

## Access your Welcome Kit Processing Guide

Go to the link below to find information about

- Payment Card Industry Data Security Standards Overview
- Point of Sale Guidelines
- Avoiding Supply Scams
- Processing Glossary of Terms

[merchant.vantiv.com/assets/welcome-ipe.pdf](http://merchant.vantiv.com/assets/welcome-ipe.pdf)

## Frequently Asked Questions Regarding Your Merchant Account

### **Now that I have received my Welcome Kit, what is the next step in getting started?**

You will need to login to [www.coremanagementsystem.com](http://www.coremanagementsystem.com).

### **What is my login for Core Management System?**

Please reference your welcome e-mail which provides your Merchant Identification Number (MID) and your Federal Tax ID Number.

Login ID: Your Merchant Identification Number

Temporary Password: Your Federal Tax ID Number (without any leading zeros)

You will be prompted to create a permanent password upon login.

### **What is Core Management System?**

Core Management System is your one stop solution for online merchant reporting information including online statements.

An online user guide is available at <http://www.elementps.com/docs/onlinereportinguserguide.pdf>

### **How do I receive my statement?**

With Core Management System your statements are available online. YOU WILL NOT RECEIVE A PAPER STATEMENT UNLESS YOU REQUEST IT. If you would like to receive a paper statement in addition to the online statement, the option is available. However, there may be an extra charge for receiving paper statements. Please contact Customer Care at 866.435.3636 to sign up for paper statements.

**When do I receive my statement?**

Online statements are posted on or prior to the tenth calendar day of the month for all transactions in the prior month. For example, on September 10 your August statement will be available. If you have opted to receive paper statements, your statement will arrive via mail on or around the tenth of each month.

**How and when are the processing fees deducted from my account?**

Processing fees are calculated at month-end and are automatically deducted from your account prior to or on the tenth business day of each month. In certain circumstances, merchants are set up with daily-cycle billing where fees are deducted on a daily basis.

**Will MasterCard, Visa, Discover, and American Express bill me separately?**

Your Visa, MasterCard, and Discover fees are calculated as one amount and will appear as one item on your monthly statement. Merchants who accept American Express will receive a separate bill directly from American Express.

**What do I do with my copies of the sales drafts (receipts)?**

All sales drafts should be stored by the merchant in a restricted access area. You should retain all original sales drafts or legible microfilm copies for at least three years after the transaction date.

**How can I order an imprinter plate?**

If you need to order a manual imprinter (also known as a “knuckle buster”), or an imprinter plate, please contact Customer Care at 866.435.3636.

**Do I need to have an imprint of the card for it to be accepted for payment?**

You do not need an imprint of the card IF the transaction was swiped through a fully operational point-of-sale system device. You will need to create an imprinted receipt if the transaction was manually entered into your POS device or a receipt was not automatically generated by your POS device.

**What do I do if my point-of-sale system/device is not operational?**

You can continue accepting card payments utilizing the voice authorization process. The telephone number for voice authorization is located on the Voice Authorization Label you received in your Welcome Kit. If you did not receive the Voice Authorization Label or if you need to obtain the voice authorization phone number, please call Customer Care at 866.435.3636. The voice authorization system will provide you with a response code similar to what you receive when your POS system/device is operational, such as “approved” or “declined”. If the transaction is approved, you will receive an approval code. Write down the approval code on a sales draft. Insert the sales draft with the approval code into your manual imprinter and take a manual imprint of the card. When your POS system/device is operational again, enter the transaction details into your system so it can be captured electronically. PLEASE RETAIN MANUAL SALES DRAFTS IN A RESTRICTED ACCESS AREA.

**What items should I expect in my Welcome Kit?**

The following items should be in your Welcome Kit. Please check to make sure that you have received all of the following items. If you are missing any item please contact Customer Care at (866) 435-3636.

- Visa/MasterCard/Discover/Element Window Sticker
- Voice Authorization Label