



Application: Access to Global Payments Germany Client Portal BIS

Recommended for all e-commerce merchants and terminal merchants with high credit card volume. Girocard payments are not displayed.

Company name Client no. / Terminal ID

Please complete and sign and send to support.de@globalpay.com or per fax to +49 221 99577-8777 or per mail to GP Payments Acquiring International GmbH, Department Client Service, Elsa-Brändström-Str. 10–12, 50668 Köln, Germany.

The Global Payments Germany client portal BIS (Business Information System) delivers information on your transactions. It also includes information which provide you with a detailed overview of your transactions and the state of your accounts and balances:

- > Chargeback: The contact partner will be informed of new retrieval requests (requests for vouchers) / chargebacks per e-mail. He/She can submit appropriate objections or replies and will be informed of changes in the processing status.
- > **Document Center:** The contact partner has online access to credit card clearing documents and invoices. He/She will be informed per e-mail as soon as Global Payments Germany has prepared these documents.
- > Risk reports: The contact partner obtains access to the chargeback and fraud monitoring. Moreover, the contact partner will receive information on risk management topics.
- > Standard reports: The Merchant will be supplied with standard reports depending on the services ordered. The types of reports provided depend on the commissioned products.
- > Payment Analytics: Web application that analyzes sales data and graphs key figures for new and existing customers to provide them with opportunities to optimize their business.

Please complete the application form on the PC or in clearly legible block letters. Please check the access rights desired for each person. If access rights are to be established for more than two persons, please copy this application form and fill it out appropriately.

Authorized user 1

☐ Mr.* ☐ Ms.*		Access to:
F	irst and last name*	 Chargeback
Phone*	Mobile phone	Document Center Risk reports
 Fax	 E-mail*	Standard reports (BIS)
Different company nar	me:	·
Company name and address	6	
Authorized user 2		
☐ Mr.* ☐ Ms.*		Access to:
F	irst and last name *	
		Document Center
Phone*	Mobile phone	☐ Risk reports
_		Standard reports (BIS)
Fax	E-mail*	
Different company nar	ne:	
0		
Company name and address	5	
* Mandatory fields		
Name in capital letters	City	/, date, signature
vario in capital letters	City	/, uate, signature

Contacts

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For contacting Global Payments Germany or communicating on different subjects, please specify the responsible persons of your company.

- > Main contact: The main contact is the first contact person. Only one main contact can be specified.
- > General information: Recipient for communication about any general topic.
- > **Down info:** Scheduled maintenance windows and system failures are communicated to this contact person.
- > **PCI:** Contact person for inquiries regarding the Payment Card Industry Data Security Standard (abbreviation: PCI or PCI-DSS). PCI is a set of rules issued by the credit card organizations that refers to data security in the processing of credit card transactions. Proof of compliance with the rules must be submitted regularly.
- > Technical issues: Contact person for technical and process-related issues.
- Agreement: Contact person for clearing of contractual issues.

Please complete the application form on the PC or in clearly legible block letters. Please check the responsibilities desired for each person. If responsibilities are to be established for more than two persons, please copy this application form and fill it out appropriately.

Contact person 1		Contact person for:
☐ Mr.* ☐ Ms.* First and last name *		☐ Main contact (only 1 x) ☐ General information
Phone*	Mobile phone	Down info
Fax	E-mail*	Technical issues Agreement
☐ Different company name	:	
Company name and address		
Contact person 2		Contact person for:
☐ Mr.* ☐ Ms.* First and last name *		☐ General information
		☐ Down info☐ PCI
Phone*	Mobile phone	Technical issues
Fax	E-mail*	Agreement
☐ Different company name	:	
Company name and address		
* Mandatory fields		
Name in capital letters		City, date, signature