

# Credit Card Support

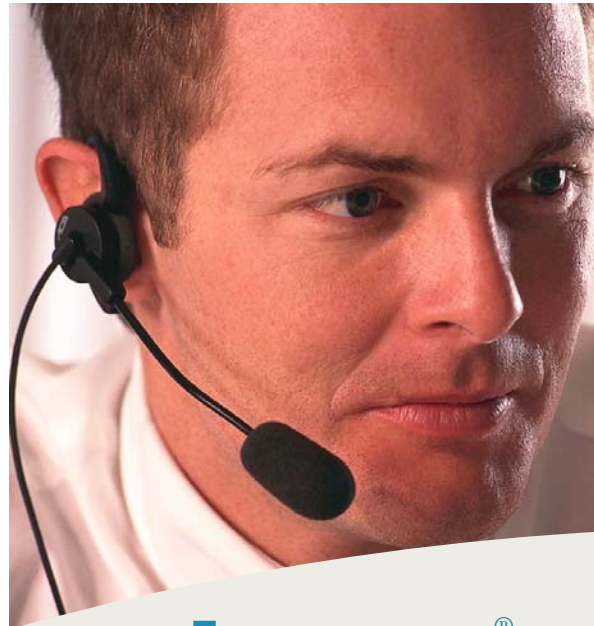


World Class Around-the-Clock Credit Card Support for Micros Customers.....  
**Only From Merchant Link**

## Why Merchant Link Support?

- **Dedicated Support For Micros Point of Sale Systems**
- **A support Organization That Understands the Micros Point of Sale Systems and Credit Card Processing**
- **Live 24 X 7 X 365 Support**
- **Single Point of Contact**
- **Fast Response**
- **Comprehensive Technical Expertise**
- **Customer-friendly support staff**
- **Coordinated, centralized support**
- **Pre-installation, installation, and downloads**
- **Ongoing technical support**
- **On-line diagnostic tools**

Merchant  Link



**micros**<sup>®</sup>

Merchant Link CA/EDC Support

QUESTIONS?  
CALL MERCHANT-LINK, LLC  
(301) 562-5000  
OR CALL  
TULSA CASH REGISTER  
DENISE SHOOK AT EXT 304

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Merchant Link CA/EDC Support

CA/EDC  
Support

CA/EDC  
Support



Get world class credit card support  
from Merchant Link

# Credit Card Support



- Micros RES 3000
- Micros e7
- Micros 9700
- Micros 8700

CA/EDC  
Support

## Merchant Link CA/EDC Support for Micros

### WHAT IS CA/EDC?

CA/EDC stands for credit authorization/electronic draft capture. Essentially, this is the piece of your MICROS system that allows you to process electronic transactions.

### WHO IS MERCHANT LINK?

Merchant Link is your direct connection to the payments industry. Merchant Link provides state-of-the-art connectivity between your MICROS point-of-sale system and your processor; offering a single point of contact for best-in-class 24x7x365 support and a fast, secure network with value-added services that save you time and money.



### WHAT IS MERCHANT LINKS RELATIONSHIP WITH MICROS?

MICROS partnered with Merchant Link for electronic transaction processing support for its MICROS point of sale systems. Merchant Link is available 24x7x365 to help merchants using MICROS point-of-sale systems with any credit card or electronic processing issues. All for one low annual fee.

### WHY IS IT NECESSARY TO USE MERCHANT LINK?

You do not have to use integrated credit cards, but if you do, your first year of support is free. MICROS has chosen to partner with and recommend Merchant Link for network and support services due to the complexity of electronic payments and the advantages it saw in the marketplace in structuring a relationship of this type. Most integrated point of sale systems lack the end-to-end support Merchant Link and MICROS provide.

Many merchants have told us "I would never be without this support. When you need them, it's invaluable!"



### CAN MERCHANT LINK HELP ME IF I LOOSE A TRANSACTION OR AN AUTHORIZATION?

If your transactions are carried over our network, Merchant Link can help! Our proprietary credit card look up tool allows Merchant Link tech specialists to access your info within seconds!

### WHAT IF I HAVE A PROBLEM WITH A BATCH OR THE BATCH DOES NOT SHOW UP AT MY BANK, CAN MERCHANT LINK HELP?

Merchant Link can trouble shoot and even dial into a merchant's system to find and fix authorization and settlement issues if necessary. Merchant Link can even re-key your batch if necessary.

Merchant Link  
CA/EDC Support

- Protect Your Investment
- Live Support 24 x 7 x 365
- Micros Specific Support
- Rebuild Lost Batches Find Lost Transactions
- Dedicated Merchant Support That Understands Your Micros POS System
- All for one low annual fee



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