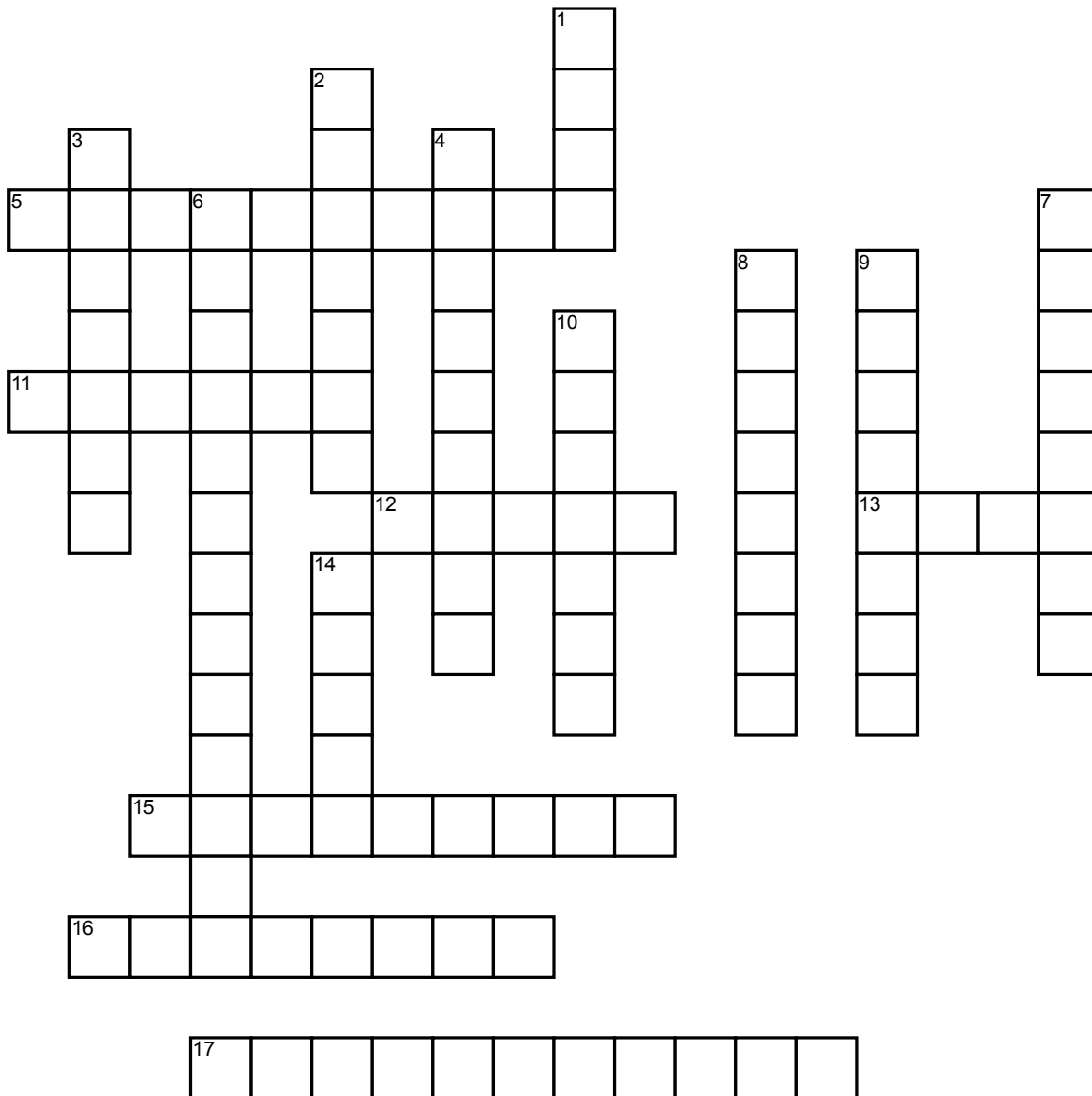


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Merchant Services



## **Across**

**5.** What is our Tempe CAN HD team name?

**11.** Capital of Saskatchewan

**12.** What field in CST allows you to see the merchant association?

**13.** Standard time frame for on site replacements should be within \_\_\_\_\_ hours

**15.** If a wireless terminal requires a base, it communicates via \_\_\_\_\_.

**16.** What kind of terminals have an "F" or "admin" button?

**17.** What do you do for a Tamper error?

## **Down**

**1.** During a closure, for merchants with \_\_\_\_\_ than 1 year of service, you must advise about the early termination fee and the terminal service charge.

**2.** Capital of Nova Scotia

**3.** Most of the equipment we send our merchants comes from what company?

**4.** What department do you send merchant to for rate reviews?

**6.** What in Tandem should be checked if a merchant has a duplicate batch error, but does not have duplicate transactions?

**7.** Capital of British Columbia

**8.** What tab in Peoplesoft TTT tells you specific info about each merchant and how to handle their account?

**9.** What terminal's home screen says Sale, Settlement, Void?

**10.** Capital of Ontario.

**14.** How many times should you attempt to contact a merchant during the rework process?