SEGPAY

Website Content Violations Interface

User Guide

Version 2.0
Date: January 17, 2022

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VERSION TRACKING

Version Number	Modification Date	Modified By	Changes Completed
1.00	09-28-2021	Product Development	Initial Documentation Completed.
1.01	09-29-2021	Stakeholders	Edits and updates to all sections.
2.0	01-14-2022	Product Development	Major Update: - Update colors to match Segpay branding - Update & add new screenshots - Logically reorganize content & format - Edit/rewrite content - Add new section: “Importing Complaints”

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OVERVIEW

Segpay's Website Content Violations Interface allows Merchants to report potential content violations, request content removal and DMCA Takedowns, and any other categories as required to comply with Mastercard's Specialty Registration Program for adult content merchants. As a Segpay merchant, you are responsible for reporting these events to us and have 7 days to resolve a complaint.

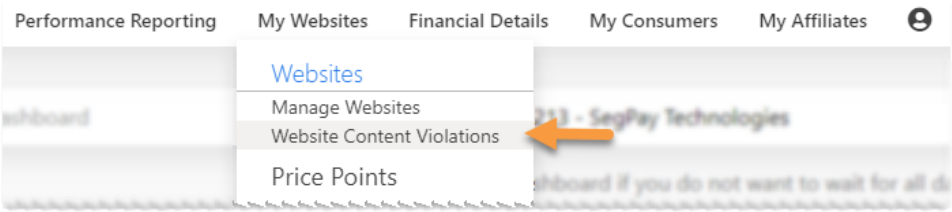
Segpay provides monthly reports to our acquiring bank(s) and Mastercard upon request.

WEBSITE CONTENT VIOLATIONS INTERFACE

You can access the reporting interface from the Merchant Portal navigation menu.

1. Log into the Merchant Portal: https://mp.segpay.com/

2. From the navigation menu, go to **My Websites** > **Website Content Violations**:



NOTE: Once you are on the **Website Content Violations** page, you can enter the details of any potential content violations, content removal requests, takedown requests, or other reportable items as defined by Mastercard.

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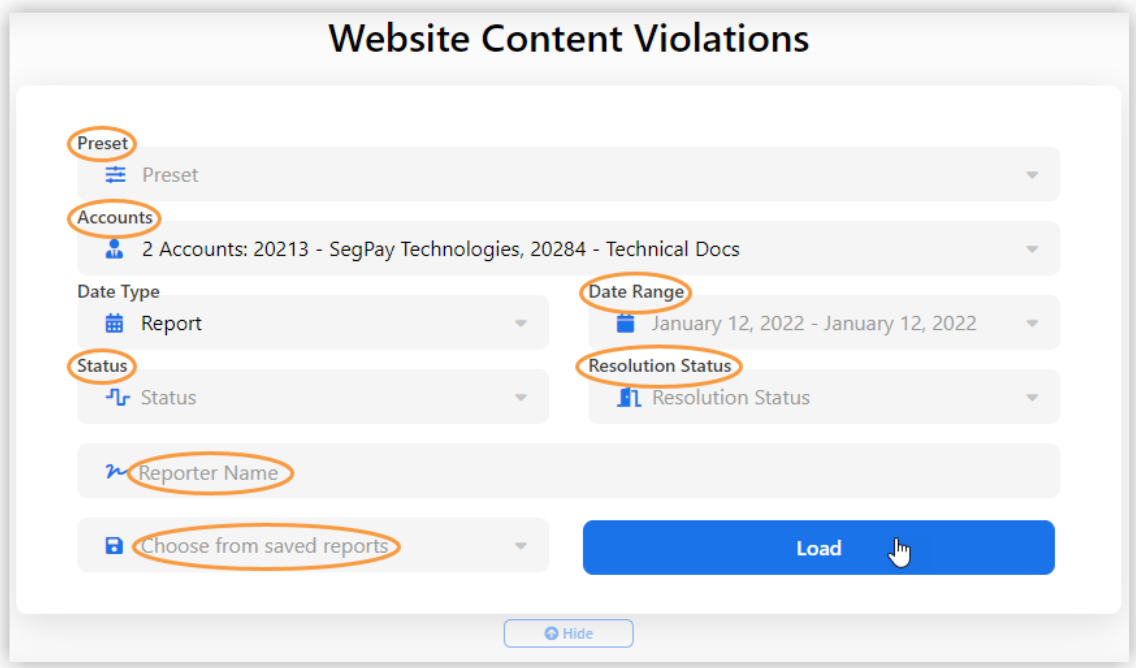
VIEWING COMPLAINTS

You can use various search criteria from the **Website Content Violations** page to find and view submitted complaints.

The image below shows the available search criteria. Use any or all the fields to find records matching the criteria you want to view.

Click the **Load** button to see the related data.



The search provides the following information:

Report Date - Merchant ID - Merchant Name - Active Banks - Report Type - Report URL's - Reporter Name - Reporter Contact Value - Status - Resolution Status

Report Date	Merchant ID	Merchant Name	Active Banks	Report Type	Report URL's	Reporter Name	Reporter Contact Value	Status	Resolution Status
01/10/2022	20213	SegPay Technologies	Catella, Credorax, PayPal	Content Removal Request	www.segpaytest.com	Prepod UAT	example@test.com	Mediation	Declined
01/10/2022	20213	SegPay Technologies	Catella, Credorax, PayPal	DMCA Takedown Request	www.bluered.com	Prepod UAT	skypecontact	Open	Pending
01/10/2022	20213	SegPay Technologies	Catella, Credorax, PayPal	Content Removal Request	www.segpaytest.com www.blackred.com	Prepod UAT2	example@test.com	Mediation	Approved
01/10/2022	20213	SegPay Technologies	Catella, Credorax, PayPal	DMCA Takedown Request	www.bluered.com	Prepod UAT	8885551212	Closed	Pending

NOTE: "Active Banks" are the banks associated with the merchant at the time of the complaint. You will also see a View link next to the "Resolution Status" column. This gives you the ability to view and edit the existing complaint.

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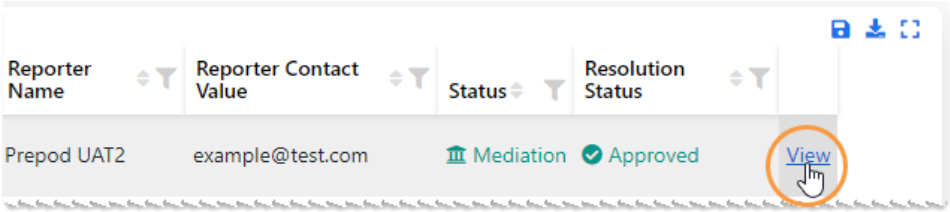
EDITING AN EXISTING COMPLAINT

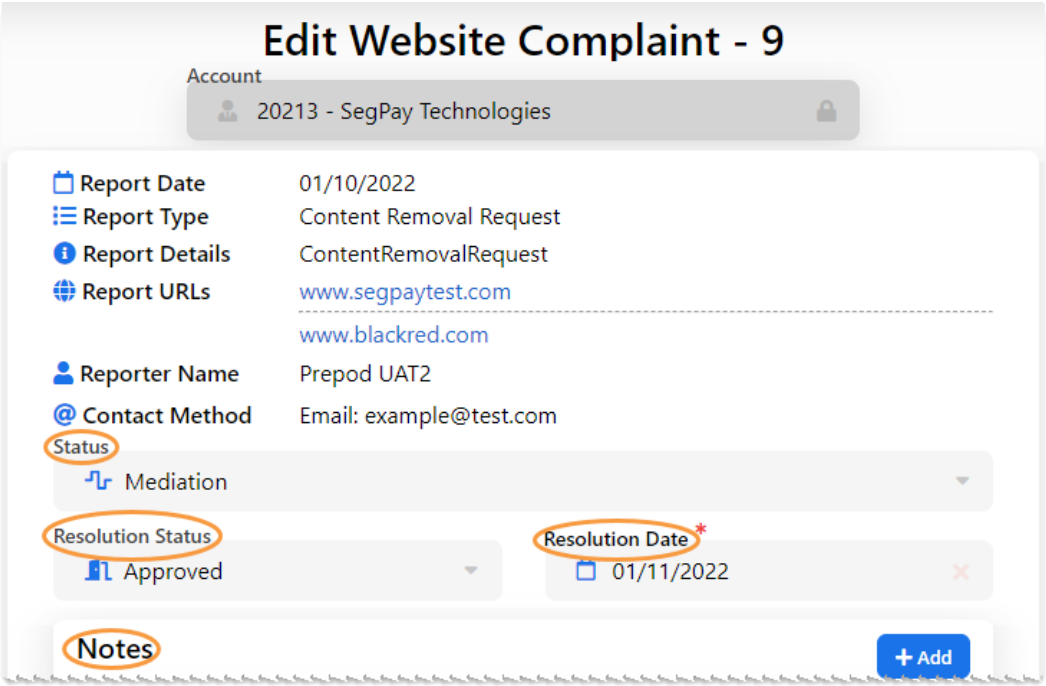
To edit an existing complaint, load a list of complaint records matching your search criteria:

1. On the **Website Content Violations** page, select your search criteria to list the complaint records you want to view.
2. Click the **Load** button to display the list of records.
3. Click the record's **View** link next to the **Resolution Status** column to open the **Edit Website Complaint** form:



4. Edit the complaint as needed and click the **Save** button when you're finished.

NOTE: Only these details can be edited for an existing complaint: **Status**, **Resolution Status**, **Resolution Date**, and adding **Notes**:



Merchants aren't allowed to change any other information on a complaint to prevent bank reporting issues. All changes are recorded and, for tracking purposes, the Segpay Compliance Team can view them.

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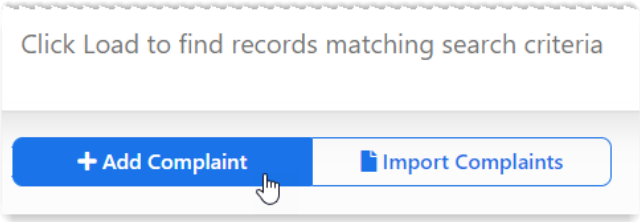
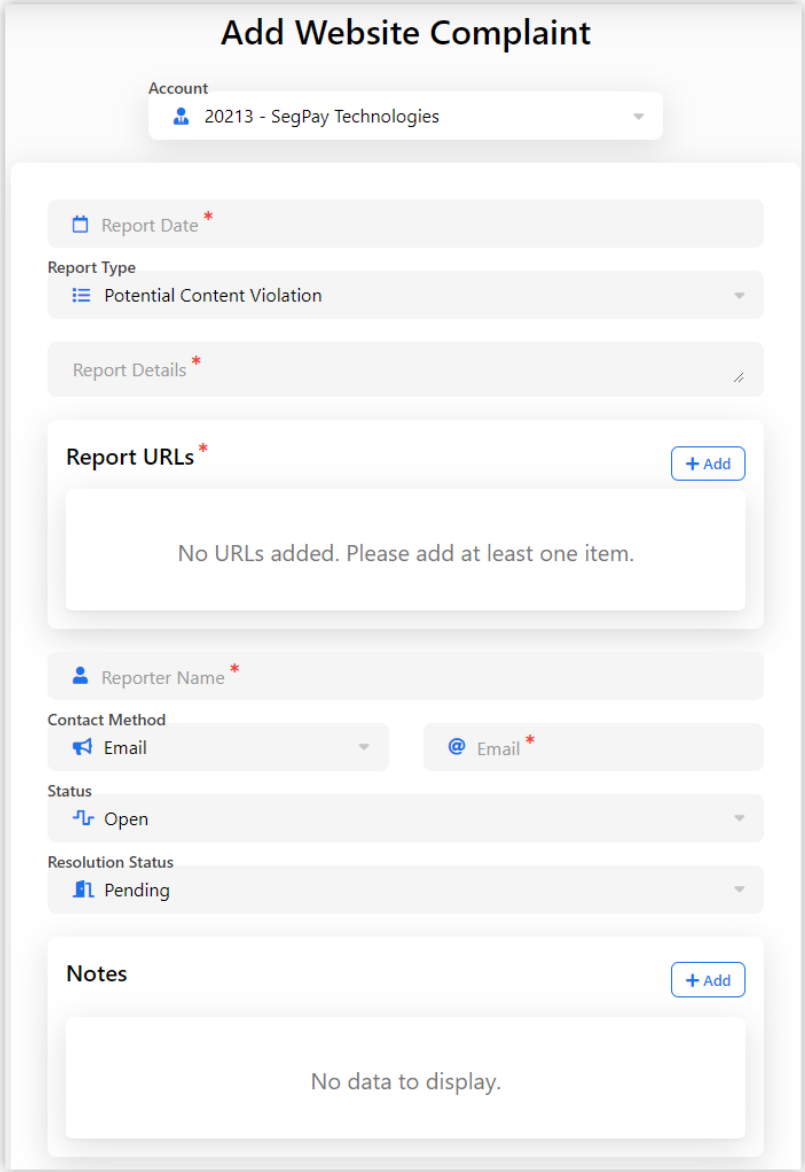
ADDING COMPLAINTS

Merchants can add complaints from the **Website Content Violations** page by clicking on the **Add Complaint** button at the bottom of the form:



After clicking the **Add** Complaint button, the **Add Website Complaint** form opens. You're required to fill out all the fields to submit a complaint:



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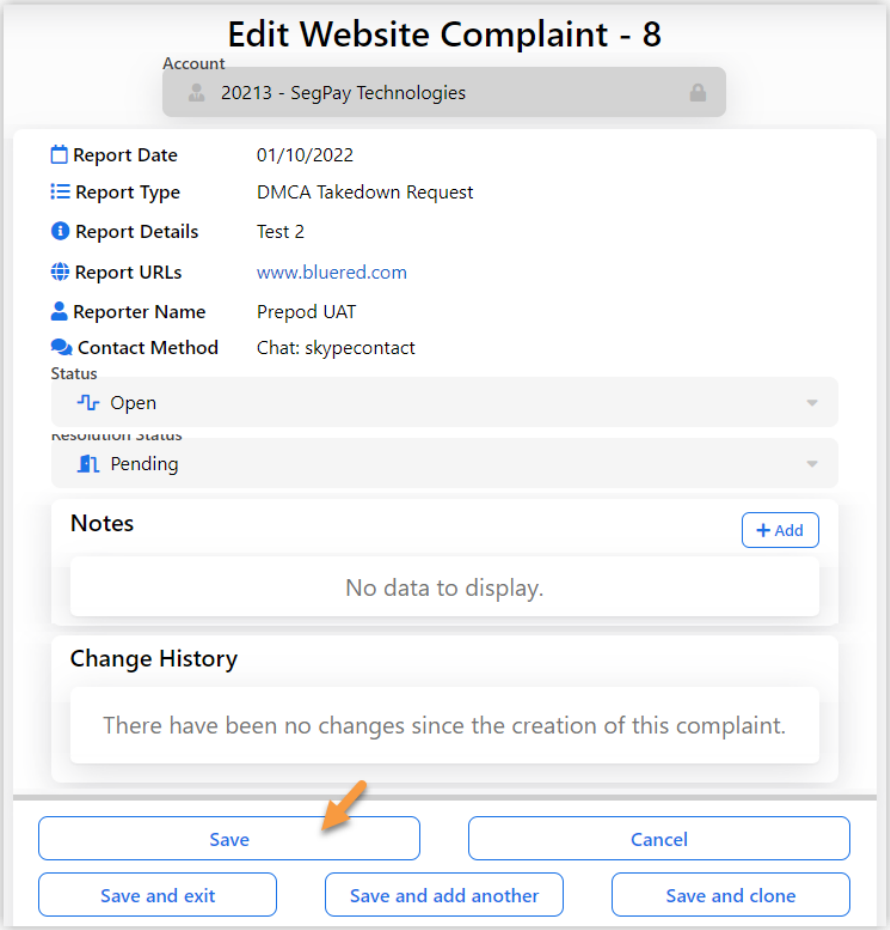
This list shows the required information needed for adding a complaint:

REQUIRED INFORMATION TO ADD A COMPLAINT	
Report Date	Date the complaint was filed.
Report Type	Choose from Potential Content Violation, Content Removal Request, DMCA Takedown Request or Other. When selecting OTHER, you will be prompted to enter additional details.
Report Details	Enter the details regarding the complaint.
Report URLs	List of URLs that are part of the complaint where the content violation has occurred.
Reporter Name	Name of person who filed the complaint.
Contact Method	Select an option: **Email**, **Home**, or **Chat**. Then enter that contact information for the person who filed the complaint.
Status	Select an option: **Open**, **Mediation**, or **Closed**.
Resolution Status	Select an option: **Pending**, **Approved**, or **Closed**. You'll need to enter the **Resolution Date** if Approved or Closed are selected.
Notes	Section for you to add any other pertinent notes.

Once you've completed filling out the **Add Website Complaint** form, click the **Save** button to submit it.



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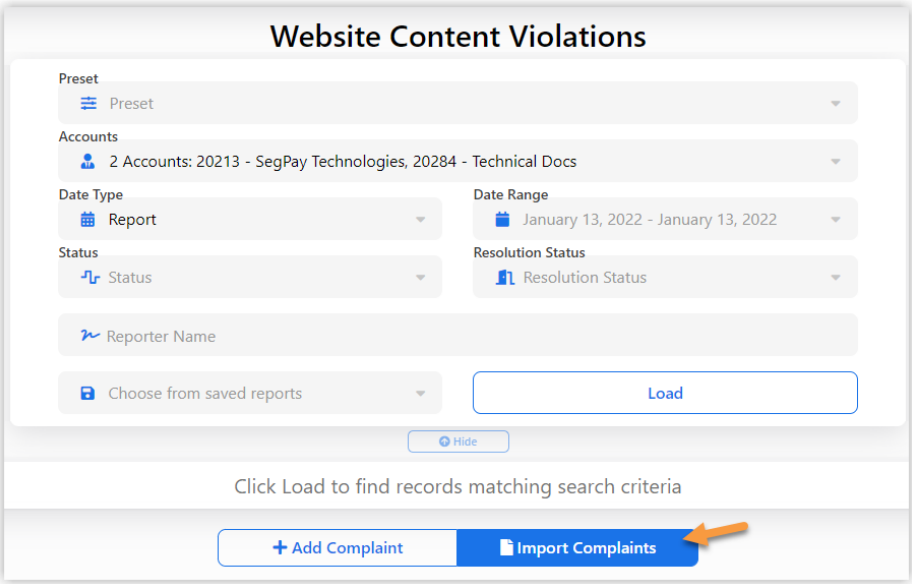
IMPORTING COMPLAINTS

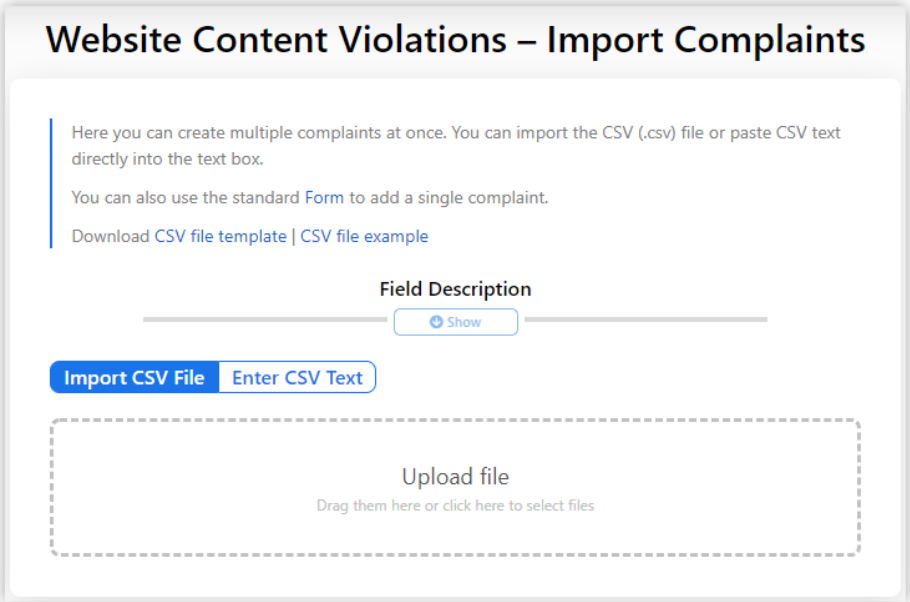
The **Import Complaints** feature lets you upload multiple complaint records at one time by filling out a CSV file with all the required information needed for complaint submissions.

To access the import feature, click the **Import Complaints** button at the bottom of the **Website Content Violations** page:



NOTE: Click the **Add Complaint** button to submit a single complaint.

When you click the **Import Complaints** button, a new page will open called **Website Content Violations – Import Complaints**. From here you can upload multiple complaints at once:



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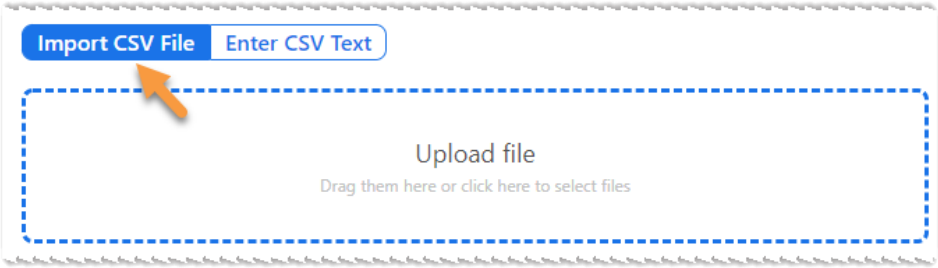
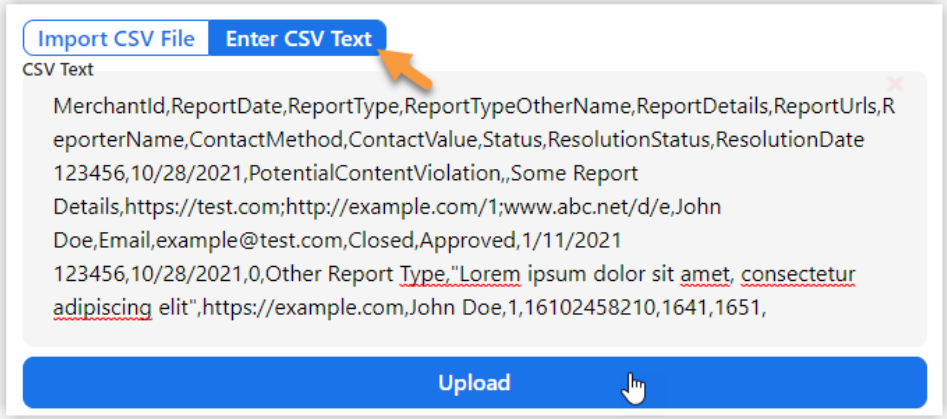
Methods for Uploading Multiple Complaints

There are 2 ways to upload multiple complaints:

1. Importing a CSV File:

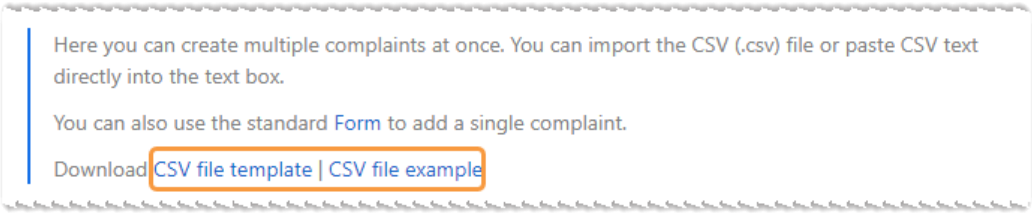


2. Pasting CSV text into a text box:



Importing a CSV File

You can download a CSV file template containing all the column headers required to add a complaint. You can also download a CSV file example containing sample information for complaint submissions.



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NOTE: When filling out the CSV file template, you have the option to either use text values or the numeric values for the following data types: **ReportType**, **ContactMethod**, **Status**, and **ResolutionStatus**.

G	H	I	J	K	L
orterName	ContactMethod	ContactValue	Status	ResolutionStatus	ResolutionDa
ohn Doe	Email	test@test.com	Closed	Approved	1/11/2021
ohn Doe	1	16102458210	1641	1651	

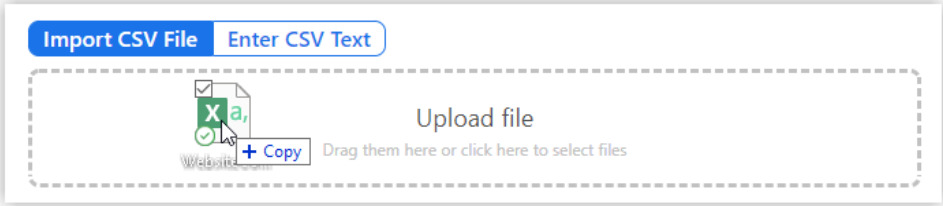
This table shows the text values and their numeric values that can be used in your CSV file for the four listed data types:

DATA TYPE	TEXT VALUE	NUMERIC VALUE
ReportType	Other	0
	PotentialContentViolation	1
	ContentRemovalRequest	2
	DmcaTakedownRequest	3
ContactMethod	Email	0
	Phone	1
	Chat	2
Status	Open	1641
	Closed	1642
	Mediation	1643
ResolutionStatus	Pending	1651
	Approved	1652
	Declined	1653

Steps for Uploading your CSV File

1. Download and fill out the **CSV file template** with your complaint data and save your file.

2. Drag the CSV file onto the **Upload file** section of the page.



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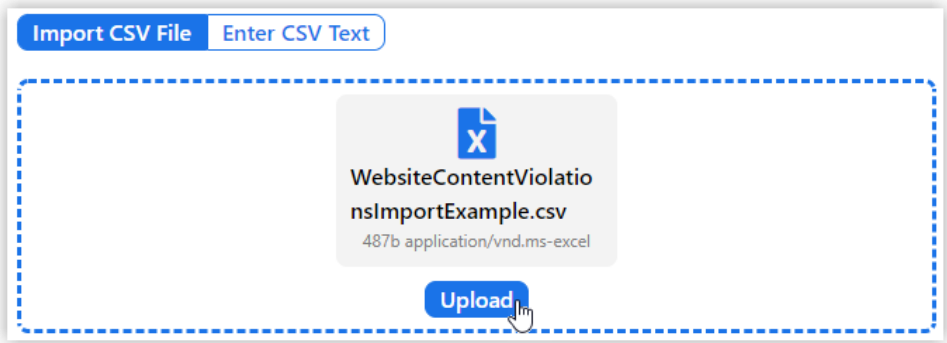
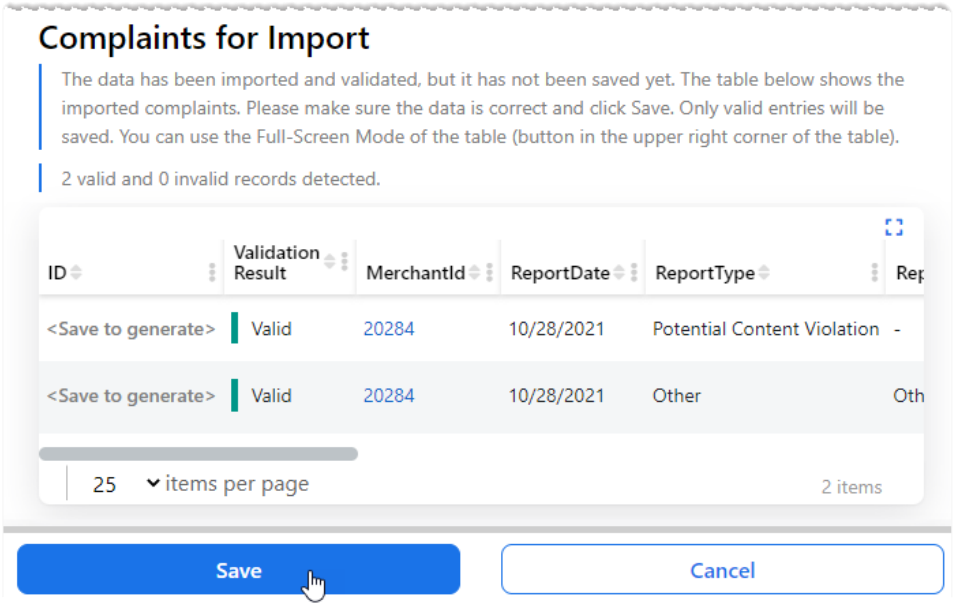
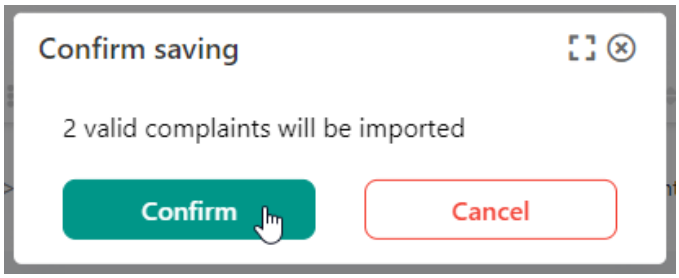
3. Click the **Upload** button.



4. Click the **Save** button.



5. Click the **Confirm** button to confirm saving the complaints.



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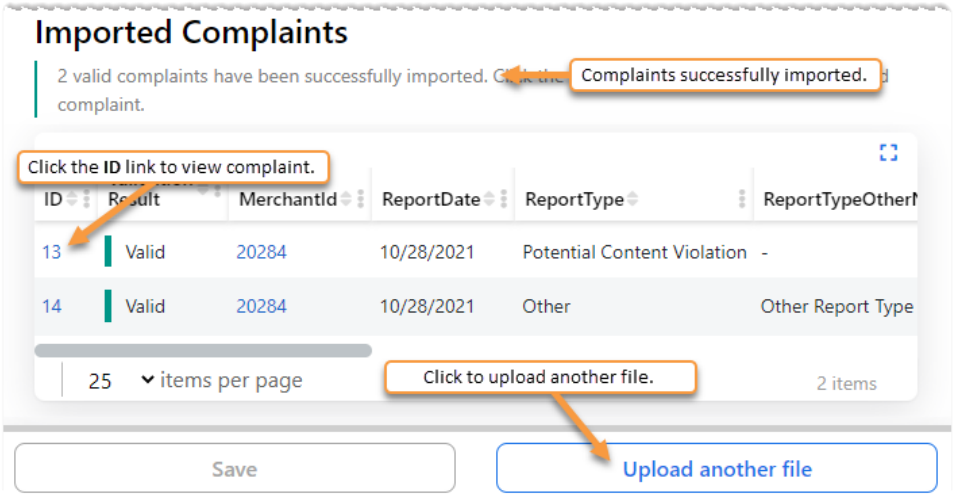
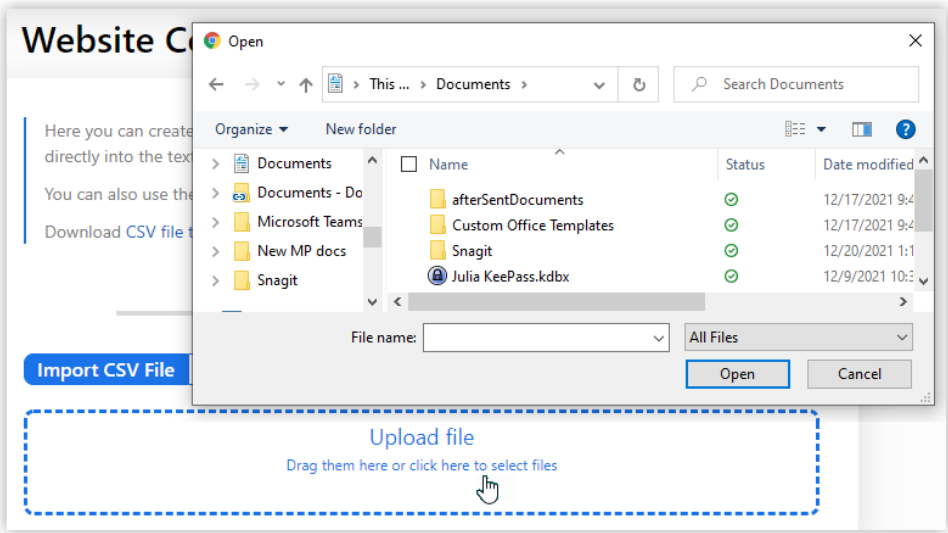
6. Imported Complaints should have been successfully imported. You have the option to view the complaints and/or upload another file.



NOTE: In step 2 above, you also have the option to click your mouse in the **Upload file** section and select the CSV file on your computer.



Pasting CSV Text into a Text Box

You also have the option of pasting CSV text into a text box instead of uploading a file.

Steps for Pasting CSV Text

1. Make sure your CSV file is saved as a **CSV (Comma delimited)** file.

2. Open your Comma delimited CSV file in a text editor such as Notepad or Word.

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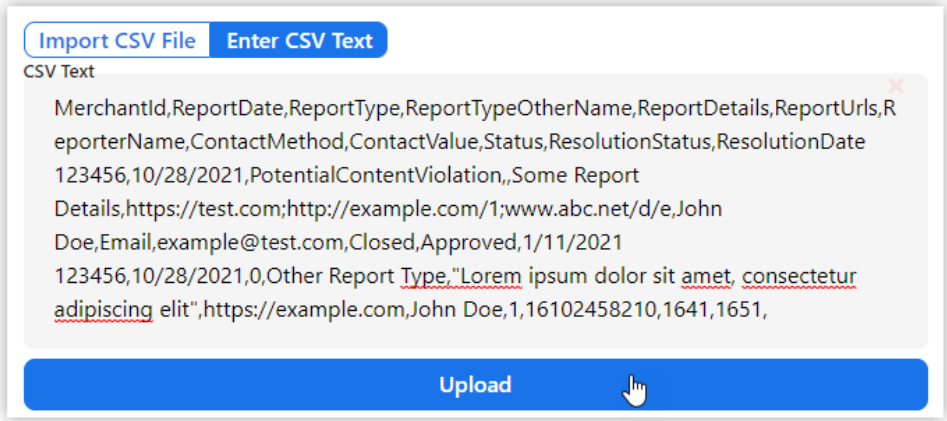
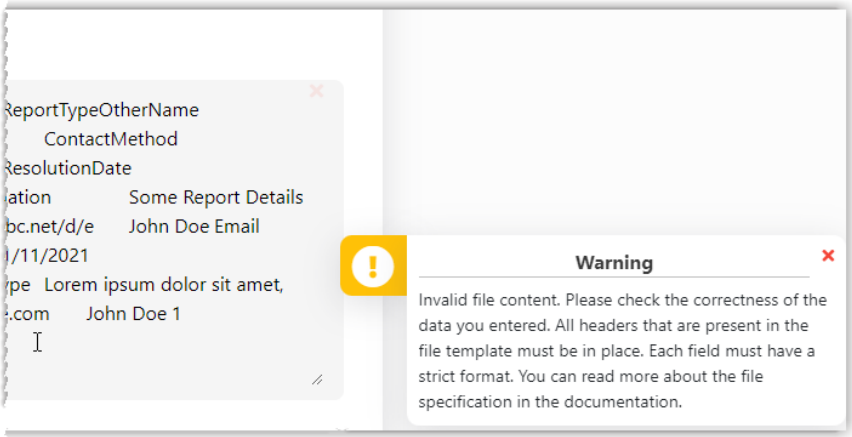
3. Copy the text.

4. Paste the text into the **CSV Text** box.

5. Click the **Upload** button.



NOTE: If the pasted text is not in the correct format, a warning message appears that the file content is invalid:



GETTING HELP

If you need help with the Website Content Violations interface or have suggestions for this feature, please contact us at techsupport@segpay.com.

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