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

Your guide to processing Corporate Purchase Solution transactions
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

_Untless 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 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)
4. Capturing a transaction

Once a transaction has been approved, you can capture that transaction by selecting the "Transaction" tab in the top navigation bar.

Step 1
Select “Shopping Transaction Selection” from the left-hand menu bar.

Step 2
On the Shopping Transaction search screen, enter the date the transaction was authorised into the "Search by Date range" field. Alternatively, you can search for a transaction by entering your own reference number in the "Order No." field and pressing "Submit".

Step 3
Click the “Search” button. This will display the transactions that have been authorised on that date.
Capturing a transaction cont’d

Step 4
Select the transaction you wish to capture by either clicking the “Shopping Transaction No.” or the “Order No.”

Step 5
On the “Purchasing Card and Customer Details” screen, click the “Capture Now” button to capture your selected transaction.

Step 6
You will be taken to the “Capture Approved” screen, confirming that the transaction has been successfully captured.

You can now “Settle a Batch” of transactions (normally completed at the end of each day’s processing).
5. Settling a batch

Once a transaction has been captured, you can settle a batch of transactions normally completed at the end of the first day’s processing. Select the “Settlement” tab in the top navigation bar. This will take you to the Settlement screen, where you can begin the process of settling a batch of transactions.

Note: You must settle the batch to ensure you receive payment for the transactions within the batch.

Step 1
Select “Settlement” from the left-hand menu bar.
Settling a batch cont’d

Step 2
On the Settlement screen, you will be shown the open batch that is available to be settled. (This will list all the captured transactions since the last batch was settled).

To settle the open batch, click the “Settle Now” button.

Step 3
You will see that status of the batch is now pending for settlement. Select “Settlement History Selection” from the left-hand menu bar.
Confirming batch settlement status

Step 1
You now have the option to search your Settlements by date. Enter today’s date into the “Search by Date Range” field and click the “Search” button.

Step 2
You will now be presented with a Settlement List screen indicating the status of the settled batch.

If the status is “OK”, your batch has now been settled.

If the status is not returned as “OK” you will need to contact your local American Express office. (Please refer to your initial access information email for support contact details).
Refunds or credits can be processed once a transaction has been captured and settled.

The process is similar to that described in the previous section.

Select the “Transaction” tab in the top navigation bar.

**Step 1**
Select “Shopping Transaction Selection” from the left-hand menu bar.

**Step 2**
On the Shopping Transaction Search screen, enter the date the transaction was authorised into the “Search by Date range” field.

**Step 3**
Press the “Search” button. This will display the transactions that have been authorised on that date.
Processing a refund or credit cont’d

Step 4
Select the transaction you wish to refund by either clicking the “Shopping Transaction No.” or by selecting the “Order No.”

Step 5
You will be taken to the Purchasing Card and Customer Details screen. To process a full Refund or Credit, select the “Refund Now” button.

Partial Refunds or Credits can be processed by altering the “Refund Amount” then selecting the “Refund Now” button.

Once the “Refund Approved” message is displayed it means your refund or credit has been processed.
You can run transaction reports, over a specified period of time, for a particular time interval (i.e. daily or monthly).

First, select the “Reports” tab in the top navigation bar.

**Step 1**
Select “Reports” from the left-hand menu bar.

**Step 2**
On the Merchants Reports screen, enter the dates you wish to run a report for, in the “Search by Date range” fields.
Retrieving a report cont’d

Step 3
Now select a time interval by which you wish to group the information in your report. Simply choose daily, weekly, monthly or yearly from the drop-down menu.

Step 4
Select the “Search” button. You will be taken to a screen displaying your report. You can print this report by using your Internet browser print function.

If you have trouble understanding the information displayed in your report, click the “Need help – Click here” link in the top right of your screen. A pop up window will appear with a key to the information displayed.

Getting support
Should you require any assistance when you are using the system, please contact your local American Express office.