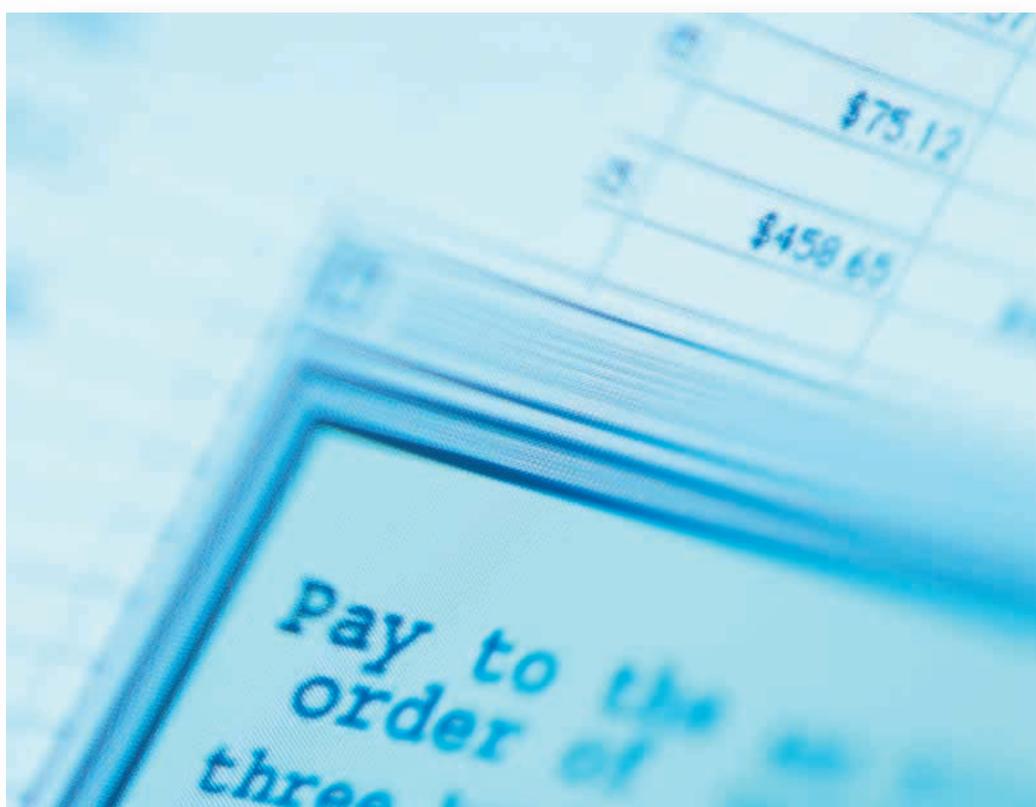


Simple, cost effective,  
real time transaction processing  
with Corporate Purchasing Point



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# 1. Introduction

Welcome to this quick reference guide. This guide explains all you need to know about processing Corporate Purchasing Solution (CPS) transactions.

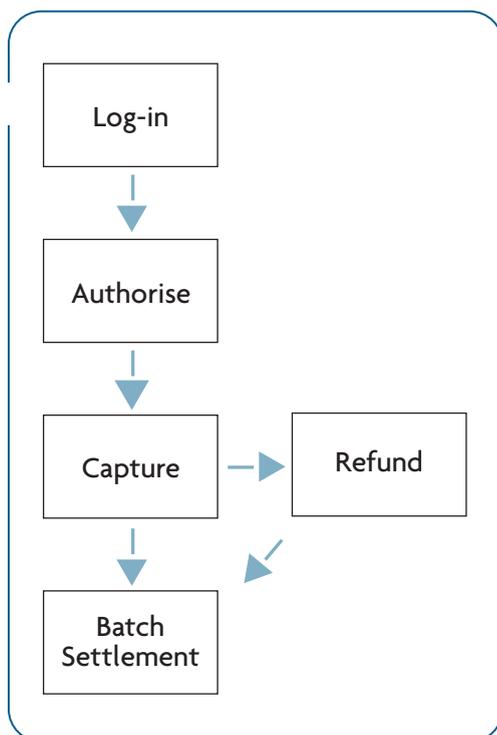
The Corporate Purchasing Point Mail and Telephone Order system (CPP - MOTO GUI) allows you to perform the same transaction processing functions as a physical credit card terminal but instead is accessed over the Internet. This system allows you to process Level 2 data which means normal credit card information and customer information (e.g. a Purchase Order Number).

When you receive an order from a customer requesting payment via an American Express® Corporate Purchasing Card, you can use this system to authorise, capture and settle the order payment cost efficiently. To ensure you receive payment for your transaction, three steps need to be completed:

- 1) Authorise the transaction
- 2) Capture the transaction
- 3) Settle the batch which contains the transaction

**Unless all three processes are completed, payment will not be processed.**

The system features a series of user-friendly screens, which guide you through the payment process. To access the system, simply enter your Merchant ID, user name and password that you received from your local American Express office. If you have not received these access details, e-mail [emsjapa@aexp.com](mailto:emsjapa@aexp.com) for assistance.

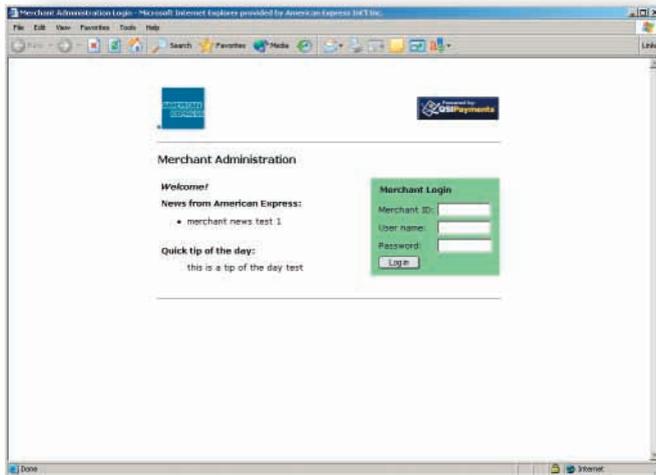


Processing a CPS transaction with this system is straightforward - the following pages will take you through each of these steps:

- ▶ Log in
- ▶ Authorising a transaction
- ▶ Capturing a transaction
- ▶ Settling a batch
- ▶ Processing a refund or credit
- ▶ Retrieving a report

You can also learn how to run reports and get any support you may need when using the system.

## 2. How to log in



To log in, you'll need to enter your:

- ▶ Merchant ID
- ▶ User name
- ▶ Password

Once completed, simply click the “log in” button and the Welcome screen will pop up.

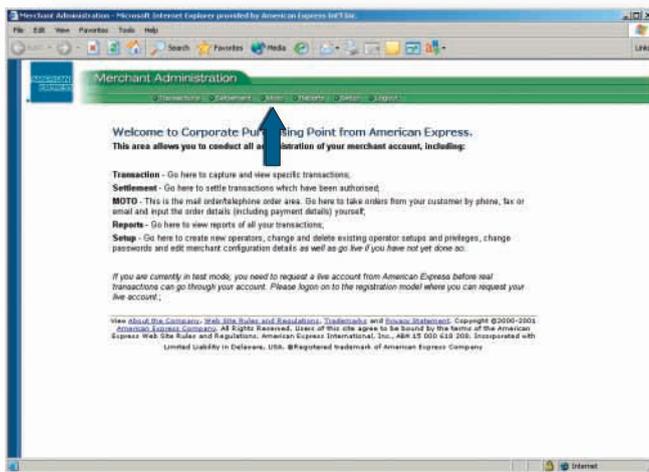
### Log in problems

If you should accidentally enter incorrect log in details, an error message will appear.

For security reasons, you are only allowed three log in attempts. After three unsuccessful attempts, your access to the system will be denied. To regain access, you must contact your local American Express office and allow 24 hours to have your access privileges reset.

Try to avoid this inconvenience by keeping a copy of your log in details in a safe place.

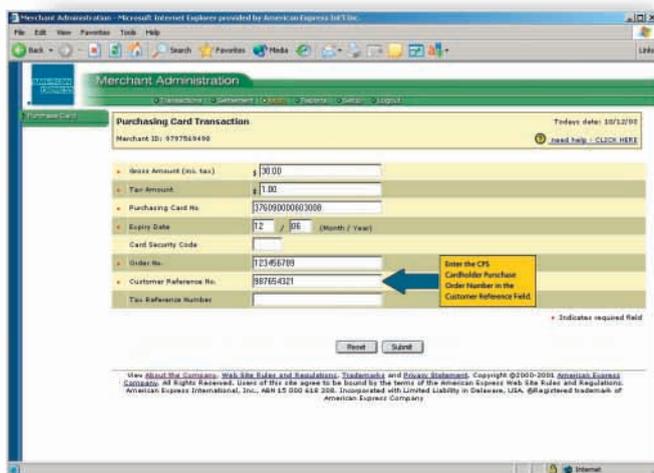
# 3. Authorising a transaction



Once you have successfully logged in, you can begin authorizing a transaction. On the Welcome page, select the “MOTO” tab in the top navigation bar.

### Step 1

Select “Purchase Card” from the left-hand menu bar.



### Step 2

On the Purchasing Card Transaction screen, enter the appropriate information in the required fields.

- ▶ The CPS customer reference number (e.g. a Purchase Order Number) must be entered into the Customer Reference Field.
- ▶ Please enter your own reference number in the “Order No.” field.

Note: If tax does not apply in your country, please leave the pre-populated zero entry when processing the Capture.

### Step 3

Click the “Submit” button. You will then receive either a transaction approved or transaction declined screen.



### Transaction approved

If your transaction has been approved, you must proceed to “capture” the transaction for payment. See how to capture transactions in the next section.



### Transaction declined

If your transaction has been declined, you will need to contact American Express Authorisations. (Contact details given with your Merchant Agreement)