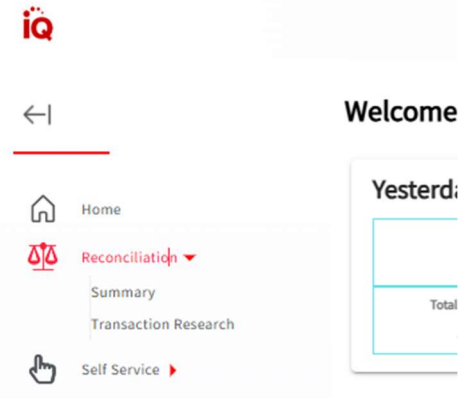




Worldpay – IQ – Researching Settled Batches and Transactions

Worldpay IQ is used by Covetrus to manage and troubleshoot transactions when there are questions or requests for information and research. Our vendor relationship with Worldpay allows Covetrus access our customer's Worldpay merchant account and transaction information.

These instructions are a best attempt at providing additional guidance to customers about how to access and view or export settlement information. The images presented in this document may differ slightly from the images that the customer will see.

| Step | Step Description | Notes | Image |
|---------------------------------|-----------------------------|---|--|
| Settled Batches Research | | | |
| 1. | Settlement Batches - Lookup | You should see options like the ones in the image. You will use Summary to see the settled batches and drill into each batch, or you will use Transaction Research to see and export transactions by date and other criteria. |  <p>The screenshot shows the iQ software interface. At the top left is the 'iQ' logo. Below it is a navigation menu with the following items: 'Home' (with a house icon), 'Reconciliation' (with a red icon and a dropdown arrow), 'Summary' (with a document icon), 'Transaction Research' (with a magnifying glass icon), and 'Self Service' (with a hand icon and a right-pointing arrow). To the right of the menu is a 'Welcome' message and a partially visible chart titled 'Yesterday' with a 'Total' label.</p> |
| | | | |

2. Settled Bathes – Lookup Criteria

Make sure you clicked Summary underneath Reconciliation. Your view may differ, as we have vendor access to our Worldpay customer's accounts. Enter a Date Range, then click Search.

592505-SERG SOLUTIONS LLC | Alerts | Files | Get Help | Contact | Hello Andreas

Summary Transaction Research

Summary

Select a Hierarchy Level: Merchant | Enter a value or click + to lookup: 4445059483651 | Date: From - To: 05/01/2025 - 07/28/2025

Search

Settlements [+ Show Batches](#)

| | Sales Amount | Sales Transactions | Return Amount | Return Transactions | Net Settled Sales | Average Ticket |
|-------------------|---------------|--------------------|---------------|---------------------|-------------------|----------------|
| by Payment Method | \$ 788,662.09 | 3,006 | -\$ 2,317.11 | 22 | \$ 786,344.88 | \$ 262.36 |

Authorizations

| | Total Amount | Authorized Transactions | Declined Amount | Declined Transactions |
|-------------------|---------------|-------------------------|-----------------|-----------------------|
| by Payment Method | \$ 773,478.46 | 2,995 | \$ 11,035.85 | 30 |

Interchange, Surcharge and Discounts

| | Interchange Amount | Surcharge Amount | Cardholder Surcharge | Discount Amount | Net Settled Sales |
|-------------------|--------------------|------------------|----------------------|-----------------|-------------------|
| by Payment Method | \$ 14,112.94 | \$ 3,964.09 | \$ 0.00 | \$ 0.00 | \$ 776,094.39 |

Miscellaneous Adjustments

3. Settled Batches

View the summary information about each batch or click on the Batch ID to drill into that batch. There is no ability to add the Customer Field 1 to the drill-down of the transactions, unfortunately. Use Transaction Research to view the transactions with the Customer Field 1 column (see further below).

The screenshot displays a software interface for '592505-SERG SOLUTIONS LLC'. The page title is 'Summary / Settlement'. A summary table shows:

| Sales Amount | Sales Transactions | Return Amount | Return Transactions | Net Settled Sales | Average Ticket |
|---------------|--------------------|---------------|---------------------|-------------------|----------------|
| \$ 788,662.09 | 3,006 | -\$ 2,317.11 | 22 | \$ 786,344.98 | \$ 262.36 |

Below the summary, there are two tabs: 'By Date' (selected) and 'By Store'. The main area shows a table with 142 records, currently displaying 25 rows. The table has the following columns:

| Batch ID ↑ | Batch Type | Sale Count | Process Date | Sale Amount | Return/Reversal Count | Return/Reversal Amount | Cash Advance Count | Cash A |
|-------------|------------|------------|--------------|-------------|-----------------------|------------------------|--------------------|--------|
| 00000000022 | Credit | 1 | 05/03/2025 | \$234.00 | 0 | \$0.00 | 0 | |
| 00000000023 | Credit | 41 | 05/01/2025 | \$13,718.45 | 0 | \$0.00 | 0 | |
| 00000000023 | Credit | 2 | 05/06/2025 | \$216.50 | 0 | \$0.00 | 0 | |
| 00000000024 | Credit | 35 | 05/02/2025 | \$9,298.99 | 0 | \$0.00 | 0 | |
| 00000000024 | Credit | 1 | 05/09/2025 | \$157.00 | 0 | \$0.00 | 0 | |
| 00000000025 | Credit | 49 | 05/03/2025 | \$15,984.89 | 1 | -\$223.68 | 0 | |
| 00000000025 | Credit | 1 | 05/28/2025 | \$136.00 | 0 | \$0.00 | 0 | |

The interface includes navigation elements like 'Home', 'Reconciliation', 'Summary', 'Transaction Research', and 'Self Service'. It also features a 'Save View' and 'Export' button, and a 'Page [1] of [6]' indicator.

4. Set rows to display (maximum 1000)

If exporting, set the maximum number of rows or make sure to set display rows to a number greater than the number of rows displayed to the left of the dropdown.

The screenshot shows a 'Summary / Settlement' page with a table of settlements. The table has columns for Sales Amount, Sales Transactions, Return Amount, Return Transactions, Net Settled Sales, and Average Ticket. Below the table, there are filters for 'By Date' and 'By Store'. A table of settlements is displayed with columns: Batch ID, Batch Type, Sale Count, Process Date, Sale Amount, Return/Reversal Count, and Return/Reversal Amount. A dropdown menu is open over the table, showing options for 25 rows, 50 rows, 100 rows, 200 rows, 500 rows, and 1000 rows. The page also shows 142 records, 25 rows per page, and a 'Go To Page' field.

| Sales Amount | Sales Transactions | Return Amount | Return Transactions | Net Settled Sales | Average Ticket |
|---------------|--------------------|---------------|---------------------|-------------------|----------------|
| \$ 788,662.09 | 3,006 | -\$ 2,317.11 | 22 | \$ 786,344.98 | \$ 262.36 |

| Batch ID | Batch Type | Sale Count | Process Date | Sale Amount | Return/Reversal Count | Return/Reversal Amount |
|-------------|------------|------------|--------------|-------------|-----------------------|------------------------|
| 00000000022 | Credit | 1 | 05/03/2025 | \$234.00 | 0 | |
| 00000000023 | Credit | 41 | 05/01/2025 | \$13,718.45 | 0 | |
| 00000000023 | Credit | 2 | 05/06/2025 | \$216.50 | 0 | |
| 00000000024 | Credit | 35 | 05/02/2025 | \$9,298.99 | 0 | |

5. Export the data

Once you click the Export button on the right, your browser should present you with a prompt to download an Excel spreadsheet.

The screenshot shows a Windows 'Downloads' folder. A file named 'SettlementBatchDetails_2025_Jul_28_120447.xlsx' is highlighted. A context menu is open over the file, showing options: 'Open', 'Save as', 'Save', and 'See more'.

| | | | |
|----|--|---|--|
| 6. | Settled Transaction Research – Lookup Criteria | Make sure you clicked Transaction Research underneath Reconciliation. Your view may differ, as we have vendor access to our Worldpay customer's accounts. Choose a Date Type and enter a Date Range, then click Search. | |
| | | | |

7. View the settled transactions

Scroll down until you see the grey Settlement Details header. The Authorizations are separated from the Settlements, so be sure to scroll down.

The screenshot shows the 'Transaction Research' section of a software interface. At the top, there is a navigation menu with 'Home', 'Reconciliation', 'Summary', and 'Self Service'. The main content area displays a table of transactions with columns for date, card type, account number, amount, and card type. Below this, the 'Settlement Details' section is visible, showing a table with columns for Process/Business Date, Customer Field 1, Transaction Date/Time, Account Number, Amount, Card Type, Auth Code, and AVS Response Code. The table contains several rows of transaction data.

8. Add the Customer Field 1 column

Click Edit Columns on the right and scroll down in the pop-up until you see the Customer Field 1 checkbox. Make sure to check it. The column will be added towards the end of the

This screenshot shows the 'Settlement Details' table from the previous image, but with the 'Edit Columns' pop-up menu open on the right side. The menu lists various columns that can be included in the table, such as 'Cardholder Surcharge', 'Cash Back', 'Chain Code', 'Country of Origin', 'Customer Field 1', 'Customer Field 2', 'Customer Field 3', 'Customer ID', 'DCC/MCP Indicator', 'Days Late', 'Departure Date', 'Discount Amount', 'Division', 'EMV Transaction', 'Entry Mode', 'Expiration Date', and 'Force Post'. The 'Customer Field 1' checkbox is checked, indicating that this column has been added to the table. The table below shows the updated data with the 'Customer Field 1' column included.

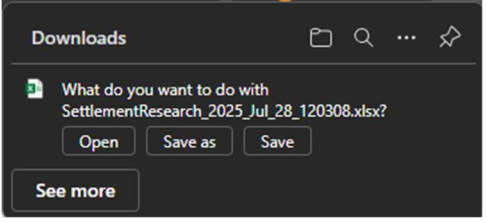
columns.
Then, click the
Edit Columns
link again to
collapse the
checkbox
selections.

9. Set rows to display (maximum 1000)

Export will only export what is being displayed. Unfortunately, that is a maximum of 1000 rows. If exporting, set the maximum number of rows or make sure to set display rows to a number greater than the number of rows displayed to the left of the dropdown. You may need to narrow the scope of your dates/criteria.

The screenshot shows a table titled "Settlement Details" with 2987 records. A dropdown menu is open, showing options for 20, 50, 100, 200, 500, and 1000 rows. The table has columns for Process/Business Date, Customer Field 1, Transaction Date/Time, Account Number, Amount, Auth Code, and AVS Response Code. The table is currently displaying 1000 rows.

| Process/Business Date | Customer Field 1 | Transaction Date/Time | Account Number | Amount | Auth Code | AVS Response Code |
|-----------------------|----------------------------|-----------------------|----------------|--------------|-----------|-------------------|
| 07/28/2025 | 390634498-03090809-1-25... | 07/27/2025 16:25:00 | 376773****6012 | | 162727 | N/A |
| 07/27/2025 | 28015 | 07/26/2025 19:14:00 | 379790****3009 | | 834141 | N/A |
| 07/27/2025 | 28013 | 07/26/2025 18:13:00 | 557619****9784 | | 061354 | N/A |
| 07/27/2025 | 28012 | 07/26/2025 17:51:00 | 557619****6896 | | 055226 | N/A |
| 07/27/2025 | 28010 | 07/26/2025 17:35:00 | 400022****6472 | \$64.92 VISA | 182839 | N/A |

| | | | |
|-----|-----------------|--|--|
| 10. | Export the data | Once you click the Export button on the right, your browser should present you with a prompt to download an Excel spreadsheet. |  |
|-----|-----------------|--|--|