



Merchant Services
Support Guide for
Tri-Tech
Customers

globalpayments
Integrated



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How to reach Global Payments Integrated

Legacy TSYS Merchant Support

This contact info can be distributed to Merchants with MIDs beginning with **5436, 3930, 3230, 4139, 2310**

- Sales:
 - [Tri-Tech Lead Submission Form](#)
 - [800-941-6557 Option 1](tel:800-941-6557)
 - enrollnow@globalpay.com
 - M-F 9:00 AM - 5:00 PM EST
- Client Care: Billing, credit, funding and fee questions/issues
 - 855-882-0507
 - Existing Merchants **Option 1**
 - New Merchants/Equipment Purchase **Option 2**
 - IntegratedCustomerCare@Globalpay.com
- Implementations - Merchant level training and activations department for referral partners
 - 855-972-2658 **Option 1**
 - integratedimplementations@globalpay.com
- Chargebacks
 - 800-941-6557 Option 4
 - 24/7, 365 days a year
- New Account Activations: I call this line to schedule Merchant Portal training
 - 800-941-6557 Option 5
 - 24/7, 365 days a year



How to reach Global Payments Integrated

Global Payments (Open Edge) Merchant Support

This contact info can be distributed to Merchants with MIDs beginning with 8788

- Sales: New customers interested in the integration
 - [Tri-Tech Lead Submission Form](#)
 - [800-774-6462 Option 1](tel:800-774-6462)
 - startnow@globalpay.com
 - [M-F 7:00 AM - 5:30 PM MST](#)
- Merchant Technical Support: Reinstalls, processing issues or otherwise broken, existing merchant hardware orders, tracking info and incomplete shipments
 - [800-774-6462 Option 2](tel:800-774-6462)
 - support@openedgepay.com
 - [24/7, 365 days a year](#)
- Client Care: Billing, credit, funding and fee questions/issues
 - [800-774-6462 Option 3](tel:800-774-6462)
 - customerservice@openedgepay.com
 - [M-F 6:00 AM - 6:00 PM MST](#)
- Installations: New merchants will call this line to schedule Merchant Portal training
 - [800-774-6462 Option 4](tel:800-774-6462)
 - installations@openedgepay.com
 - [M-F 6:00 AM - 6:00 PM MST](#)
- PCI ASSURE®: Merchants will call this line for questions about PCI compliance
 - [800-579-4097](tel:800-579-4097)
 - support@gpndi.com
 - [M-F 8 AM - 8 PM EST](#)



Our Resume

Global Payments Integrated, a division of Global Payments Inc., provides streamlined payment solutions to help businesses and healthcare practices get paid faster, earn more revenue and improve efficiency. We're proud to serve more than 60 industry verticals, processing over \$1.1 billion in transactions annually for more than 400,000 merchants.

We're more than a payments provider. As your partner, Global Payments Integrated is strategically focused on helping you add value to your software solution and grow your business. Our innovative technology and award-winning support empowers you to offer customers features that go beyond payments — enabling commerce and enhancing customer engagement.

A partnership with Global Payments Integrated can advance your payment strategy now — and prepare you for the future.



1.1b+

Transactions
processed annually

\$95b+

Transactions volume
in 2020

400k+

Merchant customers

60+

Industry verticals

Company Snapshot

2020

Global Payments Integrated Debits

The integrated channel of TSYS
and OpenEdge join together

2019

Global Payments completes merger with TSYS

2018

Total System Services Inc. (TSYS) acquires Cayan

Integrated channels combine
under the TSYS brand

2014

Global Payments Forms OpenEdge

Via the acquisitions of Accelerated Payment
Technologies & PayPros



How to Sign Up with **Global Payments Integrated**

Lead Submission

Once you submit a lead to Global Payments Integrated, one of our integrated sales consultants (ISCs) is assigned to it. This sales rep will reach out to the referral submitted by you, the partner, using the contact information provided.

Methods

Web-to-Lead Form (W2L)

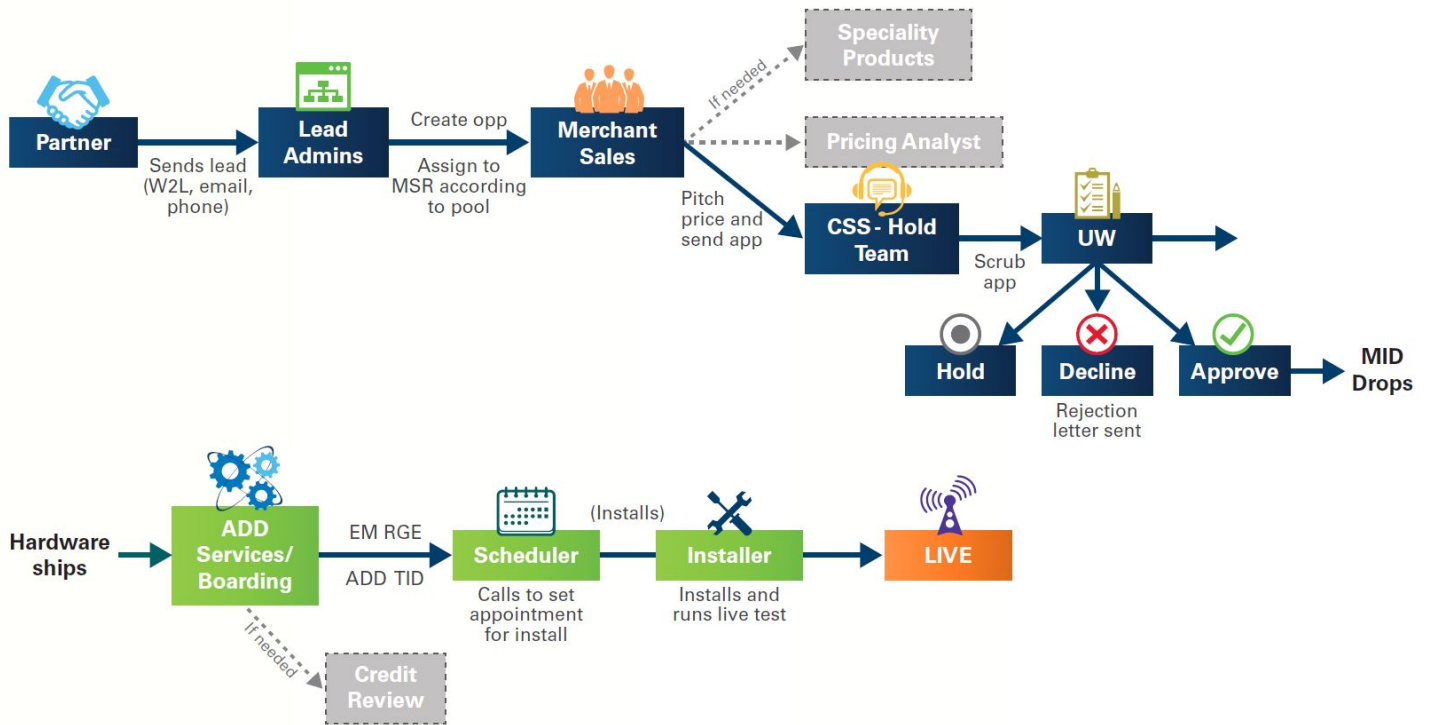
Paperwork Involved

- Voided check
- Monthly credit card processing statement

Pricing Analysis Team

As part of our organization's philosophy, we strive to meet or beat your client's current pricing with their payment provider. With our pricing analysis team, we offer a free, no-obligation rate comparison that details any potential savings by switching to us.

New Account Lifecycle





Understanding **PCI Compliance**

Discover why it's important and how Global Payments Integrated can help.

What is PCI compliance?

PCI compliance encompasses standards set to ensure businesses and organizations that handle credit cards maintain a secure transaction environment. The requirements are ordered by the independent Payment Card Industry Security Standards Council founded by the five major card brands.

Who needs to be PCI compliant?

Any business or organization that accepts, stores or transmits cardholder data, regardless of their processing volume, is required to comply. Those who do not comply and suffer a breach may be subject to fines, card replacement costs and, perhaps most significantly, damage to their reputation.

How do I become compliant?

Initially, a PCI auditing procedure is required to meet the mandatory PCI Data Security Standard. But PCI compliance is also an ongoing process, and requirements dictate regular analysis of your processes and routine updates to ensure that all vulnerabilities are addressed. Your compliance requirements will also vary depending upon which PCI level your organization falls into.

Understanding **PCI Compliance**

What are the PCI compliance levels, and how are they determined?

Merchants are assigned a compliance level based on their combined transaction volume, including credit, debit and prepaid cards, over a one-year period. To remain compliant, each level requires an annual risk assessment using the appropriate PCI Self-Assessment Questionnaire (SAQ). Quarterly PCI scans administered by an approved scanning vendor may also be necessary.

	Level 4	Organizations that process fewer than 20,000 e-commerce transactions and fewer than 1 million other transactions each year
	Level 3	Companies with between 20,000 and 1 million transactions yearly
	Level 2	Organizations with between 1 million and 6 million transactions each year
	Level 1	Major corporations, or those with a minimum of 6 million transactions annually. Level 1 companies require an annual internal audit conducted by a qualified PCI auditor.

Why should PCI compliance be important to me?

As technology evolves, the potential for fraudulent activity grows. Failure to achieve compliance leaves you vulnerable to potential security threats and in the event of a compromise you may be liable for significant fines and penalties. Plus, you want cardholder information to be safe.

Understanding **PCI Compliance**

The Cost of Noncompliance

Organizations that are breached or fail to meet PCI compliance requirements can expect insurmountable costs to their business and brand:

You can prevent these detrimental effects with our PCI ASSURE[®] program.



Compliance fines could vary from **\$5,000 to \$250,000** depending on the size of the breach and the nature of the offense.



Forensics audit costs range from **\$8,000 to \$20,000**.



Card replacement costs average **\$8-10 per card**.



Productivity loss due to time-consuming paperwork and overhead to manage the post-breach process.



Damage to your brand reputation, though hard to quantify, may be the most detrimental of all.

How PCI ASSURE[®] Can Help

Part of our EdgeShield[®] security bundle, our PCI ASSURE program provides you with the tools you need to protect your business or organization, including:

- **Custom security policies based on your organization**
- **Quarterly IP network vulnerability scans**
- **Reduced Self-Assessment Questionnaire**
- **Security breach reimbursement of up to \$100,000**
- **Toll-free customer support and 24/7 access to our online help portal**

Additional Resources

- [Compliance101.com](https://www.compliance101.com)
- globalpaymentsintegrated.com/en-us/resources/pci-compliance



Merchant

Frequently Asked Questions

Basic Information

Q Who is Global Payments Integrated?

A Global Payments Integrated helps businesses succeed by delivering secure and personalized payment solutions. By adapting, scaling and simplifying how payments are processed, Global Payments Integrated drives innovation across platforms and points of-interaction in an increasingly complex landscape.

Q What's is the relationship between Global Payments Integrated and your software?

A Global Payments Integrated developed the payments function you use in your software. We are both your payments processor and the technology developer of the payment features.

Q Who do I contact with questions about payments processing or my merchant account?

A Those who need help with accounts, funding or general questions can call 800-774-6462 (option 3) or email customerservice@openedgepay.com. For help with processing or equipment, use option 2 or email support@openedgepay.com.

Merchant

Frequently Asked Questions

Q Why am I sometimes referred to as a "merchant?"

A Global Payments Integrated recognizes that some businesses are not “merchants” in the traditional sense. The industry-accepted term refers to someone who accepts credit card payments.

Setup/Activation

Q How do I sign up for payment processing?

A To sign up, you can call Global Payments Integrated at 800-774-6462, option 1 or email startnow@globalpay.com. A payments expert from Global Payments Integrated will provide a quote and walk you through the application.

Q How long does it take to sign up?

A Once the application is complete, most customers can accept credit cards within 24 hours.

Q Do I need to open a new bank account?

A No. Funds can be deposited to any existing U.S. checking, savings or money market account.



Merchant Frequently Asked Questions

Your Merchant Account

Q What are your rates/fees?

A Credit card processing fees vary based on your business and how you accept payments. A payments expert from Global Payments Integrated will be happy to work with you to ensure you're getting a personalized quote with the best rates based on the types of cards you process. For a custom quote for your business, call 800-774-6462, option 1 or email solutions@openedgepay.com.

Q What credit card types does Global Payments Integrated support?

A Your account will support Visa, MasterCard, Discover, American Express and JCB.

Q How and when do I receive my money?

A Global Payments Integrated deposits your money from credit and debit transactions directly into your preferred bank account within 24-48 hours.

Q Where can I find my Merchant ID (MID)?

A Your MID is located on your merchant statement in the upper right.



Q Is the full amount of the transaction deposited to my bank account?

A Yes. Any fees are automatically debited at the end of each month.

Q How do I access my merchant statements?

A Monthly statements are mailed to you.



Merchant

Frequently Asked Questions

Account & Transaction Help

Q How do I set up an additional merchant account?

A Set up additional merchant accounts by contacting Global Payments Integrated Sales at 800-774-6462, option 1.

Q How do I change account information (business name, address, phone, etc.)?

A Call Customer Service for any account maintenance issues at 800-774-6462, option 3.

Q How do I perform a refund?

A Refunds and voids are supported with your software integration. Therefore they can be handled directly within your software.

Q Can I process a card on file?

A Yes, you have the ability to process card transactions against the customer's card details which are stored within the management system.

Q How do I verify a transaction?

A All transaction details are reported in real time within the management system. You can also confirm, or double-verify, a transaction by viewing reports in your merchant portal. You may also call Technical Support at 800-774-6462, option 2.

Merchant

Frequently Asked Questions

Q I'm receiving an error message when I try to process a transaction. What can I do?

A If receiving an error message you cannot identify, call Technical Support at 800-774-6462, option 2.

Q How do I order hardware?

A Contact Sales at 800-774-6462, option 1 to order additional hardware.

Q How do I return hardware?

A Return hardware by contacting Technical Support at 800-774-6462, option 2.

Q What is an eCheck/Automatic Clearing House (ACH) payment?

A With this type of payment, funds are drafted from the consumer's checking account. eCheck payments are electronic payments made through the Automated Clearing House (ACH) Network.



Merchant

Frequently Asked Questions

Q Do I need a new card reader to accept EMV® chip cards?

A Yes, chip cards are processed differently than magnetic-stripe cards. To accept EMV at your business, you'll need an EMV-enabled credit card reader capable of accepting vertical insertion (a.k.a. dipping) in addition to the horizontal swiping necessary with magnetic strip cards.

Q Why is EMV a more secure credit card option?

A Magnetic stripes on traditional credit and debit cards store unchanging data. Whoever accesses that data gains the sensitive card and cardholder information necessary to make purchases. That makes traditional cards prime targets for counterfeiters, who convert stolen card data to cash.

EMV cards, however, contain a small computer chip (it's that small gold square on the card face). Unlike magnetic stripe cards, every time an EMV card is used for payment, the card chip creates a unique transaction code that cannot be used again. If a hacker stole the chip information from one specific point of sale, typical card duplication would never work because the stolen transaction number created in that instance wouldn't be usable again and the card would simply be denied.



Thank You for Choosing Global Payments Integrated

“We focus our partnerships on engagement, which comes in the form of assisting you with creating a payments strategy, integrating your solution, offering marketing, technical and customer support and helping you reach your revenue goals. We look forward to teaming with you to add value to your software while providing secure and reliable payment processing to your customers.”

— **Bob Cortopassi, President, Global Payments Integrated**

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