








PivotalLive

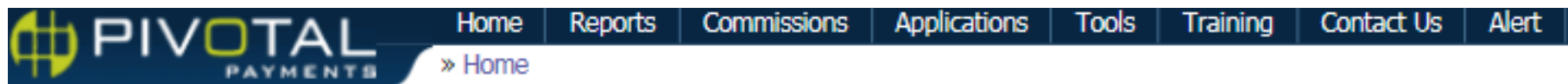
Jessica Skinner
Corporate Sales Trainer, U.S.



Agenda

-  What is PivotalLive?
-  Application Phase
-  Boarding Phase (Reporting)
-  Commission Reporting
-  Other PivotalLive Resources

Welcome to PivotalLive, your online resource for all of your portfolio needs.



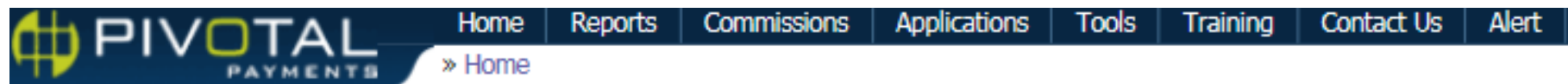
- On-Demand Reporting
- Volume, Refund, Chargeback Reports – *Daily, Monthly, Yearly*
- Commission Statements
- Online Application Submission
- Application Pend Management
- Notification Management
- Customer Support Alerting
- Resource Center
- Access to PLC

PivotalLive is a robust reporting platform with enhanced access to other Pivotal platforms such as the Pivotal Learning Center.

There are three key feature sets within PivotalLive:

- Non Boarded Merchants (Application Phase)
- Boarded Merchants (Submitted, Approved, Processing)
 - Other (Features, Training, Resources)

Helpful Tips



- Most reports can be exported into Excel using the option on the right hand side of the screen.
- Recent news is posted in the alert section on the far right hand side of the screen.
- Data can be reviewed as a primary agent or parsed out by sub-agents.

PivotalLive uses technology like hyperlinks to move in between layers of data.

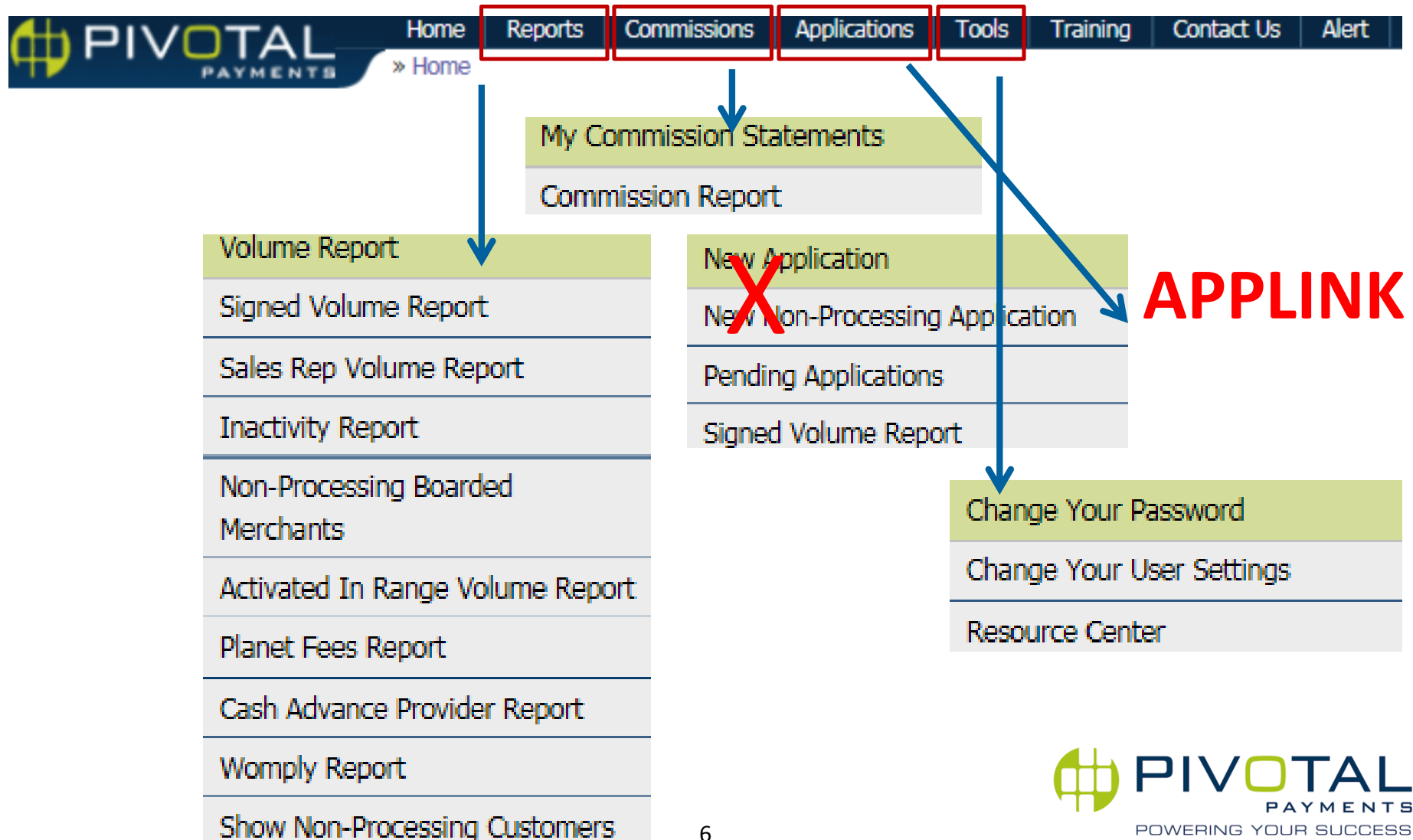
Anything in [blue text with an underline](#) is a link to a deeper layer of data. Click through the links to review data in more detail.

Statistics

Volume				
	Today	Yesterday	Month-to_Date	Year-to-Date
Merchant	\$8,665,596.27	\$20,912,151.19	\$563,833,661.89	\$3,081,280,479.22

Menu Bar

Navigating the PivotalLive Menu Bar



 Home Page

Tasks

[Complete Subscribed Task Report](#)[Complete Assigned Task Report](#)[Show Last 25 Alerts](#)

Statistics

Volume

	Today	Yesterday	Month-to-Date	Year-to-Date
Merchant	\$0.00	\$5,284.91	\$83,311.16	\$257,051.73

Recent Applications By Status

[56 Unsubmitted](#)

News

Pivotal Learning Center

Mar 09 2015 Pivotal Payments is excited to announce the release of the Pivotal Learning Center (PLC). Your resource for all your merchant training needs. Simply click on "Training" then select the training deck you want to view today and take advantage of pre-recorded training decks. Improve your industry knowledge and start your training today.

PL Workflow Enhancement

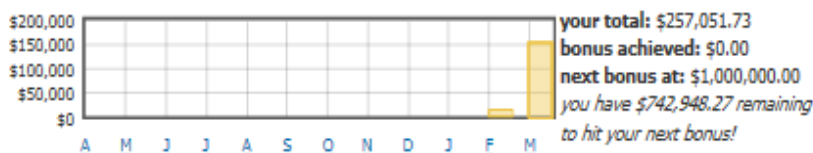
Jan 14 2015 With the new Pivotal Live release, merchant DB now be included in the email notifications that are sent when a merchant support Workflow Task is created. This gives Partners more visibility in regards to merchant support tasks.

Updated TSYS Placemat

Jan 13 2015 The TSYS placemat, located in the Resource Center, has been updated. EMV application release for the Ingenio merchant capabilities for the VX520 have been added. Please take a moment to review the new file.

Last 12 Months of Volume Growth

VAB Volume



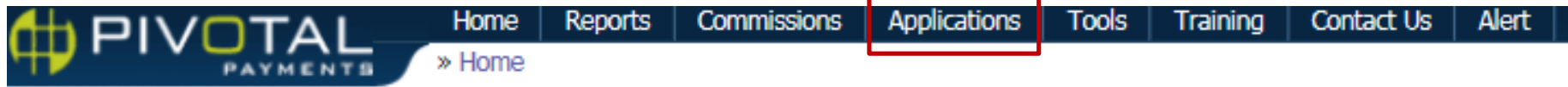
Show Top 5 Merchants

Top 5 Agents					
Sales Rep	Merchant	Details	Sales	Gross Vol	Net Vol
Jaso	12	Details	5,615	\$67,387.46	\$67,335.00
Sear	8	Details	421	\$8,087.35	\$7,997.19
Stev	4	Details	122	\$7,836.35	\$7,836.35

PivotalLive Home Page

Here you will find your key portfolio statistics at a quick glance. You can monitor volume, review current month application statuses and see recent Pivotal news as well.

Application Phase



Pivotal's WebApp has transitioned from residing in PivotalLive to a web platform called **AppLink**.

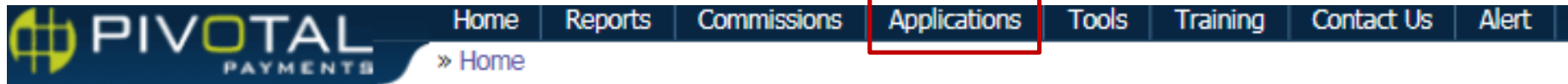
A separate login is required for access to this system.

Contact Partner Services for additional information or to request a user login.

Do NOT use the PivotalLive Applications tab to begin a new application.

AppLink Login [CLICK HERE](#)

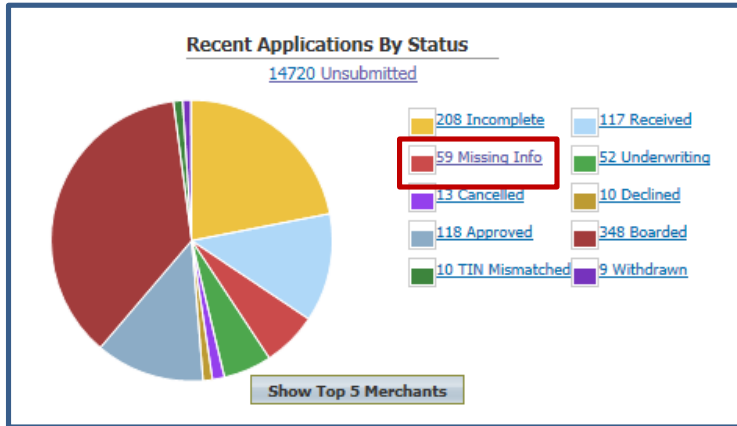
The image shows the login page for the AppLink Web application. At the top, there is a header with the Pivotal Payments logo and the text 'AppLink Web'. Below the header, the text 'Log in.' is displayed. A message reads: 'Please enter your user name and password. Please contact an administrator if you don't have an account.' There are two input fields: 'User Name' with the value 'jskinner_admin' and 'Password' with masked characters '*****'. Below the password field is a checkbox labeled 'Remember me?'. A blue 'Log in' button is positioned to the right of the input fields. Below the button is a link that says 'Forgot Password?'. At the bottom of the page, there is a copyright notice: '©2016 - Pivotal Payments'.



Addressing Pended Applications

From the PivotalLive 'Home Screen', click on the application status you would like to review.

You can now click into the individual pended applications to respond to the Pivotal validation & underwriting teams.



Missing Info Application Report

Apr 01, 2015 to Apr 17, 2015

Tags Selected:

Report <input type="button" value="Export"/>				
Application	Sales Rep	Application Status	Signed Volume	Submit Date
59	37	1	\$14,474,545.44	
JG C	Bryan	Missing Info	\$300,000.00	Apr 16, 2015
MAR	Jessica	Missing Info	\$240,000.00	Apr 15, 2015
DyC	Bryan	Missing Info	\$12,000.00	Apr 15, 2015
DyC	Bryan	Missing Info	\$12,000.00	Apr 15, 2015
Cran	Anna f	Missing Info	\$360,000.00	Apr 15, 2015
CON	MaryA	Missing Info	\$180,000.00	Apr 15, 2015
SHA	Lloyd f	Missing Info	\$246,145.44	Apr 15, 2015

Pends - Application History Screen

WATCH '[Responding to Pended Applications](#)' Now

Integrated Comment and Status Notes in PL:

Comments

Add new comments:
(Public)
☐ This comment is a response to a request made

80%

Save new comments

Status Transitions

Dec 05, 2014 12:21 PM - from: **Unsubmitted** to: **Received**
Dec 05, 2014 02:04 PM - from: **Received** to: **Incomplete**
Dec 05, 2014 02:04 PM - from: **Incomplete** to: **Received**
Dec 05, 2014 02:19 PM - from: **Received** to: **Incomplete**
Dec 05, 2014 03:49 PM - from: **Incomplete** to: **Received**
Dec 05, 2014 04:10 PM - from: **Received** to: **Incomplete**
Dec 08, 2014 11:54 AM - from: **Incomplete** to: **Received**
Dec 08, 2014 12:10 PM - from: **Received** to: **Incomplete**
Dec 08, 2014 12:12 PM - from: **Incomplete** to: **Received**
Dec 08, 2014 12:27 PM - from: **Received** to: **Underwriting**
Dec 08, 2014 12:36 PM - from: **Underwriting** to: **Approved**

Attachments

Attached Files:
[tin_check.txt](#) by **System** on Dec 05, 2014 12:21 PM
[tin_check.txt](#) by **System** on Dec 05, 2014 02:04 PM
[ALL ABOUT PYROTECHNICS 63031 PAUL PRICE 2](#)
[Data Sheet for ALL ABOUT PYROTECHNICS - 286607](#)
[Data Sheet for ALL ABOUT PYROTECHNICS - 286607](#)
[Data Sheet for ALL ABOUT PYROTECHNICS - 286607](#)

Use Browse to select yet another file:
☒ Confirm that these documents are those requested
 Browse...

08/12/14 12:10 **System** : Credit Pull was disabled.

08/12/14 12:10 **validate4** : [TASK Validate Application CLOSED] - Hello,

In order to complete this application and move it forward to underwriting, please address the concern(s) below:

1) Clarify Stevens percentage of ownership

Thank you

08/12/14 12:12 **opronina** : 80%

08/12/14 12:12 **opronina** : [TASK Provide Additional Info for validation CLOSED] - The requested documents were acknowledged by opronina on Pivotal Live with the following comment: 80 %

08/12/14 12:27 **System** : Credit Pull was disabled.

08/12/14 12:27 **validate4** : [TASK Validate Application CLOSED] - resolved

08/12/14 12:27 **System** : Match Check Passed

08/12/14 12:27 **System** : Targus Check Failed: 12--Name and Phone DO NOT go together, TARGUSinfo has different Consumer Name

Pended application alerts to Sales Partners are emailed & include detailed request information. The same information will show in the note section of PL.

Equipment Deployment Tracking - Merchant

Welcome Kits and/or equipment ordered through Pivotal Payments will generate an email to the merchant upon fulfillment which provides:

- Order Number
- Serial Number
- Terminal ID (TID)
- Tracking information

Equipment is shipped via UPS and tracking numbers will begin 1Z....

Thank you for your order,

ORDER DATE: 4/4/2017
DBA: CPMO WAB CUP Test
MID: 6314170000077056

SHIPPED TO:
CPMO WAB CUP Test
123 Fake St
BEVERLY HILLS CA 90210
US

TID	Model	Serial Number
75856958	ICT220	741258963

Your UPS tracking number: 147852369

Please allow 24-48 hours for tracking numbers to become active.
For your convenience, you can track your order by clicking the links below:

www.ups.com

Thank you for your order!

Equipment Deployment Tracking - Partner

Tasks

Workflows
 Accounting - Refund Request (Accounting) ▼
[Start Workflow](#)
[Create Task](#)

Date Created	Priority	Assigned To	Closed by	Task
Jul 15, 2015 10:16 AM	normal	None	mortiz	Provide Additional Info for Validation
Jul 16, 2015 08:30 PM	normal	None	validate6	Provide Additional Info for Validation
Jul 17, 2015 12:41 PM	normal	dlaframboise	dlaframboise	Pended: Data Entry
Jul 17, 2015 03:15 PM	normal	lpthibeault	lpthibeault	Provide Boarding Info
Jul 17, 2015 06:53 PM	normal	None	phxwarehouse	PPI Enter Equipment Information
Jul 21, 2015 03:28 PM	normal	mcruez	mcruez	Activation

Equipment
Tracking in PL

Action
 When a product is selected, TID is ignored. For Terminal leave Product name blank.

Enter appropriate V-Number	V6445195	Available V-Numbers are	V6445195
Select appropriate Product name		Available Product	
Serial Number	7315007CT032844	Tracking Number *	638233517967
Deploy Date *	07/17/2015	MM/DD/YYYY	Order Date * 07/17/2015 MM/DD/YYYY

Reports (Boarded)

Volume, Refunds & Chargeback Report

Jason **Volume Report** Mar 01, 2015 to Mar 11, 2015 [Advanced...](#)

Tags Selected:

[Prev 11 Days](#) [Yesterday](#) [Month-To-Date](#) [Year-To-Date](#) [Next 11 Days](#)

[Agents](#) [Agent Hierarchy](#) [Tags](#) [Sales Division](#)


Volume	Refunds	Chargebacks								
Merchant	Details	MID	Pivotal ID	Sales Rep	CB Num	CB Vol	CB %	CB Vol %		
14 Merchants				3	0	\$0.00	0.0%	0.0%		
EMERALD CITY S	Details	2866	427	Jason	0	\$0.00	0.0%	0.0%		
EMERALD CITY S	Details	2866	427	Jason	0	\$0.00	0.0%	0.0%		
EMERALD CITY S	Details	2866	427	Jason	0	\$0.00	0.0%	0.0%		
TINAS HAIR SALC	Details	2866	427	Jason	0	\$0.00	0.0%	0.0%		
BLUE SAUCER - 2	Details	2866	427	Jason	0	\$0.00	0.0%	0.0%		
MD NAILS - 2866	Details	2866	427	Jason	0	\$0.00	0.0%	0.0%		
REMOTE CONTRC	Details	2866	427	Stever	0	\$0.00	0.0%	0.0%		
PA ANTIQUE MAL	Details	2866	427	Stever	0	\$0.00	0.0%	0.0%		
HAIR SENSATION	Details	2866	427	Jason	0	\$0.00	0.0%	0.0%		
ROSE HAIR SALO	Details	2866	427	Jason	0	\$0.00	0.0%	0.0%		
LOS MOLLETES -	Details	2866	427	Jason	0	\$0.00	0.0%	0.0%		
THE PERFECT SE	Details	2866	427	Stever	0	\$0.00	0.0%	0.0%		
STINKY DOG U-B	Details	2866	427	Stever	0	\$0.00	0.0%	0.0%		

Non Processing & Inactivity Report

Non Processing Merchants

Tags Selected: [Advanced...](#)

 Agents
  Agent Hierarchy
  Tags
  Sales Division


[Report](#) [Export](#) 

Merchant	MID	Pivotal ID	Sales Rep	Boarded Date
MARINE DR MARKET - 2866	2866	427	Sean	Mar 09, 2015

Inactivity Report

Tags Selected: [Advanced...](#)

 Agents
  Agent Hierarchy
  Tags
  Sales Division

[Report](#) [Export](#) 

Merchant	MID	Pivotal ID	Sales Rep	Previous Vol	Average Vol	Inactive Since	Inactive For (Days)
20,069 Merchants			1,234	\$331,048,635.71	\$32,874,726.59		0
Rooterman Clifton - 2866	2866	4275	Stacey	\$25,919.85	\$124.01	Apr 16, 2015	1
MARC J GROSS DDS - 2866	2866	4275	Finical	\$29,432.86	\$453.72	Apr 16, 2015	1
Concepcion Berlin - 2866	2866	4275	Romulo	\$20.19	\$212.78	Apr 16, 2015	1
HUNG M NGUYEN DDS PC - 2866	2866	4275	Woody	\$7,509.38	\$256.73	Apr 16, 2015	1
PERSNICKETY STITCHERS INC - 2866	2866	4275	James	\$4,847.17	\$160.10	Apr 16, 2015	1
J&J MACHINERY INC - 2866	2866	4275	Ashlee	\$9,069.33	\$306.64	Apr 16, 2015	1
EAST SKY - 2866	2866	4275	Vasiliv	\$1,950.44	\$156.55	Apr 16, 2015	1
LEA'S SURVIVAL GYM - 63141	63141	4275	Gary A	\$1,714.77	\$72.10	Apr 16, 2015	1

Merchant Profile

Merchant Profile

Clicking into a merchant profile will provide detailed merchant information. Add additional information sections to the merchant profile under 'More Information.'

PIVOTAL PAYMENTS

Home Reports Commissions Applications Tools PLC Contact Us Alert

Slow? [Search] [Logout]

Find... Go

Merchant Profile for

General

DBA Name: LLC

Corporate Name:

MID:

Pivotal Client ID:

Pivotal ID Number:

Processor: TSYS

Front End Processor: TSYS

Status: Open

Open Date: Jun 14, 2016

Partner Group: (view profile)

Managers:

Referral Agent:

Sales Unit: US Partners, US Partners,

Early Termination Fee: No

Lead Source: None

Agent Installs/Downloads Terminal: No

Agent Order Terminal: No

Contacts

Corporate: DBA: Statement:

Owner:

More Information...

- Processing Info
- China Union Pay
- Migration Information
- Products
- Relationship Management
- Referral Information
- CPN Migrated Merchant
- Leasing
- Seasonality
- Tin Match
- Update Equipment
- Extended MID Info
- Pivotal One Line Item

Attachments

Attached Files:

- tin_check.txt by System on Jun 14, 2016 02:45 PM
- merchant_application_and_agreement.pdf by Unknown on Jun 14, 2016 02:45 PM
- evidence_summary.pdf by Unknown on Jun 14, 2016 02:45 PM
- PCL.pdf by validate9 on Jun 14, 2016 03:28 PM
- TSYS.pdf by validate9 on Jun 14, 2016 03:28 PM
- COMBINED_DOCS.pdf by validate9 on Jun 14, 2016 03:44 PM
- NCR Silver - Data Sheet.pdf by gcordova on Jun 15, 2016 08:56 AM

Choose Files No file chosen

PIVOTAL PAYMENTS
POWERING YOUR SUCCESS

Merchant Profile

To view or download a merchant statement, click on 'View Statements.'

URL:

Owner Name:

Owner E-mail:

Owner Phone:

DBA E-mail:

DBA Phone:

Tags: Untagged

SPECIAL SALES PROMOTIONS:

Underwriting Funding Hold: No

Alert:

Merchant Support Number:

Account Type:

Ops Notes:

Contract Version: Agent8002-W-M2M-15/11/10

Statements [X]

Statements: [View Statements](#)

Tasks [X]

Date Created	Priority	Assigned To	Closed by	Task

Volume [X]

Annual Signed Vol: \$378,000.00

MTD Volume: \$20,880.95

YTD Volume: \$253,191.99

Reports: [Last 12 Months Processing History](#)
[Month-To-Date Processing History](#)

LLC Statements

[Report](#) [Export](#) [X]

Month ▲	MID	Statement File
15 Months	1 MID	15 Statement Files
2017-08		2017-08 .en.us
2017-07		2017-07 .en.us
2017-06		2017-06 .en.us

Merchant Profile

To view or download merchant coding/VAR sheets, click 'Equipment.'

Card Types

Card Types:

Amex Optblue:
Discover:

Services:

Visa Debit Acceptance

Related Accounts

[Click here to search for related accounts...](#)

Equipment

Coding Sheets:

NCR
(Data Sheet only)

Equipment:

Terminal ID	Model	MCFS Number	Store Number	Agent ID	Chain ID	Coding Sheet	PDF
	Fake for volume	None	None	None	None	Show	
0001	StageOnly Stage Only			000000	000000	Show	NCR_CP

Legacy Terminal List:

Terminal Fake for volume

TID:

Terminal StageOnly Stage Only

TID:

Serial #: 1

Deploy Date: 2016-06-15

Order Date: 2016-06-15

Add New Terminal:

model# TID: DL:

Merchant Profile

Recent merchant processing activity can be located at the bottom of the merchant profile in PL. To view additional details about the days transactions, click on the date.

Volume Processing History												
Processing History												
Date	Processor	Sales	Gross Vol	Net Vol	Refunds	Ref Vol	CB Num	CB Vol	CB %	CB Vol %	Ref %	Ref Vol %
Sep 22, 2017	Wells Fargo	11	\$914.56	\$914.56	0	\$0.00	0	\$0.00	0.0%	0.0%	0.0%	0.0%
Sep 23, 2017	Wells Fargo	3	\$227.28	\$227.28	0	\$0.00	0	\$0.00	0.0%	0.0%	0.0%	0.0%
Sep 24, 2017	Wells Fargo	6	\$250.02	\$250.02	0	\$0.00	0	\$0.00	0.0%	0.0%	0.0%	0.0%
Sep 25, 2017		0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	0.0%	0.0%	0.0%	0.0%
Sep 26, 2017		0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	0.0%	0.0%	0.0%	0.0%
Sep 27, 2017	Wells Fargo	14	\$1,579.37	\$1,579.37	0	\$0.00	0	\$0.00	0.0%	0.0%	0.0%	0.0%
Sep 28, 2017	Wells Fargo	7	\$503.28	\$503.28	0	\$0.00	0	\$0.00	0.0%	0.0%	0.0%	0.0%
Sep 29, 2017	Wells Fargo	8	\$535.73	\$535.73	0	\$0.00	0	\$0.00	0.0%	0.0%	0.0%	0.0%
		49	\$4,010.24	\$4,010.24	0	\$0.00	0	\$0.00	0.0%	0.0%	0.0%	0.0%

Interchange Report

Sep 29, 2017 to Sep 29, 2017

<div> Prev Day Yesterday Month-To-Date Year-To-Date Next Day </div>							
Volume	Refunds	Chargebacks					
Processor	Terminal	Bucket	Card Type	Interchange	Sales	Gross Vol ▲	Net Vol
	1 Terminal	1 Bucket	3 Card Types	0 Interchange	8	\$535.73	\$535.73
Wells Fargo		UNK	VISA (US)	None	6	\$378.80	\$378.80
Wells Fargo		UNK	MASTERCARD (US)	None	1	\$140.70	\$140.70
Wells Fargo		UNK	DISCOVER (US)	None	1	\$16.23	\$16.23
	1 Terminal	1 Bucket	3 Card Types	0 Interchange	8	\$535.73	\$535.73



Notifications

PivotalLive Notification Management

Sales Partners may setup individual customizable reports based on a number of different tasks.

Change Merchant Application View

Using this screen, you can change the way new merchant applications appear. These two methods provide the same functionality but will display the application in different ways. Both views include realtime error reporting and an "instant-save" feature that ensures you will not lose your work if your browser/computer crashes.

Notification: This option when enabled will notify the agent associated to the merchant application whenever the status of the application changes.

Save Application Fields On Save Button Only: When enabled, will save changes made to application fields (while not yet submitted) only after the save button is pressed, instead of as each field is changed.

Notification	Enabled ▼
Save Application Fields on Save Button Only	Disabled ▼
Don't Show Migrated Tasks on Subscribed Tasks	Disabled ▼
Task Subscription:	
Risk Group:	Risk Transaction Verification
Support Group:	Support
Miscellaneous Group:	Agent Application
	Retention Call Workflow

Commission Statements

Commissions & Residual Reporting

Commission Statements

Report

Export 

Month

Volume

Profit

Share

Commission

Details

No Data Found

Tsys Residuals

[Commission Report 201502.xls](#)

Sales Partner commission reports are posted in PivotalLive under the 'Commissions' tab.

Past reports will be available for download in an Excel format. Each report contains two tabs, a summary tab and a merchant detail tab.

Current Month Metrics				
	Volume	Revenue Producing Merchant Count	Total Payout	Payout (BP of Volume)
PPI	\$55,907	5	\$178	0.31%
Current Month Totals	\$55,907	5	\$176	0.31%

Volume - Top 5 Merchants			
Mid	Db	Volume	Residual
		\$29,622.04	\$89.75
		\$14,723.95	\$44.04
		\$5,685.70	\$9.51
		\$4,888.34	\$40.34
		\$1,008.78	\$11.98

Summary

PPI





Home

Reports

Commissions

Applications

Tools

Training

Contact Us

Alert

» Home

Commissions & Residual Reporting – Tab 1

The summary tab includes previous 6 months total metrics & trends, current month metrics, top 5 merchants by volume, residual, volume increase, residual increase, volume decrease, and residual decrease.

Previous 6 Months Total Metrics

	<u>Volume (00s)</u>	<u>Revenue Producing Merchant Count</u>	<u>Total Payout</u>	<u>Payout (BP of Volume)</u>
March-17	\$51	5	\$102	0.20%
April-17	\$40	5	\$124	0.31%
May-17	\$44	5	\$157	0.36%
June-17	\$47	5	\$233	0.49%
July-17	\$55	5	\$175	0.32%
August-17	\$56	5	\$176	0.31%

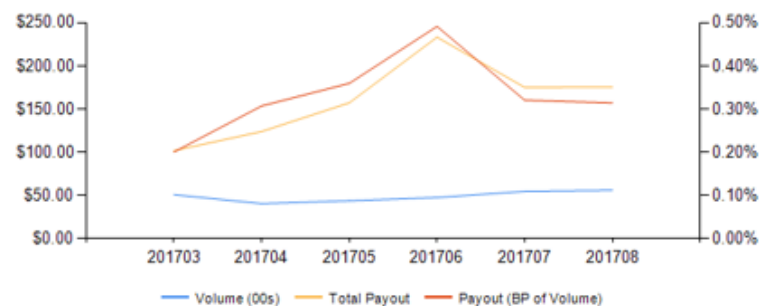
Current Month Metrics

	<u>Volume</u>	<u>Revenue Producing Merchant Count</u>	<u>Total Payout</u>	<u>Payout (BP of Volume)</u>
PPI	\$55,907	5	\$176	0.31%
Current Month Totals	\$55,907	5	\$176	0.31%

Volume - Top 5 Merchants

Mid	Db	Volume	Residual
		\$29,622.04	\$89.75
		\$14,772.05	\$44.84

- 6 Month Trending



Residual - Top 5 Merchants

Mid	Db	Volume	Residual
		\$29,622.04	\$89.75
		\$14,772.05	\$44.84



Home

Reports

Commissions

Applications

Tools

Training

Contact Us

Alert

» Home

Commissions & Residual Reporting – Tab 2

The detail tab includes a break down of merchant detail for the month including sales volume & transaction counts by card type, expense and income category breakdowns (authorization, batch fees, discount etc.) Each merchant will be totaled for residual value and additional data is shown for any applicable bonuses & equipment charges or revenue.

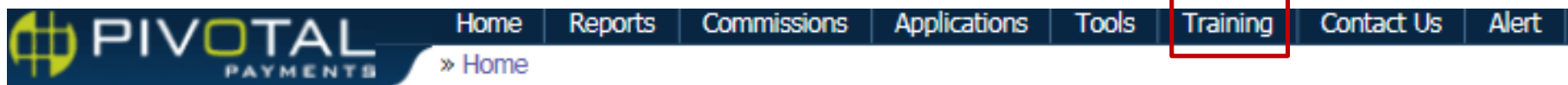
MID	DBA Name	Agent NAME	Sub Agent	Open Date	Close Date	Agent Share	V/MC/Disc over Vol	V/MC/Disc over Cnt	AMEX Vol	AMEX Cnt
9122				2017-02-10	2017-04-30	0.85	\$0.00	0	\$0.00	0
9122				2016-12-07		0.85	\$5,575.82	75	\$109.88	1
9122				2016-06-16		0.85	\$4,057.16	67	\$809.18	12
9122				2016-06-14		0.85	\$28,149.99	269	\$1,472.05	10
9122				2016-12-06		0.70	\$27.19	1	\$0.00	0
9122				2017-04-26		0.85	\$13,882.88	459	\$841.07	20
Total							\$51,693.04	871	\$3,232.18	43

Other Income	Other Expense	Agent Other Residuals	Total Income	Total Expense	Total Profit	Total Residuals	Merchant Profit Bonus	Terminal Charge	Misc adjustments	Volume Added Bonus	Merchant related Bonuses	Agent Gross	Sub Agent Payout	Agent Net	has Rejects	bonus comment
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	
\$15.75	\$12.95	\$2.80	\$118.78	\$108.09	\$10.69	\$9.51	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$9.51	\$0.00	\$9.51	0	
\$35.74	\$32.94	\$2.80	\$177.35	\$130.39	\$46.96	\$40.34	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$40.34	\$0.00	\$40.34	0	
\$15.75	\$12.95	\$2.80	\$515.02	\$433.46	\$81.56	\$69.75	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$69.75	\$0.00	\$69.75	0	
\$35.74	\$32.94	\$2.80	\$74.41	\$58.50	\$15.91	\$11.98	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$11.98	\$0.00	\$11.98	0	
\$35.74	\$32.94	\$2.80	\$416.23	\$364.91	\$51.32	\$44.04	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$44.04	\$0.00	\$44.04	0	
\$138.72	\$124.72	\$14.00	\$1,301.79	\$1,095.35	\$206.44	\$175.61	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$175.61	\$0.00	\$175.61	0	



Other

Training, Resource Center, Contact Us, Features



Training

Training: Training

<http://www.pivotallearningcenter.com>

Agent/ISO Training Information

All new agents are provided with numerous topics and Relationship Manager training.

Sales Partner Orientation EST

1. Conference
2. Go To Meeting
3. Meeting Information



Just click the "Join A Meeting" link on the left hand toolbar of the Go To Meeting web site and enter the above code. **Note, please provide for the possibility of a 10 minute install if this is your first time using Go To Meeting.** If you have any questions regarding Go To Meeting, please contact your Relationship Manager for support prior to the training session.


[Home](#)
[Reports](#)
[Commissions](#)
[Applications](#)
[Tools](#)
[Training](#)
[Contact Us](#)
[Alert](#)
[» Home](#)

Email: PartnerRM@pivotalpayments.com

Partner Services

Phone: 1 866 974-8682

Fax: 1 866 687-3742

Email: partnerservices@pivotalpayments.com

Merchant Banking Change - ACH Group

Email: ach@pivotalpayments.com

Fax: 866-607-4868

TSYS Support Numbers

Tech Support	1-877-772-3346
Customer Support	1-877-772-3346
Chargebacks	1-866-637-5467
Voice Auth MC/Visa/Discover(Requires last 12 #'s of MID)	1-800-291-4840
Voice Auth American Express	1-800-528-2121
Voice Auth Diners	1-800-525-7376
Voice Auth JCB	1-800-366-4522
Hypercom SPOS T&P and T7 Plus	800-847-2355
Hypercom RR, T7 Series	800-426-8472 or 877-631-2757
Hypercom SPOS32 T42XX	866-299-9867
Nurit	866-856-3049
Verifone SEVA321 and UEVA321	888-654-1696 or 800-847-2377
For Vericenter DL's	877-642-2567
Verifone VSVR046 Omni 3200,396	888-654-1696