



Important Credit Card Set Up Instructions

A Merchant account must be obtained in order to process credit card transactions.

If you need to open a merchant account:

WashGear recommends that a Merchant Account be set up as soon as you decide to purchase your WashGear system. It may take 5 to 10 days depending on the provider you choose. You must contact a Bank or Merchant Service Provider to set up a Merchant Account. **Note: Vital Platform is the only Platform supported by WashGear.**

No matter which option you choose, WashGear will need your merchant provider to Fax or e-mail your merchant account information and contact information for both you and them to 970-241-8695 or sales@washgear.com. Once WashGear has received your merchant account information a software activation code will be issued. **This can take up to 24 hours.** WashGear will then send your merchant account set up sheet to your distributor or you via fax or e-mail.

Option 1: If you do not already have a merchant account WashGear recommends that you use Bank of America WashGear's preferred provider. They are familiar with how your merchant account needs to be set up and there is no charge when you use Bank of America.

Bank of America:

Ron Chow

Phone# 1-661-222-3402 Fax# 1-415-796-5604

If you have an existing merchant account:

Option 2: If you have an existing merchant account that is set up on Vital platform you may use that account. The CardMate system requires its own terminal ID number so if your installation of the CardMate system is an addition to rather than a replacement of your present credit card processing equipment you must contact your provider and request an additional terminal ID number.

Option 3: You may choose your own merchant provider as long as they provide you with an account set up on the Vital platform. **Due to the inevitable increase in support costs related to merchant providers this option does require the purchase of a Merchant Provider Support Package at the cost of \$75/Site.** The merchant provider will ask you the following questions:

1. What is the name of the company or system that you will be using? WashGear
2. What is the name of the software? CardWorks
3. Please provide your provider with the attached set up sheet

If choosing option 2 or 3, you will need to inform your merchant provider that the CardMate is a customer activated terminal and no signature will be captured.