



## Omaha - Miscellaneous Fees and Grids Change Request

Date:	
ISO Name:	Jpappas Payments
ISO Contact Name:	Tina Pappas
ISO Phone Number:	973-429-0725
ISO Email Address:	Support@jpappas.net
Omaha Merchant Number:	
Merchant DBA:	

**Authorization Income Grid:**

Please Select an Option

**Current Statement Bundle  
Option:**

Please Select a option ▼

**User Defined Income Grid:**

Add/Change

**Note: Please Select your Bundle Option in order to  
update MPG & TDG on the account**

Account Charge 1 - Monthly Minimum:

Account Charge 2 - Statement Fee:

Account Charge 3:

Account Charge 4:

Account Charge 5 - Regulatory Product  
Bundle Fee:

Tin Blank | Inactive:

IVR Usage:

Website Usage:

Chargeback Fee:

Retrieval Fee (12 B Letter):

Sales Transaction Fee:

Batch Fee:

Return Transaction Fee:

ACH Reject Income:

EIDS Charge:

MFC Grid ID:

\_\_\_\_\_  
Merchant's Signature

**\*Required if Increasing or Adding  
Fees to the Merchant's Account**

\_\_\_\_\_  
Date

**Omaha Miscellaneous Fee and Grid Change Request Form  
(Updated April 11, 2014)**

Overview: Use the Omaha Miscellaneous Fee and Grid Change Request form to update the following:

- Authorization Income, User Defined, Merchant Pricing, Tiered Discount, and MFC Grid IDs assigned to a merchant account record.
- Merchant fees including Sales, Batch, Return, Chargeback, Retrieval (12B Letter), Account Charges 1-5 (Monthly Minimum, Statement Fee, Regulatory Product Bundle), IVR Usage/Invalid TIN, Website Usage, ACH Reject, and EIDS Charge.

To ensure timely processing, completed forms are to be submitted through Merchant Service Center (MSC) by opening a **Maintenance** request:

- Make sure the MID/DBA Name on the work order matches what is on the supporting documentation provided including the completed maintenance form.
- Select **Omaha** as the Acquirer platform; **Omaha** as the Authorization Network
- When adding the work order, select **Banking, Funding, Rates & Fees** as the work order category; select **Rates & Fees** for the work order type.
- Make sure all pertinent documents are attached to the work order, including the completed maintenance form.

Pertinent items of note when completing the form:

- For the Authorization, User Defined Income, Merchant Pricing, Tiered Discount, and MFC Grid ID fields, legibly input the grid ID you wish to assign.
- In order to input the Grid ID for the Merchant Pricing and Tiered Discount grids, you must first select current Statement Bundle Option setting for the merchant location you are seeking to change.
- For the fee fields, legibly input the fees you wish to assess. If you are seeking to remove a fee, please input "0.00".
- **Changes resulting in the raising of existing fees, or the introduction of new fees, will require a merchant signature. In lieu of a merchant signature, the following is acceptable:**
  - A signed and dated MPA (without alterations). Or,
  - A copy of the outgoing merchant communication (previously approved by First Data) disclosing the fees to be introduced or raised.

**A merchant signature is not required for assigning or changing existing Tiered Discount Grid IDs.**

**Requests submitted incorrectly will result in delays in processing, which may ultimately require the resubmission of your request.**

**Please allow 2 full business days for processing. Rush requests are processed on a best efforts basis.**