 Transactions
James Avery	james@customer.com	555-320-0044	2 Transactions
Sarah Stevens	Sarah@customer.com	555-775-8293	1 Transactions
Rachael Adams	Rachael@customer.com	555-994-2894	1 Transactions
Tom Jones	TomJ@customer.com	555-695-9201	5 Transactions

**Edit Customer**

Delete

First Name  
Stacey

Last Name  
Aaron

Mobile Number  
555-273-4982

Email Address  
Stacey@customer.com


Saved Payment Methods

MasterCard \*\*\*\* \* 1234 Expires 6/2026

+ Add payment method

Details  
1 Transactions

See Transactions

Customer Experience  
2 Ratings  Average Rating

Cancel Save

Export your customer list as a .csv file.

Need Help?

The Customers section is only available for Payanywhere users.

# Business Management.

## Inventory.

Build a product library with items, categories, modifiers, and discounts.

To archive your inventory, select the items you wish to archive, or select all. You have the option to permanently delete items when viewing them under the Archived items filter.

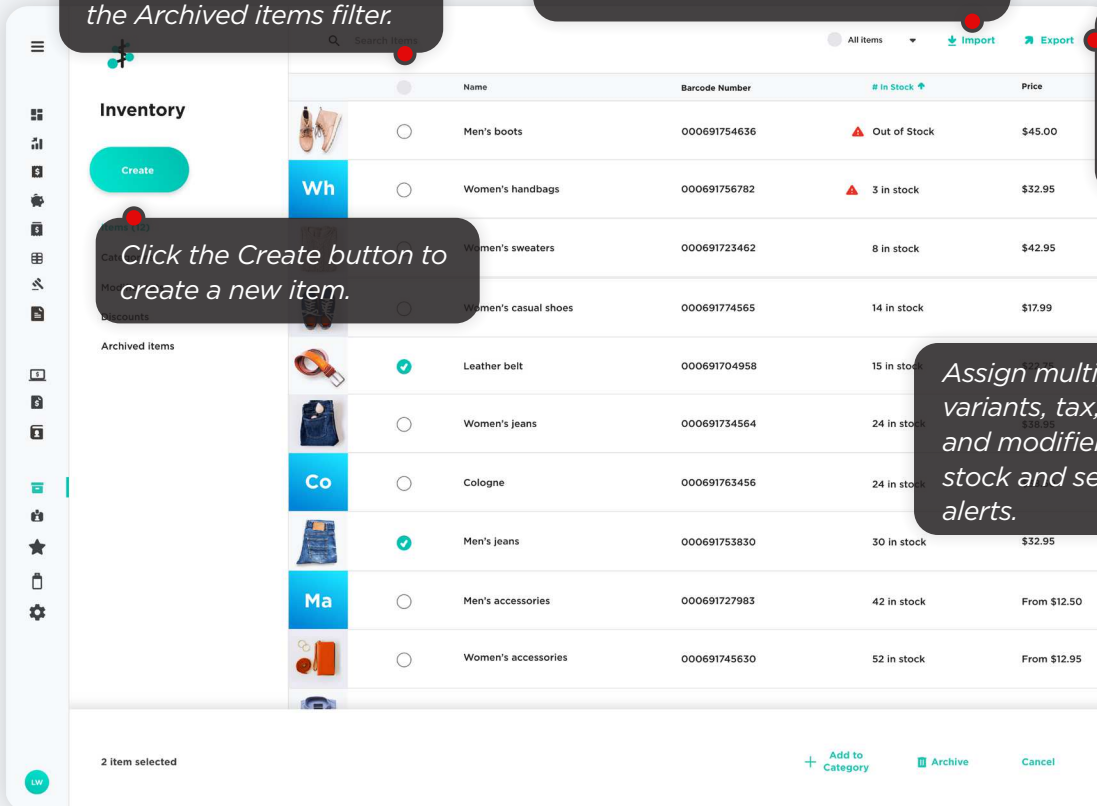
Bulk upload existing inventory using our custom .csv template. Be sure to create and/or assign a category to each item.

Skipping this step may cause an error during item import. Assign modifiers to items after you've imported.

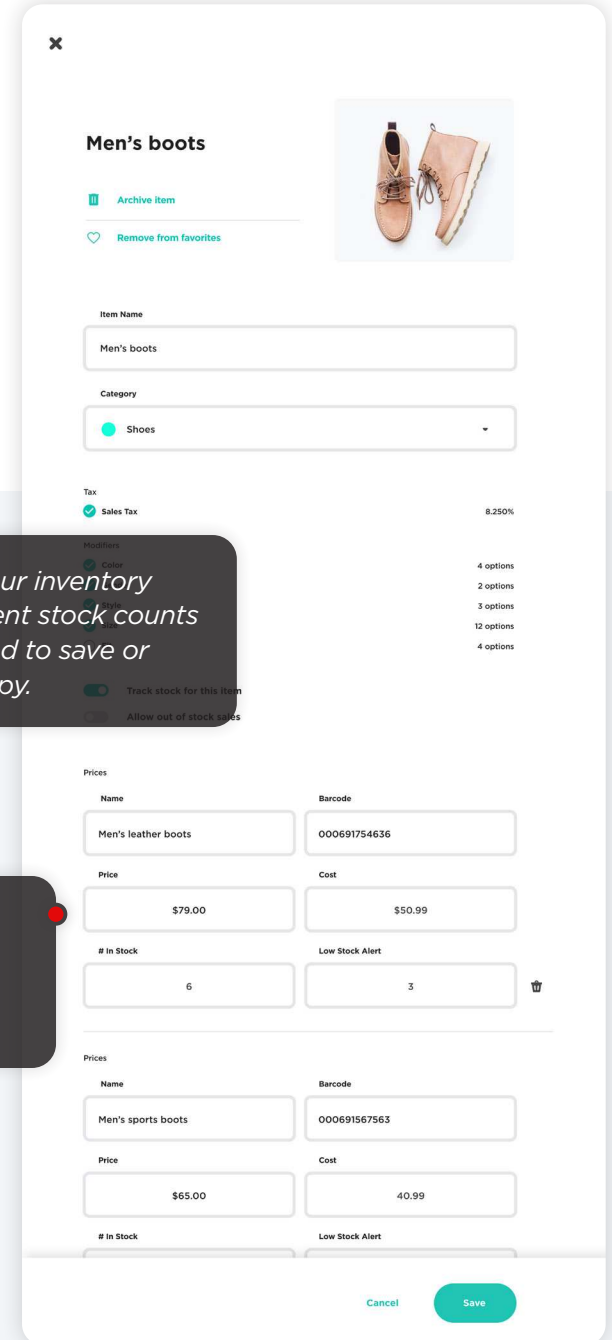
Export your inventory with current stock counts if you need to save or print a copy.

Click the Create button to create a new item.

Assign multiple price variants, tax, category, and modifier sets. Add stock and set low stock alerts.



Name	Barcode Number	# in Stock	Price
Men's boots	000691754636	Out of Stock	\$45.00
Women's handbags	000691756782	3 In stock	\$32.95
Women's sweaters	000691723462	8 in stock	\$42.95
Women's casual shoes	000691774565	14 in stock	\$17.99
Leather belt	000691704958	15 in stock	
Women's jeans	000691734564	24 in stock	
Cologne	000691763456	24 in stock	
Men's jeans	000691753830	30 in stock	\$32.95
Men's accessories	000691727983	42 in stock	From \$12.50
Women's accessories	000691745630	52 in stock	From \$12.95



**Men's boots**

Archive item  
Remove from favorites

Item Name: Men's boots

Category: Shoes

Tax: Sales Tax 8.250%

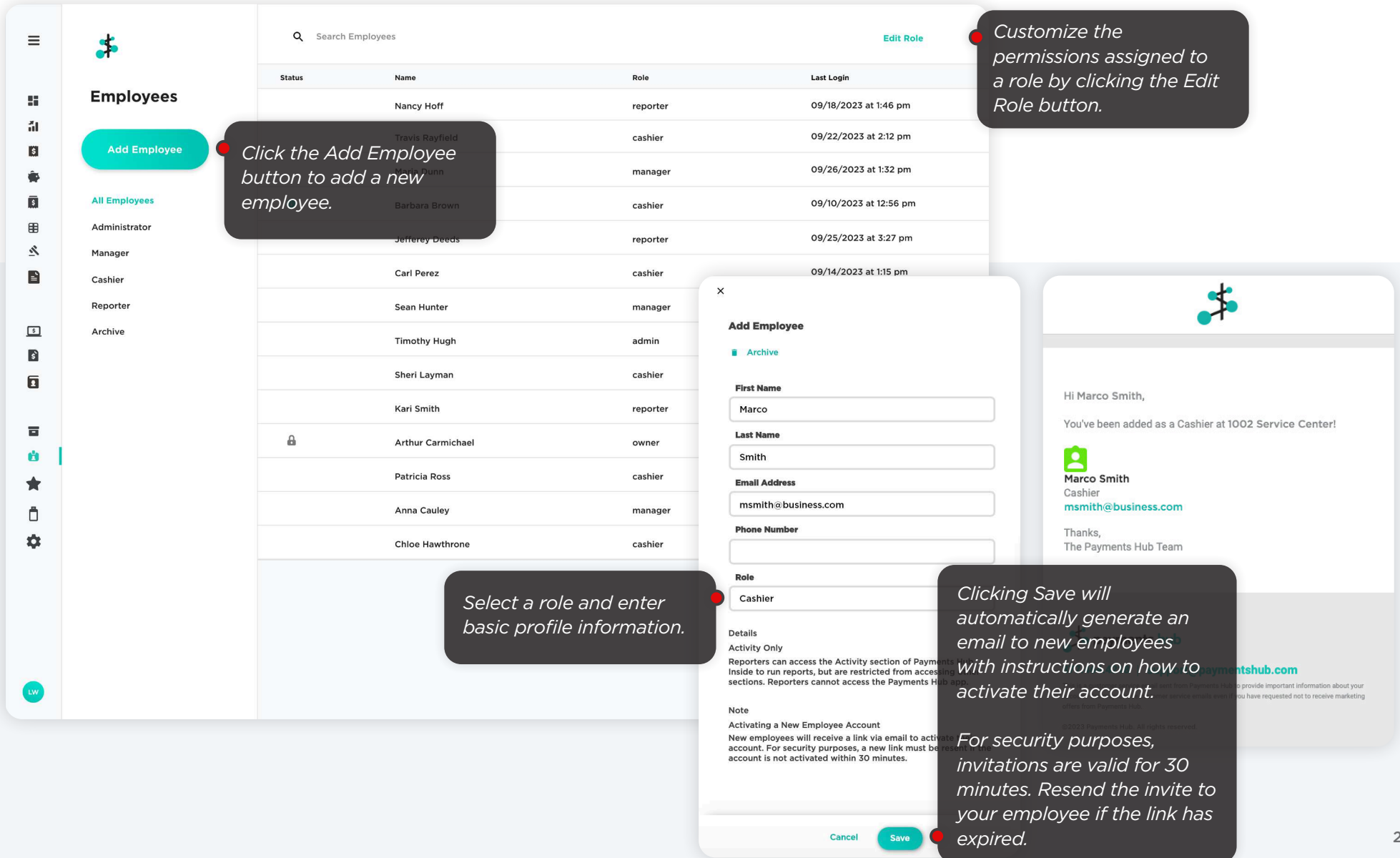
Prices:

Name	Barcode	Price	Cost	# In Stock	Low Stock Alert
Men's leather boots	000691754636	\$79.00	\$50.99	6	3
Men's sports boots	000691567563	\$65.00	40.99		

# Business Management.

## Employees.

Create and track employees and assign roles based on permission level.



The screenshot shows the 'Employees' management page. On the left is a sidebar with navigation icons and a list of roles: All Employees, Administrator, Manager, Cashier, Reporter, and Archive. The main area features a search bar and a table of employees. A callout points to the 'Add Employee' button. Another callout points to the 'Edit Role' button. A third callout points to the 'Add Employee' form, which includes fields for First Name, Last Name, Email Address, Phone Number, and Role. A fourth callout points to the 'Save' button on the form. A fifth callout points to an email notification template for a new employee.

Status	Name	Role	Last Login
	Nancy Hoff	reporter	09/18/2023 at 1:46 pm
	Travis Rayfield	cashier	09/22/2023 at 2:12 pm
	Maria Dunn	manager	09/26/2023 at 1:32 pm
	Barbara Brown	cashier	09/10/2023 at 12:56 pm
	Jererey Deeds	reporter	09/25/2023 at 3:27 pm
	Carl Perez	cashier	09/14/2023 at 1:15 pm
	Sean Hunter	manager	
	Timothy Hugh	admin	
	Sheri Layman	cashier	
	Kari Smith	reporter	
🔒	Arthur Carmichael	owner	
	Patricia Ross	cashier	
	Anna Cauley	manager	
	Chloe Hawthorne	cashier	

**Callouts:**


- Click the Add Employee button to add a new employee.
- Customize the permissions assigned to a role by clicking the Edit Role button.
- Select a role and enter basic profile information.
- Clicking Save will automatically generate an email to new employees with instructions on how to activate their account.
- For security purposes, invitations are valid for 30 minutes. Resend the invite to your employee if the link has expired.

**Add Employee Form Fields:**

- Archive
- First Name: Marco
- Last Name: Smith
- Email Address: msmith@business.com
- Phone Number: [Empty]
- Role: Cashier

**Email Notification:**

Hi Marco Smith,  
You've been added as a Cashier at 1002 Service Center!

















  
**Marco Smith**  
Cashier  
[msmith@business.com](mailto:msmith@business.com)

Thanks,  
The Payments Hub Team

© 2023 Payments Hub. All rights reserved.  
Payments Hub provides important information about your account. If you have requested not to receive marketing emails, you may still receive these emails. For more information, please contact your account manager.

# Business Management.

## Employees Roles.

	Access Reporting	Payments	Manage Inventory
 <b>Owner</b> Full access to the Payanywhere app and Payments Hub.			
 <b>Administrator</b> Full access to the Payanywhere app and Payments Hub. Cannot access Owner information.			
 <b>Manager</b> Full access to the Payanywhere app. Limited access to Payments Hub based on permission settings.			
 <b>Cashier</b> Access to the Payanywhere app with limited permissions to accept payments. Cannot access Payments Hub.		 <i>Only on the Payanywhere app.</i>	
 <b>Reporter</b> View and pull reports from Payments Hub. No access to the Payanywhere app.			

# Business Management.

## Reputation Management. ★

Manage customer satisfaction, monitor the competition, and build a stronger online reputation. View the [Reputation Management Guide](#) for more information.

The screenshot shows a sidebar with 'Reputation' selected. The main area is titled 'Connect account' and includes a 'Sign in to your Google account to view and respond to customer reviews.' section. Below this, there is a 'Google Reviews' card with a 'Connected' status and a 'Paulie's Punch Out' profile icon.

Connect your Google Business Profile to view and reply to customer reviews directly from Payments Hub.

The screenshot shows the 'Notifications' settings page. It includes a title 'Notifications', a sub-header 'Get a daily email summary when you have new reviews for up to five (5) recipients.', and a 'Send alerts to' section with two email addresses: 'owner@gmail.com' and 'manager@gmail.com'. There is a '+ Modify email recipients' link at the bottom.

Enable email notifications to receive a daily summary of new review activity.

The screenshot shows the Reputation Management dashboard. It features a sidebar with 'Reputation' selected. The main area displays several key metrics: 'Overall Satisfaction Score' (5 stars), 'Positive vs. Negative Reviews' (744 positive, 38 neutral, 11 negative), and 'Reputation Change' (22% increase). Below these are sections for 'Most Recent' reviews, 'Competitor Performance' (comparing 'Karl's Kickboxing' and 'Jim's Gym'), and 'Most Common Words' (including 'friendly', 'boxing', 'instructor', 'clean', 'service').

Gain insights on your rating and review trends by week, month, and year.

Add competitors to keep tabs on their reputation and see how you compare.

The screenshot shows a mobile view of a Google Review response interface. It displays a review from 'Positive Pete' dated March 16, 2023, with a 5-star rating. The review text is: 'Pete said: "I'm ready for any contender. Thanks, Paule!" 03/16/2023 at 5:42pm'. Below the review is a 'Respond to Pete' section with a 'Clear' link and a text input field containing 'Thanks for the feedback. Visit us again soon!'. There are also sections for 'Positive (4-5 stars)' and 'Positive (3 stars)' with their respective review text.

Create custom default quick replies for each review category.



# Business Management.

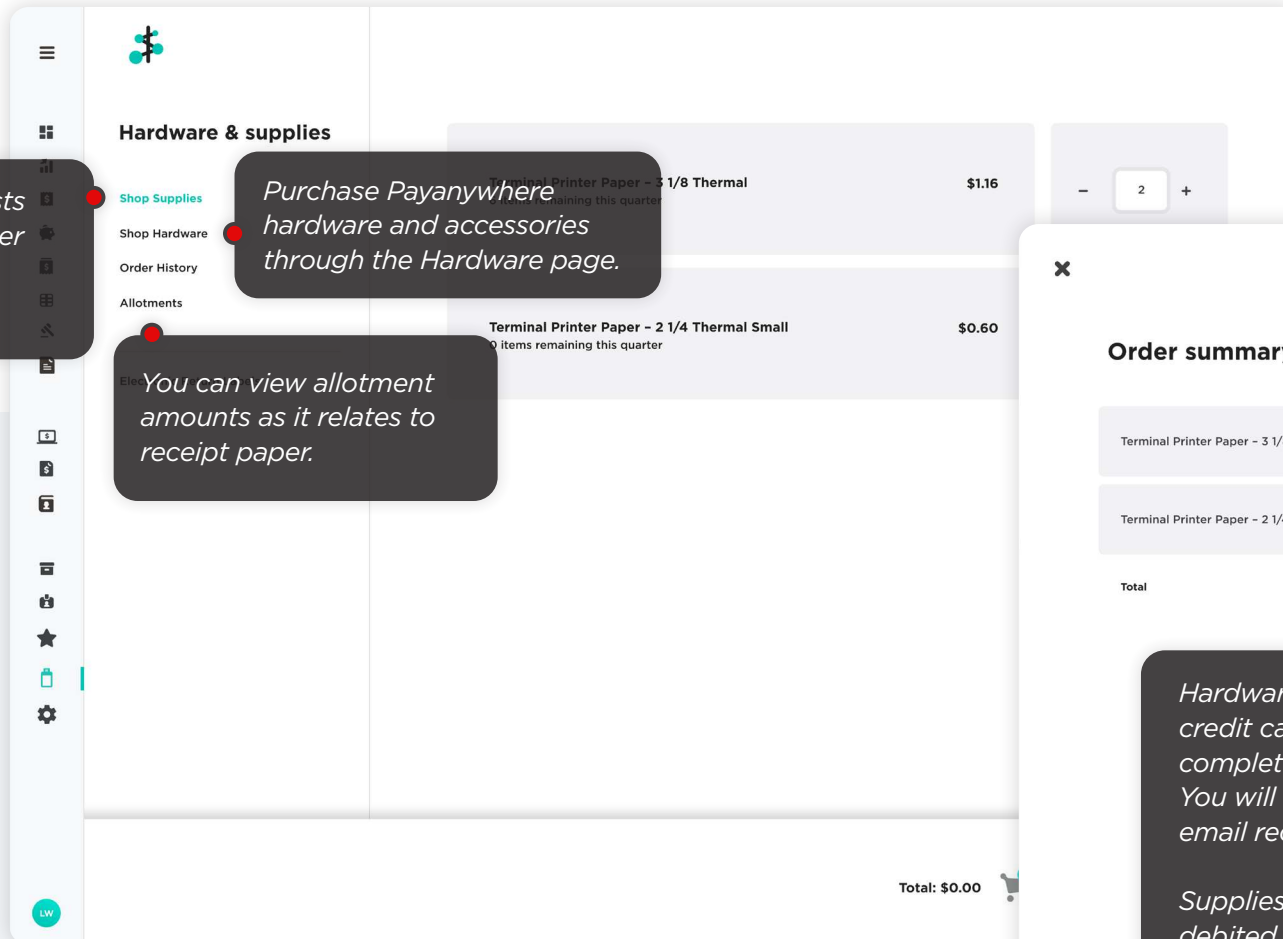
## Hardware & Supplies.

Order additional hardware, accessories, and supplies.

The Supplies page lists available receipt paper depending on your equipment.

Purchase Payanywhere hardware and accessories through the Hardware page.

You can view allotment amounts as it relates to receipt paper.





The screenshot shows the 'Hardware & supplies' page with a sidebar menu containing 'Shop Supplies', 'Shop Hardware', 'Order History', and 'Allotments'. The main content area displays a list of items:

Item	Price
Terminal Printer Paper - 3 1/8 Thermal	\$1.16
Terminal Printer Paper - 2 1/4 Thermal Small	\$0.60

At the bottom right of the page, there is a 'Total: \$0.00' and a shopping cart icon.

### Order summary.

[Clear cart](#)

Terminal Printer Paper - 3 1/8 Thermal (2)	\$0.00	
Terminal Printer Paper - 2 1/4 Thermal Small (2)	\$1.20	
<b>Total</b>	<b>\$1.20</b>	

Hardware - Enter your credit card info to complete your order. You will receive an email receipt.

Supplies - You will be debited through ACH if there is an amount due for your order.

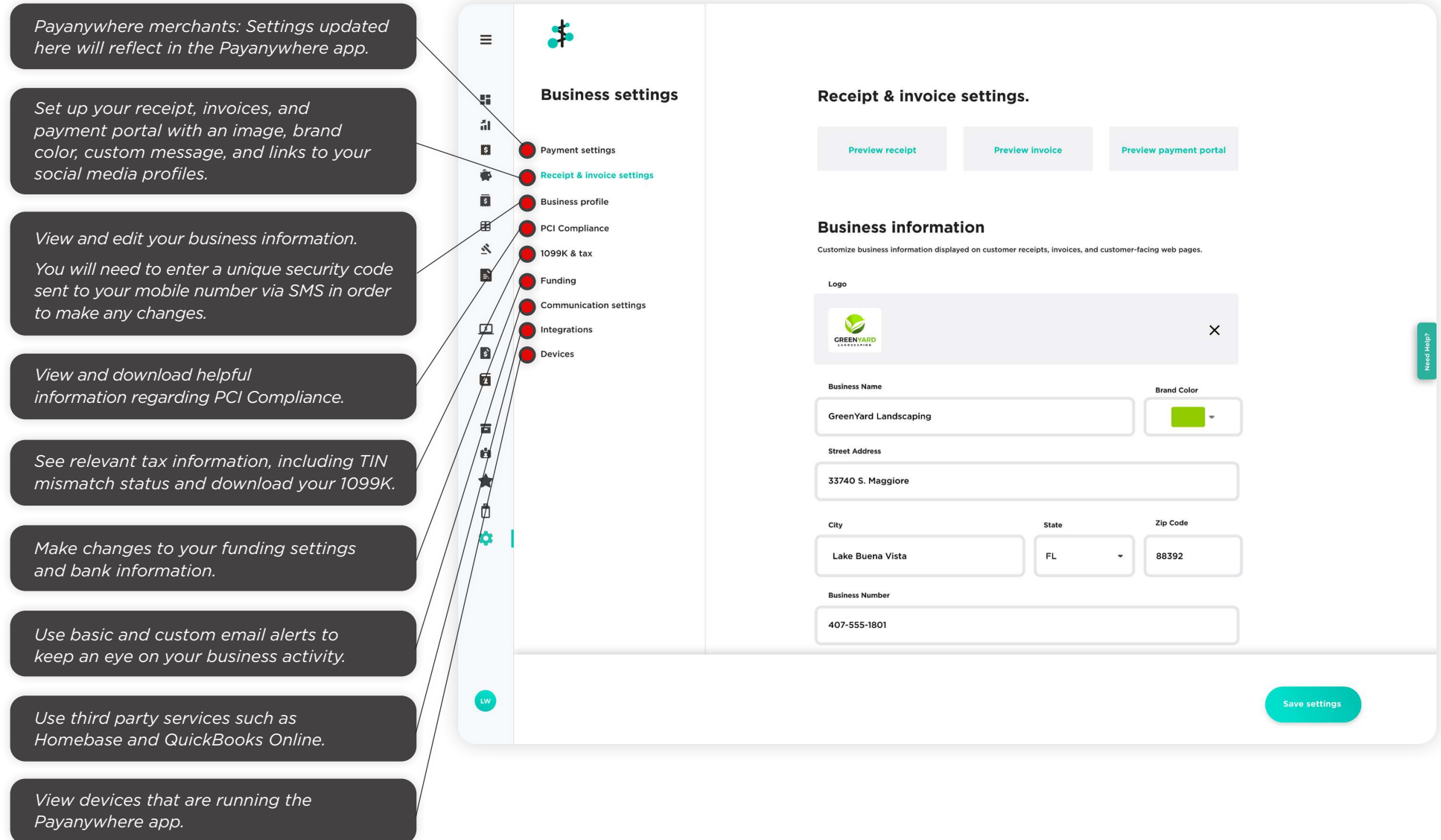
[Cancel](#)

[Checkout: \\$1.20](#)

# Business Management.

## Business Settings.

View and manage your Business Settings.



*Payanywhere merchants: Settings updated here will reflect in the Payanywhere app.*

*Set up your receipt, invoices, and payment portal with an image, brand color, custom message, and links to your social media profiles.*

*View and edit your business information. You will need to enter a unique security code sent to your mobile number via SMS in order to make any changes.*

*View and download helpful information regarding PCI Compliance.*

*See relevant tax information, including TIN mismatch status and download your 1099K.*

*Make changes to your funding settings and bank information.*

*Use basic and custom email alerts to keep an eye on your business activity.*

*Use third party services such as Homebase and QuickBooks Online.*

*View devices that are running the Payanywhere app.*

**Business settings**

- Payment settings
- Receipt & invoice settings**
- Business profile
- PCI Compliance
- 1099K & tax
- Funding
- Communication settings
- Integrations
- Devices


**Receipt & invoice settings.**

[Preview receipt](#) [Preview invoice](#) [Preview payment portal](#)


**Business information**

Customize business information displayed on customer receipts, invoices, and customer-facing web pages.

Logo

 ×

Business Name: GreenYard Landscaping

Brand Color:  ▾

Street Address: 33740 S. Maggiore

City: Lake Buena Vista

State: FL ▾

Zip Code: 88392

Business Number: 407-555-1801

[Save settings](#)

[Need help?](#)

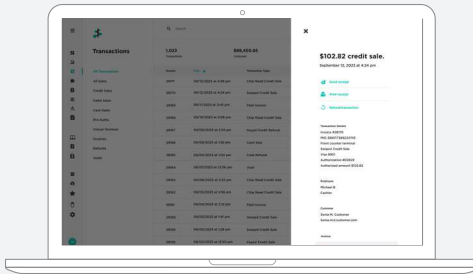
# Using Payments Hub.



# Log in.

## Logging in.

You will use the email address and password you created at the time of enrollment to log in to Payments Hub. Registration is not required.



Merchants who are enrolled via Simplified Enrollment already have credentials and will use those to log in to the portal. Registration is not required.

**Tip:** Your username is your email address you used when enrolling. If you do not remember your password, reset your password here:

<https://www.paymentshub.com/forgot-password>

A screenshot of the "Reset password" form in Payments Hub. It features the Payments Hub logo at the top, followed by the heading "Reset password." Below this is a text input field labeled "Email Address". At the bottom, there is a checkbox for "I'm not a robot" and a "Submit" button.

**To reset a password:** <https://paymentshub.com/forgot-password>

- Enter your email.
- You will receive an email with the subject line: "Reset your password."
- Click on the link within the email. This link expires 30 min from the time email was sent.
- Enter your MID, last 4 of SSN, and set a new password.
  - For other employee roles, user only needs to enter the MID and set a new password.

### Logging in for the first time.



When you log in to Payments Hub, you are prompted to accept the terms and conditions in order to continue. You will receive an email confirming your acceptance.

# Log in.

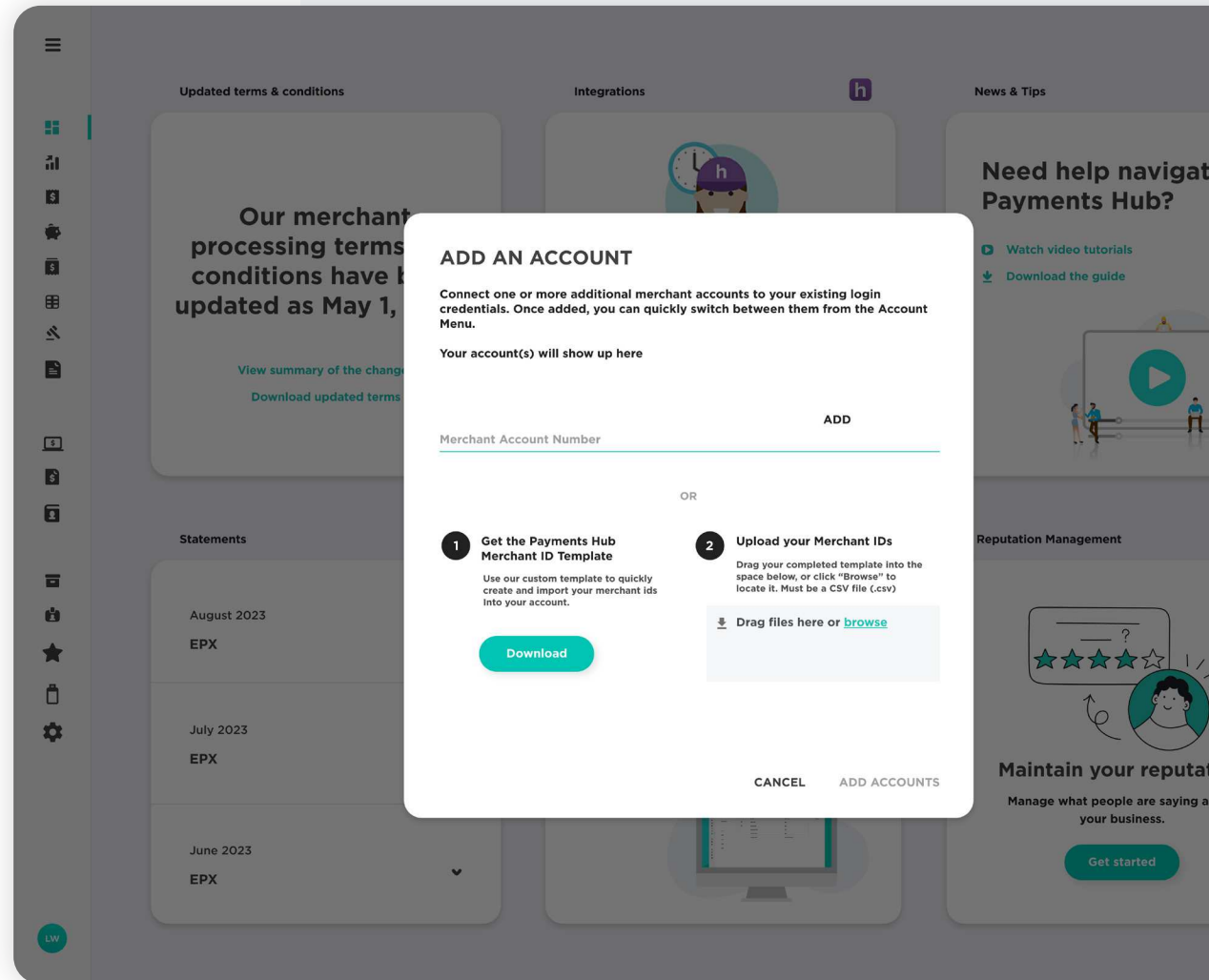
## Adding MIDs to an account.

Using your existing credentials, you can link multiple accounts (MIDs), so you can log in to Payments Hub once and toggle between MIDs to view information across accounts.

### To link an account:

1. At least one data element must match in order for the account to be added:
  - a) Owner Name & SSN
  - b) EIN
  - c) DBA
2. Owner or Admin will click Add an Account.
3. Enter in the MID and click Add.
4. Or, if you have a large amount of MIDs, download and fill out the template. Drag the completed template back into the dialog.
5. Click Add Accounts.

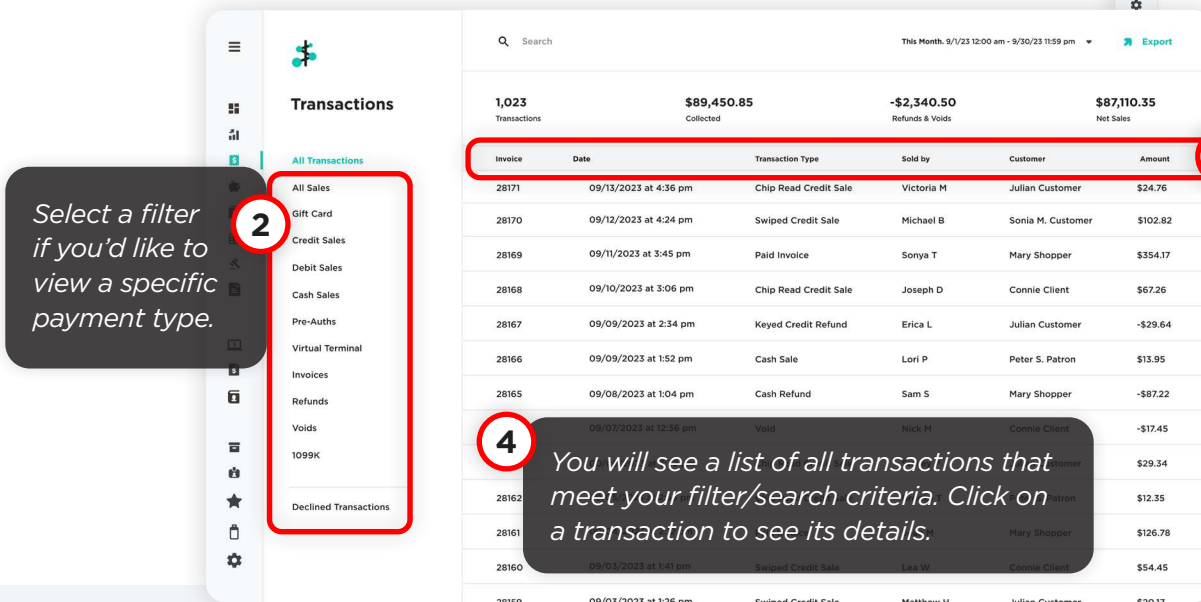
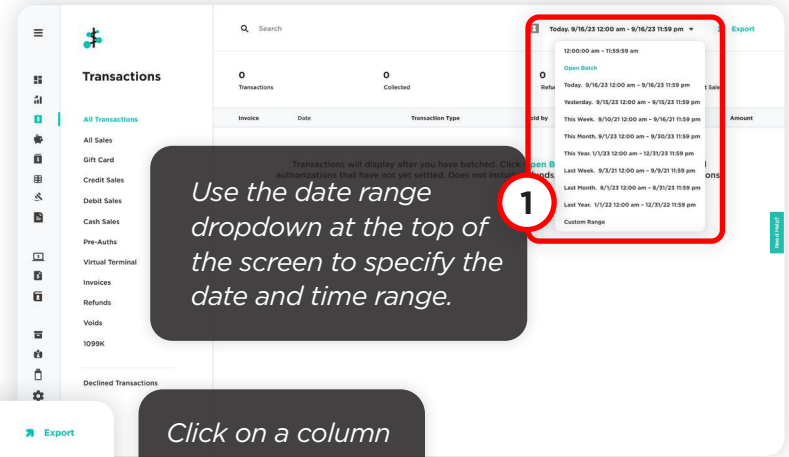
**Note:** This functionality is currently not available to Payanywhere merchants.



# Viewing processing activity.

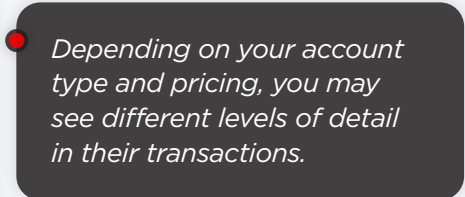
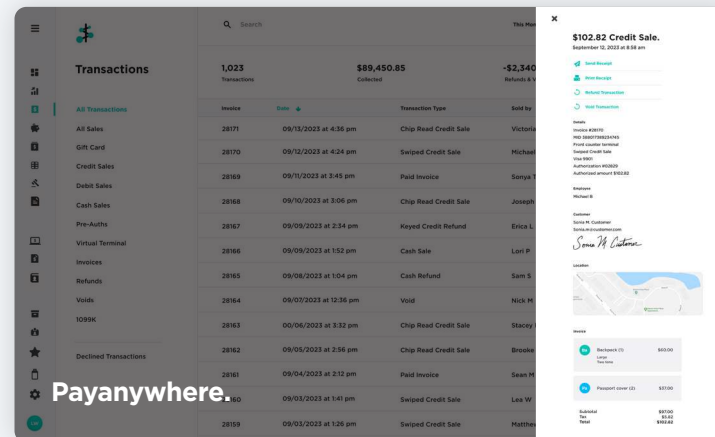
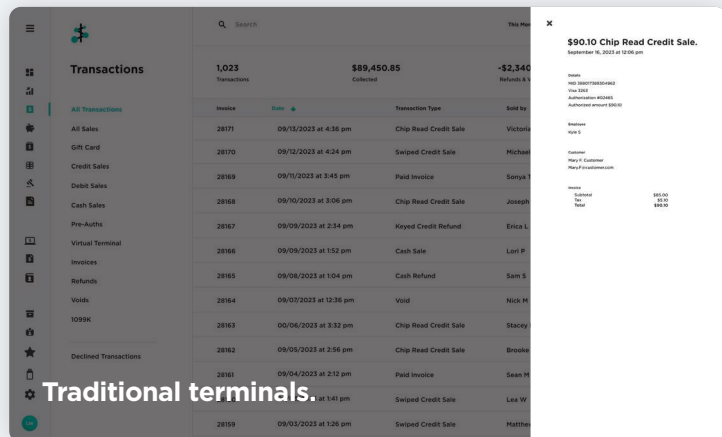
## Transactions.

For traditional merchants, transactions display after you have batched. If you do not see any transactions on this page, click Open Batch to view a list of live credit card authorizations that have not yet settled. These transactions are pre-settlement and do not include refunds and cash transactions.



Payanywhere transactions sync in real time and will display any transactions that have been processed.

Open Transactions — Payanywhere only: Manual Close merchants can view and close their open transactions. If applicable, merchants using tip adjust may also add and save tips to their open transactions.



# Viewing processing activity.

## Deposits.

Deposits display after your transactions have settled. There may be a delay in viewing deposits if you have open batches or transactions under review.

### Traditional terminals.

Click the date range dropdown at the top of the screen to choose a date range for the deposits you would like to view.

Type	Amount
Deposit	\$34.90
Deposit	\$65.20
Deposit	\$20.55
Deposit	\$274.65
Deposit	\$31.85
Deposit	\$80.45
Withdrawal	-\$25.00
Deposit	\$52.10
Withdrawal	-\$50.00
Deposit	\$38.95
Deposit	\$42.44
Withdrawal	-\$10.00
Withdrawal	-\$33.50
Deposit	\$78.93

Click on a deposit to view deposit details, such as transactions within the deposit, fees collected, and print or export the deposit details if needed.

### Payanywhere.

Depending on your account type and pricing, you may see different levels of detail in their transactions.

# Viewing processing activity.

## Batches.

A batch is the sum of all the authorized credit card transactions for the day at the close of business, or by the designated batch closing time.

Depending on your account type and pricing, you may see different levels of detail in their batches.

If you do not see the Batches page, you may not be using our in-house payment processor, EPX.

Payanywhere users will only see the Batches page if you are manually closing your transactions.

*Click the date range dropdown at the top of the screen to choose a date and time range for the batches you would like to view.*

Date	Batch #	Transactions	Gross Sales
September 30, 2023	593882969367	201 Transactions	\$10,274.22
September 29, 2023	5938829169367	198 Transactions	\$9,386.68
September 28, 2023	5933673945845	141 Transactions	\$7,746.90
September 27, 2023	5938883459041	217 Transactions	\$11,155.62
September 26, 2023	5933634954393		
September 25, 2023	5938235082745		
September 24, 2023	5933623695949		
September 23, 2023	5938838957343		
September 22, 2023	5933623534617		
September 21, 2023	593809709844		
September 20, 2023	5932345432545		
September 19, 2023	5938234265778		
September 18, 2023	5933634543541		
September 17, 2023	593823074389		
September 17, 2023	5933454456789		

*Select a specific batch to view a breakdown of sales, refunds, card type, and payment methods, as well as a list of transactions within your batch.*

*Export or print your Batch Detail report for transaction information, such as date & time, invoice number, auth code, and card number.*

**September 19, 2023 at 10:00 pm.**  
Batch #5938234265778

Export batch detail  
Print batch detail

Details		
Sales	190	\$11,688.95
Refunds	8	\$1,020.50
Gross Sales	198	\$10,668.45

Card Type Breakdown

Card Type		
Visa	88	\$3,839.29
Mastercard	52	\$3,792.83
American Express	12	\$1,762.10
Discover	11	\$512.60
Debit	8	\$961.86
EBT	0	\$0.00
Other	0	\$614.17

Payment Method Breakdown

Payment Method		
Swiped	88	\$3,839.29
Chip	67	\$2,792.83
Contactless	43	\$1,762.10
Keyed	0	\$0.00
Voice	0	\$0.00
Online	0	\$0.00

198 Transactions Show

Time	Brand	Card	Type	Proc	Total
7:33 pm	Amex	4465	Swiped	Sale	\$14.50
7:25 pm	Visa	6465	Keyed	Sale	\$98.35
7:17 pm	MC	1840	Swiped	Refund	\$47.49
7:07 pm	Amex	4008	Swiped	Sale	\$12.37
7:33 pm	Amex	4465	Swiped	Sale	\$14.50



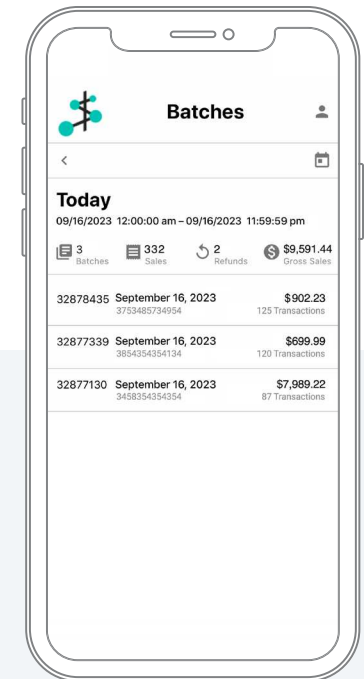
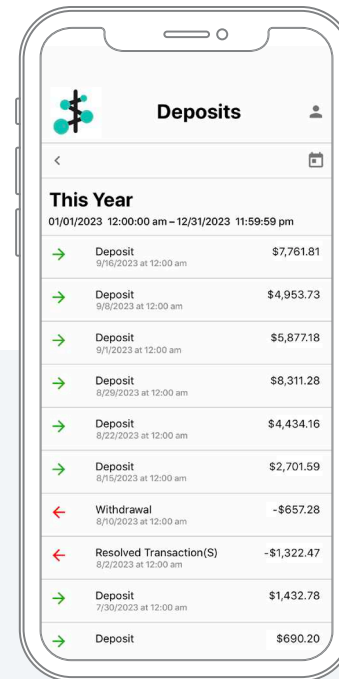
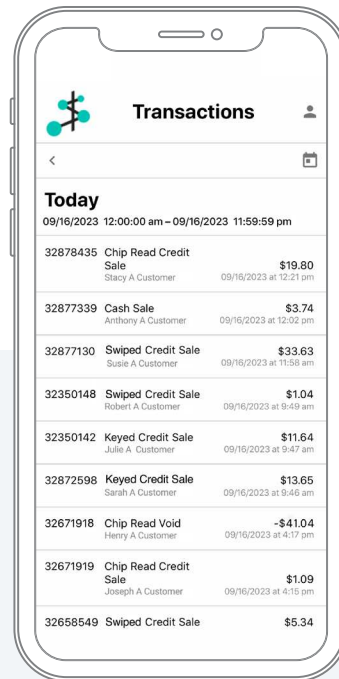
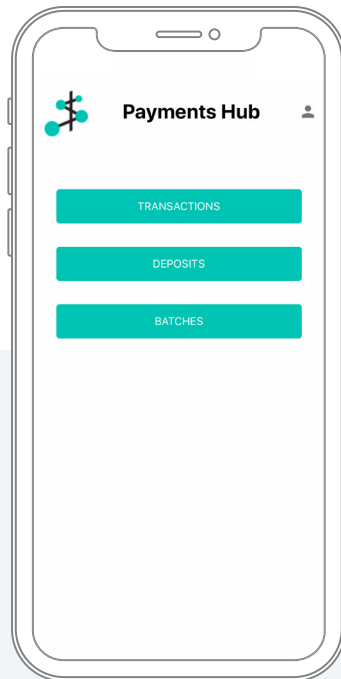
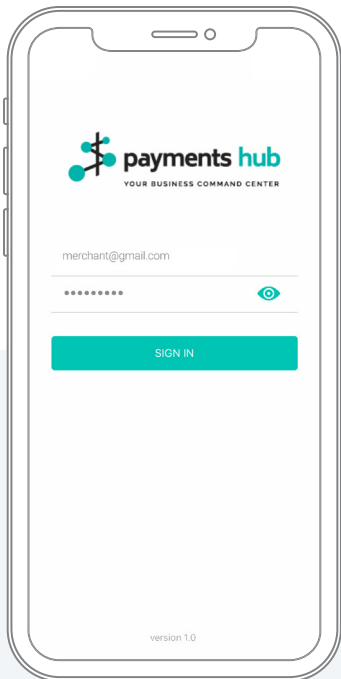
# Viewing processing activity.

## Payments Hub app.

Payments Hub: Business Manager is a mobile app available on iOS and Android devices.



You can log in to the Payments Hub app with your Payanywhere credentials to view your Transactions, Deposits, and Batches (if applicable) right from your phone or tablet.



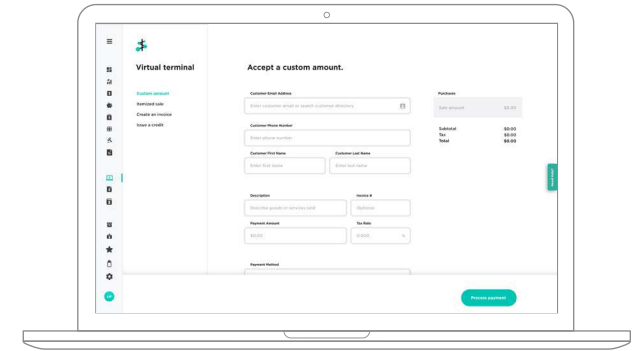
# Accepting a payment.

## Virtual Terminal.

Virtual Terminal transactions are considered keyed transactions, unless you're using a Payanywhere Bluetooth Credit Card Reader for in-person payments.

Owners and Admins have access to accepting Virtual Terminal transactions. An Owner or Admin must enable the Manager role to accept Virtual Terminal transactions through Employees → Manager → Edit Role.

You can also create and send invoices directly from the Virtual Terminal.



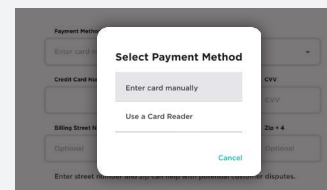
### To accept a payment using the Virtual Terminal:

1. Enter in your customer's information, including an email and/or mobile number if they would like to receive a receipt.
2. Enter in the transaction information.
  - Payanywhere users have the option to run an Itemized Sale with items from their inventory.
3. Enter in your customer's payment information.
  - a) By default, the credit card number will be masked. Click the "eye" icon in order to see the numbers.
  - b) We recommend entering in the billing street number and zip code to help protect you with potential disputes.
  - c) For existing customers with a card on file, you will have the option to select their Saved Payment Method to complete the transaction.
4. Click Process Payment.

**Note:** Payanywhere merchants with Cash Discounting enabled can choose to add the Cash Discounting amount to their Virtual Terminal transaction. This will charge the customer the Credit price as opposed to the Cash price entered.

### To accept a payment using the Virtual Terminal and a Payanywhere Bluetooth Credit Card Reader:

1. Click Virtual Terminal.
2. Enter your customer's information and transaction information.
3. Select Use a Card Reader under Payment Method.
  - a) Make sure the Payanywhere app driver has been downloaded previously.



4. Click Start Reader and wait for reader to initiate.
5. Insert or swipe the card.



### What you'll need.

- Payanywhere 2-in-1 or 3-in-1 Bluetooth Credit Card Reader.
- Download the Payanywhere app driver to your computer.
- A USB cord if you're connecting via USB. Mac users can connect via Bluetooth if needed.
- We recommend using Chrome.

# Accepting a payment.

## Invoices.

Invoices is a feature available only to those on the Premium plan. Invoice payments are considered keyed payments.

Owners and Admins have access to creating and sending Invoices. An Owner or Admin must enable the Manager role to access Invoices through Employees → Manager → Edit Role.

Status	Invoice Name	Customer	Due	Due	Amount
20171	Patio stonework	Julian Customer	10/10/21	9/10/21	\$2,799.91
20170	Soil and seeding installation	Peter S. Paton	9/10/21	9/10/21	\$384.81
20169	Floors planing	Mary Shipper	9/10/21	9/10/21	\$381.81
20168	Lawn maintenance	Conroe Client	9/10/21	9/10/21	\$102.56
20167	Grass clearing	Julian Customer	12/10/20	9/10/21	\$18.74
20166	Mulching	Peter S. Paton	10/14/21	9/14/21	\$81.01
20165	Insect and weed control	Mary Shipper	9/10/21	9/10/21	\$40.29
20164	Edging	Conroe Client	9/10/21	9/10/21	\$96.91
20163	Stump removal	Julian Customer	9/10/21	9/10/21	\$99.45
20162	Walkway stonework	Peter S. Paton	10/11/21	9/11/21	\$2,234.81
20161	Reel-tine	Mary Shipper	9/10/21	9/10/21	\$44.25
20160	Stone removal	Conroe Client	4/10/21	9/10/21	\$223.14
20159	Integrate & sprinker installation	Julian Customer	10/20/21	9/20/21	\$1,794.81
20158	...	...	...	...	...



### To send an invoice:

1. Create an invoice from the Virtual Terminal or Invoices page.
2. Fill in the customer's information. Be sure to include their email address or phone number as this is how the invoice will be sent.
3. Enter in purchase details, such as amount, description, and whether the purchase is taxable or not.
  - Payanywhere users have the option to create an itemized invoice with items from their inventory. You can also enter a card manually or use a card on file as the payment method.
4. Select the Send and Due Date.
  - For recurring invoices, select Recurring under Frequency, then choose how often it repeats and optional Last Send Date.
5. Click Send Invoice.
  - a) Save the invoice as a draft if you are not ready to send yet.



### Your customer will receive the invoice via email or SMS text.

1. Your customer will click the link provided to submit a payment.
  - a) The link takes the customer to a secure payment portal where they can enter their card information.
  - b) Customers can add their card as a Saved Payment Method for future invoices, as well as enroll in autopay if they are receiving recurring invoices.
  - c) Payanywhere users with tips enabled can choose to allow customers to add a tip to their invoice payment.
2. After a customer submits their payment, they will receive a receipt.



### To resend an overdue invoice:

1. Select the invoice.
2. Click Resend. Your customer will receive the invoice via email.



### To update the payment amount on an invoice:

1. Select the invoice.
2. Click Edit payment amount. Your Customer will receive a notice that their invoice amount has changed.
  - For recurring invoices, you can choose to update the payment for the next invoice or all future invoices in the series.



### To cancel an invoice:

1. Select the invoice you would like to cancel.
2. Click cancel.

# Updating information.

## Updating User Settings.

You can update your login information and downgrade/upgrade your Payments Hub plan on this page.

The screenshot shows a user interface for updating user settings. On the left is a vertical sidebar with various icons. The main content area is titled "User settings." and contains several sections:

- Security settings** (checked)
- [Update email address](#)
- [Update password](#)
- [User Language](#)
- [Edit personal profile](#)

Below these links are two input fields:

- Username:** leaw@business.com
- Password:** [masked with dots]

There are two summary cards below the input fields:

- Last login activity:** 12/03/2022 11:42 am
- Plan:** Premium, \$14.95/mo. Enrolled October 12, 2022. Includes a [Manage Plan](#) link.

A "Need help?" button is visible on the right side of the interface.

# Updating information.

## Updating Business Settings.

In order to update business information, such as banking information, the Owner will be required to complete the two factor authentication process by entering the code sent to their mobile number. Note: You will need to contact your Sales Partner or Customer Service in order to make changes to owner information.

The screenshot shows a user interface for business settings. On the left is a sidebar with a menu icon and a list of settings: Business settings, Payment settings, Receipt & invoice settings, Business profile (highlighted in teal), PCI Compliance, 1099K & tax, Funding, Communication settings, Integrations, and Devices. The main content area is titled "Business profile" and includes a warning: "You must verify your identity before editing your business profile." Below this is a teal link "Edit business profile". A white modal window is centered on the screen with the title "Verify It's You". The modal text reads: "Before making changes to your account, we'd like to verify your identity. We've sent a verification code to your mobile number ending 5813." It asks the user to "Enter in the code sent to your mobile number." and provides a text input field. Below the input field are two buttons: "Request new code" (teal text) and "Verify code" (teal button). To the left of the "Verify code" button is a "Cancel" link. In the background, partially obscured by the modal, are sections for "Actions Details" and "Corporate Address" with a dropdown arrow.

# Help.

Included in the portal is an integrated help resource that provides step-by-step instructions, assisting you with all of the functionality available to you. You can view this information by clicking on the blue hot spots sprinkled throughout the portal, or by accessing the “Need Help?” tab stationed at the right side of the screen.

Check out our Vimeo channel for useful tutorial videos.

<https://vimeo.com/user47072975>

The screenshot displays the Help Center interface. On the left is a vertical navigation menu with various icons. The main content area features three featured articles:

- News & Tips:** "Need help navigating Payments Hub?" with options to "Watch video tutorials" and "Download the guide".
- Reputation Management:** "Maintain your reputation" with the subtext "Manage what people are saying about your business." and a "Get started" button.
- News & Tips:** "Watch our statement video to understand your processing Statement better." with a "Watch video" button.

On the right, a "Help Center" sidebar is open, containing a search bar, a grid of icons for "What's New", "Help Videos", "Statements", "Chargebacks", "Premium Plan", and "Order Supplies", and a list of "Suggested articles" including "Viewing transactions", "Card present Virtual Terminal transactions", and "Accepting a Virtual Terminal transaction". Below this is a "Getting Started" section with links for "The new Payments Hub!", "Icon Glossary", "Want to talk?", "Registering for Payments Hub", and "Resetting your password". A red box highlights the "Need Help?" button in the sidebar.

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