

ISO Frequently Asked Questions (FAQ)

Mobilescape Agent Questions

Q: What processing networks do you work with?

A: We work with FDR Omaha, FDR Nashville, FDR North, Vital, Global East, Nova and Chase Paymentech at this time. We have direct connections to processors and utilize payment gateways to reach the processor networks for authorizations.

Q: What is the procedure for activating a new account?

A: Once you have received the active merchant approval from your processor, fax a copy of the completed Online Merchant Setup Packet and a voided check to 713-735-5503. We will activate the merchant within 24 hours and ship a pre-programmed terminal within 48 hours.

Q: Do merchants have to keep track of the signed receipts?

A: No. With our advanced electronic receipt options, all signatures are electronically captured and stored on our secure reporting web site for eight calendar months. This is processor independent--our real-time signature capture works with all processors.

Q: Can merchants review transactions online?

A: Yes. Visit www.mobilescape.com and go to the Customer Login link. The merchant will need their User ID and Secure Password that was received when the terminal was shipped. With our Mobilescape Manager website, the merchant will have full access to view their transaction records seconds after they are processed.

Q: Who does my customer call if they are having trouble with their Mobilescape terminal? What kind of support can they expect?

A: To initiate a support request, have your merchant call the toll-free Mobilescape Helpline at 1-866-414-5600. If a merchant's call is received during the business hours of 8:30 a.m.-5:00 p.m. CT, a Mobilescape support team member will answer their questions or assist them in diagnosing the issue they are experiencing with the terminal. However, if the merchant contacts the helpline after 5:00 p.m. CT an after hours support member will log their question/issue and forward it to an on call technical support member who will return their phone call.

Q: What is the warranty on Mobilescape devices?

A: BankServ warrants a Mobilescape terminal purchased from BankServ, or from an authorized BankServ reseller, against defects in materials or workmanship under normal usage for a period of one (1) year from the date of original purchase. The sales receipt, showing the date of purchase is the proof of purchase date and is required to make a warranty claim.

Q: Do you have sales support?

A: Yes. If you have any questions you can contact our Relationship Manager, Roy de Souza at 1-866-255-5500 ext 5532 or rdesouza@commerciant.com.

Q: Can I lease the Mobilescape terminal?

A: Yes. We are working with several lease companies and we will refer you to those that have approved the Mobilescape terminal. If you want us to work with your existing lease company, simply refer your lease company to our relationship manager and we will start the process.

Q: Can you customize the Mobilescape solution?

A: For large accounts, we can customize the user interface and integrate our database with certain client applications. In these cases we need to scope the size of the project and give the customer a software development price quote.

Mobilescape Equipment Questions

Q: How many transactions can I perform on a single battery charge?

A: The Mobilescape terminal performs about 600 transactions before the battery needs to be recharged.

Q: Where can I get paper rolls?

A: Mobilescape thermal paper can be ordered by calling the Mobilescape Helpline at 1-866-414-5600 or online at www.mobilescape.com/support/accessories/index.htm. A roll of thermal paper is 2.25" wide and 38' long, and is available for purchase 25 rolls per box.

Q: How many printouts can I get from a roll of paper?

A: A standard roll will generate about 96 receipts.

Q: How many transactions can the terminal store?

A: The Mobilescape terminal can store up to 300 transactions before it must transmit pending transactions.

Q: Can I use the terminal while it is being charged?

A: Yes. The Mobilescape terminal is fully operational while plugged in to a Mobilescape approved charger.

Mobilescape Service Questions

Q: Where can I use my Mobilescape terminal?

A: The Mobilescape terminal can be used in any location that has Sprint cellular phone coverage. We utilize the Sprint PCS data carrier network. To validate coverage in your area, you can click the "Our wireless coverage" button at www.mobilescape.com.

Q: What happens if I cannot get a wireless signal?

A: The terminal can perform an offline transaction where the receipt is printed and the transaction is stored in the terminal. Then when the Mobilescape comes into range of a tower, it will automatically transmit any pending transactions.

Q: What cards can be accepted on my Mobilescape terminal?

A: MasterCard, Visa, Discover, and American Express.

Q: Is it secure to perform credit card transactions via wireless technology?

A: Yes. We use the highest security possible. Since the Mobilescape is designed and built specifically for financial transactions; we assure the data is secure in all steps of the transaction. Other providers will utilize general purpose equipment that can be easily modified to capture sensitive information without the merchant knowing. This is not possible with our system because it is designed from the beginning to execute financial transactions securely.

Q: How do merchants manage their BankServ account?

A: Our service includes a secure web site where merchants can view a variety of reports. Merchants also have the ability to download transaction details in Excel format that can be imported into accounting and spreadsheet software. (This is provided free of charge)