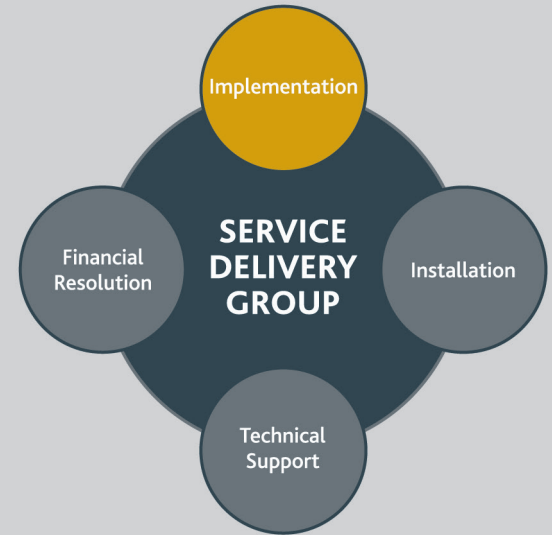


The Implementation Team interfaces with processors, vendors, merchants and dealers to obtain all necessary information to ensure an accurate and smooth installation.



The Implementation Team is responsible for initiating all new merchant setups and changes to existing accounts. The Team is also responsible for boarding merchants on the Merchant Link Payment Gateway™. They generate the work orders, gather and validate the information needed.

If there is any information missing from the order or application, the Team is committed to tracking it down quickly so the customer does not experience delays when going live. As part of the process, merchant and terminal IDs are tested to validate they are live and belong to the appropriate site. **The Implementation Team's goal is to get merchants up and running as quickly and efficiently as possible, with 100% accuracy.**

"I just wanted to take a little time to let you know that you are doing a fantastic job for us. Your team always pulls through for us and deals very well with our constant needs and emergencies. We know we are needy. I just wanted to let a supervisor know that your staff is doing a great job."

*John Devenny, Operations Manager,
MICROS of Central Florida*

SERVICES INCLUDE:

- **Verification of Merchant/Terminal IDs** to ensure they match the site and are compatible with the POS or PMS.
- **Gateway Configuration** to activate merchant for gateway services.
- **Testing, Review and Quality Control** to ensure success at the actual time of install.
- **Reseller Notification** once set up is complete.
- **AMEX Direct Connection Setup** to save money on re-direct fees associated with American Express transactions.
- **Change of Ownership** to make the transition as smooth as possible.
- **Conversions and Major Account Rollouts** for large chains switching banks, adding gift cards or changing communication modes.
- **Rush Service** for orders that need to be expedited.
- **Gift Card ID Testing** to ensure successful gift card transactions.
- **Service Order Status Reports** to track the implementation and installation process.

Want More Information?

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