

Customer Key Information

Request Form: Reseller to End User

Attention: Merchant / Retailer,

As you should now know, you have an opportunity to purchase your transaction terminals with Key injection included. This opportunity will help us streamline your terminal purchases and make our relationship more efficient. It will also eliminate the need to involve another third party to provide key injection into these terminals.

In order to accomplish this we need to determine if your processor or merchant bank relationship already exists within our current relationships.

If it does, and if we do not have the specific key that you require, you should please inform your processor or merchant bank that you wish to transfer your key injection relationship to ScanSource, Inc. Since we may have a relationship with this processor, the transition should go fairly quickly and smoothly.

Note that if we do not have an existing relationship with this processor or Merchant bank, we would be happy to create one, but will still need you to make the request in order for us to get involved.

For additional support during this time, please provide us with the contact information for your merchant relationship manager and/or processor and we will assist with this transaction. This transaction cannot be completed without your official request and prior approval.

Providing the following information will also help to ensure which key is needed, whether it exists in our library or needs to be transferred, and that we are sure to inject the correct key once the final order is received.

Name of the Processor: Examples are: FDMS, Fifth Third, Chase, Elavon, WorldPay, Shift4, Global, Element	
Name of the Merchant Bank: Examples are: Wells, BAMS, Chase, PNC, First National,	
Merchant Bank Contact Name and phone number:	
Key Name and Key ID. AKA BDK, KSI, KSN: Example First Data Key 350 and FFFF123456	
Network Information or Switch Information: Example: TSYS, Buy Pass	
Terminal Type - Mfg & Model: Example: IDTech, Verifone, etc. & L4250, SmartPIN, MX8x0, etc.	

(If you cannot complete all of the information above, we are available [with our partners] to assist.)

Save the completed form then email the completed form to sales@touchwindow.com