

Welcome to the MPX Family!

WHAT TO EXPECT NEXT

Thank you for allowing MerchantPro Express to earn your business. Now that your application for processing has been completed, please reference this document throughout the implementation of your new account.

✓ 1. Application Process (Boarding and Underwriting)

Your Account Executive will submit your application to underwriting for review. Once a decision is made regarding your application (typically within 24-72 hours*), you will receive a follow up call/email from your Account Executive.

**We may determine further documentation and information is required in order to process your application. Examples: Bank Account Statements, Processing Statements, Marketing Materials, Tax doc proving tax ID, or in some cases of high ticket or volume, audited financials*

✓ 2. Equipment (Welcome Kit and Shipping)

If provided by Merchant Pro Express, you will receive your equipment and a welcome kit typically within 2-3 business days after approval of your account, unless you opted for a Clover device which would then be delivered within 5-7 business days. When you receive your equipment and welcome kit, please review its contents and contact your Account Executive with any questions.

✓ 3. Setup, Activation, and Training

Once you have received your equipment and welcome kit, it's time to activate your account. We've made it easy with the support of our Merchant Activation Team (MAT), a highly trained group of installers who will get you up and running right away.

When you receive your equipment, contact MAT at 800-542-1894, Opt 3 to schedule your activation and training. Please allow approximately 30- 45 minutes for this process.

If you are using software or a PC based system, your Account Executive will provide your processing parameters to you once your account has been approved. Please provide this information to your third-party software or PC system provider so they can configure your system to send transactions to First Data. Should you have any questions during the activation process, please contact the MAT team.

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Customer Service: 888-333-1374

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✔ 4. PCI Compliance

To help ensure that your new merchant account is compliant with all PCI Data Security Standards, you will need to complete your PCI Security Assessment Questionnaire within 60-90 days of approval of your account. You can complete your questionnaire by going to www.pcirapidcomply2.com. Should you need assistance while completing your questionnaire, please call our PCI Support team at 800-363-1621.

If you do not complete your PCI Security Assessment Questionnaire within 90 days of approval of your account, a non-compliance fee will be charged each month until compliance is met.

✔ 5. Funding and Billing

After running your first transactions, we will send funds to your account within 1 to 2 business days from when we settle your first batch. Deposits will be sent to the bank account you included on your application. If an error is found, we may require additional documentation from your banking institution.

You will receive a monthly statement from MerchantPro Express by mail or you can retrieve your statement online by going to www.myclientline.net.

Your account will be billed on a monthly cycle with fees generally being debited during the first week of the following month (eg. January processing fees usually will be debited the first week of February).

For leases, currently FDGL has 2 billing dates, the 5th and the 15th of the month depending on when the lease is commenced. Lease payments are then debited on a 30 day cycle. You must insure the leased terminal and comply with all other terms per the leasing letter in the welcome kit. If you do not provide us with documentation that you have added an insurance plan, additional fees may apply.

✔ 6. Service and Support

After you have received your first statement, your Account Executive will reach out to you to ensure that everything is going smoothly and to ensure that you have the correct support numbers.

At MerchantPro Express, we pride ourselves on our customer service and encourage you to contact our support staff with any questions or concerns that you may have. Our support team is available to assist with troubleshooting issues with your point of sale equipment and answer any questions.

Where to go if you have any questions or have a problem: 888.333.1374

Please have your Merchant ID (MID) ready when calling.



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