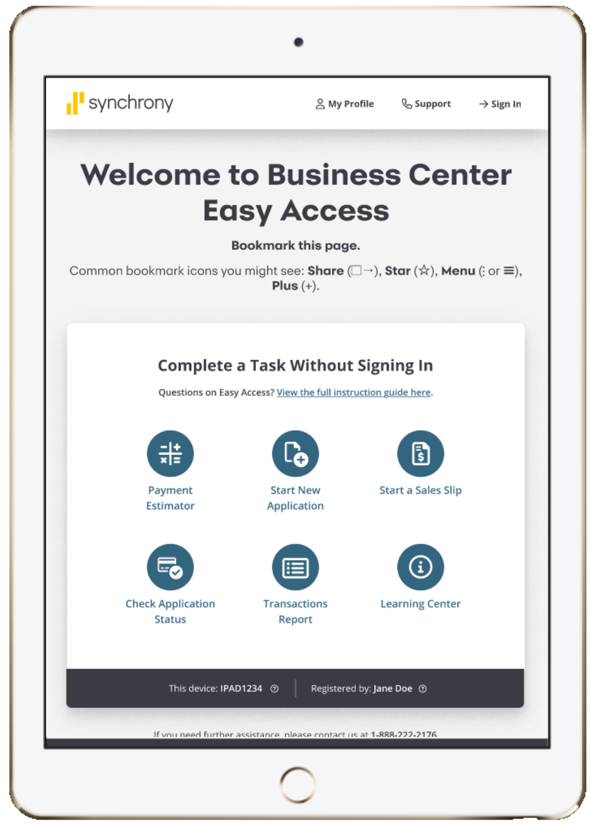
synchrony

Business Center Easy Access:

Complete Tasks Without Signing In

Business Center Easy Access lets you complete common financing task on a registered device, without signing into Business Center. Add and Register devices in Business Center. Refer to Add and Register Devices Guide.



What You Can Do

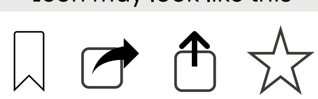
Once your device is registered, you can quickly:

- Generate a **Payment Estimator** for the customer.
- **Start New Application** using the customer's phone/email or complete on your device.
- **Check Application Status.**
- **Start a Sales Slip** and send it to the customer for review and eSignature.
- View a **Transactions Report** for transactions started on the registered device.
- Go to **Learning Center** for training and resources.

Before You Start

- You must use a **registered device** (desktop/tablet/mobile) and your **custom URL**.
- Confirm registration by checking the **Device ID** shown at the bottom of the Easy Access homepage.
- Bookmark the **custom URL**.

Tap your bookmark icon.
Icon may look like this



→

Add to the Home Screen.
Icon may look like this:

Quick Guardrails

- Submitting a sales slip for funding requires Business Center admin login
- Refunds cannot be processed in Easy Access (admin must log in to Business Center)
- Transaction Status Report only shows transactions started on that registered device.

Payment Estimator

Quote estimated monthly payments and compare promotions.

1. Select **Payment Estimator**.
2. Select **program**, enter **purchase amount**, and select **Calculate**.
3. Review promotions/terms and estimated payments with your customer.

   Optional: Generate a PDF of this page or send email directly to the customer.

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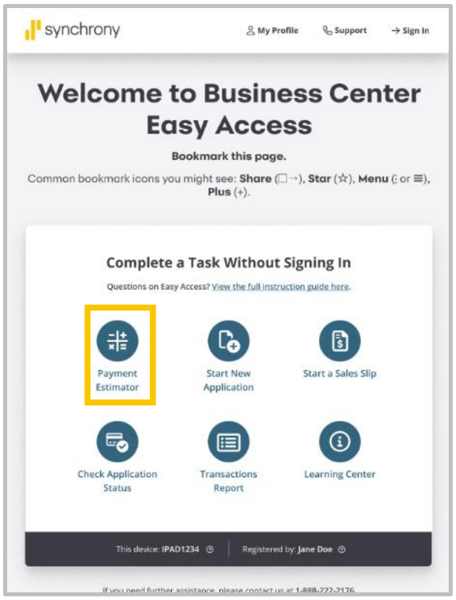

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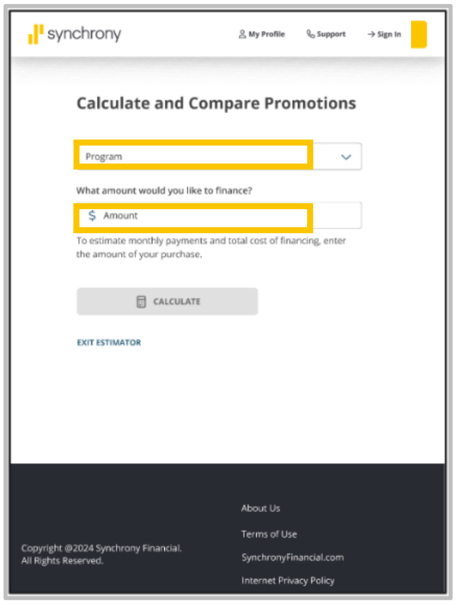

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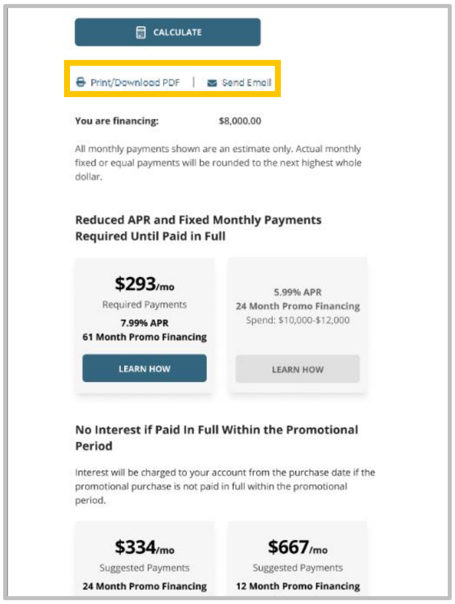

Start New Application

Start a new application when your customer is ready to apply for financing. The application is quick and a credit decision typically takes 60 seconds or less.

1. Select **Start New Application**.
2. Select **program**.
3. Choose method (preferred: customer's device) → enter **amount of initial sales / transaction** → select **Send Application**.
4. Choose **delivery method** (text/email), when sending to customer's device.
5. Enter customer 's **email / phone** and **read disclosure**.
6. Customer starts **via link** or **QR code**.

Compliance Note

- If the customer applies on **your device**, provide **paper Terms & Conditions**.
- If the customer applies on **their own device**, paper Terms & Conditions are **not required**.

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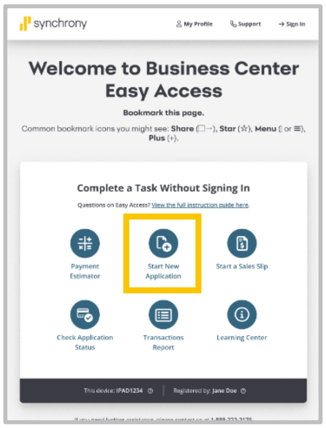

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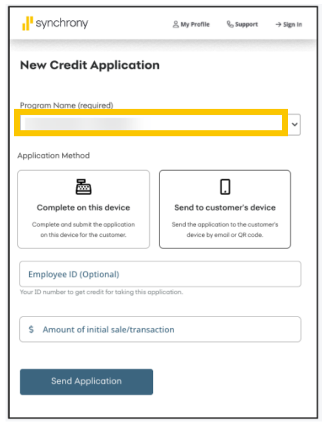

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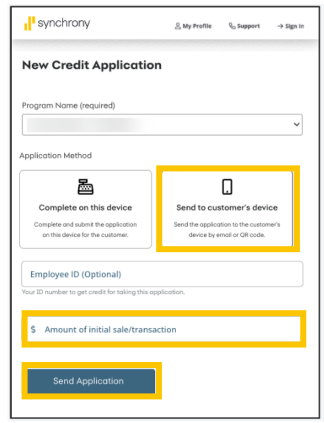

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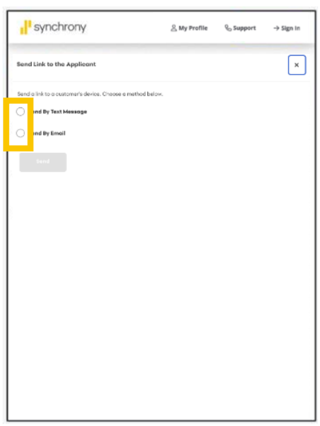

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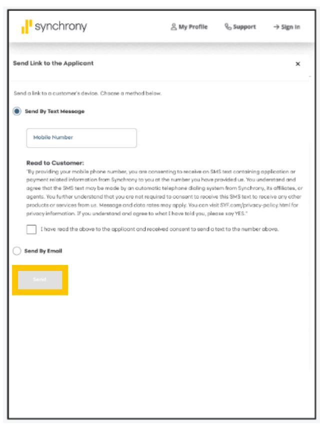

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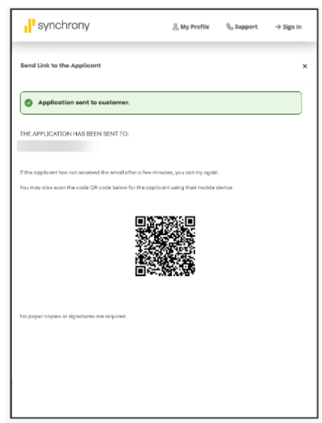


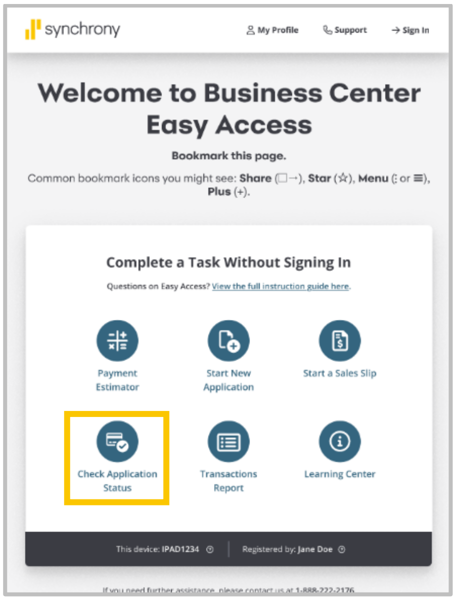
Check Application Status

Check the status of the customer's application, credit decision, and credit limit.

1. Select **Check Application Status**.
2. Select **Edit Search** → edit the criteria → **Search**.

PRO TIP: Use Check Application Status to find customer information when creating a sales slip.

1



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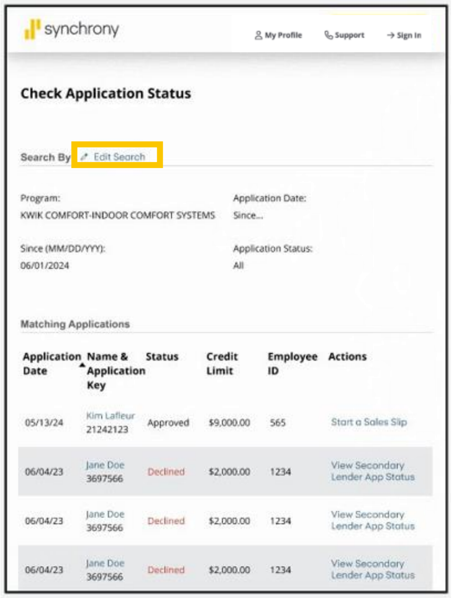

Start a Sales Slip

After credit approval, start a sales slip to document the transaction and complete customer eSignature.

1. To get started:
   a. **App completed on your device:**
      From the approval page, select **Proceed with Transaction**.
   b. **Customer applied on their device:**
      Go to **Check Application Status →** locate customer **→ Start a Sales Slip**.
2. Enter requested details → select **Next** through screens.
3. Review with customer.
4. Select **Submit for Authorization** (holds funds up to **180 days**).
5. Enter customer's email address, and date of birth. Select **Send**.
6. Customer verifies identity, consents to electronic delivery, eSigns, and submits. This may be done on their mobile device.

   Note: The same sales slip can only be sent **twice in 24 hours**.

Upon Project Completion: A Business Center admin must log in to submit the sales slip for funding.

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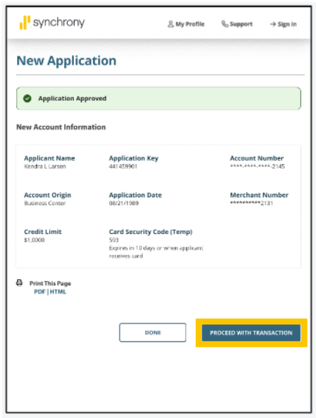

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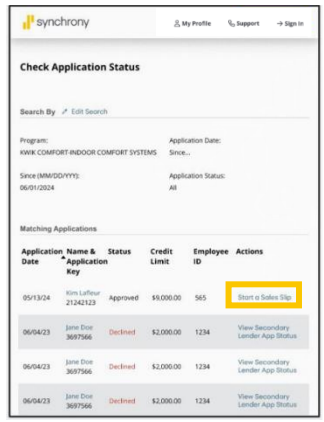

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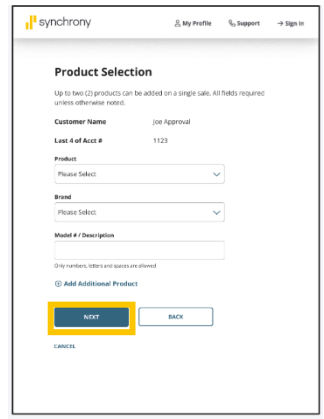

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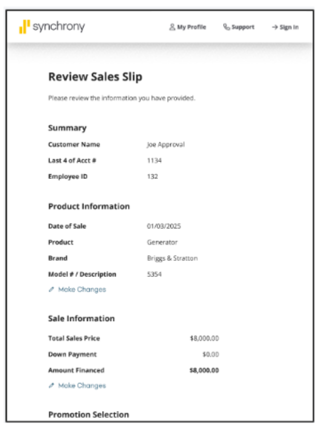

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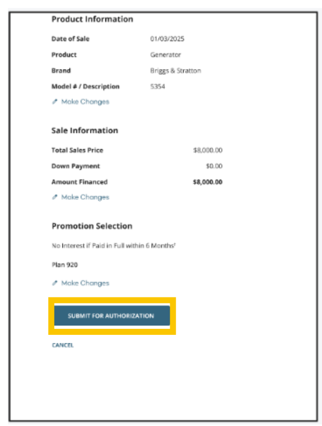

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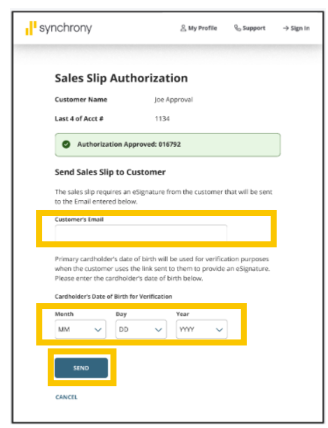
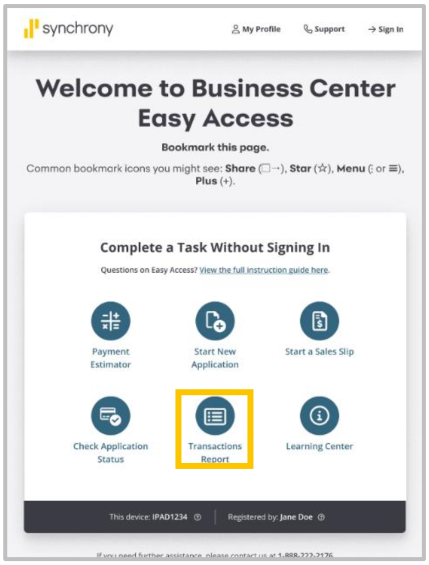


Transaction Report

Get a snapshot of credit transactions started on your device. Search by customer and send or resend sales slips.

Key Points

- Only transactions initiated on the registered device appear here.
- Admin login required to see *all* transactions in Business Center.
- Admin login required to submit a sales slip for funding.
- Unregister or re-register the device removes access to prior transactions in this view.

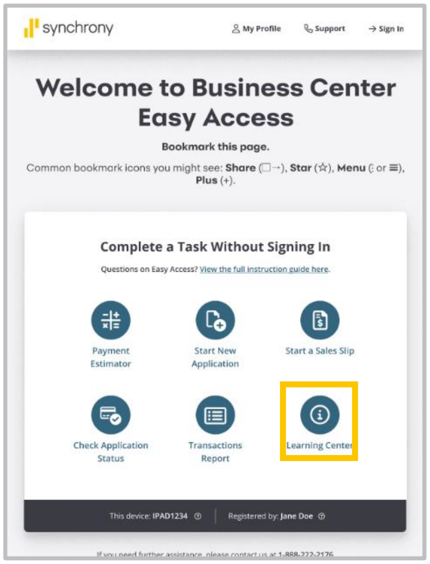


Go To Learning Center

Use Learning Center to learn about doing business with Synchrony, and tools to help you feel confident in using financing. Resources include:

- Processing an application
- Generate a sales slip
- Effectively sell with financing
- ... and more!

Select **Learning Center**, and the Business Center admin's dashboard page displays.



Frequently Asked Questions

Q: What are the benefits of using Easy Access?
A: Use your devices anywhere, without being tied to a desktop computer. Associates/techs can access key Business Center features quickly and easily without logging in.

Q: I've lost or deleted my custom Business Center URL. Do I need to re-register?
A: No, your Location Administrator can provide the URL to you from Business Center. To find the URL, log in to Business Center and select Manage Devices. Locate the device and select **View URL** to be able to copy the custom URL. Make sure to bookmark the URL on the device to ensure it is stored for future use.

Q: Can I add new devices to my registered devices list and delete older ones?
A: Yes, refer to Add and Register Devices guide for adding, editing, and deleting devices.

Q: If a customer applies for credit on my registered device, do I need to provide a paper copy of the terms and conditions?
A: Yes, you need to provide a paper copy of the terms and conditions to customers applying for credit, when you use your registered device. However, you do *not* need to provide a paper copy if the customer applies on their own device. If you need more paper copies, you may order them via Business Center.

Q: Are devices activated permanently?
A: Devices remain activated as long as you continue to use them to access Business Center via Easy Access and do not enter private mode on your browser, or perform a system or software update. If you do not use the device for Easy Access for 180 days, access will be terminated and your device will be deactivated for security reasons. If you need help with a deactivated device, please contact Merchant Services at 1-888-222-2176.

Q: Can I process refunds using Easy Access?
A: No, but your Location Administrator can log in to Business Center to process credits electronically (for paper or electronic Sales Slips). From the Business Center Toolbar go to Sales Tools and select “Enter a Transaction” then select “Refund.”

Q: If a user needs to work in multiple store locations, can their device be registered for both?
A: Yes, the user will need to use different web browsers for each of the registrations (e.g. authorize one location using Safari, and another using Chrome).

If you have any questions, please contact: **Merchant Services at (888) 222-2176.**