



**DCRS Value Added
Managed Service**



***CREDIT SUPPORT
with only 1 Call!***

How many calls will you make to get all your funds after a problem? ONLY 1, if you have MICROS and DCRS!

**We support the *ENTIRE PROCESS for MICROS:*
Authorizations, Settlements, Payments and Deposits!**

Get the Complete Solution – MICROS is the only POS Company that provides a processing solution that can provide a support bundle with the Payment Card Industry's Payment Application Data Security Standards (PCI PA-DSS) requirements into a single package price that is generally LESS EXPENSIVE than unbundled services from other vendors (or not available). This single solution is only available from Merchant Link, MICROS' credit network support arm.

Avoid Costly Problems - Because of the problems associated with authorizations, settlements, payments and deposits, and the separation of these specific functions, NO SINGLE PARTICIPANT (the POS Company, the Processor, or the Depository Bank) can diagnose your credit card problem from start to finish. Merchant Link can!

Eliminate Finger-Pointing - You might have to call three different Help Desks for a solution (many times in the middle of the night), and now you are caught in middle of the finger-pointing between these three participants, with a possible holdup of your funds while the problem is sorted out. Not with the availability of Merchant Link and DCRS!

Make Only ONE Call - You make ONE CALL to DCRS and we do the rest!

Need proof? Review these sample ACTUAL CALL NOTES on the reverse side of this document, detailing support provided (with the help of Merchant Link) to some MICROS users in a partial week for credit process problems!

Site: OCEANO BISTRO **Contact:** Tony **Opened:** Wednesday 11/21/2007 **Request:** Needs CC lookup
Resolution: **Called Merchant Link for CC info, Confirmed with Tony.**

Site: PASTA HOUSE–ELLISVILLE **Contact:** Steve **Opened:** Tuesday 11/27/2007. **Request:** Main Computer Down **Notes:** System went down, Lost One CC, Showing there is no Auth-- Needs CC Lookup. **Resolution:** Someone had disconnected all power connections on the Server. He had reconnected it all and the Server was back up. Verified the workstations were back up. He had a check that lost its authorization. **Contacted Merchant Link, they gave Steve the card number to reauthorize the check.**

Site: SCHNEITHORST CATERING CO. **Contact:** Tammy **Opened:** Wednesday 11/28/2007
Request: Problem with overridden charge. **Resolution:** **Called Merchant Link with CC info, ML retrieved, followed up with Tammy.**

Site: AMERICAN F & V - AM CENT-KC Main **Contact:** VT **Opened:** Monday 11/26/2007
Request: Credit card batch settlement alert from Live Store/Virtual Technician. **Resolution:** **Verified with Merchant Link, dialed in and manually settle batch**

Site: FIFTEEN **Contact:** John **Opened:** Friday 11/23/2007 **Request:** Guest overcharged - trying to issue a refund: **Notes:** **Called Merchant Link and they are giving John the info.** He will call back when he gets it.
Resolution: Walked him through a Negative Transaction.

Site: BELLACINO'S - ST. CHARLES **Contact:** Kim **Opened:** Monday 11/19/2007 **Request:** Called with some CC questions **Resolution:** **Needed CC authorization and had to re-ring check that was lost. Called Merchant Link for CC info, and followed up with Kim.**

These things happen every day in restaurants...

What will you do if you were in the same situation as these customers?

MICROS/Merchant Link advantages:

- Monitors your Credit Network 24 x 7
- **ONE CALL SUPPORT** to deal with the Bank and the Processor when problems occur. **Would you rather make 3 calls, get the run around, and never resolve it?**
- Can trace a transaction from your system all the way to certain host systems, **to provide a higher level of troubleshooting for YOUR FUNDS.**
- **Offers batch re-key services** when your employee accidentally loses, corrupts, deletes, or duplicates a batch (at your request and your bank's permission). ML will re-key and submit it to your, reducing your time without those funds. **Do you have time to re-key an entire credit card batch?**

Do you know any other POS vendor that provides this?