

CASE REQUIREMENTS

Category	Sub Category	Form Needed?	Required Documentation/attachments	Reason Code	Completed by:
Equipment	Encryption Change		Platform/Bank+device/serial #	EVO, Global, TSYS, North, Omaha, BuyPass	NOC
	File Builds or Reprogramming		MID/terminal type/File Requirements/serial #	New Request	NOC
	New Order	Yes	MORF/Placement	Purchase Terminal, Purchase PinPad, Rental, Lease, Placement Program	NOC
	Replacements or Returns	Yes	serial # +issue / confirmed needing replacement by NOC	RMA, Swap, Call Tag	NOC
	Supplies			Paper, Decals	Deployment
Merchant Account Maintenance	Account Closure	Yes	Closure form (bank specific)	Business Closing, Pricing Issues, Equipment Needs, Service Issues, Issues with Partner	NOC
	Bank Information Changes	Yes	Bank change form (Back end Bank Specific) + bank letter/voided check	Add, Update	Finance
	Business Name Changes	Yes	DBA change form(bank specific)	New Request	NOC
	Merchant Portal		email address/additional MID	New User, Password Reset, Access Issue	NOC
	Ownership Changes	Yes	Owner change form(bank specific)	Add, Update	NOC
	Rate Changes	Yes	Rate change form (bank specific)	Add, Update	NOC
	Refund		confirmation from ISO	New Request	Finance
TIN Mismatch	Yes	w9		Finance	
Merchant Processing	Batching	Yes	Receipts / S/N / dates / amounts	Cannot Process, Reconciliation	NOC
	Chargebacks	Yes	letter / notification through portal	Dispute, Retrieval	NOC
	Compliance Violation	Yes	letter	Contactless, Discover, EMV Fallback Error, PCI Level 3, VISA, Mastercard, American Express	NOC
	Deposits	Yes	bank statement / batch report / receipts / dates / amounts	Reconciliation, Missing	NOC
	Risk	Yes	receipts / batch report / invoices	Rejected transaction, high ticket, multiple refunds etc	Risk
	Transactions	Yes	receipts / batch report	Cannot Process, Reconciliation, Re-Key	NOC
Merchant Products	Accelerated Funding	Yes	Accel Funding Addn	Add, Update, Cancel	NOC
	American Express	Yes	Rate change form	Add, Update, Cancel	NOC
	Cash Advance	Yes	cash adv application	Add, Update, Cancel	NOC
	Check Services		paya check services application	ACH boarding	Applications
	Discount For Cash	Yes	DFC addn + rate change form	Add, Update, Cancel	NOC
	EBT	Yes	EBT Addn + License showing FNS# + rate change form	Add, Update, Cancel	NOC
	Gateway	Yes	Gateway Addn + MORF if any hardware	Add, Update, Cancel	NOC
	Gift and Loyalty	Yes	Factor4 App + morf for printed cards	Add, Update, Cancel	NOC
	PCI Compliance		PCI completion certificate	Add, Update, Cancel	NOC
	PIN Debit	Yes	debit addn + rate change	Add, Update, Cancel	NOC
Voyager - Fuel	Yes	voyager app + rate change (needs buypass)	Add, Update, Cancel	NOC	
Wright Express - Fuel	Yes	wex app + rate change (needs buypass)	Add, Update, Cancel	NOC	
Partner Services	Bank Information Changes	Yes	Bank change form (Back end Bank Specific) + supporting doc		Finance
	Business Cards				Marketing
	Business Name Changes	Yes	DBA change form(bank specific) + supporting doc		NOC
	Ownership Changes	Yes	Owner change form(bank specific) + supporting doc : if it's a corporation - beneficial ownership addendum and Meeting minutes or articles of corporation		NOC
	Partner Portal			New User, Password Reset, Access Issue	NOC
	Partner Referral			New Request	Solutions Engineering Team
	Proposals	Yes	Statements to compare to	New Request	Proposals
	Residuals or Commissions		Specify month, amount etc	Missing Deposit, Disputing Amount, Reconciliation	Finance
Solutions Engineering Team	Documents	Yes	Docs for product		Solutions Engineering Team
	Gateway Integration	Yes	name/contact/website	Integration Inquiry	Solutions Engineering Team
	Hardware Integration	Yes	name/contact/website	Integration Inquiry	Solutions Engineering Team
	Middleware Integration	Yes	name/contact/website	Integration Inquiry	Solutions Engineering Team