

MX™ Storefront

Frequently Asked Questions (FAQs)

Partner

1. How do I log into my MX™ Storefront Partner Portal?

You should have received your MX™ Storefront Partner Portal URL, username and password in your MX™ Storefront Welcome Email. If you no longer have this material in your possession, please contact MX™ Storefront customer service using the following information to receive another copy of your Welcome Email:

Contact number: (844) 225-2674
Support link: www.prioritypaymentsystems.com
Email: rmteam@pps.io

2. How do I add another sales representative user to my MX™ Storefront Partner Portal?

To add a user to your MX™ Storefront Partner Portal, please contact MX™ Storefront customer service and submit a formal request.
Email: rmteam@pps.io

3. What can I do within my MX™ Storefront Partner Portal?

Within your MX™ Storefront Partner Portal, you can accomplish four major tasks:

- Create new MX™ Storefront accounts;
- Modify existing MX™ Storefront accounts;
- Change the account activity state of your MX™ Storefront accounts; and
- Change the account status of your MX™ Storefront accounts.

4. I would like to create an account for a merchant that is not a supported business type in my Partner Portal. How can I do this?

In MX™ Storefront, the “Business Type” dropdown contains an option called “Other.” This option enables you to create an MX™ Storefront account for any merchant within your portfolio.

The difference between the “Other” category and all of the other categories listed in your MX™ Storefront system is that the “Other” category does not provide business type-specific content (i.e. pages, text, images, etc.). Instead, MX™ Storefront accounts created with the business type “Other” provide a website that has generic content and it is up to the sales support staff or the merchant to add unique, business-relevant content.

Please note that all third-party data (i.e. Business Map, Business Streetview) will still load for the merchant because this content is not driven by the business type, but rather by the merchant account information (i.e. street address).

5. How often are new business types added to the MX™ Storefront system?

New business types are added to the MX™ Storefront system on a periodic basis - this is an

ongoing discussion with the product and sales teams.

6. How do I submit a request for a new business type for the MX™ Storefront system?

To submit a request for a new business type for the MX™ Storefront system, please contact MX™ Storefront customer service and submit a formal request.

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7. How often is new content created for an existing business type in the MX™ Storefront system?

Similar to new business types, additional content for existing business types in the MX™ Storefront system is added on a periodic basis. This is balanced with the needs for new content, so specific sales feedback will help ensure that the product teams are building toward the needs of merchants.

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8. My merchant has a custom domain for his business. How do I set up his account with his custom domain?

To set up a custom domain for a merchant, there are two processes that need to take place:

Step 1: Submitting Domain Information to MX™ Storefront

- 1) Log into Partner Portal.
- 2) When creating merchant, insert domain name into "Custom Domain" field on "Add a merchant" screen. Note: do not submit "http://" or "www" in this field - just insert the domain itself.
- 3) Create the merchant.
- 4) From the "Manage merchants" screen, click on the "Modify" pencil icon for the merchant.
- 5) You will see a button on the right-hand side that says "Get Domain Values." Click this button.
- 6) Copy 4 domain values shown.

Step 2: Submitting MX™ Storefront Information to Domain Provider

- 1) Log into domain management system account.
- 2) Identify the necessary steps to change the "nameservers" for the domain.
- 3) Delete the current default nameservers provided by the domain management system
- 4) Paste the values extracted from the MX™ Storefront system into the "nameserver" fields in the domain management system.
- 5) Save your account settings.

Note: this change will take up to 48 hours to propagate and take full effect. For more information on specific domain providers, please see the "MX™ Storefront Domain Guide."

9. What is the difference between the "Website" and "E-commerce" website types?

The “website type” field indicates whether the merchant’s website is e-commerce enabled or not. If the website type is set as “website,” then the merchant’s website will not have standard e-commerce functionality (i.e. products pages, shopping cart, checkout workflow, and integration to payment gateway). If the website type is set as “e-commerce,” then the merchant’s website will have standard e-commerce functionality.

10. What is the purpose of the “Template” selector?

The “template” selector enables the partner user to select a particular template for a merchant website being created. If no value is selected, then the MX™ Storefront system will automatically select a template based on usage of all templates to date.

11. What is the purpose of the “Website Price” field?

The “website price” field enables the partner user to input the price of the product to the merchant. If the Partner decides to go-to-market with varying price points for the product, this field helps to calculate billing and commissioning on a monthly basis. This field is not required, and if the price points are fixed, this field should remain blank.

12. What are the best practices for uploading a business logo to the MX™ Storefront system?

The “business” logo must always be in .jpg or .png format, and should be square for best results. Some templates may not accommodate all logo dimensions, but the partner user can edit and reupload the merchant logo through the “Update Merchant” page. Also, the merchant can edit and reupload their logo through the Merchant Portal if desired. Note: the best resolution is a square image with the following dimensions: 116px x 116px.

13. Does the MX™ Storefront system accept any currencies other than USD (Dollar)?

At this time, the MX™ Storefront system does not accept any currencies other than USD. More currencies will be added in the future as more regions board onto the platform.

14. Do I need to supply a Google key for my merchant when setting up an account?

No - this is an optional field and you do not need to supply it to create the merchant’s MX™ Storefront account. This field will enable your merchant to use Google Analytics to view statistics about his website. The merchant can also add this through the MX™ Storefront Merchant Portal at a later time if they choose to do so.

15. How do I add links to Yelp, Facebook, Twitter, and Google Plus to the merchant’s account?

To add these fields, simply input the URL ending for the merchant’s page on each platform into the respective field. For example, if the merchant’s Yelp URL is <http://www.yelp.com/biz/mybusiness>, the partner user should only enter “mybusiness” into the Yelp ID field. This same format is expected for all four fields presented on the “Create

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merchant” form.

Note: if a valid phone number is added, the Yelp URL ending automatically populates to the system.

16. My merchant’s credit cards did not register on my merchant’s website. What did I do wrong?

The most likely error is that the partner user entered a space between the card types on the “Create merchant” form. The card names should be separated by semi-colon and no space. To fix this issue, simply edit the field in the Partner Portal “Update merchant” form.

17. What does the “Status” field on the “Add a new merchant” form mean?

On the “Add a new merchant” form, the dropdown status has three values: sample, free trial, and billable. These statuses have the following meanings:

- Sample - short-term free trial (i.e. 24 hours) for the purpose of initially demoing the product to a merchant;
- Free-trial - long-term free trial (i.e. 30 days) for the purpose of enabling the merchant to use the product for a specified period of time; and
- Billable - indicates that the merchant is a paying customer of the product. Note: any active merchants in “billable” status will be billed for their subscription to the product.

18. What is the difference between the “Active” field and the “Status” field for an account?

The active field determines whether the MX™ Storefront account’s website is turned “on” or “off.” Active websites are fully functional, while inactive websites do not resolve when typing in their web address into a browser.

The status field determines the type of plan in which the merchant is enrolled for the MX™ Storefront product, and is only relevant for “active” merchants. The three possible values for the status field are “sample,” “free trial” and “billable” (Note: you can see the FAQ pertaining to the meaning of each status elsewhere in this document).

19. If I add my merchant’s Paypal email to its account, will it process through the gateway?

No - the PayPal email option directly integrates to PayPal, and does not go through the MX™ Storefront payment gateway integration.

20. If I am setting up a merchant for e-commerce, what information do I have to enter into the Partner Portal “Add a new merchant” page?

To add e-commerce capabilities to an MX™ Storefront account, you need to do the following:

- Choose the “Ecommerce” option for “Website Type;”
- Add the merchant’s PPS Gateway ID on the “Add a new merchant” form;

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- Add the merchant's PPS OAuth Key on the "Add a new merchant" form; and
- Add the merchant's PPS OAuth Secret on the "Add a new merchant" form.

21. What is the purpose of the "EIN" field?

The "EIN" field is the Employer Identification Number for the merchant. This field is optional.

22. How does the "Do not send email to merchant with password" checkbox work?

Whenever an MX™ Storefront account is created, the default behavior is to send a welcome email to the merchant's email address that provides information about the product, as well as the merchant's username and password for the Merchant Portal. If the partner user does not want this email to be sent at account creation, then the user should check this box before creating the account. If the partner user does want this email to be sent at account creation, then the user should keep the box unchecked and click "Save."

Note: the partner user can send, or resend, the email at any time by navigating to the "Update merchant" page and clicking "Send Welcome Email." Please note that when this action is executed, the merchant's password automatically resets and the new password is provided in the refreshed welcome email that is sent to the merchant.

23. My merchant has multiple businesses that he wants to manage. Can I create multiple websites and link them to one account?

As of now, each MX™ Storefront website is directly tied to a single MX™ Storefront account. We advise that you create one MX™ Storefront account per merchant business / website.

24. How do I log into my merchant's MX™ Storefront Merchant Portal account?

You should have received a set of master merchant-level credentials in your MX™ Storefront Welcome Email. This set of credentials will enable you to log into your merchants' MX™ Storefront accounts and act on their behalf.

If you no longer have this material in your possession, please contact MX™ Storefront customer service to receive another copy of your Welcome Email.

Email: rmteam@pps.io

25. Can I change the web address for my merchant's website to another URL after creating the merchant's account?

Yes - the partner user can change this value from the "Update merchant" screen by simply editing either the "Custom Domain" field or the "Default Domain" field, depending on which domain the partner user would like to edit.

26. I see a dropdown with multiple names in the top right-hand corner of my Partner Portal homepage. What do these choices mean?

If you see multiple values in the dropdown in the top right-hand corner of the Partner Portal homepage, then you have access to multiple offices within the MX™ Storefront system. This feature enables you to toggle between offices and see merchants created within each office.