MODERNWORLD
BUSINESS SOLUTIONS
mwbsolutions.co.uk

MERCHANT PANEL

YOUR BRANDED MERCHANT PANEL

Here is the jewel in our crown. The merchant portal is our attack on industry high attrition and the switcher market. Our goal is to build out technology that assists YOUR business in retaining your merchants for as long as possible. We will do this by adding value outside of the fast-becoming commodity that is a payment transaction.

If we can aid your merchant in delivering them a panel which they use in the everyday running of their business then the chances are they will be our joint customer for years to come and of course, this is what we want.

We will continue to innovate to deliver you as our partner along with your merchants a payments platform ecosystem that is reverse engineered to give merchants and partners everything they could want from a payments company.

HOW IT WORKS

For every merchant that you sign up using your partner platform with us at MWBS, we automatically generate a merchant panel for your client. This platform is 100% in YOUR brand, so the merchant now always has a communication tool with you for the duration of their time as a customer.

But better than that, your business has now delivered something to your merchant that is unavailable anywhere else on the market, something that is innovative, useful beyond words and fully mobile responsive so they can communicate with you or find vital business information at any time they need at the touch of a button.

This portal also acts as a salesperson for YOUR business with our products and services sitting on the merchant panel for the merchant to enquire about at any time. This generates you more business meaning more commissions to you on ancillary products and services on future purchases from your merchants.

In this document we will outline the areas of the merchant panel and why we believe that creating transparency across the payments ecosystem from partner to merchant will deliver us all a better payments experience.

SIGN UP PROCESS

1

When your merchant goes live with us at MWBS, they will receive an automated email generated from our system. This email will be in your brand as the partner connected to the merchant in question.

2

The merchant will be invited to sign up using the link in the email, once the merchant has signed up and followed the steps in the sign up process they will gain access to their merchant panel.

Fully branded as you, the partner.

DASHBOARD

The dashboard gives each merchant important information on their business activity through the panel. The panel will report useful information related to payment links sent, quotes and invoices generated and acceptance rates all the way through to client numbers growing or declining – a full overview of platform and client behaviour and activity all in one place.

All businesses require management information in order to make informed decisions to enhance their operations, we are proud to be developing the only merchant panel offered to merchants at no cost just to improve their payments experience with our partners.

Our merchant dashboard is fully branded in our partners brand, giving all of our partners a product jammed packed of integrations, products and innovations ready to impress and more importantly retain your next merchant.

New customers / customer numbers

Invoices raised / amounts

Payment links sent / opened

Transactional information

Values and information

Quotes sent

Clients payment reporting

CUSTOMERS

This section allows you to use your merchant panel as a CRM. The panel will capture all your customers data allowing you to shortcut to raise invoices, quotes or send payment links too. A powerful tool that keeps all customer data in one place so that you can concentrate on growing your business.

Also allowing you to quickly send payment links or to take a payment over the phone and assign it to a customer on file to give you important information on payments and customer behaviour, The customers section of your merchant panel is a great tool to have at your fingertips.

Assign payments to customers

Raise quotes from customers

Customers' data

Raise invoices from customers

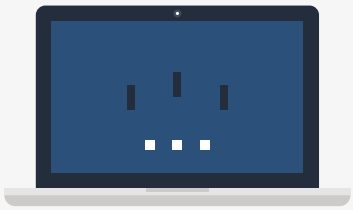
Track customer activity

Raise a payment request per customer

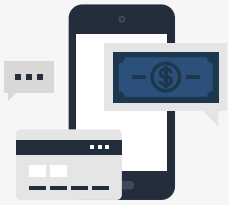
QUOTES

If you have a business where quoting is the thorn in your side, then our merchant panel will be a breath of fresh air! A tool that allows you to quote for your products and services and keeps ALL of your quotes in one space ready to chase up, gain feedback or to turn into invoices.

The quotes runway will allow you to store and search through all of your quotations historically and organise between quote sent, quote accepted and awaiting response.



Store quotes in professional runway to easily manage



Send quotes in minutes

Save HOURS in quoting time with the MWBS platform

Get important conversion data

Generate professional merchant branded quotations

INVOICING

The most important thing for ANY business is to get paid.

We wanted to build a platform for merchants that made it easier for them to collect money from their customers.

We also believe that it should be easy for your merchants' customers to make payments, after all this is what we want right? We want our merchants utilising our payment platform as much as possible, whilst offering them value adds that they cannot get elsewhere without paying for the service.

Our invoicing offers YOUR merchants the ability to send out invoices directly from the platform with a payment link that is connected to your merchant services account. This means you will not have to pay the high fees of a third party company to offer a pay by card link on your invoices. From now on, it's all part of the service for MWBS partners merchants.

Another excellent tool available on the Modern World Merchant Panel.

Send invoices with pay by card links on them

Track if a payment link has been opened

Integrations into Xero and Quickbooks

Raise invoices by customer

Send merchant branded invoices

Track invoices as paid and open

SUPPORT

First class ticketing system for you and your merchants!

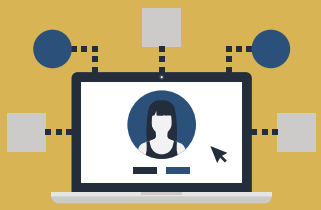
The support tab on the merchant panel gives you our partner the chance to act as first line support.

The API bridge between the merchant panel and the partner portal means your merchants can raise tickets on their panel which feeds through to your partner portal so that you can deal with your merchants queries quickly and efficiently whilst keeping all communications live is one thread.

We take the satisfaction of all merchants very seriously, so a tool that opens communication lines and offers all merchants complete transparency on if their problems are being investigated means peace of mind for any merchant.

The platform gives you as our partner complete control over your merchant, and only should you want to pass any query to MWBS HQ, we would help to resolve an issue.

Always keeping communication lines open between partner and merchant



Easy to navigate ticketing runway to resolve merchant queries

MWBS escalation point or send all queries to MWBS - whatever suits your business

Status reports and note section on each ticket

Automated emails in Partners brand

PRODUCTS & SERVICES

The platform that works FOR YOU as you sleep.

The magic behind our merchant panel means that your branded panel is used as an upselling tool to all your merchants through our products and services tab. This section on the panel gives your merchants the chance to look up further services and products available through the MWBS platform and make enquiries should and when they need them. This enquiry comes straight into you on your partner panel for you to convert making extra commissions as you do so, we love a win – win situation here at MWBS

We carefully only place products and services on our merchant panel that we believe as a business will improve the payments experience or aid the merchant in the business journey.

All products and services are underpinned by support at HQ or through strategic partnerships.

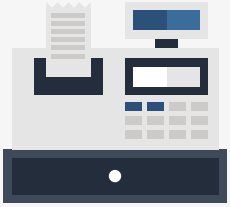
Extra products and services that are available on the Merchant panel, include but are not limited to:

Quality websites (all built in-house at MWBS)

High risk bank accounts

Web services - SEO, PPC

Merchant cash advance



Epos systems

Merchant services and ancillaries

TAKING A PAYMENT

Delivering a simple and effective white labelled payments platform for your merchants.

Our merchant panel allows all merchants boarded through MWBS partners to take a payment or send a payment link through their own branded payment page.

Our simple process will allow a merchant to send a payment link or process a virtual terminal transaction in a matter of seconds simply by logging onto their own branded panel.

Once a payment link has been requested you will be able to track the activity of the link to see if it remains as open or paid.

Whilst tracking the payments you send out the panel also collates information and gives your merchant reporting information on their transactional patterns and behaviours.

The Virtual terminal transaction will immediately report back to you with success or failure, so you know if payment has been processed.

Virtual Terminal

Capture a MOTO transaction by utilising your own virtual terminal on the merchant panel

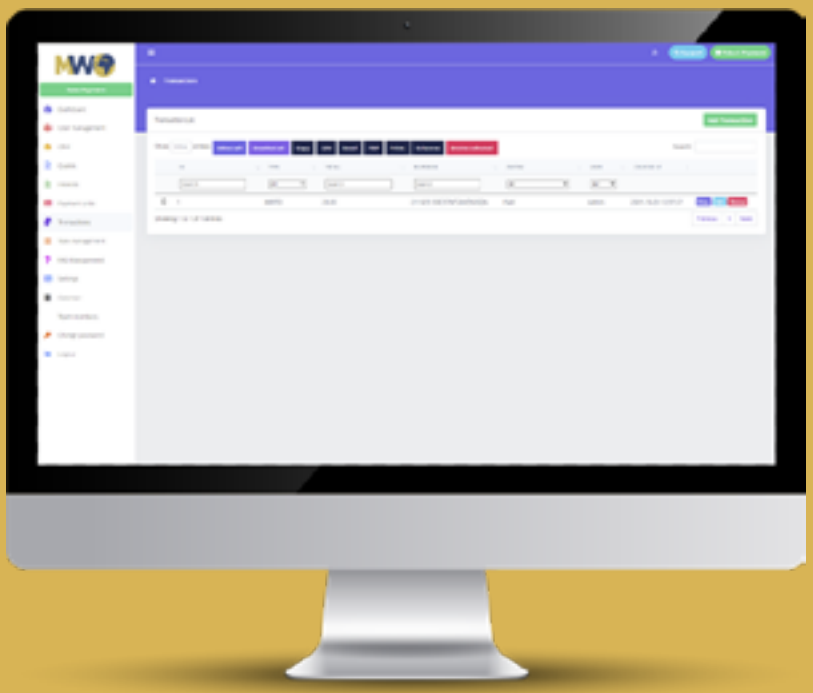
Pay By Link

Capture payments from people by sending a link either by email address (FOC) or text message (for 8p per text charged to the merchant)

TRANSACTIONS

The transactional tab on the merchant panel will give your merchant real time reporting on the history of the payments that have been requested.

These transactions will contribute towards wider reports for your merchant's business, such as:



- ATV
- Max transactional value
- Minimum transactional value
- Number of transactions
- Success and failure rates

The importance of transactional data for your merchants has never been more important in a digital payments world, staying on top of this data means your merchants can make better business decisions to grow their business.

MARKETING

We have Mailchimp integration enabled also with our Merchant Platform. This means that you can create lists of client and customer statuses and they will pull through to Mailchimp so that you can market to the lists that you create within your platform.

This is a real effective way to collect your customer data and more importantly communicate to your customers captured on your merchant panel.

RESOURCES

This is a section that is dedicated to giving help and transparency to your merchant on their merchant services contracts and facilities.

In our resources section your merchant will find documentation at their fingertips that is otherwise difficult to come by. We want to champion transparency throughout the whole merchant services journey. It starts with your merchant.

Merchant Services Contract

Important Numbers Document

Hardware Agreement

User Guides

Integration Documents

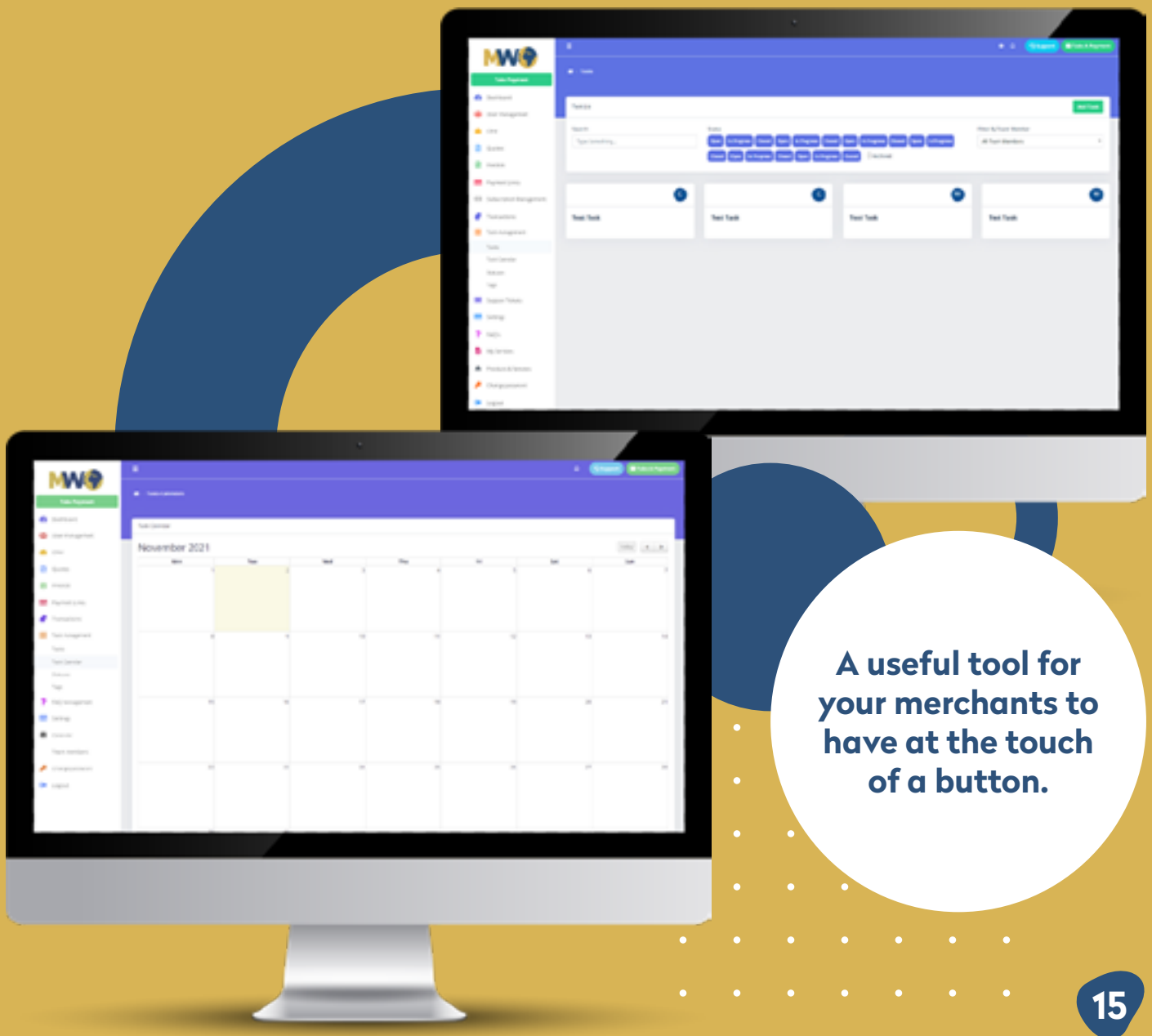
Terminal Specification Sheets

TASK MANAGER AND CALENDAR

This feature will allow your merchants to run their diary from the platform, they can use it casually to record when payment requests need to be sent, or even as a day to day reference point to run their business from.

The merchant can break their tasks down into easy chunks using the task manager runway.

- Daily
- Weekly
- Monthly



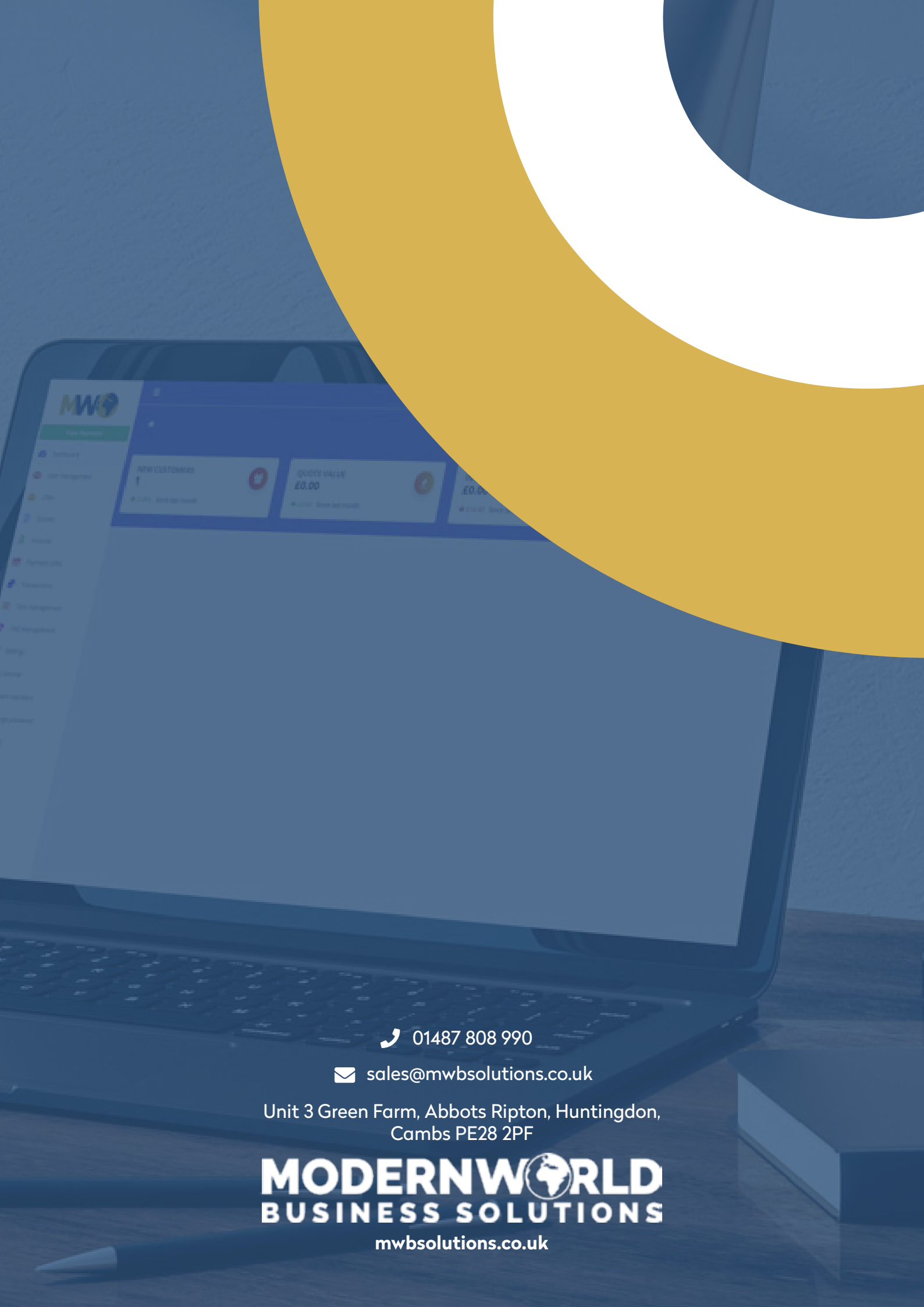
A useful tool for your merchants to have at the touch of a button.

HOW TO?

Our How-to tab is an area where your merchant will find instructions on how to use their merchant panel along with FAQ should your merchant require that first level support without raising a ticket.

This second is jam packed with instructions on every aspect of our panel.

Whist we have taken every care to design the merchant panel in the most user friendly way possible, it is inevitable that not everyone will get to grips with it immediately, having this area will help anyone that is a little unsure to navigate their way around the panel before having to contact you as their first line support to help them.



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