



Omaha - Cancellation, Reinstatement, and Seasonal Request

Date:	
ISO Name:	Jpappas Payments
ISO Contact Name:	Tina Pappas
ISO Phone Number:	973-429-0725
ISO Email Address:	Support@jpappas.net
Merchant DBA:	
Omaha Merchant Number:	
Nashville/Cardnet/Buypass MID:	
Clover Merchant:	<input type="checkbox"/> Yes

Please Select Platform(s) to Update: Reset Options

<input type="radio"/> Omaha Only	<input type="radio"/> Nashville Only	<input type="radio"/> Cardnet Only	<input type="radio"/> Buypass Only
<input type="radio"/> Omaha and Nashville	<input type="radio"/> Omaha and Cardnet	<input type="radio"/> Omaha and Buypass	

Select Request: Cancel Merchant Account ▼

Merchant Request	Business Closed
Fee Related	New Owner (Sold Business)
Different Processor	Agent/ISO Request
Other:	<input style="width: 100%;" type="text"/>

If none of the Fees are selected for change or removal, the account will be Cancelled with all fees removed.

Updating User Defined Income Grid

Please Select an Option

Updating Account Charge 2

Please Select an Option

Updating Account Charge 4

Please Select an Option

Updating Recurring Fee Field (Recurring Fee)

Please Select an Option

Updating GGe4 Indicator Flag

Please Select an Option

Updating Account Charge 1

Please Select an Option

Updating Account Charge 3

Please Select an Option

Updating Account Charge 5

Please Select an Option

Updating Mastercard License Flat Fee

Please Select an Option

Updating MFC Grid

Please Select an Option

Merchant Signature
*Required if increasing or adding rates

Date

ISO Signature
Required for Cancellation Requests

Date

**Omaha-Cancellation, Reinstatement, and Seasonal Request Form
(Updated July 28, 2014)**

Overview: Submit the Omaha-Cancellation, Reinstatement, and Seasonal Request Form, to cancel existing accounts. The form can also be submitted to reinstate previously cancelled accounts or place accounts on/off seasonal hold.

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; select **Omaha, Buypass, Cardnet (North Bridge), Nashville, or Compass** as the Authorization Network (the front-end platform the merchant is processing on).
- When adding the work order, select **Merchant Account Update** as the work order category;
 - If you are cancelling an account, select **Cancellation** for the work order type.
 - If you are reinstating an account, select **Reinstatement** for the work order type.
 - If you are placing an account on/off seasonal hold, select **Seasonal Hold** 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:

- **Please select the platform(s) for which the changes are going to apply.** Also, please provide the MIDs for all platforms for which changes will be made. This will ensure that changes are made to both the authorization (front-end) and settlement (back-end) platforms.
- If you are updating information for platforms in addition to Omaha, please provide pertinent Buypass, Cardnet (North Bridge) or Nashville MID information in the reserved field.
- If the merchant is processing with Clover Station merchant, please indicate in the space reserved.
- If you are cancelling an account and none of the fee or GGe4 Indicator settings are selected for change or removal, the account will be cancelled with all fixed fees removed. GGe4 will be deactivated.
- If you are reinstating an account and none of the card type, fee, or GGe4 Indicator settings are selected, the account will be reinstated with the aforementioned restored to values set prior to cancellation.
- **Non-seasonal accounts that have been inactive for 90 days or closed at First Data's request will not qualify for reinstatement. These accounts will require the submission of a new merchant processing application (MPA).**
- If you are placing an account on seasonal hold, and none of the card type, fee or GGe4 Indicator settings are selected for change or removal, all card types will be disabled and only the monthly minimum (Account Charge 1) will be removed.
- If you are taking a merchant off seasonal hold, and none of the card types, fee, or GGe4 Indicator settings are selected for change or removal, the account will be taken off seasonal hold with the aforementioned restored to values set prior to being placed on seasonal hold.
- **A signature from a client representative is required on all cancellation requests.**

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.