



APPLY WIZARD Sales Guide

Apply Wizard Sales Guide

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This guide will give you step by step instructions to navigate Apply Wizard. There will be instructions for Entering a New Application, Filling out the Merchant Application, E-signing the Merchant Application and <u>Creating a Pricing Template</u>.

The below link will take you to Apply Wizard:

https://apply.payarc.net/apply/login

You should have received your log in credentials via email.

Once you are logged in you will see the Home Page in Apply Wizard.

Within the main homepage, you'll find a comprehensive list of applications. On the far right, you'll have access to a set of swift key options for efficient application management. These options include archiving applications, generating PDF copies, uploading supplementary documents to applications, making edits to applications, duplicating applications, and viewing application details. These quick actions empower you to streamline your application handling and boost productivity. You can also see the real-time status of each application as defined below:

Draft: Still being filled out, not sent to the merchant, or waiting for the merchant to complete.

Waiting on Merchant Signature: Waiting on the merchant to sign the application.

Application: Still in the applications process.

Underwriting: Still in the underwriting process.

Boarding: Still in the boarding process.

QA: Still in the QA process.

Post-Boarding: Still in the post-boarding process.

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Sales Professionals that have oversight of other Sales Professional's accounts are listed as a **"Primary Agent"**. The Sales Professional who sold the account will appear in the **"Agent"** column. There are additional folders for those Sales Professionals that oversee other Sales Professionals. These folders allow access to help manage those accounts.

Applications	&	Leads	
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						New Application
my Hending Apps My Si	gned Apps All Fending Apps	All signed Appe				sxport (CSV)
	From mm/ddiyyyy	C To mm/dd/yyyy C				
Primory Agent =	Agent =	Merchant DBA Nome =	Date Created =	Completion Rate =	Etotus =	0
🗆 John Buchanan	Eric Alvarez (Payarc)	Test - Christen Demo	10/27/2023, 2.50.24 PM	100 %	Waiting on Merchant Signat	SSAC PO
John Suchanan	Eric Alvarez (Payarc)	Eric DBA TEST	9/19/2023, 11.13.45 AM	0 %	Droft	

Applications & Leads

						New Application
All Pending Apps	All Signed Apps	_				Papart (CSV)
Q; test	From minida	Syyyy 🕲 to mmdd	avyyyy ®			
Primory Agent =	Agent =	Merchant DBA Name =	Date Created = Completion Rate	Stotus	Channel	0
0	Teot	test	10/25/2023, 3:51:38 PM 8 %	Droft		
0	Test ISV Agent	test	10/26/2023, 10:16:34 AM 28 %	Droft	ISV Channel	
🖂 John Buchanan	Fric Alvarez (Payarc)	Christen - Test	10/25/2023, 8:56:33 AM 98 %	Sent to Merchant	Payanc Inside sales	TOASSO

Entering a New Application

Select the "New Application" button to start a new application.

Sales professionals have the flexibility to skip specific sections when completing the application. This will however mean the merchant must complete the sections skipped by the sales professional. The merchant does not have the ability to skip any sections of the application.

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Clicking this button will open the "Merchant Information" section.

Complete the required merchant information.

Merchant DBA Name: Enter the Business Name.

Business/ Industry Type: Select the Industry type for the business you are submitting.

Pricing Template: Select a template if one is already created and saved. Otherwise, this section is not required to be filled in. Prompts will appear later in the application to enter the pricing and fees manually.

Contact First & Last Name: Enter the First and Last Name of the Merchant. This should be the contact on the account that PAYARC will work with. Not necessarily the owner; however it could be.

Merchant Contact Email: Enter the merchant's email address. This should be the email address of who PAYARC will work with on the account. This is also the email address that the application will route to for signature.

Once all fields are complete select "Save and Continue".

Applications & Leads

All Pending Apps A Q test	NI Signed Apps From mm/dd	lyyyy 🗑 To mmidd	liyyyy B			\rightarrow	New Application
Primary Agent =	Agent =	Merchant DBA Name =	Date Created =	Completion Rate =	Status =	Channel =	n
	Test	test	10/25/2023, 3:51:38 PM	8 %	Draft		
	Test ISV Agent	test	10/25/2023, 10:16:34 AM	28 %	Draft	ISV Channel	
John Buchanan	Eric Alvarez (Payarc)	Christen - Test	10/25/2023, 8:56:33 AM	98 %	Sent to Merchant	Payarc: Inside sales	

Edit Lead/Application

Merchant Information

Merchant DBA Name:*	test	~
Business/Industry Type:*	CBD	/ ~
Pricing Template:	(Pricing Template)	~
Contact First Name:*	tes	~
Contact Last Name:*	tes	~
Merchant Contact Email:*	jaime.simms@payarc.com	~

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Select the merchant's pricing model in **"Pricing"** section. The pricing will auto-populate if templates are pre-made. (See instructions on page 13) If not, you will need to enter the pricing and transaction information as applicable into the proper fields.

**Consult your SCHEDULE A for pricing floors and more information pricing the account.

Edit Lead/Application								
Pricing								
Pricing Model*	Tiered Pricing Visa/MC							
· · · · · · · · · · · · · · · · · · ·	O Interchange Plus Pricing							
	Bundle Rate/Blended							
	VISA / 🗢		45933	DISCOVER				
Pricing	<u>«</u>		s.	96				
Authorizations	<u>\$</u>		<u>å</u>	9				
Other fees								
Bank Sponsor Fee		Debit Card	Auth's					
	~	9						
Amex Sponsor Fee		EBT Auth's						
		Assessment the dentery Transmentation From						
Batton Fees		Account up	acter transaction Ree					
		Contrary Tennenting						
Chargebacks		Gateway Tr	ansactions					
°		Pre ACU Dei						
		Per Aun Rej	ect					
°		TheseAleri	fi Alasta					
		6	TAICIUS					
° Arbitration		Papid Disput	to Resolution (PDP)					
		s	te resolution (rok)					
Voice Auth's		Other						
•		Fee Nome		9				
Declines		Comments						
÷								
Refunds								
9								
AVS								
\$								
Monthly Fees								
Minimum Monthly Fee		Monthly Fee						
\$		9						
PCI Fee		Gateway						
9		0						
Risk Analysis		Web Monitoring						
\$		9						
Account Updater		POS Fee						
\$		9						
Terminal Fee		Statement	Fee					
\$		9						
Other								
Other Honthly Fee Name		9						

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Verify the final pricing on the **"Pricing Summary"** section and select **"Continue".**

Edit Lead/Application

nong summury	
Summary	
Merchant DBA Name: test Pricing Template: Pricing Madel Interchange Plus Pricing	
Interchange Plus Pricing	
Other Fees:	
Monthly Fees:	

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Once you select **"Continue"** you will be directed to the **"Terminal Set Up Questionnaire"** section where you will enter equipment information into the Terminal Set up Questionnaire. There will be 5 steps to this process. The Terminal Set Up Questionnaire is not required at this time but filling it out during this application entry process will greatly streamline the boarding process. After completing each step select **"Save & Continue"**.

Edit Lead/Application

 Terminal Set Up Questionnaire

 Step 1 of 5

 Who is paying for the Terminal?
 Agent
 Bill Merchant

 Terminal Type:
 Gateway
 EMV Terminal
 3rd Party POS

 Gateway setup by:
 PAYARC
 Agent

 Pin-debit Enabled (Customer will have to enter PIN)
 Yes
 No

 EBT (FNS# required):
 Yes
 No

Step 1:



Step 2:

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After finishing the Terminal Set up Questionnaire you will be able to send the Merchant Application to the merchant. The merchant will be able to continue filling out their information and sign the completed application. If you opt to have the merchant fill out the rest of the application, proceed.

If you would prefer to fill the rest of the application out for your merchant, skip to the **"Filling out the Merchant Application"** section below.

**The pricing and merchant information section must be filled out on the application prior to sending the application to the merchant. The merchant information and pricing information will then be locked down. The merchant will not have the ability to edit those fields. The merchant application link has a 30-day expiration. This information should be communicated to potential merchants to ensure timely submission of their application.

The email address that was entered on the **"Merchant Information"** page for the merchant's contact email address will be the email address the application will route to for signature.

See page 14 for the instructions **"Signing a Merchant Application"** with Adobe E-sign. $\mathbf{\Sigma}$

There are two ways to send the merchant the application.

(1) You may generate a link to the application to email the merchant.

Edit Lead/Application



(2) Select "Send to Merchant to

Complete" and an auto generated email will be sent to the merchant.

Edit Lead/Application

Send Merchant Application			
Generate and Copy Link			
			1
			\checkmark
	Go Back	Send to Merchant to Complete	Continue

Filling out the Merchant Application

Skip this section if you opted to send the merchant the application to finish.

If you prefer to fill out the entire application for your merchant, select "Continue" on the "Send Merchant Application" section.

Edit Lead/Application

	1
	\checkmark

You will now be taken to the Transaction Types section. You will need to fill in the "Transaction Types" on behalf of the merchant. Once complete select "Save & Continue".

For a merchant to be considered a **Card Present merchant they must have at least 70% of their transactions swiped.

Fill in the "Business Details" on behalf of the merchant. Once complete select "Save & Continue".

If a merchant has a website and takes e-commerce transactions, this field must be completed to avoid unnecessary account pends during the underwriting process.

Merchant Application

Transaction Types

Credit Card Swiped refers to any transaction taken in person. This includes swiping, interting the chip, contactless MOTO/Internet: 90 % ✓ MOTO/Internet is anything not in person, such as key entry. Intering: codis on file, ecommerc, etc. TOTAL: 100 %	10 %	~
MOTO/Internet: 90 % NOTOInternet is anything not in person, such as key entry, moleing, cords on file, ecommerc, etc. TOTAL: 100 %	Credit Card Swiped refers to any transaction taken in person This includes swiping, intserting the chip, contactless	
90 % Viotalinternet is anything not in person, such as key entry, nvoicing, cords on file, ecommerc, etc. TOTAL: 100 %	MOTO/Internet:	
MOTOIInternet is anything not in person, such as key entry, molong, cords on file, ecommero, etc. TOTAL: 100 %	90 %	~
TOTAL: 100 %		
100 %	TOTAL:	
	100 %	

Rueinaee	Detai	le
Dusiness	Deca	10

Business Details					
Please describe in detail what you do and what you sell,	inclu	ding pricing			
Merchant DBA Name:*				0	
test			~		
Office Street					
This is the physical location of your business. We do not accept POX B					
Office City					
Office State		Office Zip			
	Ý				
Contact First Name:*		Contact Last Name:*			
test	~	test	~		
Contact Phone:		Merchant Contact Email:*		ž.	
(999) 999-9999 x09999		test@gmail.com	~		
Ownership Type:		Website:			
	~	www.test.com	~		
This is the entity type you registered your business as.					\checkmark
		Cancel	Save &	& Send to Merchant to Complete	Save & Continue

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Once you select **"Save & Continue"** you will be directed to the **"Merchant Legal Information"** section.

Fill in the open fields and then select **"Save & Continue"**. The merchant's Legal Information must be where the business is legally registered, not the billing address or physical location.

**At any point during the "Merchant Application" you may stop and send the application to the merchant by selecting "Send to Merchant to Complete".

Merchant Application

Merchant Legal Information			
Merchant Legal Name:			
Registered Address:			
Registered City:	Registered State:		
	· ·		
Registered Zip:	Federal Tax ID:		
	99-9999999		
Date Incorporated:	State of Incorporation:		
mm/dd/yyyy	~		
This is the date that you registered your business.			
Customer Support #:			
(999) 999-9999			
			$\mathbf{\nabla}$
	Go Back	Send to Merchant to Complete	Continue

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Once you select **"Save & Continue"** you will be directed to the **"Transaction Information"** section. Fill in the open fields and then select **"Save & Continue"**.

When setting up the Desired Description Field, it's essential to consider what you want to appear on the customers' statements. This aspect is crucial because the accuracy and clarity of the information provided can greatly impact the number of chargebacks filed by customers who may not recognize or remember the merchant charge.

Amex ESA account number would be an account number that the merchant has direct with Amex for processing. This is usually due to the processing volume being over 1 million per year or having a direct relationship with Amex. If the merchant does not have an ESA account number, PAYARC will apply for Amex for the merchant through the Opt Blue process.

Do You Currently Accept Credit Cards?	Yes No
Total Monthly Processing:	Average Ticket Value:
Highest Ticket Value:	Desired Descriptor:
FNS#:	
How much Amex do your process each year?	AMEX-ESA #:
Has Merchant Ever Had Processing Account Terminated?	Yes No
Has Merchant or Owners ever filed for bankruptcy?	Tes No



After selecting **"Save & Continue"** you will be directed to the **"Signing Owners Information"** section. Select **"Add Principal Owner"**.

Merchant Application





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Fill in the Principal Owner's information and then select **"Add Owner"**.

Add Principal Owner

First Name:		Last Name:	
Title:		Ownership %:	
(Title)	~		
Address:		City:	
State:		Zip:	
	~		
Phone Number:		Email:	
(999) 999-9999 x99999			
Date of Birth:		SSN:	
mm/dd/yyyy		999-99-9999	
Drivers License #:		Drivers License State:	
		(State)	~
Other ID Type:		Other ID Number:	
Other ID Country:			
			\downarrow
			Cancel Add Owner

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You will now see the **"Owners** Information Summary" section. If the information is correct select **"Continue"**. If you need to edit the owner's information, select edit and make the changes. Once changes are completed select **"Continue"**.

The ownership information must include 51% of the company's ownership. If any owners have more than 25% ownership they must also be entered in this section.

	Add Principal Owner		
51 %	Edit Delete		
• Yes	No		
	Add Additional Owner		
	51 % • Yes	Add Principal Owner 51 % Edit Delete • Yes • No Add Additional Owner	Image: State

Fill in the **"Financial Information"** section and select **"Continue."** GIACT is ran at this time to verify the bank account. If the bank account is not correct it must be updated.

*At any point of the "Merchant Application" you may stop and send the application to the merchant by selecting the "Send to Merchant to Complete" button.

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If the merchant has 30% or more Card Not Present (CNP) you will be prompted to fill out a Questionnaire.

When the **"Questionnaire"** section appears, fill in all the fields and select **"Continue"** until all 8 screens of the Questionnaire are complete.

Step 1:

Merchant	Applicatio	on			
Schedule D - MOT Step 1 of 8	0 / Internet Questio	onnaire			
Will you accept payments fo	r products/services on your W	ebsite?			
🗿 Yes 🕘 No 🌑 or I	do not have a website.				
Provider					
(e.g. Verisign, Thowte, E	ntrust, Other - specify).				
What % of your productelee	nices will be sold/delivered in	the following markets (t	otol must equal 300%-12		
North America	Europe		Other Markets		
3	96		16		
What percentage do you se	to:				
Business		Consumers			
91		55			
			Cancel	Save & Send to Merchant to Complete	Save & Continu

Step 3:

Merchant Applica	ition
Schedule D - MOTO / Internet Qu Step 3 of 8	estionnaire
Do you refund 100% of the purchase price?	Ves No
When do you charge the customer?	Shipment/Completion of Service Order
In the case where a product is shipped, is the shipn	nent trassoble? 💮 Yes 🌑 No
is a delivery receipt requested?	💿 Yes 💿 No
What is the normal "turnaround time" from when yo	au receive the order to the customer receiving the goods/services:

Merchant Application

Merchant Legal Name:	Federal Tax ID:
	99-9999999
Bank Account #/DDA:	Transit Routing #:
Bank Account Type	
Checking	v

If the merchant will accept payments for products/services on their website they must enter the SSL provider in the Provider section.

Step 2:

Merchant Application		
Schedule D - MOTO / Internet Questionnaire Stop 2 of 8		
Driefly outline your return policy: Greater than 30 Days C Less than 30 Days No Returns	Other	
What % of refunds (to your total monthly sales) is usual?	-16	
How many days does a refund usually take?	Σαγε	

Schedule D - MOTO / Internet Questionnaire Resp 4 of 8 Way to the demonstrational dependence (the full value or of free purposes paid in advance) Way is your product wombioused? City	Merchant Applic	ation	
top 4 of 0 by you take advance deposite? Is prover type if the full value or a final port sporwer paid in advance if we is your product wombased? City Tote Zp v v v v v v v v v v v v v	Schedule D - MOTO / Internet C	uestionnaire	
be you take advance departs? concernings of the full value on a freet party party take advances (Step 4 of 8		
We is your product womhoused? City Data Zp To you own the product/inventory at the time of wale? Wes No	Do you take advance deposits? (a percentage of the		
Noter is your product wombused? Offy	Yes No		
Paste Zp V V V V V V V V V V V V V	Where is your product warehoused?	City	
Rote Zip v by you own the product/inventory at the time of sale? Wes () No			
v Na you own the product/inventory at the time of sole?	State	Zip	
be you seen the product/foreentary at the time of sole? 💿 Yes 💿 No		~	
	Do you own the product/inventory at the time of	aale? 🔴 Yes 🔵 No	

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Step 5:

Merchant Application Merchant Application Schedule D - MOTO / Internet Questionnaire Schedule D - MOTO / Internet Questionnaire Are there any other companies involved in accepting, shipping, or fulfilling the service or product or the billing of the customer? Is your pr 🔵 Yes 🔵 No 🔵 Yes 🌑 No Do you take payments for memberships, subscriptions, or packages? 🔵 Yes 🔵 No How do you advertise? (Catalogs, magazines, TV, Internet, etc.) List all that apply Who enters credit card information at time of payment? Consumer Fulfilment Center Merchant Step 7: Step 8: **Merchant Application** Merchant Application Schedule D - MOTO / Internet Questionnaire Schedule D - MOTO / Internet Questionnaire If subscriptions are sold, how do you manage the recurring payme Do you want to perform Verified by Visa or MasterCard SecureCode with any of your tre PayArc's Gateway Other Yes No Do you want to capture the Consumer Biling Address (AVS) on any of your tran Do you want to capture the Card Validation Value (CVV) from the back of the card on any of your tre Yes No

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Step 6:

This question is referring to 3D Secure.

3D Secure is an additional layer of identity verification, before authorization on e-commerce transactions.

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After the Questionnaire is complete, you will land on the **"Document Upload"** section of the application.

Upload all required documents by selecting the **"Upload"** button. The documents required will be based off the information that was collected through the application entries.

Once all documents have been uploaded, select **"Continue".**

Please note that once an application is signed by the merchant and submitted no edits or document uploads can be completed through Apply Wizard. Additional documentation should be submitted through the pended link that underwriting sends via email.

Merchant Application

Document Upload	
Required Documents*	
Articles of Incorporation	Upload 🍙
Bank Statement	Upload 🍙
Business Certificates/Article	Uplood 👩
Driver's license or US Government issued ID	Upload 👩
Inventory/Fulfillment agreement	Upload 👩
Processing Statement	Uplood 🝙
Additional/Optional Documents	Uploed 🔥

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After selecting **"Continue"** you will land on the **"Application Summary"** section. This is a rollup summary and breakdown of each section of the application.

This section will outline the fields that need completed before final submission.

If edits need to be made select the **"Edit"** icon on each item to make the corrections. Once complete select **"Send to Merchant to Complete"**. This will generate an email to the merchant to sign an adobe pdf copy of the application.

Once the application is complete it will be sent to the merchant to start the Merchant Engagement Process. The merchant application link has a 30-day expiration. This information should be communicated to potential merchants to ensure timely submission of their application.



Signing a Merchant Application with DocuSign

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An email will arrive to the merchant from DocuSign, sent on behalf of PAYARC LLC, with the following details:

If you do not receive an email within 10 minutes, please check your spam or junk mail folder.

Sender: dse_NA4@docusign.net

Subject: Signature requested on "PAYARC Merchant Application – {Your DBA Name}.pdf"

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Open the email and locate the **"Review Document"** button. Click on it to proceed.



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After clicking the button, the DocuSign link will open in the web browser. At the top of the screen, select **"Continue"** to initiate the signing process.



Click **"Start**" located at the top left of the screen.

START	payarc	MERCHANT APPLICATION	B Fresno First-
	1. SUMMARY OF BUSINE	SS (Please describe in DETAIL what you do and what you	sell including pricing):
	2Signers5149Test		

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Enter full Name and initials and then click, "Adopt and Initial".

Adopt Your Initials	^
Confirm your name, initials, and signature. * Required Full Name*	Initials*
SELECT STYLE DRAW UPLOAD	Change Style
DocuSigned by: UNENDWIN Name E01B811590D94F4 By selecting Adopt and Initial, I agree that the signature and initials will be the electronic represent my agent) use them on documents, including legally binding contracts.	ventation of my signature and initials for all purposes when I (or
ADOPT AND INITIAL CANCEL	

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Navigate to the next field by clicking the "Next" button.



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Once you have signed and initials all required fields select "**finish**" at the top right of the screen.

Done! Select Finish to send the completed document.		FINISH	OTHER ACTIONS +
	@ Q ⊻∗ 吾 ⑦		Ľ
By (Principal #1): Name:	Under Mann Mann Jan 12, 202 By: By: Ista Stolomore The: Date: Date:		
By (Principal #2): Name:			

Creating a Pricing Template

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Select "Pricing Template" and then "New Pricing Template".

Consult the Schedule A for pricing floors and more information.

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Enter a **"Template Name"**. Select a **"Discount Rate Program"** then **"Save & Continue"**.

**If you are a Sales Professional that oversees other Sales Professional's accounts, you can share with them the template by selecting "Share with all sub agents".

If cash discount or dual pricing is applicable, Bundled Rate/Blended must be selected.

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Enter the rates in the **"Edit Pricing Template"** and then select **"Save & Continue".**

Pricing Templates

Pricing Templates

Agent

New Pricing Template		
Template Name:*		
Discount Rate Program:*	Tiered Pricing Visa/MC	
	Interchange Plus Pricing	
	O Bundle Rate/Blended	
Share with all sub agents:		

Template Name

Discount Rate Program

Pricing Templates

Edit Pricing Template

Tiered Pricing Visa/MC				
	VISA / 🌨	100000000 10000000	DISCOVER	Debit
Pricing				
Qualified1	%	%	%	%
Mid-Qualified2	%	%	%	%
Non-Qualified4	96	%	%	%
Transactions				
Qualified Authorizations	\$	\$	\$	\$
Mid-Qual Authorizations3	\$	\$	\$	\$
Non-Qual Authorizations5	\$	\$	\$	\$



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Fill in "Other fees" and select "Save & Continue".

Pricing Templates

Edit Pricing Template	
Other fees	
Bank Sponsor Fee	Debit Card Auth's
%	\$
Amex Sponsor Fee	EBT Auth's
%	8
Batch Fees	Account Updater Transaction Fee
\$	\$
Chargebacks	Gateway Transactions
\$	\$
Reversal	Per ACH Reject
0	0
Retrievals	Ethoca/Verifi Alerts
\$	\$
Arbitration	Rapid Dispute Resolution (RDR)
ŝ	\$
Voice Auth's	Other
0	Fee Name 8
Declines	Comments
\$	
Refunds	
\$	
AVS	
0	

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Fill in **"Monthly fees"** and select **"Save &** Continue".

Pricing Templates

Edit Pricing Template	
Monthly Fees	
Minimum Monthly Fee	Monthly Fee
\$	\$
PCI Fee	Gateway
\$	\$
Risk Analysis	Web Monitoring
\$	\$
Account Updater	POS Fee
\$	\$
Terminal Fee	Statement Fee
\$	\$
Other	
Other Monthly Fee Name	\$

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Review the **"Summary"** of pricing fees. If you need to make changes, select **"Go Back"** and edit the fees. Otherwise it will auto save your template.

Pricing Templates

Edit Pricing Template

Summary	
Discount Rate Program Interchange Plus Pricing	
→ Interchange Plus Pricing Pricing Visa/MC	2.00000 %
- Monthly Fees:	
Statement Fee	\$ 25.00
- Other Fees:	
Voice Auth's	\$ 0.2500



You will now see the summary of your "Pricing Templates".

Pricing Templates

Agent	Template Name	Discount Rate Program	С
Test ISV Agent	tester	Tiered Pricing Visa/MC	1 C
Test ISV Agent	template 1	Interchange Plus Pricing	10
Test ISV Agent	Sally Merchant	Interchange Plus Pricing	T C
Test ISV Agent	test	Interchange Plus Pricing	1 C
Test ISV Agent	test cd	Bundle Rate/Blended	•



To learn more, please contact PAYARC support. Support Phone - (877) 203-6624 Support Email - support@payarc.com

