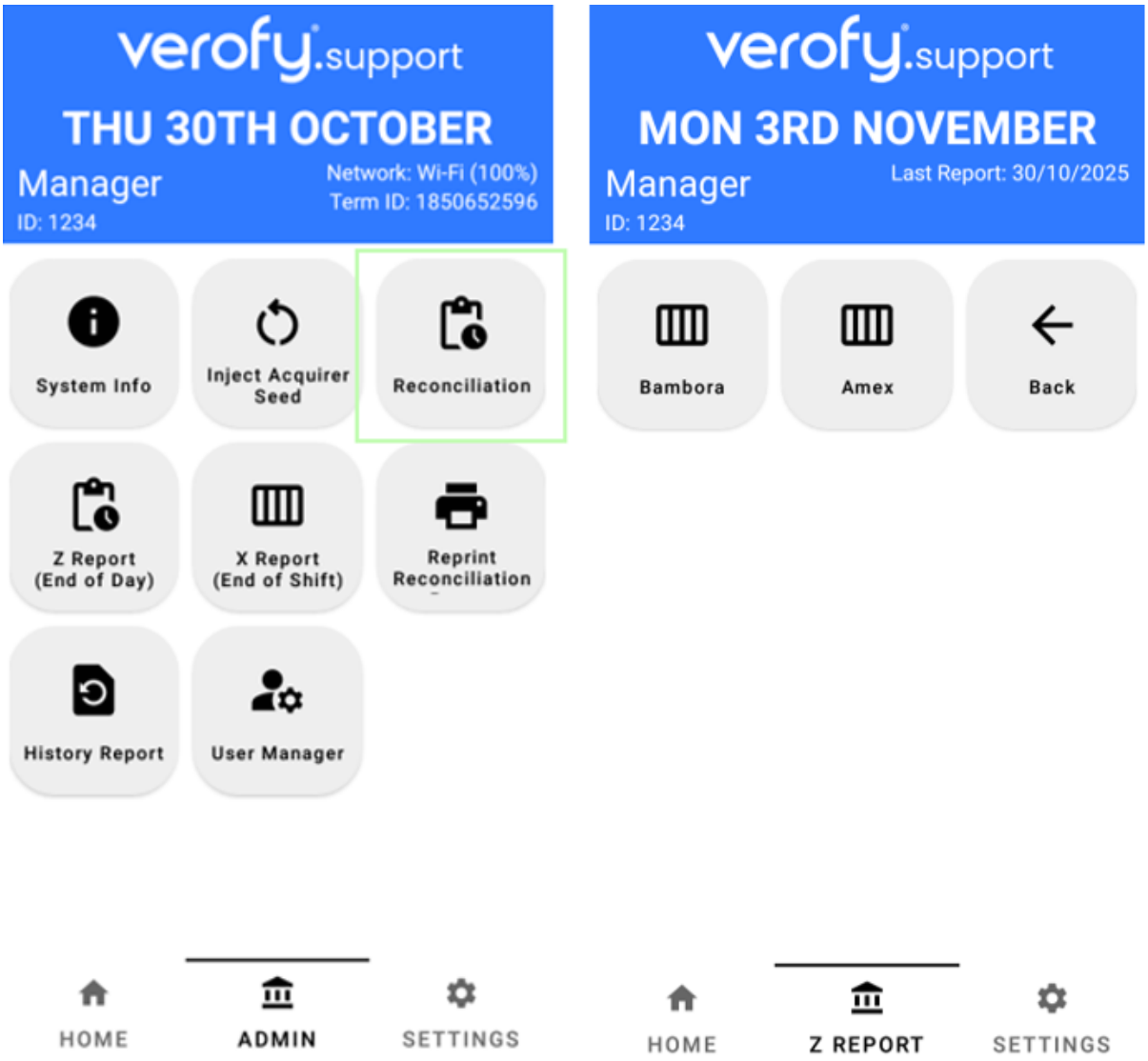
Reconciliation reports - Amex transactions

If your Verofy® Move is configured to accept Amex payments, you'll see two reconciliation report options.

It is important to remember that Verofy® have no responsibiity for processing and settling Amex transactions. We can only accept Amex Merchant ID accounts whereby Amex directly process and settle Amex transactions.

The Verofy® Move routes Amex transactions directly to Amex. You can run a reconciliaition report to see the **terminal summary and Amex's totals for the period since the last reconciliation report**. To do this, select the reconcilliation button from the Admin menu, then select the Amex option.



The report should show **Session Totals Agreed** - this means the total the terminal has logged for this period matches with the total that the Amex host has for this period. If you see a **Session Totals Not Agreed** message on the report - this could be because Amex's banking window differs to ours - or the terminal doesn't have full information on what happens once the transaction reaches the Amex host.

Any funding queries regarding Amex transactions should be raised to Amex directly.

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