What Happens Next?
Getting Started with Your Payeezy Merchant Account

Thank you for choosing our Merchant Services for your card payment processing needs. There are just a few simple steps to get you started with your new merchant account.

STEP 1:   Your merchant application is approved

Once you sign a merchant processing application, it is submitted for underwriting review. Depending on business type, underwriting process may take anywhere from 2 to 7 days. Most applications are approved within 3-5 business days.

STEP 2:   Your welcome email arrives

- You will receive a welcome email from MerchantServices-Support@hancockwhitney.com within 1 business day after your merchant application is approved.
- The email contains a welcome letter, customer support reference card and other useful information to help you activate your new merchant account.
- If after 2 business days after your application is approved you have not received a welcome email, please contact your Merchant Sales Specialist or email us at: MerchantServices-Support@hancockwhitney.com.
- Sometimes emails will get caught in spam filters, so please **check** your **"Junk Mail"/"Spam"** folder before contacting your Sales Specialist.

STEP 3:   Your Payeezy login and setup instructions arrive

- Within 2 business days of your merchant application approval, you will receive two emails from noreply@gge4mailer.com. One email will contain your user name, link to gateway login page and "getting started" instructions, and the other will contain your temporary password.
- If you have not received the Payeezy Gateway emails within 2 business days of your merchant application approval, please contact **Payeezy Help Desk** at **855-448-3493, select Option 2, then select Option 2** (Payeezy Real Time Manager) again or email us at MerchantServices-support@hancockwhitney.com.
- Sometimes the emails will get caught in spam filters, so please **check your "Junk Mail"/"Spam"** folder before calling Help Desk.
- Once you have received your log in credentials, you can log into the gateway at https://hancockwhitneybank.globalgatewaye4.firstdata.com. On your initial log-in, you will be prompted to create a new password and answer three security questions. The security questions will be used if you forget your password, so pick answers that you will remember.

- **Payeezy Technical Support** is available **24/7:** if you need assistance with activating or troubleshooting your account, you can call us at **855-448-3493** or send an e-mail to Payeezy.gateway.support@firstdata.com**.**

STEP 4:   Set up your free online reporting - Access One

- You will receive an email from MerchantServices-Support@hancockwhitney.com containing a URL link to AccessOne portal, and your login credentials to access your **free online** merchant **reporting tool**.
- AccessOne lets you view your transaction processing information, including authorizations, voids, declines, chargebacks/retrievals information, and more with the ease of a few clicks. It's like online banking for your merchant account, at no additional charge!

STEP 5:   Start accepting payment card transactions!

STEP 6:   Take advantage of additional services at no extra charge!

With Hancock Bank and Whitney Bank Merchant Services, you have access to a number of tools and services designed to help grow and protect your business. Within the first month after establishing your merchant account, you will receive additional information regarding the following services:

(1) **Clover Security® Solution** (TransArmor) **and PCI Rapid Comply** emails from donotreply@pcirapidcomply2.com

Your service includes the merchant security and compliance protection of the Clover Security® Solution. This includes PCI Rapid Comply® enabled by Trustwave, the industry's leading PCI DSS (Payment Card Industry Data Security Standards) certification tool. PCI Rapid Comply has been specifically designed to help merchants like you secure your business and protect your customers' credit card data.

(2) **1099K IRS Reporting** emails from do-not-reply@e-customer-service.com

You have the opportunity to access the Internal Revenue Service (IRS) Form 1099-Ks electronically instead of receiving a paper copy in the mail. You'll be able to download, view, or print it as needed. Once you complete initial enrollment, paper copies will no longer be mailed to you.

(3) **Clover Insights® Express** (Insightics) emails from getinsightics.com

You will have access to Clover Insights® Solution – a powerful sales analysis tool for small business. It harnesses your business' transaction data to help uncover exciting new opportunities so you can better focus your activities and grow.

Whitney Bank uses these trade names: Hancock, Hancock Bank and Whitney.
Whitney Bank, Member FDIC