

Venu Access

Merchant Guide

2.26.2025

Version 1.0

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Overview

Venu Access is a browser based portal intended to serve as a tool for merchants to view their Venu accounts and interact with customer support for assistance with the Venu network.

- View batch and transaction activity
- Access monthly statements
- Respond to transaction disputes
- Escalate issues

Requirements

A Merchant must be onboarded through the Venu Access portal and have an active account in good standing.

Supported Devices

- Computers, tablets, phones running current operating system
- Current/updated browser

Account Access

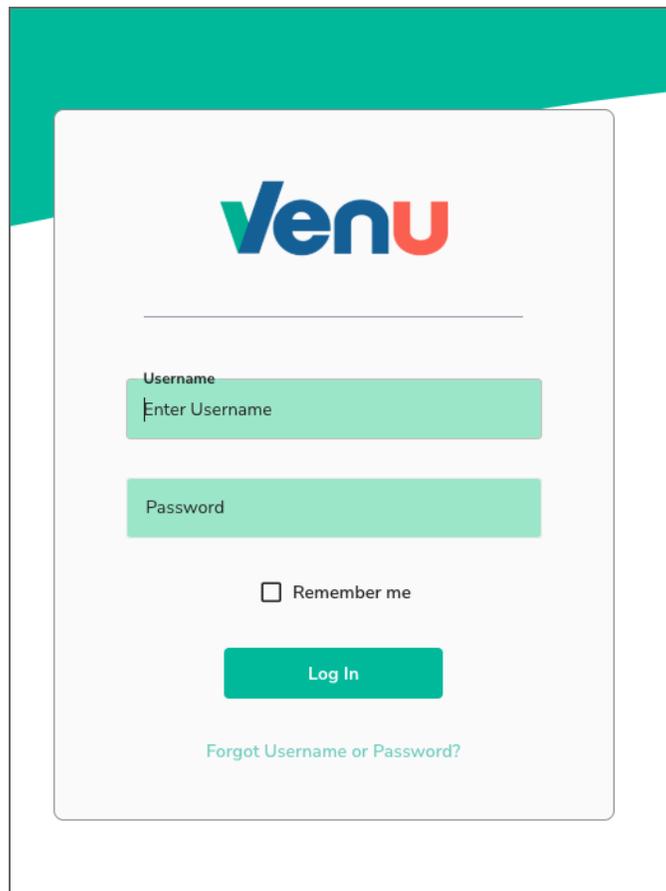
To open the Venu Access portal, an authorized user [Manager] must log in to the application.

Log In

Open a browser window on an approved device and navigate to:

<https://access.venu.bank/>

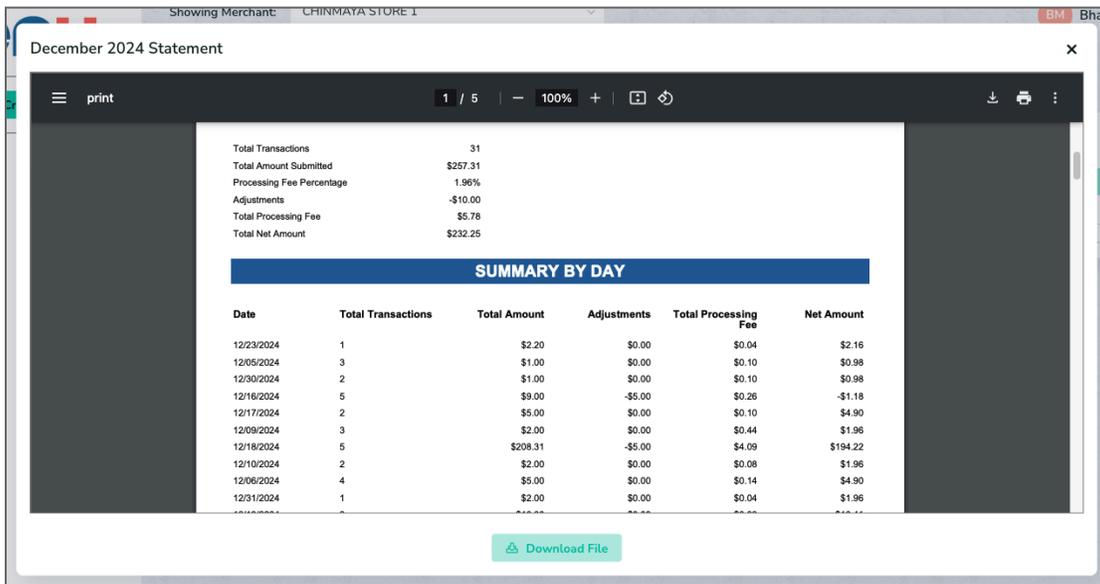
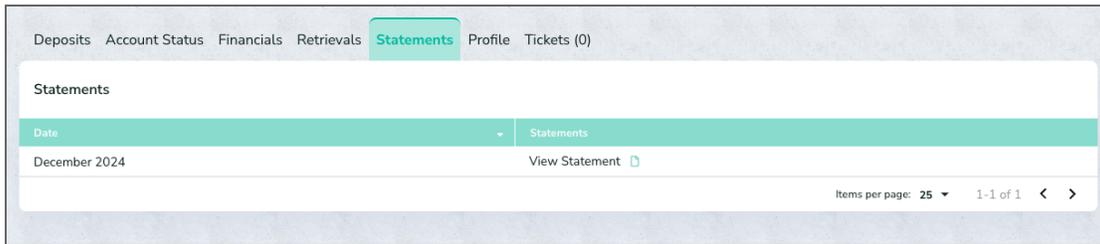
- Enter your username and password
- Click **Login**

A screenshot of the Venu login page. The page features a teal header with the Venu logo in blue and red. Below the logo is a horizontal line. The login form consists of two input fields: 'Username' with a placeholder 'Enter Username' and 'Password'. Below these fields is a checkbox labeled 'Remember me'. A teal 'Log In' button is positioned below the checkbox. At the bottom of the form, there is a link that says 'Forgot Username or Password?'. The entire form is set against a light gray background with rounded corners.

View Statements

Monthly merchant statements can be downloaded and saved for your records through the Statements tab.

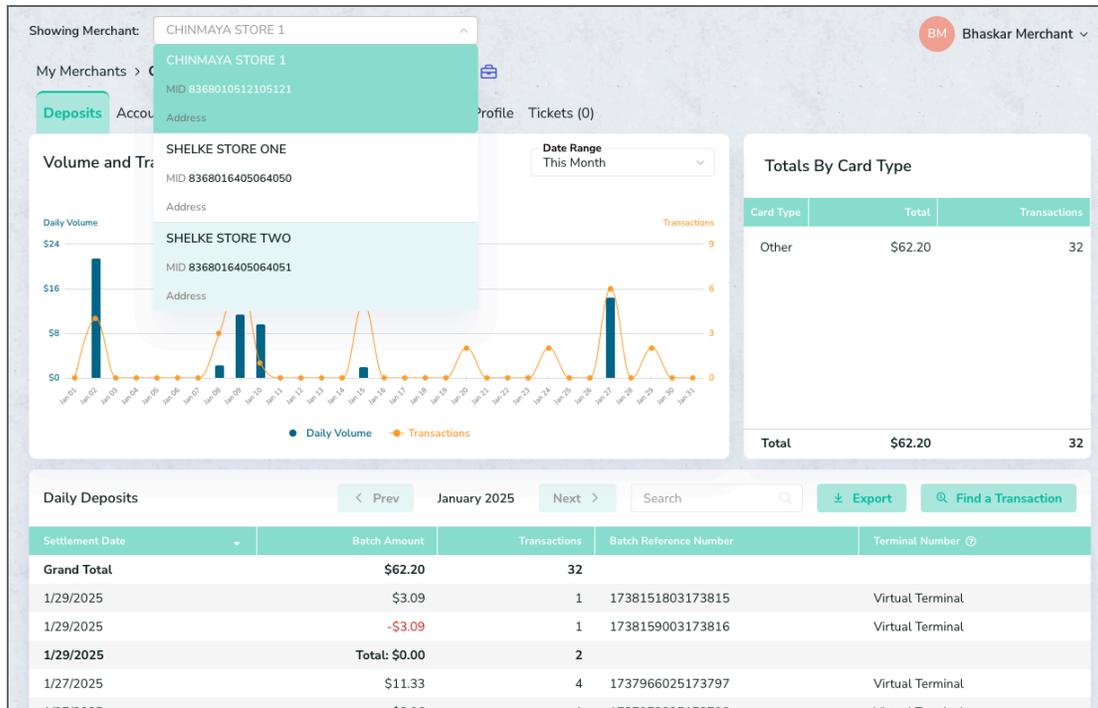
- From the top navigation, click **Statements**
- Locate the statement (month and year) you want to view and click **View Statement**
- Download or print your statement from your local device



View Batch Activity

Transaction volumes and individual activity are viewable through the Deposits tab.

- Select the store you want to view activity for
- From the top navigation, click **Deposits**
- Select the date range you want to view batch activity for



View Transactions

- Select the store you want to view activity for
- From the top navigation, click **Deposits**
- Select the date range you want to view batch activity for
- Within the batch activity listing, select the batch of activity to view specific transactions contained in the specific batch

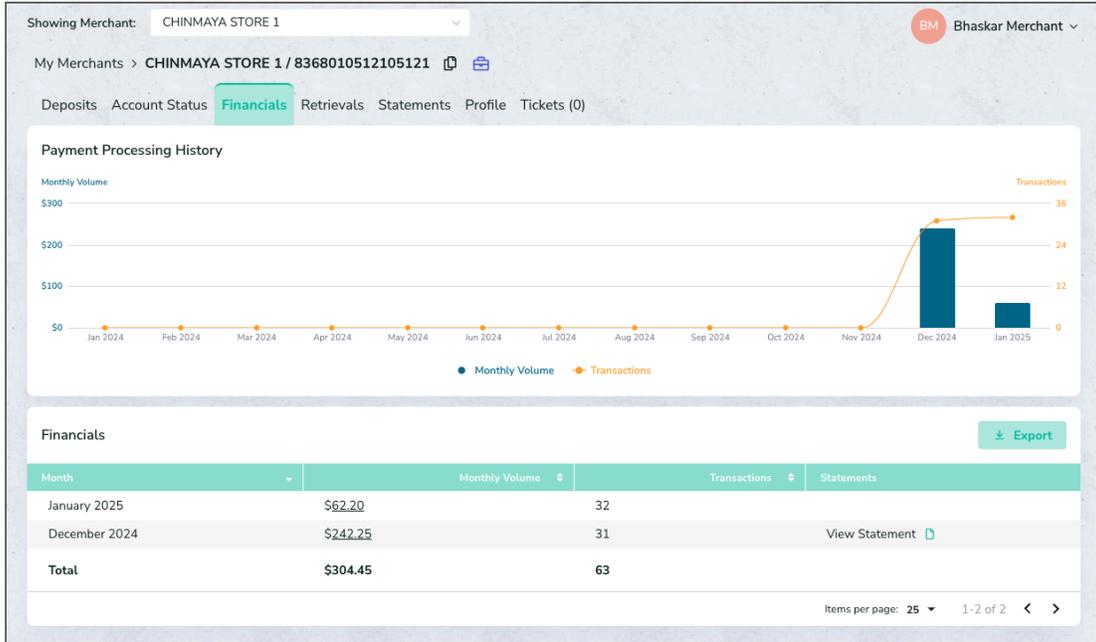
My Merchants > CHINMAYA STORE 1 / [8368010512105121](#) > Daily Financials for 1/27/2025

Total by Card Type		
Card Type	Total	Transactions
Other	\$14.64	6
Total	\$14.64	6

Monetary Batches and Transactions										
Item No.	Amount	Trans Code	Trans Date	Card	Cardholder	POS Entry Mode	Authorization Code	Invoice Number	Voided	
Batch Reference Number 1737966025173797 on 1/27/2025										
1	\$5.15	Payment	1/27/2025	Other	169386****2051		FullApprov	45	N	
2	-\$4.31	Return	1/27/2025	Other	000000****0000		FullApprov	88	N	
3	\$4.31	Payment	1/27/2025	Other	169386****2051		FullApprov	88	N	
4	\$6.18	Payment	1/27/2025	Other	169386****2051		FullApprov	55	N	
Batch Total		\$11.33								
Batch Reference Number 1737973225173798 on 1/27/2025										
1	\$2.06	Payment	1/27/2025	Other	169386****2051		FullApprov	25	N	
Batch Total		\$2.06								
Batch Reference Number 1737980425173798 on 1/27/2025										
1	\$1.25	Payment	1/27/2025	Other	169386****2051		FullApprov	21	N	
Batch Total		\$1.25								
Grand Total		\$14.64								
Funded Total		\$14.64								

View Payment Processing History

- Select the store you want to view payment activity for
- From the top navigation, click **Financials**



Create a Helpdesk Ticket

Raise Dispute

If you ever identify a transaction error, let us know immediately by opening a helpdesk ticket.

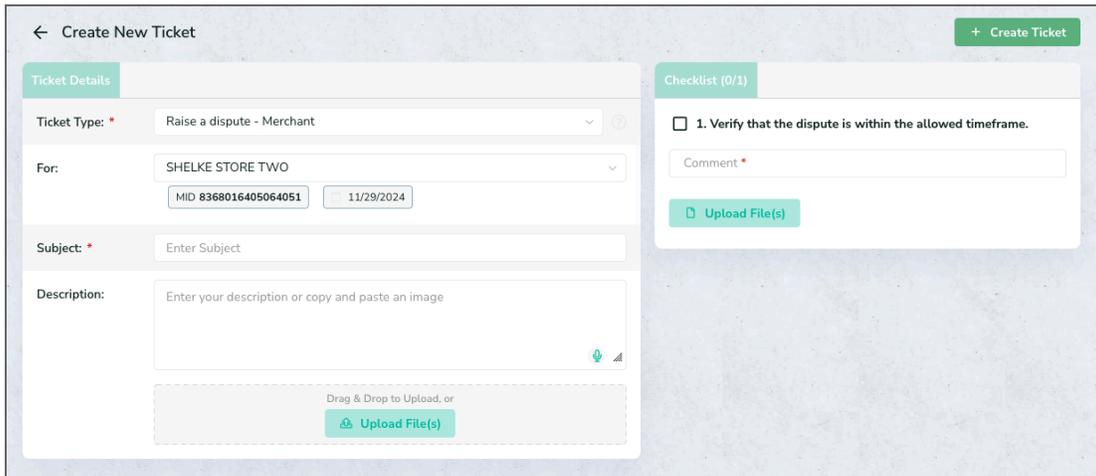
- From the left navigation menu, click **Helpdesk**
- In the upper right corner, click **Add New Ticket**
- From the Ticket Type drop down, select **Raise a Dispute - Merchant**
- Verify the dispute is within the allowed timeframe and upload supporting documentation
- Enter a subject Ex: *Dispute for {transaction ID} {date and time of transaction}*
- Enter a detailed description for the dispute including any identifying information, the reason for the error, and any research performed related to the dispute
- Upload any supporting documentation related to the dispute



Helpdesk + Add New Ticket

Ticket Status Updated Ticket Filters (3)

Status	Today	MTD	December	YTD	2024	Lifetime
New	0	0	0	0	0	0
Open	0	0	0	0	0	0
In Progress	0	0	0	0	0	0
Additional Information Required	0	0	0	0	0	0



← Create New Ticket + Create Ticket

Ticket Details

Ticket Type: * Raise a dispute - Merchant

For: SHELKE STORE TWO
MID 8368016405064051 11/29/2024

Subject: * Enter Subject

Description: Enter your description or copy and paste an image

Drag & Drop to Upload, or Upload File(s)

Checklist (0/1)

1. Verify that the dispute is within the allowed timeframe.

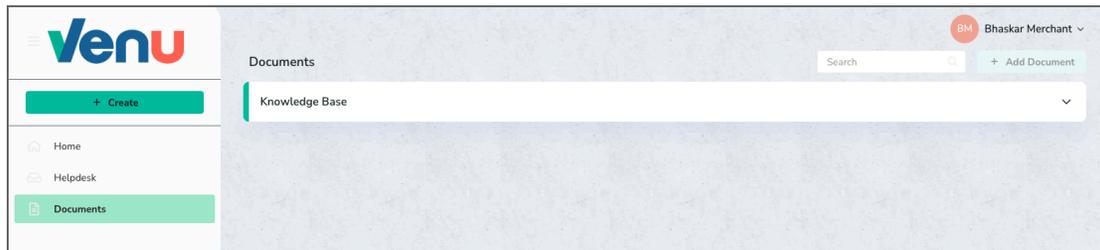
Comment: *

Upload File(s)

Documentation & Knowledge Base

View guides and other supporting documentation for the Venu Access portal.

- From the left navigation menu, click **Documents**
- From the Knowledge Base drop down, select the document you want to view



Product Support

Contact Venu support team either through a ticket created through the Venu Access portal, or by phone [\(877\) 313-3834](tel:(877)313-3834) or email at access-support@venu.bank