Understanding How the “Status” Section Works
(Corporate Staff and Sales Rep Responsibilities)

When the Sales Rep fills out a user online application, the software does the following actions for the corporate office, Sales Rep, and the merchant:

1. Populates the database with all data for the merchant and puts the status of the new merchant account as “Received”

2. Generates and emails all users an email notification.

3. Sends email notification to the Sales Rep, merchant, and system admin

4. Provides the Sales Rep with the current status of the merchant application

5. Calculates and generates an invoice to show profitability and costs for each merchant

Sales Rep Responsibilities Regarding Submitting Applications

1. The sales rep visits the merchant and makes a sales presentation

2. The merchant is ready to apply for a merchant account

3. The Sales Rep fills out all paperwork, receives necessary signatures on all paperwork including the merchant application, lease contract, etc. and gets a copy of a voided check

4. If the Sales Rep is doing inside sales, they would call the merchant, fill out the agent online application while asking all the questions over the phone, submits the app, then instructs the merchant to check their email, open the PDF application sent to them, print, sign, and fax back to the Sales Rep.

5. The Sales Rep goes back to their office and logs into the software on their computer using their username and password.

6. The Sales Rep will click on the “Submit Agent Application” and begins filling out the online application and submits the data to the corporate office.

7. The Sales Rep FAXES a copy of all signed paperwork to the corporate office.

8. The Sales Rep will then wait for the corporate office to start the paperwork and underwriting process of the application. The Sales Rep will receive both email notifications regarding the status of the merchant application as well as logging into the software and viewing the status of each merchant application

Corporate Office Responsibilities upon Receiving New Applications

1. The person responsible for underwriting and application processing will come into the office in the morning and log into the software

2. Go to “Accounts” section and you will be able to view all NEW applications submitted to the corporate office.

3. Go to the FAX machine and get the original paperwork for all new merchants and start matching all paperwork with what has been submitted in the software. It is better to use an eFax account as you will be able to save all faxes as electronic images and upload these into the software under each account ID.

4. One by one, the underwriter will click on each merchant account into the system and change the status of each account from “Received” to “Signed Documentation Received” and “Sent to Bank”

5. For each new account, go to the Accounts, and then click on the merchant account to view the application summary, and then click on “Documentation”, and then upload all paperwork that applies to the merchant account. You are now creating an electronic file cabinet of all paperwork you receive on each account. When providing service and support for each account, you will not need to get up from your desk and search for file folders or paperwork. All documents will be available for review within the software just a few mouse clicks away.

6. When you change the status of each account, the Sales Rep will receive an email notification from the system alerting them of the status change.

7. Either email or fax all paperwork to the corporate office for approval.

8. Fax all paperwork to the lease company as well if a lease has been sold.

9. When the bank responds, you will then log into the software, go to “Accounts”, click on the merchant account DBA name, then click on “Change Account Status”, and change the status of the application to “Declined” or “Approved”.

10. At this point, the technology admin user takes over the account in the system and finishes changing the status of the account to “Equipment Ordered”, “Equipment Shipped”, “Reprogrammed”, “Equipment Installed”, and “Live” status levels.

16 Different Status Levels, Depending on Service Enrollment (New Merchant, Existing Merchant, Lease Contract)

1. Received
2. Signed Contracts
3. Review
4. Credit/Underwriting
5. Declined
6. Lease Submitted
7. Lease Decision
8. Approved
9. Equipment Ordering

10. Equipment Shipping
11. Reprogramming
12. Installation
13. Lease Verify
14. Live Merchant
15. Payroll Approval
16. Cancel

Status Levels = New Merchant

1. Received
2. Signed Contracts
3. Review
4. Credit/Underwriting
5. Declined
6. Lease Submitted
7. Lease Decision
8. Approved
9. Equipment Ordering
10. Equipment Shipping
11. Installation
12. Lease Verify
13. Live Merchant
14. Payroll Approval
15. Cancel

Status Levels = Existing Merchant

1. Received
2. Signed Contracts
3. Review
4. Credit/Underwriting
5. Declined
6. Lease Submitted
7. Lease Decision
8. Approved
9. Reprogramming
10. Lease Verify
11. Live Merchant
12. Payroll Approval
13. Cancel

Application Status - Quick Statistics

On the Accounts section, you can view the following statistics:

1. Total Apps This Month
2. Credit/Underwriting
3. Leases Submitted

4. Apps Approved
5. Equipment Ordered
6. Equipment Shipped
7. Reprograms
8. Equipment Installed
9. Live Merchants
10. Apps Pending
11. Apps Declined
12. Cancel/Withdraw
13. Incomplete Apps
14. Apps on Hold
15. Total Leasing
16. Total Purchase
17. Total Rentals
18. Total Reprograms

Applications in Progress

When you go to the "Accounts" section, you are able to view all "Applications in Progress" as well as viewing the Quick statistics section as well.

Under applications in progress, you can quickly view the following for each account:

1. DBA name
2. System date and time app was submitted
3. Sales Rep that submitted the application
4. Current app status
5. Current date and time of the most recent status change
6. Age of the application from the time it was received into the system

Simply click on any of these apps in the "Apps in Progress" section so you can see the full summary and details of the app, which are organized in the following categories where the page links are located just under the APPLICATION SUMMARY HEADING on the page.

To view Merchant Accounts in Progress, click on the "Status" link located on the gray menu box under your company logo. There are 2 sections on this page: Application Status – Quick Statistics and Applications in Progress.

In the Applications in Progress section, click on the Merchant Account from which you would like to view detailed information.

You will then view the Application Summary for that Merchant Account.

To view all details of the Merchant Account, you can click on any of the following links which are located near the top of the screen under the "Application Summary" heading:

1.	Merchant Application #xxx	This will tell you the application #
2.	Edit this App	This will let you edit the fields of the app
3.	App Summary	Shows you all the details of the merchant

4.	Change application status	For underwriting users, change the status of an app
5.	DBA Records	Shows the business and owner contact information
6.	Equipment	Shows equip purchased, leased, or reprogrammed
7.	Rates	Shows the rates the merchant is processing
8.	Itemized Invoice	Shows users upfront profits and costs
9.	Other Bonuses/Deductions	Admin can add or deduct money from invoice
10.	Residuals	Shows monthly average residuals for the merchant
11.	Notes	Keep track of all calls and activity for the merchant
12.	Docs	View all virtual paperwork for this merchant
13.	Trouble Tickets	View all trouble tickets created for this merchant

Application Summary – Quick Links

When you are on the Accounts page, you will see quick links on the left column that will organize and categorize all merchant applications in the system by their current status level, as well as showing you statistics as to how many apps are currently listed in each status level.

These quick links on the left column are:

Pre-Boarding

1. User Apps In – apps submitted by Sales Reps only
2. Web Apps In – apps submitted by merchants via Sales Reps websites
3. Incomplete Apps – Apps started by a user that was not finished
4. Apps On Hold – Apps completed by Sales Reps, but submitted as on-hold status

Underwriting

1. Being Reviewed
2. Apps Received
3. Waiting Approval
4. Pending
5. Declined

Equipment Leasing

1. Lease Pending
2. Lease Submitted
3. Lease Decision

Implementation

1. Approved
2. File Build Ready
3. Order Equipment
4. Ready to Ship
5. Shipping Held
6. Reprogram Equip
7. Ready to Install

8. Install Appt
9. Installed
10. Verify Lease

Relationship Management

1. Live Merchant
2. Prepare Invoice
3. Welcome Call
4. Lease Funded
5. Payroll Approved
6. Payroll Paid
7. Cancel
8. Inactive/Closed
9. All Apps
10. Search Apps

What is the difference between the "Agent Online App", the "View Merchant App" link, and the "Submit Referral" link?

Internal Online Application – For Sales Reps Only

The agent online application is for Sales Reps only and can only be accessed by the user logging into the software. The merchant will never be able to have access to this agent application. This is a complete online application that enables Sales Reps to populate all the data for each new merchant into the database. When the corporate office receives this data, they will begin the application processing and underwriting process by communicating back and forth with the Sales Reps via the software.

Merchant Application Link – For Merchants Only

The merchant application is for merchants to fill out. Sales Reps never fill this application out. The merchant application is a shorter version of the agent online application as it contains basic fields and information that a business owner would understand. The agent online application includes advanced fields, pricing, profitability, equipment programming and communication that is for internal use only. The business owner would not understand what this information is for. All users are able to add a link to their individual websites welcoming customers to fill out an online application for a merchant account. The html web-link allows merchants to fill out the online application, stores the data in the software database, and is linked to the user account for proper ownership of the application.

Submit Referral Link – For All Users Submitting Referrals to Corporate Office

If you have partners like banks, printing companies, trade associations, franchise companies who want to send you referrals, these users can submit referral leads by filling out the referral partner online application and submit to the corporate office.