



info@vimfile.com

 Authenticated by securemail.elavon.com  Valid Signature

From: toby.mctyre@elavon.com
To: INFO@VIMFILE.COM
Sent: Jun 29, 2021 8:10:31 PM CEST
Subject: Elavon Activation Information for VIMFILE. key123

Dear Valued Customer,

Manually Boarded Converge

AID: 2197557 Internet Currency: USD Settle: 11 P.M. TID: 218

Account ID: 2197557

User ID: vimfileadmin

Password: Cash\$975

Account ID: 2197557

User ID: 8037927558api

Pin: 2GQIRGHXSKJMR99KHUUCXXIA9X9TQI51G20U9VN6SMN6D13HKPQ87GCPNSL7Z3U

Thank you for choosing Elavon for your payment processing needs. We appreciate the opportunity to assist with the activation of your account. Along with the New Customer Welcome Kit, please see below for helpful training and resources. Now that your Elavon account has been activated, if you have an existing payments service provider, make sure you contact them to cancel your account to avoid any unnecessary monthly charges. Please retain a copy of this email for future reference.

Thanks, again.

Customer Activation & Training

Converge New Generation

If you have not received your Converge Account ID, User ID, and Password please call 866-451-4007 for the account setup.

How to login for the first time.

The Converge website is located here: <https://www.convergepay.com/converge-webapp/#!/login>

First Page

Account ID: This is a six digit number supplied to you by Customer Activation & Training. (Net new accounts have 7 digit account ID. Existing(or older) accounts may have a 6 or 7 digit ID).

User ID: This is a combination of letters and numbers supplied to you by Customer Activation & Training.

Password: This is a combination of numbers, letters, and special symbols supplied to you by Customer Activation & Training.

Sign In Button: Click this button when ready to proceed.

Second Page

Select1, Select2, Select3: Select from the dropdowns three different security questions of your choice.

Answer1, Answer2, Answer3: Supply an answer for each of the three security questions that you have chosen.

Submit Button: Click this button when ready to proceed.

Third Page

Old Password: This is a combination of numbers, letters, and special symbols supplied to you by Customer Activation & Training.

New Password: This is made up by you personally. It must be at least 8 in length and contain an upper-case letter, lower-case letter, a number, and a special symbol. (e.g., Bond-007, 100%Easy, Denise.18, #Asimple1)

Confirm New Password: Enter the exact same password that you personally have made up in the New Password field. This must be identical to the New Password field.

Reset & Sign In Button: Click this button to complete the login steps.

Credit Card Sale

When: Use Credit Card Sale to charge a cardholder today for goods or services. This is the most basic way to accept payments.

How: There are two types of Credit Card Sales. If the Credit Card is present and you have a card reader you may perform a **Insert/Swipe** transaction, else you must perform a **Keyed Entry** transaction.

Swipe: Click on the words New Payment. Fill in the Amount then click Start Transaction. You may now perform the swipe. Fill out any fields that have a red asterisk* after them. Next, fill out any other fields that you wish. (e.g., Email Address) Finally, click the Pay button and then complete.

Keyed Entry: Click on the words New Payment then **Enter on Keyboard**. Fill out any fields that have a red asterisk* after them. Also supply the billing address of the Credit Card in the Address1 and Postal Code fields. Next, fill out any other fields that you wish. (e.g., Email Address) Finally, click the Pay button.

There is another option called **Enter on Device** if account has a PIN pad attached. This activates the PIN pad for the merchant to use to populate the card number into Converge by manually keying it into the PIN pad. This is more secure than using the keyboard to accept cardholder-non-present, as keyboard entry is not encrypted. If no PIN pad is attached, this option will not be shown.

Note: EMV authorizations should be the best practice when the payment card is present.

Transaction Responses

When you authorize a Credit Card Sale, the four most common responses received are **Approval**, **Decline**, **Pick Up Card**, and **Referral or Call Auth Center**.

Approval: Good news! Complete the transaction.

Decline: You will need to ask for an alternative form of payment.

Pick Up Card: The Card Issuer is asking you to decline the transaction and not to return the card to the cardholder. We have tips to help you manage this and encourage you to read them by visiting www.PaymentStart.com.

Referral or Call Auth Center: This means the Card Issuer wants you to call the Voice Authorization Center to provide additional information or obtain an approval code.

Void

When: Use Void when you wish to cancel a Credit Sale transaction from the same day that has not been settled, because once a transaction has settled you must use Return instead.

How: Click Payments to display approved transactions from today. Mark the checkbox to the left of the transaction that you wish to Void. Click the Void button and then Confirm to complete the Void.

Settlement

We recommend setting your Converge account up for **Auto Settlement**, but you do have the flexibility of **Manual Settlement**.

Auto Settlement: The Auto Settlement setting for your terminal can be found by navigating Settings >> System Setup. Once there, you may check or uncheck the option, and also decide what time you wish to have all your transactions settled. Save the changes you make by clicking the Save button.

Manual Settlement: Please settle your batch daily. Click on the word Payments. Settle all of your transactions by clicking the Settle All button and then clicking Confirm. Additionally you also have the option of settling transactions individually.

Note: Some types of accounts require settlement at a specific time (like Multi Currency accounts with foreign exchange needs to be applied to all items at a single point of the day). In those cases, Manual Settlement will not be available.

How: There are two types of Credit Card Returns. Either the Credit Card is present or the Card is not present.

Card Present Return: Click on the drop down arrow on New Payments, and then click on the word Return. Fill out any fields that have a red asterisk* after them. Next, fill out any other fields that you wish. (e.g., Email Address) Finally, click the Process button.

Card not present Return: Click Payments and then click Settled Batches. Choose the particular settled batch that contains the transaction and click on it to display the contents. Click on the credit card number of the transaction you wish to refund. Click on Refund at the top of the page. Fill in the amount of the refund if less than the original amount. Click Issue Refund then click Complete.

ConvergeMobile

To learn all about ConvergeMobile download the Android guide here:

<https://elavonconverge.blob.core.windows.net/concon/ConvergeMobileUserGuideAndroid.pdf> Download the iOS guide here: <https://elavonconverge.blob.core.windows.net/concon/ConvergeMobileUserGuideIOS.pdf>

Downloading the App

The ConvergeMobile app is a free download, and will work on most Apple and Android devices. If you have an iTunes account you may download the app onto your iPhone, iPod Touch, or iPad from the US or Canadian Apple App store. If you don't have your iTunes account set up yet, the following link is the Apple support website instructions for creating one without a Credit Card <http://support.apple.com/kb/HT2534>. If you have forgotten your Apple ID password, you can reset it here <https://iforgot.apple.com/password/verify/appleid>. If you have access to the Google Play Store you may download the app onto your Android device. The very best search string to use is "ConvergeMobile" (including the quotations). If you are having trouble downloading the app or you have an Android device that lacks direct Play Store access, please call the Activation Assistance Hotline 866-451-4007 for help.

Initial Setup

The ConvergeMobile guide covers configuration thoroughly. It is recommended that you download it and reference it during initial setup. Before you begin make sure that you have three pieces of information: Account ID, User ID, and PIN. If these were supplied to you by a representative of Customer Activation & Training, you are ready to configure the app.

Transaction Types

The ConvergeMobile guide describes in detail all the transaction types. It is recommended that you download it and read over the transaction types that you will be using. The ConvergeMobile app integrates with your Converge website terminal. Any transactions ran on the app will appear on the Converge website. You may login and access your mobile transactions online, and generate reports of your transaction history.

24/7 Software and Technical Support

The support desk is available to you for any technical issues you have with Converge or VirtualMerchant Mobile. Call 800-377-3962, Option 2, then Option 2 for technical assistance.

24/7 Customer Care

Customer Care services are available anytime for you at customerservice@merchantconnect.com or 800-725-1244. Any questions you have about billing, funding, or statements may be directed here.

Payments Insider

Payments Insider www.myPaymentsInsider.com, provides account details at your fingertips. Payments Insider was designed with the help of our customers. Like you, they want quick and easy access to statements, account management tools, product alerts, and more. Payments Insider saves you time and provides a comprehensive view of all your payment processing activity. You may download the [Merchant Operating Guide](#) and [Terms of Service](#) here as well. These are important references that you are encouraged to read. If you haven't already signed up with us, you can [register here for free!](#)

You may also visit a special website that focuses on new customer information located here www.PaymentStart.com. This site is filled with helpful resources and links for getting started with payments processing.

24/7 Voice Authorization and Code 10

At authorization time, you may receive a message on your POS terminal of “Referral” or “Call Auth”. The issuer is requesting that you call the Voice Authorization Center, which will either provide an approval code or ask you to request additional information from the cardholder (e.g., mother’s maiden name). The Voice Authorization Center will provide this information to the issuer who will either approve or decline the transaction. The voice authorization toll-free telephone number, labeled Voice App, is located on a sticker on your POS device. If a voice authorization number is not available from the sticker, contact Customer Care at customerservice@merchantconnect.com or 800-725-1243.

Code 10 is a term used by the Card Associations to refer to suspicious or questionable transactions, cards, or cardholders. If you are suspicious of a card transaction, contact your Voice Authorization Center and request a Code 10 authorization. Using the term “Code 10” allows you to call the Voice Authorization Center to question the transaction without alerting the cardholder. Follow the instructions given to you on how to proceed to minimize any discomfort between you and the cardholder.

Supplies

Supplies such as printer paper may be ordered by calling Customer Care 800-725-1243. You will need to provide your Merchant Identification (MID) number, terminal type and printer type. You can also order supplies at www.MerchantConnect.com. Once you have registered and are logged in, supplies can be ordered through My Account >> Supplies and Equipment >> Order Supplies.

PCI and DSS Compliance

Every time customers give you payment information, they trust you to protect their card data. Your reputation – and ultimately your bottom line – depends on keeping that trust.

Let us help you protect your business and customers against fraud. Learn more about what you can do to make your payment acceptance process compliant according to PCI DSS standards and other precautionary steps you can take.

What is PCI? The Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards designed to ensure that ALL companies that accept, process, store or transmit credit card information from the major card companies maintain a secure environment.

Why does my business need to be PCI Compliant? The primary purpose of the PCI DSS is to reduce the risk of payment card (debit and credit) data loss by preventing, detecting, and reacting to potential breaches or hacks that could lead to an account data compromise (ADC) event.

How do I get compliant? Visit <https://www.paymentstart.com/secure> or contact our customer care at 800-725-1243 for further information.

For updated and general PCI DSS information, please visit the sites below:

www.pcisecuritystandards.org. - PCI Security Standards Council website

<https://www.pcicomplianceguide.org/>

7300 Chapman Hwy | Knoxville, TN 37920
T. 866.451-4007 | Mon - Fri 8:30am - 9:00pm EST

Confidential Information

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Email Encryption Provided by Elavon SecureMail.

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