Moneris® Online FAQs

QUESTION	ANSWER
How do I activate my Merchant Resource Center account?	Your Welcome email that you received from Moneris when you signed up for your account contains your **Merchant ID**, **Store ID**, and an activation link. Click on the link, enter the information provided, create a user name and password in order to activate your Merchant Resource Center account.
How do I enable payments on my website?	Refer to the ***Moneris® Online Setup Guide*** for complete instructions to enable Moneris Checkout payments on your Bookmark™ ecommerce website. Visit Moneris Support to download a copy today.
What is the Merchant Resource Center (MRC), and why do I use it with Bookmark?	The MRC is Moneris' secure online portal for transaction processing and management. The MRC is where the integration settings are configured, such as Moneris Checkout, which is the transaction processing engine for your Bookmark ecommerce website. You will use the MRC to perform voids or refunds for purchases that come from your Bookmark ecommerce site.

QUESTION	ANSWER
How do I design my website?	Using Bookmark's simple interface, combined with AiDA, their powerful artificial intelligence design assistant, you can create a new website in a matter of minutes.
	When creating your site, just tell AiDA your business name and the sector you operate in and in 30 seconds, she will come up with a unique design for your website. Then all you have to do is edit your content and images.
	Don't forget to enable payments on your site before you publish it. For complete instructions, click here and download a copy of the *Moneris® Online Setup Guide*.
	Bookmark provides several support resources to help you design your website.

- Visit bookmark.com/elearning to access several self-directed elearning tools
- Visit bookmark.com/askanexpert to access a community of other Bookmark users
- Visit bookmark.com/help_center to access a series of articles pertaining to using Bookmark

QUESTION	ANSWER
How do I set up fraud prevention tools for my website?	Your Moneris Online package includes the following powerful fraud prevention tools: • **Moneris Kount® Essential** gives merchants get ready-to-use fraud protection backed by our pre-configured Moneris rule-set. Moneris Checkout offers fully automated order decisioning on your behalf. • **3-D Secure** provides real-time authentication of an online shopper to their card issuer through Visa® Secure and Mastercard Identity Check™. These fraud tools are pre-configured to work with Moneris Online. No additional setup on your part is required for either of these fraud prevention tools.
How do I refund a transaction?	You are able to refund transactions within the Merchant Resource Center. Follow the instructions in the *Merchant Resource Center User Manual* for complete instructions on transacting a refund. Visit Moneris Support to download a copy.

QUESTION	ANSWER
How do I reset my password?	For the Merchant Resource Center:

For the Merchant Resource Center:

1. Launch a web browser and go to moneris.com/mrc.
2. On the Merchant Resource Center main page, click the **Forgot Password?** button.
3. On the Password Reset page, enter your **User Name** and **Store ID** into the provided fields, then click the **Submit** button.
4. The system emails you a link to click to reset your password. Follow the on screen instructions to create a new password and save it.

For Bookmark:

1. Launch a web browser and go to bookmark.com.
2. On the Bookmark homepage, click the **LOG IN** link.
3. On the Bookmark login page, click **Reset Password**.
4. Enter your email address and click the **RESET** button. The password reset link will be sent to your email.
5. Follow the on screen instructions to create a new password and save it.

How do I access my statement?

Access transaction details, manage accounts, handle chargebacks, check fees and more with Moneris' merchant portal, Merchant Direct®. Click here to access Merchant Direct.