



# **Splitit**

## User Guide for Merchants

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## About This Guide

The Splitit Ltd. (Splitit) User Guide for Merchants explains how to use Splitit from a Web browser. It includes all the information you need to get started, manage your terminals, review your customers' accounts, generate reports and track activity.

We want to hear your comments and suggestions about this manual and any other documents related to Splitit. Please feel free to contact us at [info@splitit.com](mailto:info@splitit.com) with your feedback.

You can find more information and documentation about Splitit Ltd. at [www.splitit.com](http://www.splitit.com)

## Getting Started

To get started using Splitit, you need to access the Splitit Merchant Portal and manage your account.

**Prerequisite:** You should have obtained your username and temporary password from Splitit in order to access the Administration website. If you have not yet received this information, please call 1-844-775-4848.

### Login to the Splitit Merchant Portal

**Step 1:** Open your browser and navigate to: <https://merchant-admin.Splitit.com> The Splitit Merchant Portal login page **will** appear.

**Login to Splitit**

User Name  
User

Password  
.....

[Forgot password?](#)

Remember Me

Login

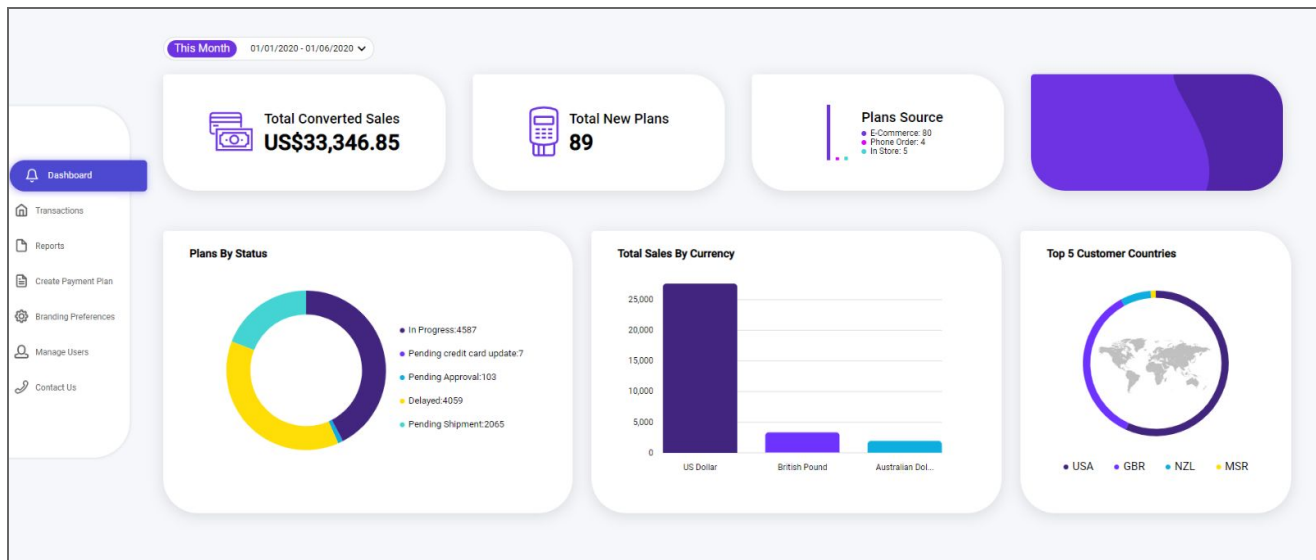
**Step 2:** Use the username and password you received via email.

## Step 3: Click Login.

Note: if this is the first time you are logging in you will be asked to reset your password. The system will log you into the Splitit Merchant Portal.

## Dashboard

The dashboard provides a general view of your plans. You can use the filter to display different periods.



## Transactions

The transaction window shows all transactions in the system. Use the **Search** field to find Plans and Orders.

Date	Time	Store Name	Order ID	Splitit Plan ID	Amount	Installment	Status	Shopper's Name
2020-01-07	12:20 PM	Fashionette SAN DBOX Root	600038094	23570730803150872110	£82.95	0/3	Pending Shipment	testacct Bird
2020-01-07	9:56 AM	CRU Dinnerware Root		64515205581744780217	US\$8000	1/12	In Progress	Ella Goldfeld
2020-01-07	8:28 AM	Fashionette SAN DBOX Root	600038088	43876265525233366663	£48.3	0/12	Pending Shipment	kuKYROGWT azKSSRqDG Me BttinxZIM EnqRbpfNAI BY

## Create Plan

Creating a new payment plan is easy.

**Step 1:** Fill in total amount and currency. The order number is optional.

**New Order**  
Mind the Gap · Test SCP Terminal(Disabled-PrevSCP)

Order

Order

Total amount  
1,000 USD

Order number optional

Continue

**Step 2:** Choose payment options.

All Options: Shows all available installments

One payment: Allows shopper to pay one time

Customize: Change the number of installments the shopper can choose

**Step 3:** Review purchase plan.

**New Order**  
Mind the Gap · Test SCP Terminal(Disabled-PrevSCP)

Order  
1,000.00 USD  
Order number: -

Payment options  
2-36

Customer's email language  
English (United States)

Advanced options

Get now, pay later  
Delay the charge date or set a manual charge

Deposit  
Define a custom first payment amount

Order type

In-store purchase

Phone order

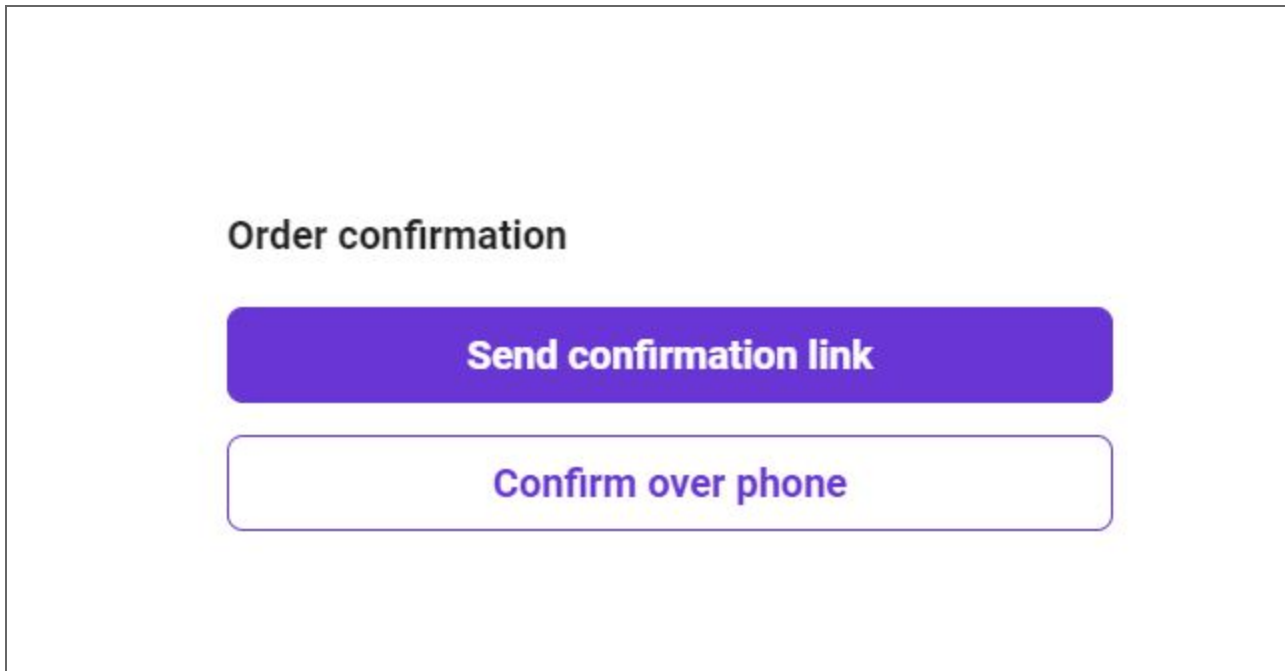
Send link

**Step 4:** Select the order type:

- In store
- On the phone
- Send link

## Phone

For phone purchases, after the payment method has been confirmed the shopper will receive an email with a link to **'Approve Plan'**. This link will redirect the shopper to the approval page.



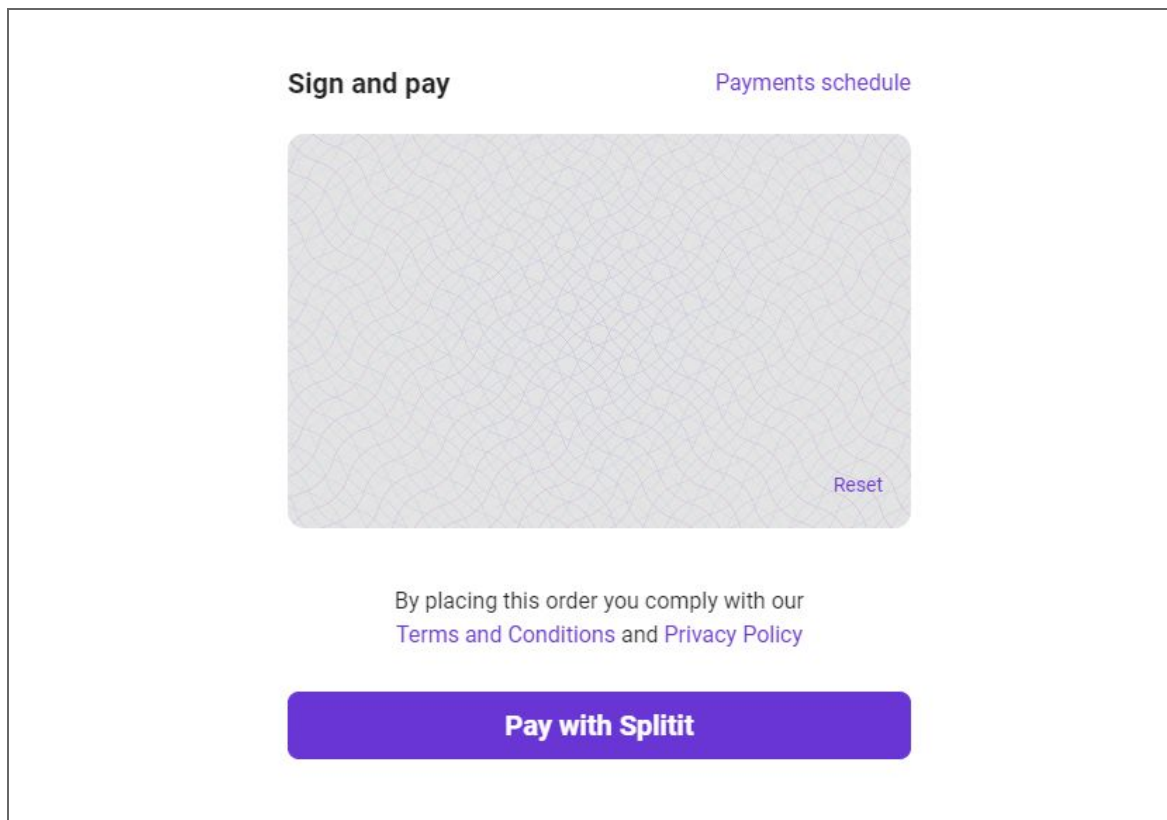
**Order confirmation**

**Send confirmation link**

**Confirm over phone**

## In Store

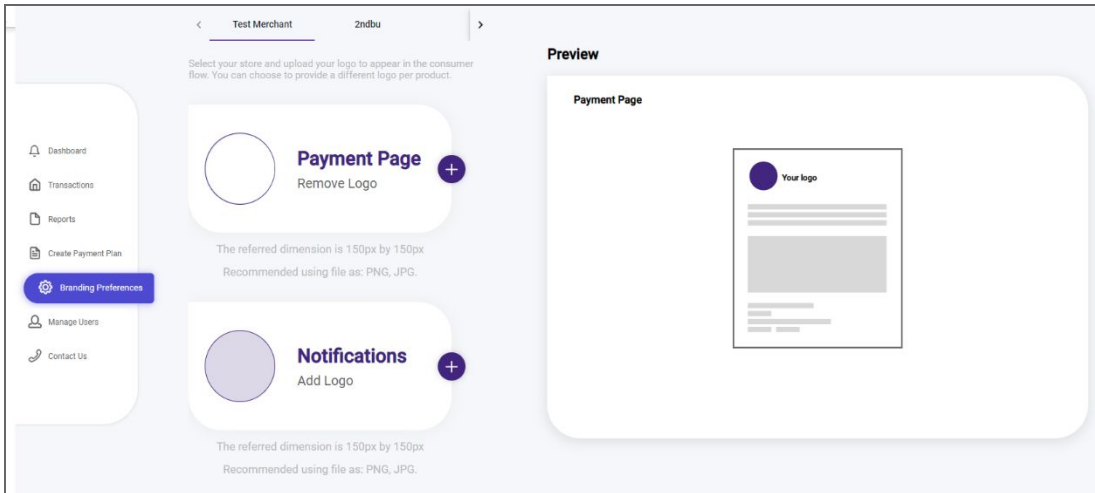
Results in shopper physically signing the purchasing agreements with a stylus or on a printed copy in store.



## Branding Preferences

Customize the look and feel of your checkout by adding your logo to your payment page. Add your logo to shopper notifications such as confirmation emails and cart abandonment reminders.





## Users

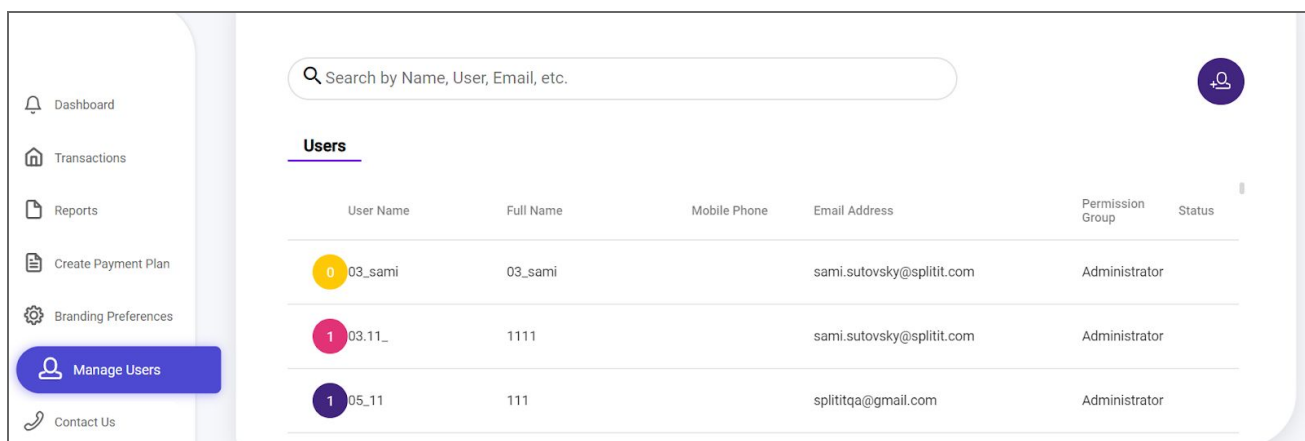
The user’s window allows you to find any user assigned to the portal within your organization. You can search by Name, Email or Role. You can also Add, Edit or Delete users.

Users can be assigned the role Administrator, Manager or Cashier.

**Administrators** have full privileges on the system and can perform all action.

**Managers** are almost the same as Administrators, but they can’t add or manage users.

**Cashiers** can only create plans and see transactions; they can’t change Instalment Plans once they are created.



# Personal Details

The Personal Details window enables you to change your username, email and password.

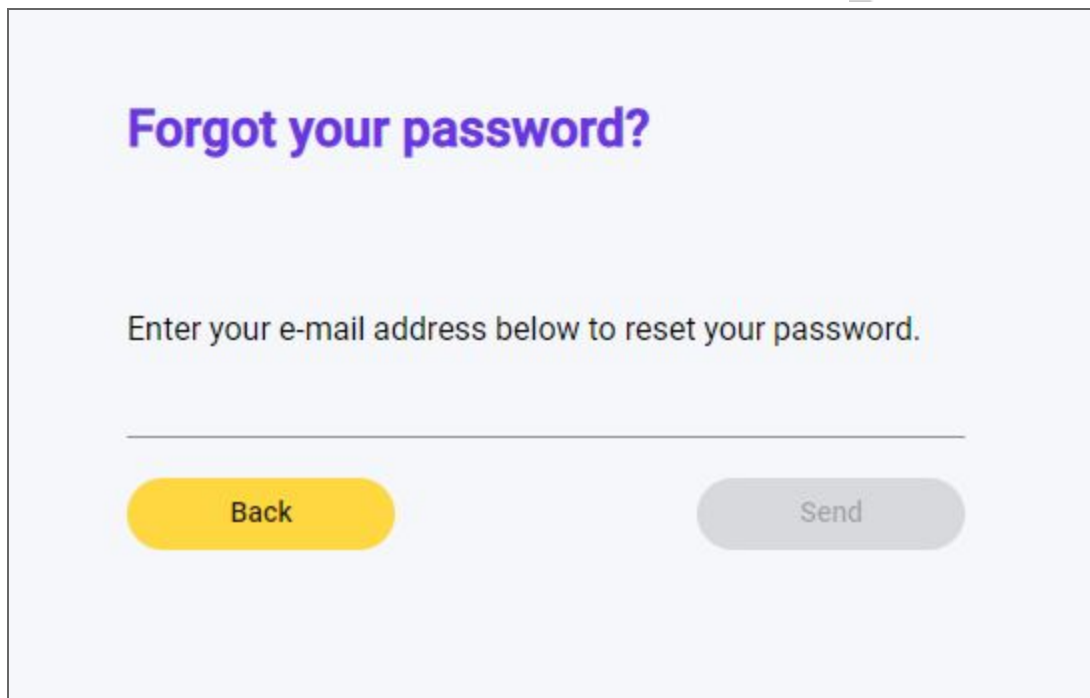
## Reset your password

If you forget your username and/or password, follow the steps below:

**Step 1:** Click the Forgot Password link on the Login window.

**Step 2:** Enter the email address and click **Submit**.

A new Password will be sent to the e-mail registered to your account.



The screenshot shows a light blue rectangular form with a thin black border. At the top, the text "Forgot your password?" is displayed in a bold, purple font. Below this, the instruction "Enter your e-mail address below to reset your password." is written in a standard black font. Underneath the text is a horizontal line representing an input field for the email address. At the bottom of the form, there are two buttons: a yellow button on the left labeled "Back" and a grey button on the right labeled "Send".

**Step 3:** Return to the log-in page and enter your username and the new password you received via email. You will immediately be asked to reset your password.

# Contact Us

The image shows a dashboard interface with a sidebar on the left and a central modal window. The sidebar contains the following menu items: Dashboard, Transactions, Reports, Create Payment Plan, Branding Preferences, and Manage Users. The 'Contact Us' button in the sidebar is highlighted. The modal window, titled 'Contact via Email', lists the following contact information:

Team	Email Address
Sales Team	<a href="mailto:sales@splitit.com">sales@splitit.com</a>
Partnerships Team	<a href="mailto:partnerships@splitit.com">partnerships@splitit.com</a>
Support Team	<a href="mailto:support@splitit.com">support@splitit.com</a>
General Inquiries	<a href="mailto:info@splitit.com">info@splitit.com</a>
Onboarding Team	<a href="mailto:onboarding@splitit.com">onboarding@splitit.com</a>
Investor Relations	<a href="mailto:investors@splitit.com">investors@splitit.com</a>

At the bottom of the modal, there is a 'Go to website' button with a right-pointing arrow. The footer of the dashboard includes the following text and icons: Secure, GDPR, PCI, and Terms & Privacy.