

CONTACT DIRECTORY

MERCHANT SUPPORT

M-F (CST) 8 AM – 6 PM	Merchant Related Issues		Merchant Support SLAs
<p>Support@go-afs.com 888-708-8019 option 1</p> <p>TechSupport@go-afs.com 888-708-8019 option 2</p> <p>AFTER HOURS SUPPORT IS ROUTED TO PROCESSOR BY MERCHANT ID (MID)</p> <p>FOR INFO ON WHAT ISSUES CAN BE HANDLED AFTER HOURS SEE PROCESSOR SUPPORT</p> <p>EMAILS SHOULD RECEIVE AN AUTO-RESPONSE TO CONFIRM RECEIPT</p>	SUPPORT	TECH SUPPORT	<ul style="list-style-type: none"> • Hold Time - 90% of agent support calls will have wait times of 30 seconds or less. • Issue Resolution – 95% of new tickets (agent support issues), will be resolved within 4 hours • 1st Call Resolution – 90% of all agent support calls will be resolved on the first call. • After-Hours Response - 100% Response from AFS by next business day. • After-Hours Resolution -90% on new tickets (agent support issues), will be resolved by noon next business day.
	<ul style="list-style-type: none"> • Statements • Online Access Setup • Setup-Merchant • Full Card Numbers • Billing Questions • Batch Questions • Address Change • APEX ISSUES • Closures • Pricing Issues • PCI Issues • Login Issues • Terminal Use / QRG • Bank Change – Merchant • Pricing Changes 	<ul style="list-style-type: none"> • Terminal Activation • Terminal Settings • Terminal Setup • Terminal Trouble Shooting • Terminal Downloads • Gateway Setup • Gateway Login 	

SALES SUPPORT

M-F (CST) 9 AM – 5 PM	Agent Related Issues	Sales Support SLAs
<p>salessupport@go-afs.com 844-325-2519</p> <p>EMAILS SHOULD RECEIVE AN AUTO-RESPONSE TO CONFIRM RECEIPT</p>	<ul style="list-style-type: none"> • Residual Issues • Missing Notifications • Online Access Setup – Agent • Agent Info Changes • General Deal Questions • Pricing Questions • Application Questions/ Assistance • Cost Comparisons • PCI Demo Accounts 	<ul style="list-style-type: none"> • Hold Time – 90% of agent support calls will have wait times of 30 seconds or less. • Issue Resolution – 95% of new tickets (agent support issues), will be resolved within 4 hours • 1st Call Resolution – 90% of all agent support calls will be resolved on the first call. • After-Hours Response – 100% Response from AFS by next business day. • After-Hours Resolution – 90% on new tickets (agent support issues), will be resolved by noon next business day.

DEPLOYMENT SUPPORT

M-F (CST) 8 AM – 4 PM	Deploying / Setting Up Equipment	Deployment SLAs
<p>deployment@go-afs.com</p>	<ul style="list-style-type: none"> • Equipment for new accounts • Additional Equipment for Current Accounts 	<ul style="list-style-type: none"> • Equipment Requests Received Before 2 pm CST (M-F) will deploy Same Day • Equipment Requests Received After 2 pm CST (M-F) will deploy Next Business Day • Equipment Tiers (Deployment Speed): <ul style="list-style-type: none"> o Tier 1 - Gateways, Swipe-Simple, PAX S-80, VX520, Z8, n-Stock (Same Day) o Tier 2 - Out of Stock Terminals (2-3 Business Days) o Tier 3 - POS systems (5-7 Business Days) o Tier 4 - Clover Products (Determined at Time of Order)

UNDERWRITING & RISK SUPPORT

M-F (CST) 9 AM - 5 PM	Underwriting and Risk Issues		Underwriting and Risk SLAs
<p>underwriting@go-afs.com risk@go-afs.com</p>	UNDERWRITING	RISK	<ul style="list-style-type: none"> • All Applications Received Before 12 (noon) CST (M-F) will receive a decision or update by 5 pm CST (same day) • All Applications Received After 12 pm CST (M-F) will receive a decision or update by 12 (noon) CST (next business day) • Pending: Once AFS receives the additional information being requested, Underwriting will review and respond within 1 business day
	<ul style="list-style-type: none"> • New App Updates • Ownership Changes • DBA Name Change 	<ul style="list-style-type: none"> • Reserves/Held Funds • Large Sale • Notifications /verifications • Risk Parameters • ACH Rejects 	

PROCESSOR SUPPORT (AFTER HOURS)

Avidia /TSYS Support 24x7	<ul style="list-style-type: none"> • Merchant Assistance • Authorization & capture batch inquiries • CBOS & eConnections website issues troubleshooting, user unlocks and password resets • Class A terminal support including functionality questions, downloads, troubleshooting and merchant training (activation and tr training is 6 am - 5 pm, M-F MST) • Class B+ terminal support including diagnostics up to point of download • SARATOGA endpoint & file delivery support • TransIT PASS Products & Merchant Center support • VPN & Circuit connectivity assistance
<p>800-552-8227 MIDS BEGINNING WITH: 5668</p>	

AFS Contact Information

Your Relationship Management Team	
Beau Tyndall robert.tyndall@go-afs.com 817-366-8148	VP - SALES
Doug Small doug.small@go-afs.com 817-785-7209	Business Development Manager(s)
Elizabeth Shaw elizabeth.shaw@go-afs.com 469-247-4053	
Jon Cochenour jon.cochenour@go-afs.com 817-482-5863	Relationship Manager(s)
AmyWalker amy.walker@go-afs.com 817-796-9932	