

# New Merchant Account Set-up Form

Date: \_\_\_\_\_

**FAX TO:** (603) 896-8177

Projected Live Date: \_\_\_\_\_

**ATTN:** Sales Support Specialist

Chase Paymentech Sales Contact: \_\_\_\_\_

Please contact your Chase Paymentech Sales Representative or the Sales Support Specialist for assistance in any of the following areas:

- Completing this Set-up Form
- If your account will require multiple processing divisions (i.e. merchant #s) and/or bank accounts
- For an electronic version of this form.

## Section 1: Corporate Information

Company Legal Name: \_\_\_\_\_

Company URL: http:// \_\_\_\_\_

Doing Business As: \_\_\_\_\_ Nature of Business: \_\_\_\_\_

Canadian Registered DBA: \_\_\_\_\_

Corporate Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Prov: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

## Section 2: Your Monthly Financial Reporting Cycle

Calendar *(Please proceed to Section 3)*

Fiscal *(Please enter all month end dates below)*

Year: \_\_\_\_\_

Jan: \_\_\_\_\_ Feb: \_\_\_\_\_ Mar: \_\_\_\_\_ Apr: \_\_\_\_\_ May: \_\_\_\_\_ Jun: \_\_\_\_\_

Jul: \_\_\_\_\_ Aug: \_\_\_\_\_ Sep: \_\_\_\_\_ Oct: \_\_\_\_\_ Nov: \_\_\_\_\_ Dec: \_\_\_\_\_

Year \_\_\_\_\_

Jan: \_\_\_\_\_ Feb: \_\_\_\_\_ Mar: \_\_\_\_\_ Apr: \_\_\_\_\_ May: \_\_\_\_\_ Jun: \_\_\_\_\_

Jul: \_\_\_\_\_ Aug: \_\_\_\_\_ Sep: \_\_\_\_\_ Oct: \_\_\_\_\_ Nov: \_\_\_\_\_ Dec: \_\_\_\_\_

**Section 3: Company Contacts**

**Executive Contact**

*(The primary person to whom we will communicate regarding the merchant account, including but not limited to, contractual and general business information. In addition, the Executive Contact is authorized to request and sign for all banking changes and access for their internal contacts to our Paymentech Online application.)*

Mr.  Mrs.  Ms. First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
 Title: \_\_\_\_\_ Phone #: \_\_\_\_\_ Ext: \_\_\_\_\_  
 Fax #: \_\_\_\_\_ Alternate Fax #: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Address:  Same as corporate address  Other: \_\_\_\_\_  
 City: \_\_\_\_\_ State/Prov: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_  
 Other Mailing Address (i.e. P.O. Box): \_\_\_\_\_

**Finance Contact**

*(The person from whom we can obtain company financial information and who is authorized to request and sign for all banking changes and access for their internal contacts to our Paymentech Online application.)*

Mr.  Mrs.  Ms. First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
 Title: \_\_\_\_\_ Phone #: \_\_\_\_\_ Ext: \_\_\_\_\_  
 Fax #: \_\_\_\_\_ Alternate Fax #: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Address:  Same as corporate address  Other: \_\_\_\_\_  
 City: \_\_\_\_\_ State/Prov: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_  
 Other Mailing Address (i.e. P.O. Box): \_\_\_\_\_

**Reserve Report Contact**

*(If a reserve is applicable to this account, the person who will receive monthly reserve reports).*

Mr.  Mrs.  Ms. First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
 Title: \_\_\_\_\_ Phone #: \_\_\_\_\_ Ext: \_\_\_\_\_  
 Fax #: \_\_\_\_\_ Alternate Fax #: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Address:  Same as corporate address  Other: \_\_\_\_\_  
 City: \_\_\_\_\_ State/Prov: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_  
 Other Mailing Address (i.e. P.O. Box): \_\_\_\_\_

**Technical Contact** *(The person to contact with technical issues).*

Location: *(check one)*  Merchant  Submitter  Fulfillment  
 If Submitter/Fulfillment, Name: \_\_\_\_\_  
 Title: \_\_\_\_\_ Phone #: \_\_\_\_\_ Ext: \_\_\_\_\_  
 Fax #: \_\_\_\_\_ Alternate Fax #: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Address:  Same as corporate address  Other: \_\_\_\_\_  
 City: \_\_\_\_\_ State/Prov: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_  
 Other Mailing Address (i.e. P.O. Box): \_\_\_\_\_



**Section 6: Transaction Division Continued...**

How do you market this product? (check only those that apply to this division)

Catalog  Direct Mail  Internet  Space Ad  TV  Outbound Telemarketing  Other \_\_\_\_\_

How will consumers provide credit card information to you when they order this product? (Select only one):

Retail  Mail/Phone (Marketing Material Required)  Internet (Please provide your URL): http:// \_\_\_\_\_

**If internet is selected and the website is not yet available to consumers please complete a Marketing Material Supplement form which you may obtain from Merchant Services or your account executive.**

If Internet, please advise: Select only one:  SSL  SET  No encryption method

Can a consumer place their order and provide credit card info (or electronic check info) through this website?  Yes  No

Is the web site secure, (i.e., will the information that the consumer provides, such as their name and credit card number, be encrypted) so that it can't be read or intercepted by other people?  Yes  No

Maximum Sale Transaction Amount: \$ \_\_\_\_\_ (Default \$25,000 U.S. dollars or established international currency equivalent per transaction)

Maximum Refund Transaction Amount: \$ \_\_\_\_\_ (Default \$25,000 U.S. dollars or established international currency equivalent per transaction)

(Approval will be required for any temporary or permanent increases to this ceiling limit).

Please check the consumer's payment option for this division: (Select only one)

Single payment  Installment payments  Deferred payments  Recurring (transactions managed by merchant/submitter)

Please check if applicable:  Bill Payment - (A Bill Payment transaction is a transaction for an ongoing service/billing cycle that is known and agreed upon in advance by the merchant and cardholder. i.e. Membership or Insurance, etc.)

**Section 7: Chargeback Contact: (required) IQA (Manager/supervisor – one who assigns work to MCAs)  
 MRQA (Manager/supervisor – one who assigns work to MRAs)**

NOTE: This contact may receive any exception documents that may need to be mailed or faxed.

Location:  Merchant  Submitter  Fulfillment (check one) If Submitter/Fulfillment, Name: \_\_\_\_\_

Mr.  Mrs.  Ms. First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Title: \_\_\_\_\_ Phone #: \_\_\_\_\_ Ext: \_\_\_\_\_

Fax #: \_\_\_\_\_ Alternate Fax #: \_\_\_\_\_

Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Prov: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Will this contact require access to: Transaction History  Report Center  both  ?

Account Masking?  First6/Last4 or  Last 4 (select only one)

**Chargeback Contact: (required) MCA (Merchant Chargeback Analyst – one who works the chargeback's)  
 MRA ((Merchant Retrieval Analyst – one who works the retrievals)**

Same as above (check here if the MCA/MRA Contact is the same as the IQA/MRQA contact)

Location:  Merchant  Submitter  Fulfillment (check one) If Submitter/Fulfillment, Name: \_\_\_\_\_

Mr.  Mrs.  Ms. First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Title: \_\_\_\_\_ Phone #: \_\_\_\_\_ Ext: \_\_\_\_\_

Fax #: \_\_\_\_\_ Alternate Fax #: \_\_\_\_\_

Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Prov: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Will this contact require access to: Transaction History  Report Center  both  ?

Account Masking?  First6/Last4 or  Last 4 (select only one)





**Section 10: Processing Method**

Who will be submitting transactions to Chase Paymentech?

Merchant  Other Co. Name: \_\_\_\_\_ (i.e. fulfillment co. or ECommerce provider)

If known, please provide the Presenter ID # (PID): \_\_\_\_\_ or Submitter # (SU): \_\_\_\_\_

**1. Will you be submitting transactions from a computer system?**

What is the name of the manufacturer and model of your computer platform? \_\_\_\_\_

What is the name of the manufacturer and model of your modem? \_\_\_\_\_  Internal  External

Will you be coding to Chase Paymentech specifications?  Yes  No

Will you use NetConnect Batch for connectivity?  Yes  No

Will you use NetConnect for connectivity for online authorization only?  Yes  No

If Yes, NetConnect Contact \_\_\_\_\_ Email Address: \_\_\_\_\_

If applicable, name the software vendor and application you will be using to format your files: \_\_\_\_\_

**2. Will you be using the Orbital Payment Gateway?**

Primary Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Email (required): \_\_\_\_\_ \*Primary contact MUST be the merchant contact for security needs.

Auto-Settle Time: \_\_\_\_\_  AM or  PM To meet 10 pm ET Host window, this should be set no later than 8 pm ET to allow Gateway to settle.

Merchant Time Zone: \_\_\_\_\_ Note: The Auto-settle time is based on the merchant time zone. (US time zones only)

Profile Management required?  Yes or  No Level of access:  Merchant or  Chain (select one, default is Merchant)

VT Import Functionality?  Yes  No

Auth Recycling?  Yes  No # of Recycle Attempts: \_\_\_\_\_ (Default is 3) # of Days between attempts: \_\_\_\_\_

**3. Will you be using:  Paypal/Verisign  Cybersource**

**4. Will you be using the iTerminal? (retail divisions only)**

Primary Contact\*: \_\_\_\_\_ UserID (if existing) \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Phone: \_\_\_\_\_ Email (required): \_\_\_\_\_

\*Primary contact must be the merchant contact for security needs.

Auto-Settle Time: \_\_\_\_\_  AM or  PM To meet 10 ET Host window, this should be set no later than 8pm to allow Gateway to settle.

Merchant Time Zone: \_\_\_\_\_ Note: The Auto-Settle time is based in the merchant time zone. (US time zones only)

Magtek Reader Needed?  Yes  No If Debit, PinPad Needed?  Yes  No If Yes, NBS7100  or Verifone SC5000

(If Yes, Magtek Readers are purchase only) (iTerminal is only certified to utilize the above PinPads and are purchase only)

**Section 10: Processing Method Continued...**

**5. Will you be using a Point-of-sale terminal (US & Canada only) or Point-of-Sale software?**

**Point-of-Sale Software:**

POS Software Name: \_\_\_\_\_ Host Capture  Terminal Capture

Connectivity: Dial  NetConnect  (If NetConnect see requirement below)

If NetConnect: Where is your software hosted/configured? Corporate location  or Division location

NetConnect Contact Name: \_\_\_\_\_ Email address: \_\_\_\_\_

PIN Pad Type and quantity? (for PIN BASE DEBIT Only) \_\_\_\_\_ Quantity: \_\_\_\_\_

Injection – Will you be using the Chase Paymentech Encryption Key  or you do own your own Encryption Key?

Who will be injecting the Encryption Key into your PIN Pad ? Please select one option below

Chase Paymentech Solutions  Other -- Vendor Name: \_\_\_\_\_

**Equipment/Terminals:**

Will you  Purchase?  Rent? (US Only) If purchase or rent, date needed by: \_\_\_\_\_

Use existing equipment?  Yes  No Terminal quantity? \_\_\_\_\_ Printer quantity? \_\_\_\_\_

Terminal/Equipment Type: \_\_\_\_\_ Printer Type: \_\_\_\_\_

Host Capture  Terminal Capture

Connectivity: Dial  Wireless  NetConnect  (If NetConnect, see requirement below)

NetConnect Contact Name: \_\_\_\_\_ Email address: \_\_\_\_\_

PIN Pad Type and quantity? (for PIN BASE DEBIT Only) \_\_\_\_\_ Quantity: \_\_\_\_\_

Injection – Will you be using the Chase Paymentech Encryption Key  or you do own your own Encryption Key?

Who will be injecting the Encryption Key into your PIN Pad ? Please select one option below

Chase Paymentech Solutions  Other -- Vendor Name: \_\_\_\_\_

Manager/Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Store Phone: \_\_\_\_\_ Terminal Line Phone#: \_\_\_\_\_ Dial Out Prefix(9,8,5) \_\_\_\_\_

Customer Service Phone# (if different from Store Phone #): \_\_\_\_\_

Equipment/Kits/ Imprinters Ship To Address (if different from division location): \_\_\_\_\_ **Attention to:** \_\_\_\_\_  
 Please ensure a contact will be available to accept shipment (Default will be store manager)

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Prov: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Ship to contact's phone#: \_\_\_\_\_ Ship to contact's email: \_\_\_\_\_

Store Opening Date: \_\_\_\_\_ Special Requirements: \_\_\_\_\_

**Do you require a "re-program" kit?** (overlay, quick reference guide, etc.) Yes  No

**Do you require an Imprinter?**  Yes  No **Type of Imprinter required:** With Dater  or Without Dater

**Do you require an Imprinter Plate?**  Yes  No

**Do you require a Welcome Kit?** (includes sales drafts, credit drafts, etc) Yes  No



**Note: When setting up multiple bank accounts, please complete a separate form for each.**

<b>Section 11: Bank Account Information</b>			
<b>Check only one of the 7 options below</b>	<b>Settlement Currency in which we will fund to you</b>	<b>Deposit (Country where your Bank Acct Resides)</b>	<b>Complete all sections listed:</b>
Option #1 <input type="checkbox"/>	USD	USA	A, E
Option #2 <input type="checkbox"/>	CAD	CAN	B1 to B3, E
Option #3 <input type="checkbox"/>	USD	CAN	B1 to B3, D3, D4, E
Option #4 <input type="checkbox"/>	USD	Int'l _____ (list country funds are being deposited in)	C1 to C3, D1, D3, D4, E
Option #5 <input type="checkbox"/>	<input type="checkbox"/> Euro, <input type="checkbox"/> GBP, <input type="checkbox"/> JPY, <input type="checkbox"/> AUD, <input type="checkbox"/> HKD, <input type="checkbox"/> DKK, <input type="checkbox"/> CHF, <input type="checkbox"/> NOK, <input type="checkbox"/> SEK, <input type="checkbox"/> NZD, <input type="checkbox"/> ZAR	Euro Bank or <u>SAME</u> as presentment/settlement currency	C1 and/or C2, C3, E
Option #6 <input type="checkbox"/>	<input type="checkbox"/> Euro, <input type="checkbox"/> GBP, <input type="checkbox"/> JPY, <input type="checkbox"/> AUD, <input type="checkbox"/> HKD, <input type="checkbox"/> DKK, <input type="checkbox"/> CHF, <input type="checkbox"/> NOK, <input type="checkbox"/> SEK, <input type="checkbox"/> NZD, <input type="checkbox"/> ZAR, <input type="checkbox"/> USD	<u>If DIFFERENT</u> than Settlement Currency Int'l _____ (list country funds are being deposited in)	C1 and/or C2, C3, D1 and/or D2, D4, E
Option #7 <input type="checkbox"/>	<input type="checkbox"/> Euro, <input type="checkbox"/> GBP, <input type="checkbox"/> JPY, <input type="checkbox"/> AUD, <input type="checkbox"/> HKD, <input type="checkbox"/> DKK, <input type="checkbox"/> CHF, <input type="checkbox"/> NOK, <input type="checkbox"/> SEK, <input type="checkbox"/> NZD, <input type="checkbox"/> ZAR	CAN	B1 to B3, D1, D4, E

<b>Section A: US Bank Account Information</b>												
<i>(select only one method of transfer)</i>												
<input type="checkbox"/> ACH Transfer												(ABA #)
<input type="checkbox"/> Wire Transfer <b>(See Note)</b>												(Fedwire#)
<input type="checkbox"/> BIC/Swift Transfer <b>(See Note)</b>												(Swift Code: (8 to 11 bytes))
<b>Please Note:</b> BIC/Swift code is required if your division is located outside of the US or Canada and is settling funds in USD. Wire transfer requires both ACH ABA Routing# and Fedwire#.												
Special Wire Instructions: (60 bytes) _____												
Bank Account #: _____ Company Name: <i>(As appears on Bank Account)</i> _____												
Financial Institution Name: _____												
City: _____ State: _____ Zip/Postal Code: _____ Country: <b>United States</b>												
<input type="checkbox"/> Checking OR <input type="checkbox"/> Savings												

<b>Section B: Canadian Bank Account Information: Transfer Method EFT Only</b>																		
<b>B1</b>	Institution Number:											EFT Branch Transit Number:						
<b>B2</b>	BIC/Swift Code: (8 to 11 bytes)												(required if settlement is USD)					
<b>B3</b>	Bank Account # _____ Company Name: <i>(As appears on Bank Account)</i> _____																	
Financial Institution Name: _____																		
City: _____ Province: _____ Postal Code: _____ Country: <b>Canada</b>																		
<input type="checkbox"/> Checking OR <input type="checkbox"/> Savings																		

**Section C: International Final Destination Bank Account Information**

**Account Where Your Funds are Deposited**

<b>C1</b>	BIC/Swift Code: (8 to 11 bytes)																			
<b>C2</b>	Sort Code: (Required in Great Britain Only)																			

**C3** IBAN/Bank Account # \_\_\_\_\_  
*(IBAN required for all Banking located in European Union Countries)*

Company Name: *(As appears on Bank account)* \_\_\_\_\_

Financial Institution Name: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Special Wire Instructions: (60 bytes) \_\_\_\_\_

**Section D: Corresponding/Clearing Bank Information**

*Note: For Int'l Deposits going through J.P. Morgan Chase in London, Intermediary is not required. Complete Section "C" only*

<b>D1</b>	BIC/Swift Code: (8 to 11 bytes)																			
<b>D2</b>	Sort Code: (Required in Great Britain Only)																			

**D3** Wire Transfer: (USA Only) \_\_\_\_\_ (Fedwire#)

**D4** Financial Institution Name: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Special Wire Instructions: (60 bytes) \_\_\_\_\_

**Section E: Signature**

"On behalf of \_\_\_\_\_ I, \_\_\_\_\_, represent and warrant  
 (Merchant Legal Name) (Print Name)

That I have the authority to add banking information and I verify that the above banking information is accurate and should be used to transfer funds accordingly."

\_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

*(\*Must be signed by Executive or Financial Contact)*

**Note: In order to process this request, please attach an original voided check (starter check and bank statements not applicable) or a bank letter of verification.**

**ATTACH VOIDED CHECK HERE**

**Section 12: Report Center and Transaction History**

1. **Please be sure to include the information below for all employees who need to access Transaction History and/or Paymentech Online Report Center.**
2. Report delivery will be web based via Paymentech Online.
3. Access will be granted at the company level for Transaction History, and/or Reporting unless otherwise specified.
4. Please note: You, the merchant, are responsible for advising Chase Paymentech of changes in Paymentech Online and assumes no responsibility or liability of any kind for Merchant's failure to advise Chase Paymentech of changes to or elimination of Paymentech Online Users.

*Please be sure to complete all fields below.*  
 Salutation: *Check one:*  Mr.  Ms.  Mrs.  
 Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Phone No (Include Country Code): \_\_\_\_\_ Fax No: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ County: \_\_\_\_\_ Post Code: \_\_\_\_\_ Country: \_\_\_\_\_  
 Email Address: (40 bytes) \_\_\_\_\_  
(username@domain.com)  
 Account Masking?  First6/Last4 or  Last 4 (select only one)  
 Do you have a Paymentech Online User ID?  Yes  No If yes, please provide User ID: \_\_\_\_\_  
 Does this User require access to:  Reporting  Transaction History or  Both

Salutation: *Check one:*  Mr.  Ms.  Mrs.  
 Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Phone No (Include Country Code): \_\_\_\_\_ Fax No: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ County: \_\_\_\_\_ Post Code: \_\_\_\_\_ Country: \_\_\_\_\_  
 Email Address: (40 bytes) \_\_\_\_\_  
(username@domain.com)  
 Account Masking?  First6/Last4 or  Last 4 (select only one)  
 Do you have a Paymentech Online User ID?  Yes  No If yes, please provide User ID: \_\_\_\_\_  
 Does this User require access to:  Reporting  Transaction History or  Both

**Section 13: Report Center and Transaction History Access Form**

**For additional Users, please submit additional forms.**

I, \_\_\_\_\_, \_\_\_\_\_ verify that the  
(Print Name) (Title)\*  
 contact information is accurate, that I have the authority to make such a request and thus it should be used to grant access for these contacts to access Transaction History and/or the Report Center.

**Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**\*(must be signed by Executive or Financial Contact)**