

Welcome to the Worldpay eCommerce iQ & VT Profile Form

This form should be submitted for all Worldpay eCommerce iQ Reporting Site and/or Virtual Terminal User Requests. This form is designed to be self explanatory and user friendly. If you have questions about the form, please refer to the FAQs for contact information.

NOTICE: It is against Worldpay security policies to share usernames. Please request a separate username for each person accessing the site.

You can go directly to these forms by clicking on one of the links below.

[IQ REPORTING WEBSITE USER TEMPLATE](#)

[FAQ PAGE](#)

Thank you for your continued partnership!

Worldpay eCommerce Merchant Services

Complete and return to ecc@vantiv.com

Merchant/Organization Name: _____ Date: _____

NOTICE: It is against Worldpays security policies to share usernames. Please request a separate username for each operson accessing the site.

User information	Employee Name										
	Title										
	Phone										
	Time zone										
	Email address										
	Limit report visibility (If limiting users view, please indicate permissible MID/report group)										
	iQ Username (assigned by Worldpay only)										
Worldpay iQ for eCommerce Reporting (https://reports.iq.Worldpaycnp.com/ul/login)	Merchant User Administrator This permission allows a designated administrator to perform certain functions from the iQ User Administration screen including generating temporary passwords and deleting iQ users.										
	View financial reports This permission allows users to review the financial activity and settlement reports, including all fees and deductions associated with funds transfers										
	View transaction summary report This permission allows users to view a report of the counts and amounts for Sales and Refunds, detailed by Payment Type. Users will also have access to the Authorization Reporting										
	View analytics/trending report This permission allows users to view and manipulate authorization, transaction, and sales tables/graphs on a single page										
	View account updater tab This permission allows users to view reports regarding Account Updater and Sales Recovery. Please Note: If the merchant does not utilize Account Updater or Sales Recovery through Worldpay, this permission is not useful										
	View eCheck reports This permission allows users to view a bundle eCheck-specific reports, which includes Verification, Redeposit, and Returns reporting. Please Note: if the merchant does not process electronic checks through Worldpay, this permission is not useful										
	View session report This permission allows users to view a real-time report of the data being processed by Worldpay										
	View insights dashboard This permission shows a summary overview of Insights. To view transaction by transaction information, contact your eCommerce partner or relationship manager to discuss Insights Service										
	View fraud dashboard This permission shows a summary overview of pre and post adeposit Fraud Alerts. To view transaction by transaction information, contact your CEM to discuss Fraud Services										
	View chargeback compliance report This permission allows users to view a report of counts and amounts for Sales and Chargebacks and Chargeback percentages for settled payment types.										
	View chargeback This permission allows users to review the chargeback cases and retrieval requests received by Worldpay by the card issuing banks										
	View chargeback dispute inbox This permission allows merchants to manage their chargeback cases using an inbox structure										
	Update chargeback This permission allows users to work or respond to the chargeback cases and retrieval requests received by Worldpay by the card issuing banks										
	Search transactions This permission enables users to find any authorizations, sales, deposits, refunds, and voids that were processed through Worldpay										
	Manage scheduled reports This permissions allows users to subscribe and manage individual SSR reports										
	Break AU link/initiate auth reversals/voids via transaction detail This permission allows users to perform auth reversals and voids with the Worldpay Payment ID										
	Initiate deposits via transaction details This permission allows users to deposit on authorizations with the Worldpay Payment ID										
	Initiate refunds via transaction details This permission allows users to refund deposits with the Worldpay Payment ID										
	View personal data Access to personal data such as card holder name and billing inforamtion. Must be restricted to only individuals whose job requires such access										
	View full card data Access to full credit card data must be restricted to only individuals whose job requires such access										
	View Presenter Credentials Only available for Transact Merchants										
	Manage Presenter Credentials Only available for Transact Merchants										
Virtual Terminal	Submit AVS only This permission allows users to submit a \$0 Authorization to capture AVS information										
	Submit authorizations This permission allows users to submit authorizations (no funds are moved)										
	Submit capture given external authorization This permission allows users to capture deposits on external authorizations										
	Submit non-tied refunds This permission allows users to submit refunds/credits to a customers credit card										
	Submit sale/conditional deposit This permission allows users to submit sales/conditional deposits										

PCI Requirements FAQ

CAUTION: Access to cardholder data must be restricted by business need-to-know basis to only those individuals whose job requires such access to be compliant with PCI DSS Requirement 7.

To find PCI DSS Requirement 7 information, click on the following link:

<https://www.pcisecuritystandards.org>

User FAQ

Q. All iQ Users Must have a Valid Unique Email Address

- A. Each iQ user must have their own unique email address. The email address must be a valid email that they can access at the time they are setting up the iQ account. They can not be set up with a common email address as there will be a link sent to the email address on file to complete the set up.

Q. What is the difference between the Reports iQ and the Virtual Terminal?

- A. The Reports iQ is the interface used for viewing merchant level reports such as financial and analytical reports, as well as a paperless environment for managing/working chargebacks. The Virtual Terminal is a subsection of the iQ reporting site that can be used to submit real-time transactions for processing at Worldpay.

Q. Why can't I make up my own User ID?

- A. Worldpay will assign User ID's based on a predetermined algorithm that allows us to identify users quickly in the system.

Q. What is my password?

- A. Once your User ID is provided is provided, you will also be given instructions to contact Worldpay Merchant Services by phone to obtain a temporary password. For security reasons, passwords are not distributed by methods other than by phone. Once you log in with this initial temporary password, you will be prompted to immediately create password of personal choice for future use.

Q. How long is my password valid?

- A. Passwords are valid for 60 days from creation date. Active users will be prompted to change their passwords at 60 days at the log-in page, inactive users (users that have not been active on the site for more than 60 days) will be prompted on the screen to contact Worldpay Merchant Services to regain access.

Q. What do I do if I get locked out of the iQ because I entered an incorrect password too many times in a row or I forgot my password?

A. If your user account is locked out or you have forgotten your password, you can click on the "Forgot Password/Locked Out?" link in the lower right hand corner of the log in screen to reset your password. If you have not set up your security questions or have not verified your email you will need to contact Worldpay Merchant Services to regain access. Please have the following information available: your username, company name, and phone number. ****Please note we cannot email passwords, so if you are emailing ecc@vantiv.com please be sure to include a phone number where you can be reached.****

1. eCommerce Customer Care
Business Hours: Monday – Thursday 8:00am to 6:00pm and Friday 8:00am – 5:00pm (eastern)
Telephone: 844.843.6111, opt 3 or 978.275.6500, opt 3
Email: ecc@vantiv.com
2. eCommerce Technical Support
Business Hours: 24 / 7 / 365
Email: ecommerceSupport@vantiv.com

For all general questions, contact one of the following:

1. Your Relationship Manager
2. eCommerce Customer Care
Business Hours: Monday – Thursday, 8:00am to 6:00pm and Friday 8:00am to 5:00pm (eastern)
Telephone: 844.843.6111, opt 3 or 978.275.6500, opt 3
Email: ecc@vantiv.com
3. eCommerce Technical Support
Business Hours: 24 / 7 / 365
Email: ecommerceSupport@vantiv.com