



Credit Support with ONE CALL

How many calls will you make to get all your funds when there is a problem? ONLY 1 with MICROS! We support the *ENTIRE PROCESS*: Authorizations, Settlements, Payments and Deposits!

MICROS Credit MICROS is the ONLY POS Company that provides a processing solution that bundles support and compliance with Visa Credit Card Security 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.

MICROS Credit 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!

MICROS Credit You might 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 Solutions!

MICROS Credit You make ONE CALL to DCRS and we do the rest! Need proof? Here is a sample of ACTUAL CALL NOTES of the support DCRS provided (with the help of Merchant Link) to some MICROS users in a single period of a week, for credit processing problems!

Site: LA SALSA MEXICAN GRILL **Contact:** Joe **Opened:** Monday 10/22/2007 **Request:** Reports are missing CC sales. **Notes:** Concern about CC he says did not collect. Compared number of CC slips with number of actual transactions in the batch & amount deposited. On 9/16, he has 52 signed CC slips but only 46 records in batch. On 9/17, he has 78 signed CC slips, but 72 records in batch. He is faxing. **Notes:** **Found 14 signed CC slips not on batch reports. Reported to Merchant Link. Resolution:** TT Joe, **he received all of the CC info needed from Merchant Link.** Joe picked up the CC receipts, and I showed him which ones need to be re-rung.

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 Virtual Technician. **Resolution:** **Verified with Merchant Link, dialed in and manually settle batch**

Site: NADOZ CAFE - BRENTWOOD **Contact:** Lewis **Opened:** Monday 11/26/2007 **Request:** Need CC lookup. **Resolution:** **Called Merchant Link for CC info, followed up with Lewis.**

Site: SAN SAI - UPLAND **Contact:** VT **Opened:** Monday 11/26/2007 **Request:** Credit card batch settlement alert from Virtual Technician. **Resolution:** **Called Merchant Link to verify. 1 record had bad authorization. Omitted record & settled batch. Called ML for CC info of omitted charge.**

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

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.**

Site: CHARLIE GITTO'S - ON THE HILL **Contact:** VT **Opened:** Tuesday 11/20/2007 **Request:** Credit card batch settlement alert from Virtual Technician. **Resolution:** Getting 'No Answer' when settlement was attempted. **Contacted Merchant Link, verified batch did not settle, settled batch.**

Site: OZZIE'S RESTAURANT & SPORTS BAR **Contact:** VT **Opened:** Monday 11/19/2007
Request: Credit card batch settlement alert from Virtual Technician. **Notes:** Site has 2 batches that appear to have not settled. **Called Merchant Link to confirm, settled batch.**

These things happen every day in retail...

What would 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 a batch?**
- **Can you afford to have a solution that does not offer these services?**