Activation Kit

Thank you for choosing **TSYS Merchant Solutions** as your payment processor. We are honored to serve you. We look forward to **delivering** your payment processing needs now and for **years to come**.

TSYS Merchant Solutions℠

What to Look For

All the information you need to begin accepting payments will arrive via email and physical mail.

Here are the items to watch for:

Via Email

Merchant Identification Number (MID)

This will arrive when your contract is approved. Use it to login to TSYS Transaction Summary, validate compliance with the Payment Card Industry Data Security Standards (PCI DSS) or when you need a voice authorization or to call customer service.

PCI Validation – **required within 75 days.**

Watch for a series of emails from Trustwave. These emails will guide you through the PCI validation process.

Product Access (if applicable)

If you will be using a product that requires log-in access, watch for emails to walk you through this process.

Via Standard Mail

Terms & Conditions: review and file for your records.

Signage: Display the card brands you accept with the enclosed stickers. Additional card brand displays are available in the supplies tab at www.tsystransactionsummary.com or by contacting customer service at customerservice@tsys.com.

Need card brand logos for your website or card-not-present location? Go to:

http://www.usa.visa.com/merchants/marketing_center/logo_usage.html
http://www.mastercardbrandcenter.com/us/index.shtml
http://www.discovernetwork.com/clientsupport/signage.html#Benefits
https://www.americanexpress.com/fulfillment

Set Up Your Payment System

Begin setup based on the payment system you selected:

Physical Terminal

New Terminal	Using Existing Terminal
Verify	**Download**
When your terminal arrives, verify:	An update to your current system is required. Select from the following options to update your equipment:
- The enclosed terminal is what you ordered. - All cords and plugs are included. - Optional equipment is included (e.g. PIN pad, check reader).	- Call 800-228-2443 to request an immediate download. - Call 888-359-0611 to schedule a personal training session.

Web-Based Transactions (Virtual Terminal)
You will receive an email with instructions to begin using your virtual terminal. To schedule a personal training session, call 888-359-0611.

Payment Gateway or API
You will receive an email with instructions on activating your gateway. To schedule a personal training session, call 888-359-0611.

Mobile Payment Acceptance
An email with instructions on accepting payments on your mobile device will be sent to you. To schedule a personal training session, call 888-359-0611.

System Integrators
Locate the email with a subject line that includes your MID: <123456> and doing-business-as name (DBA). Provide a copy of this profile to your system integrator or in-house programmer for setup.

Getting Started Resources

Contact Us: 800-228-2443 or customerservice@tsys.com.

Terminal Quick Reference Guide: enclosed.

Online Training: www.tsysmerchantsolutions.com/training.

Training via Phone: call 888-359-0611 to schedule a personal training session.

Order Supplies: tsystransactionsummary.com, or your local supply store.

Additional Getting Started Resources:
www.tsysmerchantsolutions.com/welcome.

Important Information

Online Statement Access

With TSYS Transaction Summary you can access statements, reports, batch details and payment information.

Visit www.tsystransactionsummary.com to create your account (you will need your tax identification number and merchant identification number). For more information on using TSYS Transaction Summary, visit www.tsysmerchantsolutions.com/welcome.

To set up multiple locations or a group sign on, contact customer service at 800-228-2443 or customerservice@tsys.com.

Annual Required Validation Payment Card Industry Data Security Standard (PCI DSS)

Visit www.validatepci.com to validate compliance with the PCI DSS. If you validated compliance through an approved QSA, please upload your validation at www.validatepci.com.

Important: **Annual validation with the PCI DSS is required within 75 days of contract approval with TSYS Merchant Solutions. Detailed instructions on validating compliance are enclosed in the Getting Started with TrustKeeper document.**

Claim your TSYS Merchant Insights[SM] Dashboard

As our customer, you have access to TSYS Merchant Insights which gives you a 360° view of your business. Revenue data will begin accumulating after activating your account. Visit https://www.tsysmerchantinsights.com.

Voice Authorizations

If you receive a 'call auth' or 'hold' call response instead of an approval or decline, call the number below based on the card type. You will either be prompted to enter certain information, including your merchant identification number and the card number, or a representative may ask you a series of questions.

For Voice Authorizations Call: 888-550-2265

Thank You again for choosing TSYS Merchant Solutions; we look forward to serving you for years to come.

TSYS Merchant Solutions
800-228-2443
customerservice@tsys.com
1601 Dodge Street
Omaha, NE 68102

Our Customer Covenant

We will take 100% responsibility for every customer experience through collaboration, innovation and unparalleled service delivered by caring team members. We will treat our customers the way we want to be treated - building lasting relationships, trust and integrity.

TSYS Merchant Solutions℠