

# REGISTER FOR MERCHANT CONNECT

- In your internet browser window go to <https://www.merchantconnect.com> by sure to include the "s" as this is a secure website.
- Select register from the gray sign in box in the upper right-hand corner.



The Online Window to Your Payment Processing Account.

Welcome to MerchantConnect. This site contains all the information you need to manage your electronic payment activity.



**It's fast. It's easy. It's secure. Connect today!**

## MY ACCOUNT

View or update information about your account. Find copies of statements, make changes to your account, and find out about valuable products and services to help your business.

➤ [Proceed to My Account](#)

## MY REPORTS

View recent deposits and other information about your account activity, including batch details, chargeback and retrieval status and deposit history.

➤ [Proceed to My Reports](#)

## SUPPORT

Find news and information to help manage payments at your business. Learn how to best qualify transactions, reduce risk, and manage chargebacks. You will also find reference guides to help operate your payment terminal.

➤ [Proceed to Support](#)

## MERCHANT LOGIN

username

password

[register](#) [forgot password?](#) [demo](#)

Monday, April 19, 2010

## ■ MERCHANT NEWS


### Building/Construction/Home Repair Industry Fraud Alert:

A new scheme involving faxed, e-mailed, or operator assisted (hearing impaired relay) phone calls requesting a large quantity of expensive items including but not limited to rock/stone, tile, mulch, lumber, and flooring has been identified. The fraudulent customer may provide several, near identical credit card numbers, and may request to split the purchase amounts evenly over the cards. Variations of the scam include the involvement of a trucking or shipping company picking up of the merchandise, and/or a "customer" request for the merchant to wire money via MoneyGram or Western Union to the alleged shipper. Other scenarios include product(s) delivery to an open or vacant lot, out-

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- Scroll to the bottom of the page.
- Enter your MID, the last four digits of your business checking account, your email address, and your desired user name.
- Click Submit.

MerchantConnect My Account Support Login

The Online Window To Your Payment Processing Account 

[Home](#) [Create New Account](#)

Code 10 Authorization for Risk Management

There are numerous risk management solutions that can help prevent fraud and unnecessary monetary loss for any business. In today's increasingly electronic business world, keeping credit card and customer information confidential is vital. Fraud can happen anywhere; whether you sell goods over the internet or phone, or have face-to-face transactions with your customers. "Code 10" is a simple way to detect suspicious activity just by answering a series of yes/no questions to verify the cardholder's information. By following a few simple tips and guidelines, you can manage your risks and detect fraudulent activity before it gets out of hand. To learn more about protecting your business, [click here](#).

Get started with MerchantConnect now! Accessing your account information online is fast and easy! Complete the information below, choose your User ID and click the Submit button. The system will verify the information you've entered against our records and display your temporary password.

You can immediately go back to the Home page, enter your logon information and you're up and running. It's that simple.

Please enter a valid email address as your password will be emailed to this address. Additionally, all password resets will be verified through this email address.

Merchant ID:

Business Checking  (last 4 digits only)

Account Number:


Email Address:

Desired User ID:

# REGISTER FOR MERCHANT CONNECT

- You will be given a temporary password that can be copied by highlighting the password then holding down the "Ctrl" and the "C" keys on your keyboard at the same time.
- Then click the Home Page link

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[Home](#) [Thank You](#)

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### You have successfully registered with MerchantConnect!

Below is your User ID and a temporary password that is valid for 45 days. Please write down the temporary password or copy/paste the password into the login box on the Home Page.

Upon your login you can visit the Password Change Section within My Account to create a password you can more easily remember.

- › User ID: Merchant9035
- › Temporary Password: 44siphu2gtv6

Please return to the [Home Page](#) and log in.

# REGISTER FOR MERCHANT CONNECT

- In the gray Merchant Login box in the top right-hand corner enter the your new username
- To paste the temporary password in the password field, click into the field then hold down the "Ctrl" and the "P" key on your keyboard at the same time.
- Click Login



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- Again paste the temporary password by clicking into the Current Password field then holding down both the "Ctrl" and the "P" key on your keyboard at the same time.
- Enter a new password. New password must be 8-12 alpha-numeric characters long.
- Confirm your new password then click the Submit button.

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## The Online Window To Your Payment Processing Account



[Home](#) [Expired Password](#)

### Your password has expired.

In an effort to further reduce fraud and identity theft, and protect your data and your customers data, your password expires every 45 days. It must now be reset.

Like your current password, your new one must be between 8 and 12 alphanumeric characters in length.

User ID:	<input type="text" value="Merchant9035"/>
* Current Password:	<input type="password" value=""/>
* New Password:	<input type="password" value=""/>
* Confirm Password:	<input type="password" value=""/>

\* Denotes a required field

# REGISTER FOR MERCHANT CONNECT

- Select a verification question for password recovery purposes from the available drop down list.
- Enter your answer
- Then confirm your answer and click submit

MerchantConnect My Account My Reports Support Logout

The Online Window To Your Payment Processing Account

[Home](#) [Verification Question](#)

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For added security, you must choose a question to help us verify your identity when you call in about your MerchantConnect Account or need your password reset. Please choose a verification question from the list below and provide us with the answer.

Verification Question:

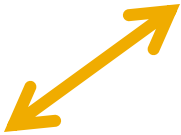
Answer:

Answer Confirmation:

Verification Question:

Answer:

Answer Confirmation:



# REGISTER FOR MERCHANT CONNECT

- You are now logged into your Merchant Connect Account. From here you can make changes to your account, view reports, and gain support.

MerchantConnect My Account My Reports Support Logout

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**SUPPORT**

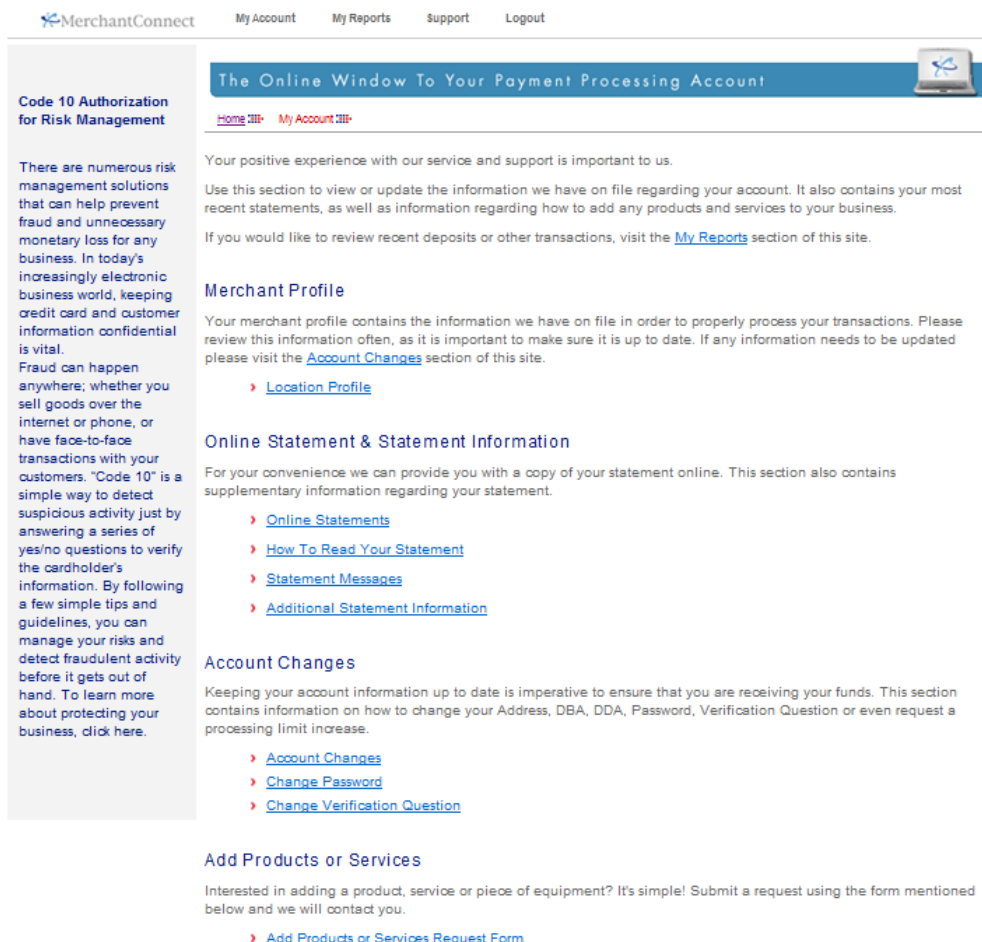
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[Proceed to Support](#)

# MERCHANT CONNECT

## PROCEED TO MY ACCOUNT

- By clicking on Proceed to My Account you can view and make changes to your profile, view your online statements, learn how to read your statement, change your password, or gain knowledge on other products or services.



MerchantConnect My Account My Reports Support Logout

The Online Window To Your Payment Processing Account

[Home](#) [My Account](#)

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Your positive experience with our service and support is important to us.

Use this section to view or update the information we have on file regarding your account. It also contains your most recent statements, as well as information regarding how to add any products and services to your business.

If you would like to review recent deposits or other transactions, visit the [My Reports](#) section of this site.

### Merchant Profile

Your merchant profile contains the information we have on file in order to properly process your transactions. Please review this information often, as it is important to make sure it is up to date. If any information needs to be updated please visit the [Account Changes](#) section of this site.

- [Location Profile](#)

### Online Statement & Statement Information

For your convenience we can provide you with a copy of your statement online. This section also contains supplementary information regarding your statement.

- [Online Statements](#)
- [How To Read Your Statement](#)
- [Statement Messages](#)
- [Additional Statement Information](#)

### Account Changes

Keeping your account information up to date is imperative to ensure that you are receiving your funds. This section contains information on how to change your Address, DBA, DDA, Password, Verification Question or even request a processing limit increase.

- [Account Changes](#)
- [Change Password](#)
- [Change Verification Question](#)

### Add Products or Services

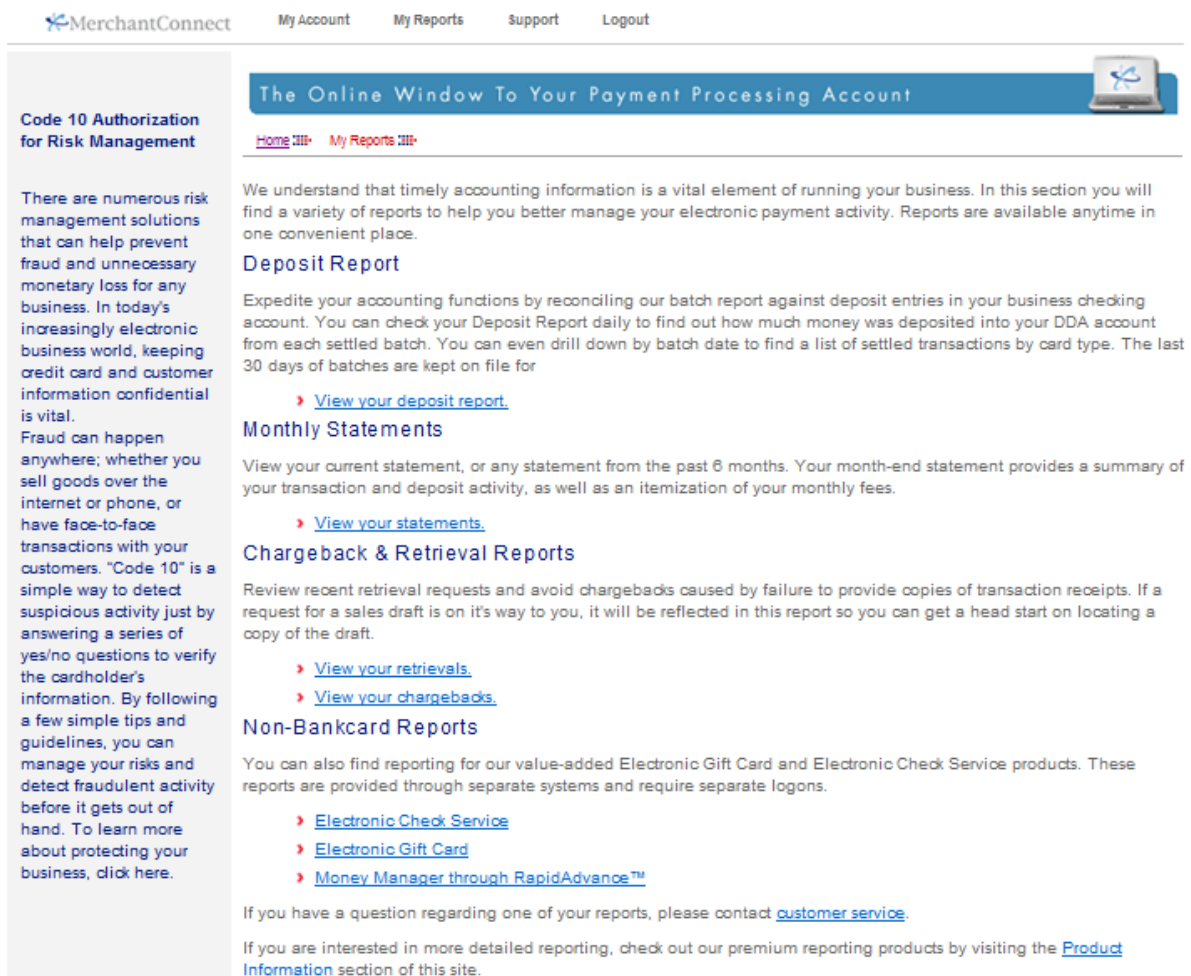
Interested in adding a product, service or piece of equipment? It's simple! Submit a request using the form mentioned below and we will contact you.

- [Add Products or Services Request Form](#)

# MERCHANT CONNECT

## PROCEED TO MY REPORTS

- By clicking on Proceed to My Reports you can view your deposit reports, online statements, retrieval reports, or charge back reports.



The screenshot displays the MerchantConnect website interface. At the top, there is a navigation bar with the MerchantConnect logo and links for 'My Account', 'My Reports', 'Support', and 'Logout'. Below the navigation bar is a blue banner with the text 'The Online Window To Your Payment Processing Account' and a laptop icon. The main content area is divided into two columns. The left column features a section titled 'Code 10 Authorization for Risk Management' with a detailed paragraph about risk management solutions. The right column is titled 'The Online Window To Your Payment Processing Account' and contains a list of report categories: 'Deposit Report', 'Monthly Statements', 'Chargeback & Retrieval Reports', and 'Non-Bankcard Reports'. Each category includes a brief description and a link to view the reports. At the bottom, there is a note about contacting customer service for questions and a link to product information.

MerchantConnect My Account My Reports Support Logout

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[Home](#) [My Reports](#)

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We understand that timely accounting information is a vital element of running your business. In this section you will find a variety of reports to help you better manage your electronic payment activity. Reports are available anytime in one convenient place.

**Deposit Report**

Expedite your accounting functions by reconciling our batch report against deposit entries in your business checking account. You can check your Deposit Report daily to find out how much money was deposited into your DDA account from each settled batch. You can even drill down by batch date to find a list of settled transactions by card type. The last 30 days of batches are kept on file for

▶ [View your deposit report.](#)

**Monthly Statements**

View your current statement, or any statement from the past 6 months. Your month-end statement provides a summary of your transaction and deposit activity, as well as an itemization of your monthly fees.

▶ [View your statements.](#)

**Chargeback & Retrieval Reports**

Review recent retrieval requests and avoid chargebacks caused by failure to provide copies of transaction receipts. If a request for a sales draft is on its way to you, it will be reflected in this report so you can get a head start on locating a copy of the draft.

▶ [View your retrievals.](#)

▶ [View your chargebacks.](#)

**Non-Bankcard Reports**

You can also find reporting for our value-added Electronic Gift Card and Electronic Check Service products. These reports are provided through separate systems and require separate logons.

▶ [Electronic Check Service](#)

▶ [Electronic Gift Card](#)

▶ [Money Manager through RapidAdvance™](#)

If you have a question regarding one of your reports, please contact [customer service](#).

If you are interested in more detailed reporting, check out our premium reporting products by visiting the [Product Information](#) section of this site.