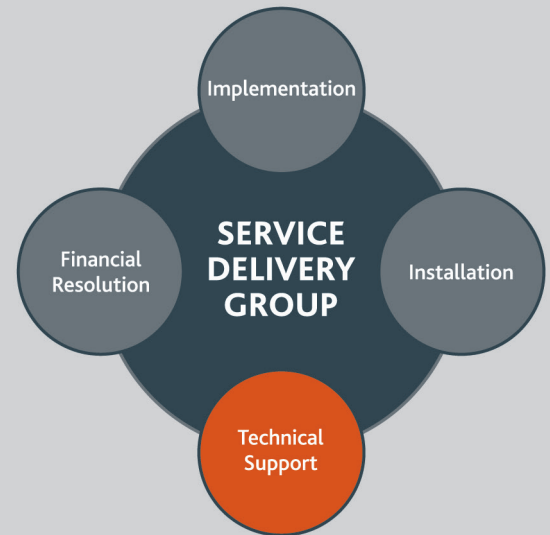


*The Technical Support Team provides comprehensive, expert assistance to merchants and dealers for issues related to reporting, authorization and settlement.*



Call center services are at the core of our comprehensive, one-stop-shop support services. We work hard to simplify the complex world of payment processing and data communications for our merchants and partners by giving them one point of contact. Developed to the highest standards of excellence, the Technical Support call center is comprised of professionally trained analysts that respond to calls 24 hours a day, seven days a week, 365 days a year.

Through continuous network monitoring, the Technical Support Team proactively searches for possible issues. Often they resolve a problem and notify the merchant before the merchant discovers the problem themselves.

Product support specialists work directly with vendors to test new software versions and patches. They help isolate software bugs and network issues. By determining the root cause of an issue, the Team is able to permanently solve problems, ensuring the merchant does not have to call again with the same issue.

**Acting as the merchant advocate and hub in the payment infrastructure, we are uniquely positioned to work with all vendors and solutions to solve any service issue, no matter where it occurs. That's why we say "One Call Solves All."**

**SERVICES INCLUDE:**

- **Round-the-Clock Support**, 24 x 7 x 365.
- **End-to-End Troubleshooting** to discover the root cause of any issue.
- **Credit Card Number Lookup ("CCLookUp")** to assist when checks are inadvertently closed to the wrong account or tender.
- **BizPortal™ Gateway Reporting Setup** including custom reports as requested.
- **"One Call Solves All" Approach** to solving issues afforded through our industry relationships and proactive process.

*"Amazing service once again, keep up the great work!"*

*Curtis Bell, Product Specialist,  
Comprehensive Retail Solutions, Inc.*

**Want More Information?**

**Call** 866.853.3845 | **Email** [sales@merchantlink.com](mailto:sales@merchantlink.com) | **Visit** [www.merchantlink.com](http://www.merchantlink.com) | **Engage** [www.merchantlink.com/blog](http://www.merchantlink.com/blog)