

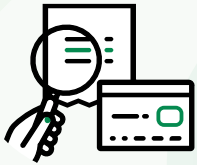
Check all ordering systems:

Identify the systems your restaurant uses (e.g., catering, gift cards, event deposits, online orders), including platforms like Toast or Square, and ensure you can search transactions in each.



1

I can't find a transaction from the Dinova MAR.
What should I do?



2

Try these search strategies:

Once you've obtained access to your ordering systems, search for the transaction using various strategies:

- **Search by** total amount, transaction date, last 4 digits of the credit card
- **Search by** just total amount and transaction date
- **Expand** the date range for the search, adding 3 days before and after
- If you have **multiple restaurant locations**, search for the transaction at all locations.
- **Search with** other data combinations based on your systems' capabilities

Check your payment portals:

Look for settled transactions in your Visa, Mastercard, or AMEX bank portals, or consult your merchant service provider (MSP).



3



Helpful Tips

- **Total Amounts:** The amount on Dinova's MAR includes taxes, tips, and fees.
- **Split Payments:** Transactions may be split across payment methods. The Dinova MAR reflects the client's credit card charge, while your system may show the order total.
- **International Travelers:** Transactions may reflect currency exchange rate differences.
- **Virtual Cards:** Often used by business diners, these cards may display different last 4 digits in your system than on the Dinova MAR.

Need further help? We're here to support you.

If these steps don't resolve the issue, please reach out to your Dinova representative.