



Go3 Gift Case Procedure & Check List

1. Application Process

All applicants have to apply using the application form. Any application made in a different way will not be accepted.

Step 1: Preparation of Requirements

All basic documentary requirements must be prepared before submitting the application

Requirements:

- ✓ Signed & completed application form
- ✓ Voided Check
- ✓ Copy of applicant's photo ID
- ✓ Optional: materials for customized card orders

Step 2: Application Submission

Submit

- Email: support@go3solutions.com
- Fax: 1-888-406-0777
- Online Application via www.go3groups.com
- Mail/Hand to:
50 Broad St, Suite 1701, New York, NY 10004

2. Application Processing

Processing will contact customer to confirm the application. Basis of Website Application Approval: All forms, materials and content required to process the application has been completed.

IMPORTANT:

- If any requirements are missing the project will not be processed.

3. Invoice Creation

Once confirmation is attained the processor will proceed to enter the order in the GO3 billing system.

*Please note the following billing guidelines:

Monthly Service Fee	Case filed on 1-15 th	Charge on the 16 th
	Case filed on 16 th -30 th	Charge on the 30 th - 31 st
Following Month Service Fees	Skip a month then start the on the monthly Charging on the 10 th	
Transaction Fee	Applications filed on 1-31 st of the month	Charged on the 10 th

4. Project Kick Off

Processing will create a project in the PMX for the case. A support leader will be assigned per case to handle the account creation and place orders. Assigned support will contact Reseller/Client and notify them that they will be the direct contact handling their case.

Order Shipment

Card Printing and Shipment Time Frame

Standard Card	3-5 business days
Customized Card	19 - 24 business days (if card design approved within 2 business days)



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Terminal Order and Shipment Time Frame

New Terminal Order	3-5 business days
Existing Terminal	Support will contact Merchant for Gift Application Terminal download

Shipment Box Includes:

- Welcome Kit
- Terminal User Guide
- Contact Sticker

5. Shipment Confirmation

Leader provides the Client the shipment tracking number and provides them the estimated arrival time. The client will receive a call from the Leader on the day of ETA to confirm receipt of goods. Once confirmed, Leader schedules a training time with the Client on how to set up the terminal and use the product.

Contact us

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