



26707 W. Agoura Rd. Ste. 100
Calabasas, CA 91302



Merchant Name
Address

Re: Merchant Number

Packing Slip

Thank you for choosing iPayment, Inc. for your merchant processing needs. Enclosed you will find the following:

- 1) CD with copies of:
 - a. Merchant Services Program Guide
 - b. Sample Merchant Statement
 - c. CISP Form/PCI Video
 - d. Voice Reference Guide

This information is also available on our website at www.ipaymentinc.com.

- 2) Welcome Letter and Schedule of Fees
- 3) Quick Reference Guide (if appropriate)
- 4) iAccess Instructions
- 5) Decals (Only display those decals for the cards we show you are able to accept)
- 6) Sticker with Contact Phone Numbers.
- 7) Imprinter Plate (if applicable)

Our records show the following:

- You are using Nurit 2085 on the FDC Omaha platform to process your transactions.
- You are able to accept the following credit cards.
 - MasterCard
 - VISA
 - AMEX
 - Discover



November 12, 2008

Merchant Name
Merchant Address

Re: Merchant Account Number

Dear Merchant:

Welcome! We are pleased to advise you that your application for a merchant account has been approved. You are now authorized to accept MasterCard and Visa cards from your customers as a form of payment.

Please keep the merchant number listed above readily available for identification purposes when seeking assistance on your account. The Online Password indicated on the enclosed paper gives you online internet access to your merchant account information. Please see the enclosed sheet for details on this feature.

If you have questions regarding the programming or setup of your terminal, software or gateway device, please call your sales representative for assistance.

Helpful Contacts

- * **Customer Service:** (800) 554-4777
- * **Authorization Center:** (800) 228-1122
- * **FDR Help Desk after Hours:** (800) 228-0210
- * **Supply Order Desk:** (800) 417-1474
- * **Chargebacks/Retrievals Fax Number:** (818) 702-2455

- * **Email Address for Merchant Assistance:** merchantsupport@merchant-help.com
- * **Email Address for Chargebacks/Retrievals** chargebacks@merchant-help.com

Visit our web page at www.ipaymentinc.com for more helpful information.

Thank you for choosing iPayment Inc.

Sincerely,
New Accounts

Welcome to *iAccess*

Merchant Name:
Merchant Number:

Dear Merchant

Thank you for choosing iPayment as your merchant services provider! To better assist you with managing your merchant account, you may gain access to account detail and other useful tools online via our **iAccess** website. In addition to important industry alerts and messages, login to *iAccess* to instantly and easily view the following:

- **Account Summary:** Displays credit card sales and returns with a search function up to 12 months.
- **Merchant Profile:** Displays general merchant information, which also shows your monthly rates and fees.
- **Statements:** You can view and download your processing statements for up to 6 months.
- **Credit Card Detail:** Displays all credit card daily batches or allows you to search for specific transactions by card number. You can also export data to Excel, Quicken or MS Money.
- **Deposit History:** Shows 6 month deposit history with a search and export functionality.
- **Chargebacks:** Provides detail related to cardholder disputes.

You can also take advantage of the following menu options located in the upper right-hand section of the Web site:

- **Help Function**
- **Frequently Ask Questions (FAQs)**
- **Contact Us**
- **Feedback**
- **Forms**

Get Connected to *iAccess*:

Go to *iAccess* by typing the following into your browser's address bar:

<https://iaccess.merchant-info.com>

iAccess is a secure site that requires a username and password. Upon your initial login, your username will be your **16-digit merchant account number** and your password will be your Social Security Number (for sole proprietor) or your company's Tax ID number (for corporation, partnership, LLC, and other). You will be prompted to change your password immediately; however, your username will continue to be your 16-digit merchant account number. ***Please keep your username and password in a secure place. This information is confidential and should not be disclosed to unauthorized personnel.***

Click on the Sign In button and begin to enjoy the convenience and other benefits of *iAccess*!!!!.

Should you have any questions or challenges with *iAccess*, please contact us at 800-324-9825. A friendly Merchant Service Representatives will be more than happy to assist you.

Thank you.

iPayment Merchant Services