

# FAQ

## MX™ Merchant Frequently Asked Questions

### HOW DO I ACCESS MX MERCHANT 6?

<https://mxmerchant.com/mx6/login>

### DO I NEED A SPECIAL USERNAME AND PASSWORD?

If you already have login credentials for MX Merchant 4 and/or 5 the same will work for 6.

### WHAT IF I DON'T HAVE AN ACCOUNT, HOW DO I GET ONE?

If you don't have login credentials you will need to create them in MXA.

### WHO WILL TRAIN MY MERCHANTS AND MY AGENTS?

MX Merchant 6 is designed to be extremely user-friendly so training should not be necessary. However, there is also support documentation within the application to help users understand and answer questions.

### HOW WILL WE MAKE MONEY ON MX MERCHANT 6?

By marking up your buy rate as you do with MX Merchant 4 and MX Merchant 5.

### ARE THERE EDUCATIONAL VIDEOS TO HELP ME LEARN TO USE MX MERCHANT 6?

Training videos can be found on in the MX Merchant Lookbook (<http://pps.lookbookhq.com/mxmerchant>). In future releases we will be adding them to the MX6 support tab.

### HOW IS MX MERCHANT 6 BASE PACKAGE BILLED TO MERCHANTS?

MX Merchant 6 is billed to Merchants the same way MX Merchant 4 and MX Merchant 5 are billed today - which is through the processor's monthly merchant statement.

### WHAT ARE THE BUY RATES FOR MX MERCHANT 6 BASE PACKAGE?

Please talk with your Relationship Manager for more information.

### WHO DO I TELL THE MERCHANT TO CALL FOR SUPPORT?

They can call Priority's Client Services or their Sales Office.

### HOW DO MY CURRENT MERCHANTS SWITCH OVER TO MX™ MERCHANT 6?

Merchants will use the same login credentials they have for 4 and 5 to login to MX Merchant 6.

### WHAT IF A MERCHANT STILL WANTS TO USE MX™ MERCHANT 4 AND/OR 5?

MX Merchant 6 is backwards compatible, meaning customers and payments entered into MX Merchant 6 will also be shown in MX Merchant 4 and MX Merchant 5.

### DOES MY MERCHANT NEED A NEW LOGIN FOR MX MERCHANT 6?

The same username and password combinations that work in MX Merchant 4 and 5 also work in MX Merchant 6.

### WILL MX MERCHANT 6 WORK ON TSYS?

Yes. MX Merchant 6 will work for TSYS merchants that are boarded in MX ISO/Agent.

### DOES MX MERCHANT WORK FOR VIMAS MERCHANTS?

No, not at this time.

# FEATURES MATRIX

## MX™ MERCHANT 4 & 5 VS. 6

	4	5	6
Virtual Terminal	x	x	✓
Invoices	✓	✓	✓
Recurring Billing	✓	✓	✓
Merchant Statements	✓	✓	✓
Notifications	✓	✓	✓
Customers	✓	✓	✓
Customer Import	x	x	✓
Customer Export	✓	✓	✓
Multi-Merchant	x	x	✓
Link2Pay	✓	✓	x
Click2Pay	✓	✓	✓
Level II	x	x	✓
Level III	x	x	✓*
Reporting	✓	✓	✓
<hr/>			
Settings			
Auto Close	✓	✓	✓
Batch Close on Demand	x	x	✓
User Permissions	✓	✓	✓

\*TSYS Only