

## **MVP\_VID\_04\_NZ - ONBOARDING VIDEO**

At American Express, we're looking forward to helping you increase revenue, create efficiencies and identify future growth opportunities for your business.

To help you start attracting higher spending Cardmembers, we'll send you a welcome pack that includes our contact details for support, your Merchant ID and frequently asked questions. Then, to be ready to accept your first transactions, simply follow these steps:

To ensure that your terminal is set up correctly, contact us on 0800 800 855— 24 hours a day, every day of the week. Our teams can help you activate an online or telephone order payment solution, to enable American Express acceptance on your terminal. Drive high-spending Cardmembers to your business and maximise your sales potential with our extensive range of Point of Purchase materials, designed to show your customers and prospects that *your* business welcomes American Express Cards.

You can order your complimentary POP material by calling us on 0800 800 855 or visiting [americanexpress.co.nz/merchant](http://americanexpress.co.nz/merchant). The majority of our Merchants who bank with the major banks, and submit their transactions by 3.30pm will have their money cleared and available in their accounts by 9am the next business day. We also have a clear and simple fee structure to help you do more business. Costs are transparent and upfront when accepting American Express, so you needn't worry about any hidden extras.

Online Merchant Services offers efficient account management. It's a quick and reliable way to track your American Express Transactions, and easily resolve disputes. It allows you to view, print and download any statement period from the last 13 months; view pending or paid transactions in a secure environment; and track payments and submissions daily.

Signing up for Online Merchant Services is easy! Just visit [americanexpress.co.nz/merchant](http://americanexpress.co.nz/merchant). Finally, don't forget to let your staff know that you now accept American Express, so they can welcome a new customer base of high-spending and loyal Cardmembers. Which can boost revenue, increase efficiency, and develop future growth opportunities for your business. It makes sense to say 'yes' to American Express.

American Express helps businesses do more business. For more information, call 0800 800 855 or visit us at [americanexpress.co.nz/merchant](http://americanexpress.co.nz/merchant)