

dnapayments



The screenshot shows the dnapayments dashboard with a sidebar menu on the left and a main table of online payments. The sidebar menu includes: Overview, POS payments, Online payments (highlighted), Payment links, Virtual terminal, POS American Express, Chargebacks, Settlements, Billing, Reports, Exports, Settings, and Help. The main table is titled 'Online Payments' and has columns for Amount, Status, Customer, Payment method, Date, and Action. The table contains 15 rows of payment data.

Amount	Status	Customer	Payment method	Date	Action
£2.01	Processing	SCOTT	Ⓜ: 540223.0037	22/10/2025 07:05	...
£2.28	Processing	SCOTT	Ⓜ: 540223.0037	22/10/2025 08:54	...
£38.82	Processing	JOHN DOE	Ⓜ: 4888.38	22/10/2025 23:08	...
£25.48	Charge	JOHN DOE	Ⓜ: 4888.38	22/10/2025 23:08	...
£5.00	Charge	-	Open Banking	22/10/2025 23:03	...
£38.82	Processing	JOHN DOE	Ⓜ: 4888.38	22/10/2025 07:23	...
£81.12	Charge	-	Open Banking	22/10/2025 07:09	...
£59.21	Processing	JOHN DOE	Ⓜ: 4888.38	22/10/2025 07:04	...
£5.00	Charge	-	Open Banking	22/10/2025 07:02	...
£20.00	Processing	JOHN DOE	Ⓜ: 4888.38	22/10/2025 17:05	...
£25.12	Processing	JOHN DOE	Ⓜ: 4888.38	22/10/2025 14:28	...
£45.55	Processing	JOHN DOE	Ⓜ: 4888.38	22/10/2025 14:26	...
£24.00	Processing	JOHN DOE	Ⓜ: 4888.38	22/10/2025 14:25	...
£24.00	Processing	JOHN DOE	Ⓜ: 4888.38	22/10/2025 14:25	...
£24.00	Processing	JOHN DOE	Ⓜ: 4888.38	22/10/2025 14:24	...
£24.00	Processing	JOHN DOE	Ⓜ: 4888.38	22/10/2025 14:24	...
£24.00	Processing	TEST	Ⓜ: 420001.0000	22/10/2025 14:02	...

Website Payments Guide

Helping you focus on what's important

dnapayments.com/faq
support@dnapaymentsgroup.com
0208 102 8100
or contact your Account Manager

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Website Payments Guide

Welcome to DNA Payments, and thanks for choosing us as your Payments Partner.

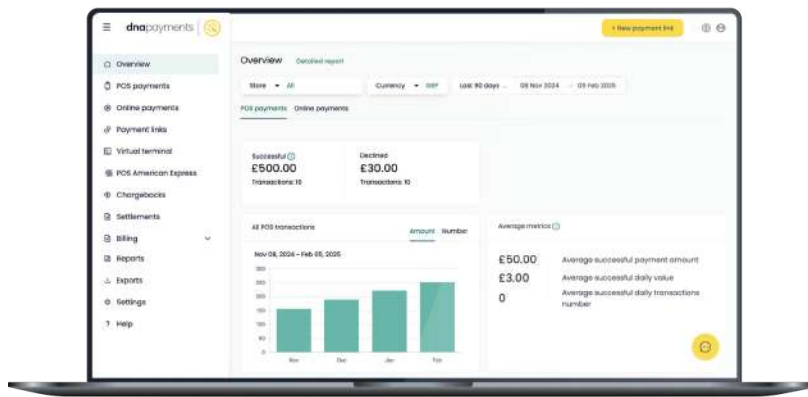
We look forward to getting you up and running and accepting payments as quickly as possible. Our experts have prepared this helpful guide to help you learn more about Website Payments.

Our Website Payment Solution is easily integrated with all the latest web platforms, accepts major cards and alternative payment methods and you can even custom brand it with your logo and colours!

We recommend looking through our guide's knowledge base to discover how to use our

Website Payments' features and functionality to their fullest potential, which include:

- **Payments methods and management + Merchant Portal access**
- **Website platforms supported + how it works**
- **Big Commerce integration**
- **Magento 2 integration**
- **Opencart integration**
- **PrestaShop integration**
- **WooCommerce integration**
- **Custom website integration**
- **Custom branding**
- **Website payments Settlements and Statements**

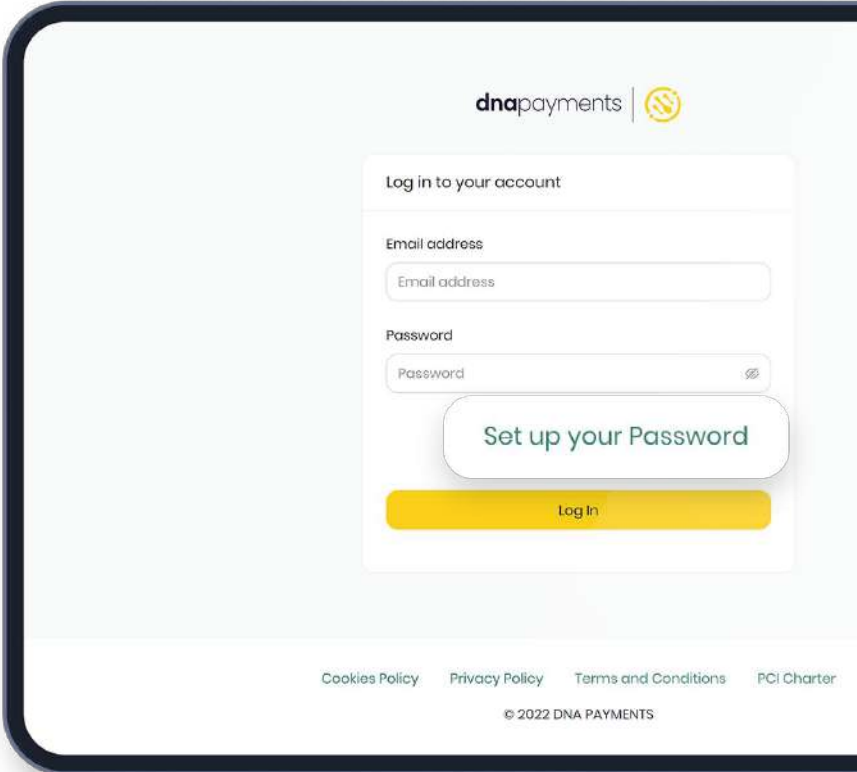


Merchant Portal Access

Once your Acquiring Agreement Application is approved and signed, you'll receive an email with your Merchant Portal Access details, so you can monitor and manage your website payments.

How to Set Up Your Password

- 1 Go to our Merchant Portal via the following link: portal.dnapayments.com
- 2 Select "**Set up your Password**" to set up your new password.
- 3 You'll receive an email with a confirmation code sent to the email address you used to apply.
- 4 Enter your confirmation code and proceed.
- 5 Create your new password.
- 6 Use your email as your username and enter your newly generated password to log in and access our Merchant Portal.



The screenshot displays the DnaPayments Merchant Portal login interface. At the top right, the 'dnapayments' logo is visible. The main heading is 'Log in to your account'. Below this, there are two input fields: 'Email address' and 'Password'. A prominent green button labeled 'Set up your Password' is positioned below the password field. At the bottom of the login section is a yellow button labeled 'Log In'. The footer of the page includes links for 'Cookies Policy', 'Privacy Policy', 'Terms and Conditions', and 'PCI Charter', followed by the copyright notice '© 2022 DNA PAYMENTS'.

i NOTE

You'll only be able to access our Merchant Portal after your acquiring application has been approved. Once approved, you'll be notified and can use the email address you used to apply to set up your password following the steps highlighted in the guide.

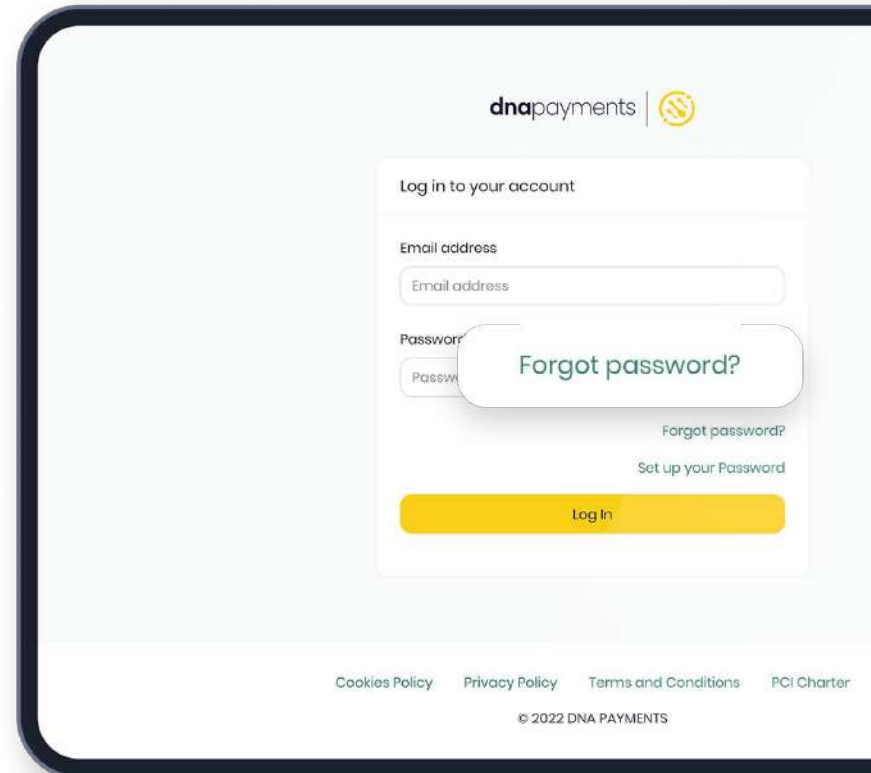
Merchant Portal Access

If you've forgotten your password, you can generate a new one by using these easy-to-follow steps:

- 1 Go to our Merchant Portal link: portal.dnapayments.com
- 2 Select the "**Forgot Password?**" link to set up your new password.
- 3 You'll receive an email with a confirmation code sent to the email address you used to apply.

How to change your login details

To change your login details, please send us a message using the contact details found in our guide, and one of our experts will be able to help you.



Payments Methods and Management

Our Website Payment Solution accepts all popular payment methods, giving complete control over payment types you choose to receive, managed using our Merchant Portal by logging in and visiting the payment methods section:



Apple Pay allows consumers to pay easily and quickly online. The consumers store their card information in their Apple Wallet, which can be invoked from their Apple devices or within Safari. Apple Pay is supported via the checkout page and express mode when making payments online.



Google Pay - Allows consumers to pay for their goods and services easily and quickly online. The consumers store their payment card information in their Google Wallet, which can be invoked from their Android devices or within the Google Chrome web browser.

NOTE

We're constantly adding new payment methods, and each will become available on this page to manage upon its launch.



PayPal - Quickly accepts customer payments using a secure PayPal account. Payments can be managed via our Merchant Portal using this guide.

Klarna.

Klarna - A "Buy Now Pay Later" option, allowing customers to pay using flexible payments.



A full range of payment methods

All major card and alternative payment methods at your fingertips

VISA



Klarna.



Custom Branding

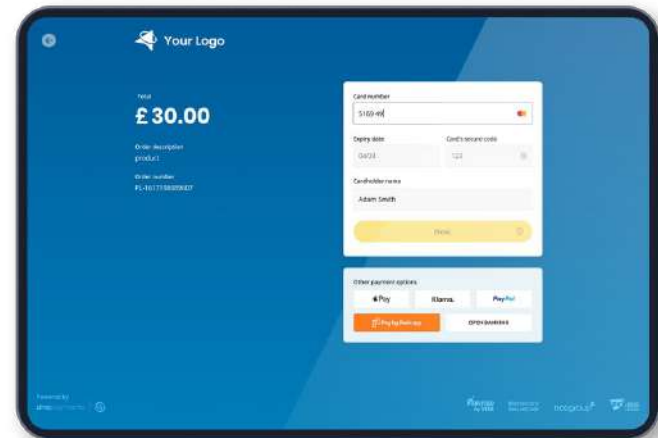
We understand you've put lots of effort into the branding and styling of your business to ensure it's unique and reflects your values and mission.

We also understand how important it is to promote your brand and get reputation and awareness across your entire business model.

These values are why we've implemented a branding module that lets you use our Payment Solutions with a seamless styling experience.

- 1 To get your website checkout customised with your brand and styling, just get in touch with our Support Team and we'll do the rest [Get in touch](#)
- 2 Simply provide use with your beautiful logo in the appropriate format and your business's colour schemes, and our team of experts will prepare mock-ups and apply any additional requests
- 3 Our custom branding solution is extremely flexible, and we're sure we'll be able to deliver something very special for your business, so just get in touch with us and we'll be happy to help [Get in touch](#)

Once you've met all these requirements, our team will help and here's the [quick description](#) link of what it will look like.



Monitoring Your Website Payments

Filtering Search Results

You can also use the Search tool at the top of the page to perform keyword-related searches for a particular result you want.

Online Payments is where you can also monitor your Payment Links and Virtual Terminal payments.

There are additional filters on your Online Payments page. To search using these, please:

- 1 Go to the top search toolbar items on your selected payments page.
- 2 Click the Filters dropdown menu.
- 3 From the Filters dropdown menu, select:

- **Shop name**
- **Order number**
- **Post link**
- **Customer ID**
- **Email**
- **RRN**
- **Amount**
- **Donation amount**
- **Payment method**
- **Refund date**
- **Refund amount**
- **Currency**

A screenshot of a 'Filters' dropdown menu. At the top right is a 'Filter' button with a funnel icon. Below it is a 'Clear filters' link. The main area is titled 'Filters' and contains a list of filterable items: Shop, Order number, Post link, Customer ID, Email, RRN, Amount, Donation Amount, Payment Method, Refund Date, Refund Amount, and Currency. Each item has a dropdown arrow. At the bottom are 'Close' and 'Apply' buttons.

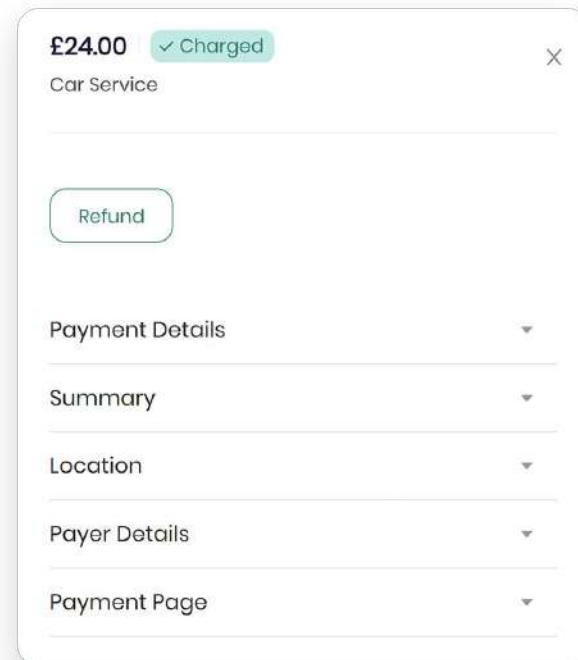
A screenshot of a 'Filters' dropdown menu. At the top right is a 'Filter' button with a funnel icon. Below it is a 'Clear filters' link. The main area is titled 'Filters' and contains a list of filterable items: Store, Terminal ID, Currency. Each item has a dropdown arrow. At the bottom are 'Close' and 'Apply' buttons.

Monitoring Your Website Payments

View More Details

To find out more details about your Online Payments, please:

- 1 On your Online Payments page, click on the payment, and you'll see dropdown items.
- 2 Click the dropdown you want more information on, which are:
 - **Payment details** (amount, date, status, order number, payment ID, transaction type)
 - **Summary** (shop, description, authorised on, result message)
 - **Location** (payer IP, description)
 - **Payer details** (payer, account ID, email, phone)
 - **Payment page** (language, postlink address, postlink)



Understanding Your Website Payment Statuses

You can search the status of your Website Payments' statuses by:

- 1 Go to the top search toolbar on the payments page you've selected.
- 2 Select the Status dropdown button.
- 3 Select from the following dropdown options:
 - **Pending:** Payment is authorised and is waiting for the charge status. Applicable only to merchants using a manual "charge" completion scheme.
 - **Created:** Usually applicable only for alternative payment methods (APM), meaning payment is initiated and awaits completion on the consumer/APM side.
 - **Credited/refunded:** Refund payment completed and credited, meaning the Merchant has issued a refund and it has been credited.
 - **Charged:** Payment completion status, meaning the payment process has been completed and processed to the Merchant.

- **Cancelled:** Payment cancelled/reversed by the customer, integrator, payment processor, or in the Merchant Portal.
- **Declined:** The payment has been declined by the card issuer and/or acquiring processor for a variety of reasons, such as insufficient funds.
- **Failed:** When the payment has been Failed appears, it is due to due to technical issues, either with the consumer card, APM or checkout.
- **New:** Payment has been initialised/created, but the processing has not yet started.
- **3D Secure:** Payment awaits 3D Secure completion by the consumer, who has yet to pass this phase before completing the payment.
- **Tokenised:** Tokenised request completed successfully, and token created for payment to be processed and completed by the acquiring bank.
- **Verified:** Payment is verified by the card issuer who has fully verified the card details and payment.
- **Processing:** Payment awaits completion from the issuer and/or 3D Secure completion before it can be fully processed and shown as Charged or Declined.
- **Abandoned:** Payment has been initiated but not yet completed by the customer and therefore hasn't been processed.

Refunding a Website Payment

Our Merchant Portal provides you with functionality to manage your transactions easily, especially if you're using our Website Payment solution. These include:

Refund and Partial Refund

Using our Website Payment solutions you can process a Full or Partial Refund for any processed Payment using our Merchant Portal.

To process a Full or Partial Refund, please:

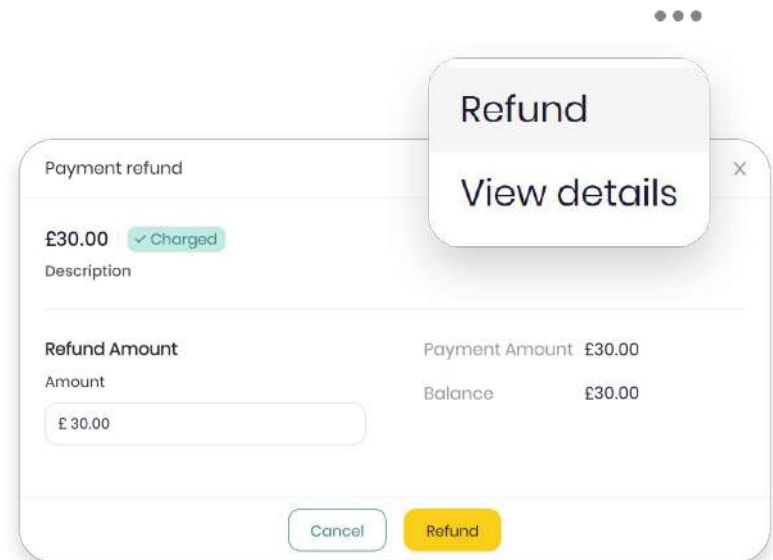
- 1 Select the transaction on your Online Payments page and click on it.
- 2 When our Payments Manager appears, select either the **"Refund"** button, and fill in the amount you would like to refund, either the total amount or a partial refund amount.
- 3 Refunds are then processed automatically and refunded back to the payment method used originally.

Funds are credited to the original payment method used for the Sale transaction and must not exceed the actual Sale amount.

Digital Refund Receipt

When a refund is processed, users can generate a **Digital Refund Receipt** in the same way that's currently supported via a Sale transaction.

The receipt is emailed to the original payee; the date on it is the date we process the transaction and may not be the date funds are credited to the Cardholder's account.



The screenshot shows a 'Payment refund' modal window. At the top, it displays '£30.00' with a 'Charged' status. Below this is a 'Description' field. A table shows 'Refund Amount' with a value of '£ 30.00' entered in a text box, and 'Payment Amount' as '£30.00'. The 'Balance' is also listed as '£30.00'. At the bottom, there are 'Cancel' and 'Refund' buttons. A 'Refund' dropdown menu is open, showing 'View details'.

Billing

To keep track of all your fees from your Settlements, you can visit the Billing section, which will show a list of your Invoices from DNA Payments to download for your accounting.

Downloading your Invoices

To download your Invoices, please:

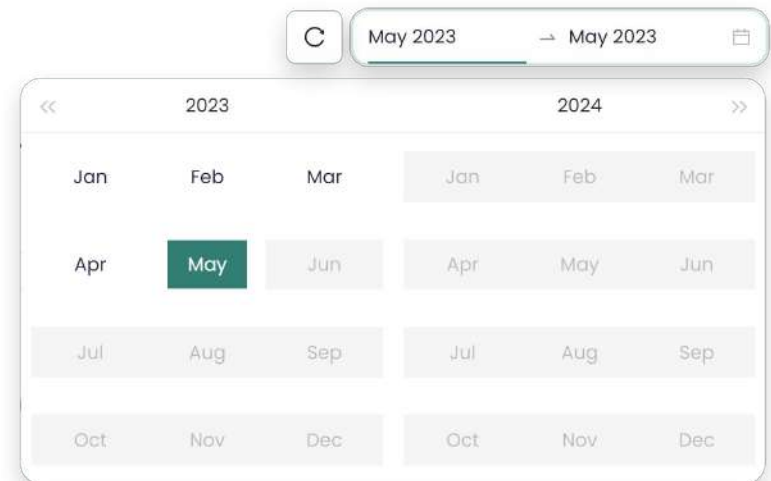
- 1 Select the **"Invoices"** page on the menu bar.
- 2 Go to the Invoice you'd like to download.
- 3 Download either as a **PDF** file in the **Actions** section.



Set date parameters for custom downloads

To set custom date parameters:

- 1 Go to the top search toolbar on your **"Billing"** page.
- 2 Click on the dates shown by month only.
- 3 Select your start and end date period using the calendar.
- 4 From the **Actions**, select the **"Download"** button.
- 5 Your **Invoice** will download to your device.



Chargebacks

Rest assured, all chargebacks from transactions made via our payment solutions can be easily monitored via our Merchant Portal and on the app, providing you with a comprehensive view of your chargebacks.

By proactively identifying any trends, you can take control of chargebacks with detailed insights, with all the functionality and information you need.

On the chargebacks page, you can monitor:

- **Amount:** Chargeback amount
- **Chargeback date:** When the chargeback was initiated
- **Transaction date:** Date of the original transaction
- **Chargeback status:** Chargeback, Chargeback Reversal, Second Chargeback - Lost
- **Reason:** Chargeback reason categories: Authorisation, Consumer, Fraud, Processing Errors
- **Payment method:** Card Scheme and Mask

You can also drill into additional, deeper details by clicking on a chargeback, displaying:

- **Chargeback ID**
- **Chargeback details:** Date, Amount, Reason code with the description hint, ARN (acquirer reference number)
- **Original transaction details:** Banking Date, Amount, Capture Method, Transaction Type, Card Scheme, Card Mask, Document ID, Terminal ID, Transaction ID
- **Chargeback history:** Timeline of status changes: Date, Chargeback Status, Amount, Financial Status, Document ID

Amount	Transaction Date	Status
£10.00	09.10.2024	Chargeback
£1.00	09.10.2024	Chargeback Reversal
£1.00	09.10.2024	Chargeback
£3.00	05.08.2024	Chargeback

NOTE

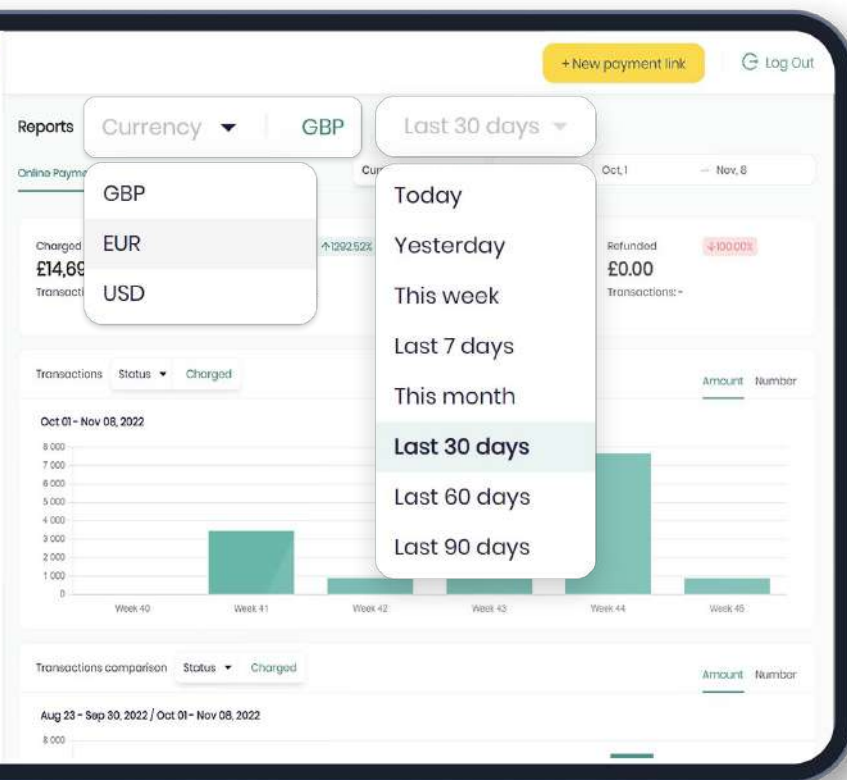
Our support team will be in touch with further steps if you see a chargeback. View our Chargebacks Guide [here](#)



Reports

Our **Reports** page provides a detailed overview and breakdown of your transactions where you can:

- View analytics as real-time charts of your Website Payments.
- Monitor and report on the progress of your business's payment activity
- Get valuable insight into your growth, trends and much more



Using the top search toolbar bar on your Reports page, you can access your business's common day-to-date payment workflows and search by:

- **Currency**
- **Date**

Set date parameters

To set custom date parameters:

- 1 Go to the top search toolbar.
- 2 Click on the dates shown.
- 3 Select your desired start and end date period on the calendar that is then displayed, or you can use the quick set date parameter results button next to the calendar dates, just to the left, which gives you the option to search by:

- **Today**
- **Yesterday**
- **This week**
- **Last 7 days**
- **This month**
- **Last 30 days**
- **Last 60 days**
- **Last 90 days**

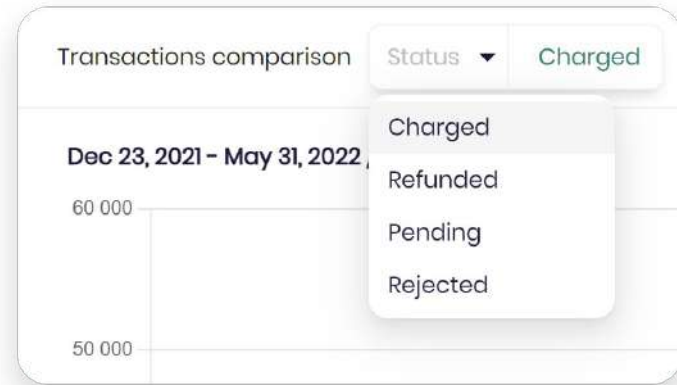
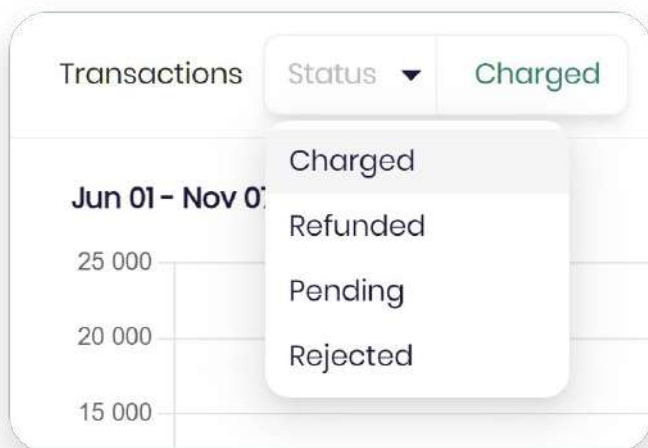
Reports

Once you've set the custom dates and highlighted your date period in yellow, your data will be ready to monitor or manage.

The top of your Reports page will display your search results: Charged transactions, Pending transactions, Cancelled transactions and Refunded transactions.

Your transaction search results are also displayed as line charts, which can be viewed as:

- **Transactions** (viewed either as Amount or Number of transactions)
- **Transactions comparison** (viewed either as Amount or Number of transactions)



You can also search for transactions on these charts by using the Status dropdown, which shows your transactions by:

- **Charged**
- **Refunded**
- **Pending**
- **Rejected**

The circular charts show you your transactions by:

- **Payment methods**
- **Card methods**
- **Issuing banks** (card payments only)

Again, these can be refined using the Status dropdown, which shows your transactions by:

- **Charged**
- **Refunded**
- **Pending**
- **Rejected**

Exports

To keep track of all your exported payment data CSV files from the **Online Payments** section, you can visit the **Exports** section, which will show a list of your exported files from DNA Payments and their status.

What you'll see

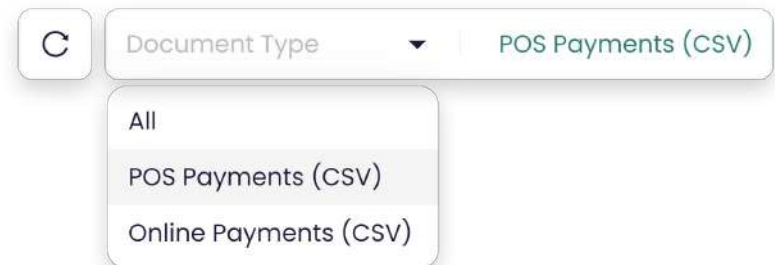
Once an Export is requested, you'll see:

- 1 Export ID.
- 2 File name.
- 3 Document type.
- 4 Date requested.
- 5 Last updated.
- 6 Status (pending or exported).

Select Online Payments

To see results by for Online Payments:

- 1 Go to the top **Document Type** dropdown toolbar on your **"Exports"** page.
- 2 Click on **Online Payments**
- 3 Your results will show as requested.



A screenshot of the 'Exports' table. The table has a header with columns: ID, File Name, Document Type, Date Requested, Last Updated, and Status. There is one row of data. At the bottom left, there is a 'Items per page' dropdown set to '20'.

ID	File Name	Document Type	Date Requested	Last Updated	Status
23060500000594	Demo Merchant 13 Mar 2023 - 11 Apr 2023.csv	Online Payments (CSV)	05 Jun 2023 11:39	05 Jun 2023 11:39	FINISHED

dnapayments



Pioneering payment solutions, powering businesses to thrive

DNA Payments Limited (Company No.11154668 /FCA No.806630). Registered office: 10 Lower Grosvenor Place, London, SW1W 0EN. DNA Payments Limited is authorised by the Financial Conduct Authority under the Payment Service Regulations 2017 for the provision of payment services.

dnapayments.com

support@dnapaymentsgroup.com

0208 102 8100

or contact your Account Manager