

Merchant User Guide



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MoneyPak[®]

A Merchant User Guide



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Revision History

Date	Revision Summary	Page(s)
07/09/08	User Guide Created	All
10/26/11	Contact information updated	12
12/19/12	Removed Merchant Requirements – See Technical Specifications for the this product for specific requirements	3

A Note about Screen Shots	The images included in this manual are illustrative, designed to represent your approximate experience. The actual screens you view may appear slightly different. In addition, screens may change over time as product detail is added.
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Overview

What is MoneyPak®?

Green Dot MoneyPak® is a financial tool that provides a safe, convenient and efficient method for consumers to turn their cash into a digital form of payment. Consumers are thus able to use cash to:

- Make purchases online or over the phone
- Pay bills online or over the phone
- Add funds to a variety of accounts
- Reload a branded prepaid debit card

Green Dot Corporation is a leading provider of retail-based financial services for America's underserved community. The company offers consumers a comprehensive portfolio of financial products and services through thousands of leading retailer locations nationwide. More information is available from your Account Executive, marketing manager, or by going online to www.getmygreen.com.

How it Works

Green Dot MoneyPak® allows consumers to convert physical cash, anywhere from \$20 to \$500 for a low fixed fee, into electronic cash through the purchase of the Green Dot MoneyPak®. Once purchased, the consumer is able to use the unique MoneyPak number to make online purchases, re-load a branded (either Visa or MasterCard) prepaid debit card, make a payment, pay a bill, or add cash to account.

Note:	<i>While most Green Dot retailers allow \$20-\$500 on a MoneyPak at the \$4.95 price point, retailers have the option of price points from \$4.50 - \$4.95 and may offer card maximums from \$500 to \$5000 depending on their contract with Green Dot.</i>
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Restrictions

At this time, *MoneyPak* is not available to:

- Non-US based merchants
 - Merchants offering the following:
 - Pornographic or sexually explicit items
 - Gambling services
 - Items prohibited or in violation of any federal, state or local laws or regulations
-

Consumer Requirements

Consumers using the *MoneyPak* payment method must:

- Complete transactions in US Dollars
-

MoneyPak Program Description

Features

The *MoneyPak* payment method provides the following features:

- Designed to move cash to any merchant that accepts the MoneyPak as a method of payment
 - Converts physical cash to electronic cash
 - Can be purchased in variable denominations
 - Can hold a declining balance
 - Can be used for multiple purchases until the MoneyPak balance reaches \$0.
-

Merchant Benefits

The *MoneyPak* method of payment provides the following benefits for merchants:

- No interchange fees
 - No chargebacks – guaranteed funds
 - Increase customers and revenue – attract customers without access to credit card/bank accounts (including teens) and those who are security conscious, opening online business to cash paying customers
 - Expedites payment collection – The MoneyPak provides a cash payment option for bill payment, enabling late payments and avoiding customer service interruptions
 - Streamline operations – by processing *MoneyPak* through Chase Paymentech you consolidate your payment processing, reporting and funding through a single interface
-

Customer Benefits

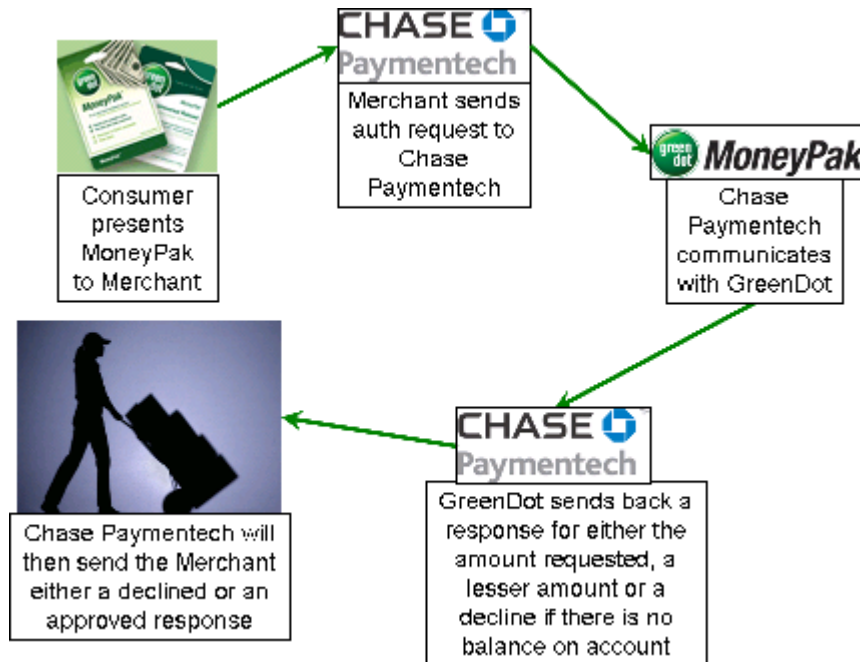
The *MoneyPak* method of payment provides the following benefits for consumers:

- Convenient access and flexible hours through a nationwide distribution network with more than 50,000 retail locations
 - No special lines to wait in, no forms to fill out.
 - No payments to mail
 - No credit check required, protects consumer privacy
 - Funds instantly available to the customer
 - A single *MoneyPak* can be used multiple times until the balance reaches \$0
 - Cheaper than money transmission services
-

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MoneyPak Program Description, Continued

Transaction Process Flow



1. The Consumer pays the merchant with a *MoneyPak*
2. The merchant sends an authorization request to Chase Paymentech
3. Chase Paymentech communicates with Green Dot to request payment
4. Green Dot checks the account balance and sends back a response for either the amount that was requested, a lesser amount, or a decline for no balance on the account
5. Chase Paymentech responds to the merchant in the following manner:
 - a. If the transaction was declined, a decline response will be returned to the merchant
 - b. If the full amount was approved, an approved response will be returned to the merchant
 - c. If a partial amount was approved Chase Paymentech looks to see if the merchant is set up to receive partial authorizations
 - i. If no, a decline response will be returned to the merchant
 - ii. If yes, an approved response will be returned to the merchant

Continued on next page

MoneyPak Program Description, Continued

Settlement After receiving authorization approval, you can submit your *MoneyPak* transactions in the same batch file as your other transactions. Chase Paymentech deposits and settles all transactions.

Funding Chase Paymentech will fund merchants for *MoneyPak* transactions as it does for any other method of payment. Fees will be deducted from merchant accounts prior to deposit. Settlement time frames are consistent with other settled payment methods.

Settled funds are available two business days after submission to Chase Paymentech. We will deposit settled funds into your bank account via Automated Clearing House (ACH) electronic transfer or wire transfer, depending on how your deposits are normally handled. In the event of a banking holiday, funding will be delayed by one business day.

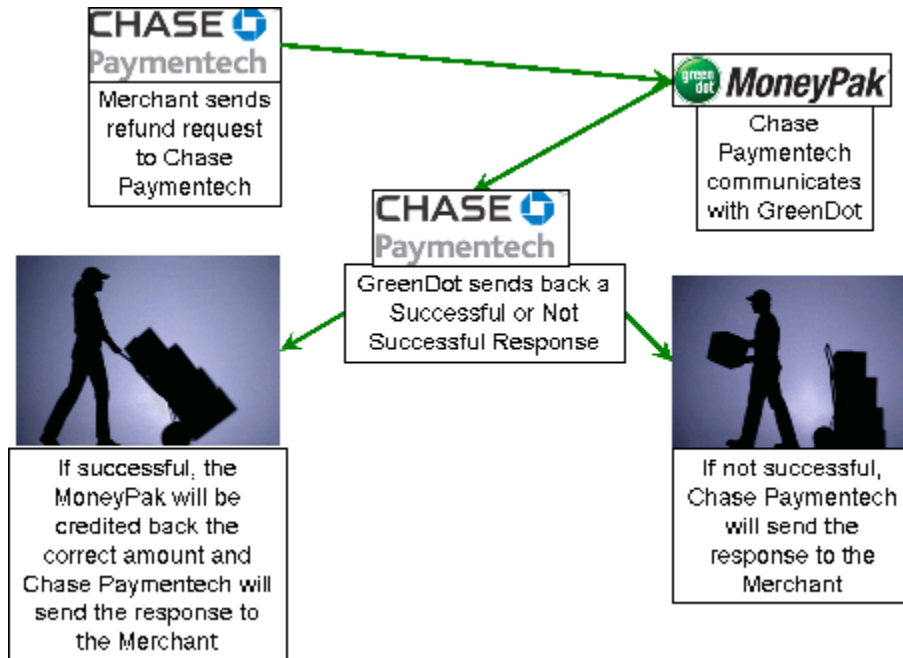
Fees Merchants processing *MoneyPak* transactions incur Chase Paymentech processing fees. Merchants are not charged Interchange or chargeback fees for *MoneyPak* transactions.

Continued on next page

MoneyPak Program Description, Continued

Refund Process Flow

Since there are no Chargebacks, you may choose to refund a *MoneyPak* via a refund transaction through Chase Paymentech or you may provide refunds in another tender. Below is the process flow for a refund conducted through Chase Paymentech.



1. The merchant sends the request to Chase Paymentech for a refund
2. Chase Paymentech communicates with Green Dot to request the refund
3. Green Dot sends back the successful or unsuccessful response
4. If the response was not successful Chase Paymentech will send that to the merchant
5. If the response was successful Chase Paymentech will send that to the merchant
 - a. The *MoneyPak* will be credited
 - b. The merchant sends the refund in the deposit submission
 - c. Chase Paymentech credits the merchant

Note:	<ul style="list-style-type: none"> • <i>The refund amount cannot exceed the amount of the original transaction.</i> • <i>If multiple refunds are requested off of the original transaction, the total sum of the refund amounts cannot exceed the amount of the original transaction.</i>
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Set-Up Guidelines

How Do I Get Started?

To process *MoneyPak* transactions, some existing Chase Paymentech merchants may be required to complete a contract addendum. All merchants must complete the Green Dot *MoneyPak*® Letter of Agreement. Your Account Executive can provide you with copies of these documents. New merchants must complete a Chase Paymentech Merchant Application, the Green Dot *MoneyPak*® Letter of Agreement and receive processing approval.

Merchant Responsibility

Merchants who choose to accept *MoneyPak* as a payment method will need to customize their existing web sites, catalogs and Automated Telephone Response Systems to include *MoneyPak* options and information. The merchant customer service representatives will require training to present *MoneyPak* as a payment option and to answer consumer questions about it.

Merchants must also be certified to use Chase Paymentech's Online Authorization specification version 7.0 or higher, the 120-byte batch specification version 2.0.0-3.0.0 rev 2 or higher, or the Spectrum SDK version 2.1.0 or higher.

Processing the MoneyPak

The only two pieces of information needed from the customer in order to process a payment is the *MoneyPak* Number and the transaction amount. Since the *MoneyPak* can be used multiple times, it is necessary that the customer dictates how much of the *MoneyPak* to use.

Sample Mockup

If you already have a *MoneyPak*, enter the required information below to process your payment. For information on how to make a purchase with the *MoneyPak*, click [here](#).

Amount:

MoneyPak Number:

MoneyPak Number from MoneyPak or Receipt.

Continued on next page

Set-Up Guidelines, Continued

Your Web Site In order for you and your customers to benefit from the *MoneyPak*, it is important that you introduce it as a **cash payment option** within various areas of your web site. This effort will help you convert customers who previously did not shop online due to their inability or unwillingness to use a credit card or checking account.

Home Page	<p>Customers should be aware that there is a cash payment option when entering your site. This will help convert customers who otherwise would not place an order due to lack of credit card/checking account or unwillingness to use credit card/checking account.</p> <p>Include one of the banners or text tag lines (see Marketing Assets) on the home page.</p>
Shopping Cart	<p>Continue to emphasize that there is a cash payment option within the shopping cart.</p> <p>Place one of the banners next to the available payment options (see Marketing Assets)</p> <p>Sample:</p> 
Checkout	<p>List the <i>MoneyPak</i> as a payment option.</p> <p>Use the words 'Cash with MoneyPak' as the payment option. Include a "What's this?" hyperlink and the MoneyPak Acceptance Logo.</p> <p>Sample:</p>  <p>HTML Template:</p> <pre><input type=radio> Cash with MoneyPak (what's this?)&nbsp;&nbsp;&nbsp;</pre>

Continued on next page

Set-Up Guidelines, Continued

Converting Additional Orders

Many customers do not realize that they may use the *MoneyPak* payment option for card-not-present transactions. This gives you a great opportunity to introduce the *MoneyPak* and convert more orders in the following scenarios:

<p>When customers leave the web site without placing an order</p>	<p>Customers may not be aware that they do not need a credit card or checking account to place an order on your web site.</p> <p>Display the verbiage below in a pop-up when customers leave your web site.</p> <p>“Did you know you can place an order <u>using CASH</u>? No credit card or checking account required – <u>we’ll show you how.</u>”</p>
<p>When customers select Money Order or Cashier Checks</p>	<p>The MoneyPak is a better option than money order or cashier’s check because:</p> <ol style="list-style-type: none"> 1. It’s cheaper for you to process the order 2. Customers can receive their order faster <p>Display the verbiage below either on the same page or in a pop-up.</p> <p>“Would you like to <u>pay with cash</u> instead? You will receive your order faster than if you paid with a money order.”</p>
<p>When customers’ credit card is declined</p>	<p>If the credit card is declined, offer the MoneyPak as an alternative to save the order.</p> <p>For real-time credit card authorization, display the verbiage on same page. For batch credit card authorizations, include the verbiage in any email communication that may be sent to the customer.</p> <p>“We were unable to authorize your credit card. But you can still complete this order by paying with CASH. Click <u>here</u> to learn how.”</p>

Promoting MoneyPak

Marketing Assets

Text Tag Lines

- Pay with cash using Green Dot MoneyPak!
- No credit card? Learn how to pay with cash using Green Dot MoneyPak.
- Buy now with cash using Green Dot MoneyPak!

Note: Hyperlink the underlined text to <https://www.getmygreen.com/Pages/PartnerDetails.aspx?PC=OnlinePurchase>

Acceptance Logo



Support

Green Dot will host a "How It Works" page on www.getmygreen.com. This page will be updated as Green Dot adds additional retail locations or other important information for your customers.

<https://www.getmygreen.com/Pages/PartnerDetails.aspx?PC=OnlinePurchase>

Continued on next page

Promoting MoneyPak, Continued

Telephone Hold Messaging

Another source of marketing merchants have is the message consumers hear while waiting on hold. Below find a script of a possible message to add to your telecom queue.

Did you know <merchant name> now accepts the Green Dot MoneyPak payment method? Green Dot MoneyPak allows you to make cash payments online or over the phone without a credit card. There are no forms to fill out and no identification required. Visit a Green Dot retailer and look for the Green Dot MoneyPak green and white packaging with dollar bills on it in the prepaid card section or ask a store associate for help. Purchase it for at least the amount of your payment. A service fee of between \$4.50 and \$4.95 will be added to your purchase. There are over 50,000 Green Dot retailers so chances are there is one around the corner from your home or workplace! To find the nearest Green Dot retailer, go to www.getmygreen.com and begin making safer online or telephone purchases today!

Retail Sales of the MoneyPak

Merchants interested in offering the MoneyPak through their retail channels may contact Ben Katz, Senior Director, Green Dot Network. Mr. Katz can be reached via email at bkatz@greendotcorp.com or via telephone at 310-734-8644.

Reporting for MoneyPak Processing

Standard Reports

The following reports will show *MoneyPak* transactions with a Method of Payment (MOP) of MP. These reports are all available in the Paymentech Online Report Center. Reports are delivered on a daily, weekly, and/or monthly basis.


Samples of web reports with the *MoneyPak* transaction indicated appear on the following pages.

Report ID	Report Name	Description
ACT-0010	Deposit Detail	Contains transaction-level detail for all deposited transactions
ACT-0012	Submission Listing	Lists all submissions received by Chase Paymentech during the reporting period
FIN-0053	Single Submission Summary	Provides detail of submissions listed on the ACT-0012 access by a link from the ACT-0012
ANS-0048	Settlement Aging	Provides detail on outstanding merchant-submitted <i>MoneyPak</i> transactions that have not been paid by Green Dot
FIN-0010	Deposit Activity Summary	Contains activity, financial, fee and adjustment and funds transfer summaries for the reporting period
FIN-0011	Service Charge Detail	Details Assessment and Chase Paymentech fees assessed during the reporting period

Continued on next page

Reporting for MoneyPak Processing, Continued


Deposit Detail – Act-0010

 Page 1 of 1 Rpt Gen: 7/9/2008 10:50:42 am ET																	
4 Northeastern Boulevard, Salem, NH 03079-1952 Tel: (603) 896-8333. Email: Merchant_Services@Chaspaymenttech.com																	
Deposit Detail (ACT-0010) ABC Company, IHC - TD# 123456																	
Currency Pair: Presentment: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars Reporting Period: From 06/25/2008 through 07/02/2008																	
Submission Date	PID #	PID Short Name	Submission #	Record #	TD #	Merchant Order #	RDFI #	Account #	Expire Date	Amount	MOP	Action Code	Auth Date	Auth Code	Auth Response Code	Consumer Bank Country Code	Trace #
06/26/2008	118208	qatest	80626.000Aa	2	123456	Jun 26 xx 2 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	3	123456	Jun 26 xx 3 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	4	123456	Jun 26 xx 4 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	5	123456	Jun 26 xx 5 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	6	123456	Jun 26 xx 6 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	7	123456	Jun 26 xx 7 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	8	123456	Jun 26 xx 8 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	9	123456	Jun 26 xx 12 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	10	123456	Jun 26 xx 13 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	11	123456	Jun 26 xx 14 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	12	123456	Jun 26 xx 15 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	13	123456	Jun 26 xx 16 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	14	123456	Jun 26 xx 17 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	15	123456	Jun 26 xx 18 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	16	123456	Jun 26 xx 19 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	17	123456	Jun 26 xx 20 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	18	123456	Jun 26 xx 22 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	19	123456	Jun 26 xx 23 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	20	123456	Jun 26 xx 24 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	21	123456	Jun 26 xx 25 2		#####		1.00	MP	DP	06/26/2008		100		
06/26/2008	118208	qatest	80626.000Aa	22	123456	Jun 26 xx 26 2		#####		1.00	MP	DP	06/26/2008		100		
Total Count				21													
Total Net Amount				21.00													

Continued on next page

Reporting for MoneyPak Processing, Continued


Submission Listing – ACT-0012

 Page 1 of 1 Rpt Gen: 7/9/2008 10:52:22 am ET													
4 Northeastern Boulevard, Salem, NH 03079-1952 Tel (603) 896-8333. Email: Merchant_Services@Paymentech.com													
Submission Listing (ACT-0012) ABC Company, INC - TD# 123456													
Currency: USD/U.S. Dollars Reporting Period: From 06/26/2008 through 06/26/2008													
Submission #	PID #	PID Short Name	Submission Date/Time	Transaction Count	Authorization Count	Non-Financial Transaction Count	Declined Deposit Count	Rejected Transaction Count	Cancelled/On-Hold Deposit Count	Cancelled/On-Hold Net Deposit Amount	Successful Deposit Count	Successful Net Deposit Amount	Status
80626.0001a	118208	qatest	06/26/2008 08:08:11 AM	24	0	24	0	0	0	0	0	0	Accepted
80626.0004a	118208	qatest	06/26/2008 08:28:14 AM	24	24	0	0	0	0	0	0	0	Accepted
80626.0005a	118208	qatest	06/26/2008 08:30:45 AM	24	0	24	0	0	0	0	0	0	Accepted
80626.0006a	118208	qatest	06/26/2008 08:33:48 AM	24	24	0	0	0	0	0	0	0	Accepted
80626.0007a	118208	qatest	06/26/2008 08:46:48 AM	4	0	0	0	4	0	0	0	0	Accepted
80626.0009a	118208	qatest	06/26/2008 08:57:20 AM	24	24	0	0	0	0	0	0	0	Accepted
80626.000Aa	118208	qatest	06/26/2008 09:08:23 AM	21	0	0	0	0	0	0	21	21.00	Accepted
80626.000Ca	118208	qatest	06/26/2008 09:29:38 AM	8	8	0	0	0	0	0	0	0	Accepted
80626.000Da	118208	qatest	06/26/2008 09:38:18 AM	4	4	0	0	0	0	0	0	0	Accepted
Totals				157	84	48	0	4	0	0	21	21.00	
Total Submissions:		9											
Total Accepted:		9											

Continued on next page

Reporting for MoneyPak Processing, Continued


Single Submission Detail – FIN-0053

CHASE 		Page 1 of 1									
Paymentech		Rpt Gen: 7/9/2008 10:53:22 am ET									
4 Northeast Boulevard, Salem, NH 03079-1952											
Tel (603) 896-8333. Email: Merchant_Services@Paymentech.com											
SINGLE SUBMISSION SUMMARY (FIN-0053)											
ABC Company, INC - TD# 123456											
Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars											
Reporting Period: From 06/26/2008 through 06/26/2008											
Submission # 80626.0051a											
Submission Status: Accepted											
Action Code	MOP	Total Transaction Count	Total Transaction Net Amount	Declined Deposit Count	Declined Deposit Amount	Rejected Transaction Count	Rejected Transaction Amount	Cancelled/ On-Hold Deposit Count	Cancelled/ On-Hold Net Deposit	Successful Deposit Count	Successful Net Deposit Amount
BI	Green Dot Money Pak (MP)	24	0	0	0	0	0	0	0	0	0
Sub Total:		24	0	0	0	0	0	0	0	0	0
Totals:		24	0	0	0	0	0	0	0	0	0

Continued on next page

Reporting for MoneyPak Processing, Continued


Settlement Aging – ANS-0048

CHASE  Paymentech TM		4 Northeastern Boulevard, Salem, NH 03079-1952 Tel (603) 896-8333. Email: Merchant_Services@Chasepaymentech.com		Page 1 of 1 Rpt Gen: 7/7/2008 02:11:24 pm ET						
Green Dot MoneyPak Authorization Aging (ANS-0048)										
Currency Pair: Presentment: USD-U.S. Dollars/ Settlement: USD-U.S. Dollars										
Reporting Period: As of 26-jun-2008										
SUMMARY										
# Days Outstanding	Count	Net Amount								
3	1	0.01								
4	0	0								
5-7	1	0.01								
8-14	1	0.01								
15-30	1	0.01								
31-60	1	0.01								
61-90	0	0								
91+	1	0.01								
Total	6	0.06								
Transaction Detail										
# Days Outstanding	Company Name	CO #	Transaction Div #	Transaction ID	Auth Dt	Txn Type	Action Code	Amount	Account #	Merchant Order #
3	AEC Company	111111	654321	186202659510	6/23/2008	S	MP	0.01	11111111111111111111	E000000000000020886509
5	AEC Company	111111	123456	186202520920	6/21/2008	S	MP	0.01	11111111111111111111	N00000000000009435678
8	AEC Company	111111	121212	186201471540	6/18/2008	S	MP	0.01	11111111111111111111	N00000000000009433973
16	AEC Company	111111	343434	186201415114	6/10/2008	S	MP	0.01	11111111111111111111	W00000000000018438228
38	AEC Company	111111	907654	186199933109	5/19/2008	S	MP	0.01	11111111111111111111	N00000000000009434414
159	AEC Company	111111	456789	186200330927	1/19/2008	S	MP	0.01	11111111111111111111	N00000000000009434858

Continued on next page

Reporting for MoneyPak Processing, Continued


Deposit Activity Summary – FIN-0010

	4 Northeastern Boulevard, Salem, NH 03079-1952 Tel (603) 896-8333. Email: Merchant_Services@Paymentech.com	Page 1 of 1 Rpt Gen: 7/7/2008 01:57:34 pm ET
Deposit Activity Summary (FIN-0010)		
ABC Company, INC - TD # 123456		
Currency Pair: Presentment: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars		
Reporting Period: From 06/26/2008 through 06/26/2008		
Fees & Adjustment Summary		
Paymentech Fees		(1.45)
Total Fees & Adjustments		(1.45)
Net Financial Activity		(1.45)

Continued on next page

Reporting for MoneyPak Processing, Continued

Service Charge Detail – FIN-0011

		4 Northeastern Boulevard, Salem, NH 03079-1952 Tel (603) 896-8333, Email: Merchant_Services@Chasepaymenttech.com		Page 1 of 1 Rpt Gen: 7/7/2008 01:58:44 pm ET					
Service Charge Detail (FIN-0011) ABC Company, INC - TD # 124356									
Currency Pair: Presentment: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars Reporting Period: From 06/26/2008 through 06/26/2008									
Category/Description	Action Type	MOP	Interchange Qualification	Fee Schedule	Unit Quantity	Unit Fee	Amount	Rate	Total Charge
Paymentech Fees									
Authorization Fees									
Balance Inquiry Fee	Sale	Green Dot Money Pak		22813835	50	0.250000000		0.000000000	(12.50)
CPU Authorization	Sale	Green Dot Money Pak		22813835	56	0.050000000	151.10	0.000000000	(2.80)
Online Authorization	Sale	Green Dot Money Pak		22813835	1	0.050000000	600.00	0.000000000	(0.05)
Green Dot Money Pack Reject Fee					9				(0.90)
Sub Total									(16.25)
Deposit Fees									
Settled Dep. Fee	Sale	Green Dot Money Pak		22813835	21	0.250000000	21.00	0.000000000	(5.25)
Sub Total									(5.25)
Paymentech Fees									(21.50)
Total All Fees									(21.50)

Product Support

Merchant Services Call Center

The Chase Paymentech Call Center is available Monday through Friday from 8:00 a.m. to 8:00 p.m., Eastern Standard Time.

Merchant Services can assist you with the following inquiries:

- General questions
- Transaction histories
- Issuing bank information
- Reporting and reconciliation issues

The call center can be reached at (603) 896-8333 or by email at merchant_services@chasepaymentech.com

Paymentech Online

All merchants are assigned an account at www.chasepaymentech.com. After receiving your security code matrix, you can log on to our web site to obtain information. The following information can be accessed:

- Funds transfer information (security code required)
- Transaction history (security code required)
- User Documentation
- Chase Paymentech news

Approved *MoneyPak* transactions can be searched by account number or order number.

Paymentech Online is available 24 hours per day, 7 days per week and can be accessed from anywhere in the world.

Account Executive

Every merchant processing with Chase Paymentech is assigned a dedicated Account Executive. The Account Executives assist with the day-to-day issues of your account and serve as a central contact point into Chase Paymentech. Furthermore, their expertise in the non-face-to-face processing arena is a valuable resource for your organization.
