

From: Adam Voce <adam@g-cv.com>
Sent: 14 September 2017 14:46
To: Nicola Peters <nicolapeters@g-cv.com>; Pierce Dimmick
<pd@pjmarksandco.com>; Aubrey Hayward <aubrey.hayward@ransquawk.com>;
alec.baughan@ransquawk.com
Subject: RE: WorldPay - American Express

Who is going to process these as pierce is away and we need to recover the funds asap?
Aubrey / Nicola please advise.

-----Original Message-----

From: nicolapeters@g-cv.com [mailto:nicolapeters@g-cv.com]
Sent: 12 September 2017 15:10
To: billings@accounts.ransquawk.com
Cc: brad.alcini@ransquawk.com; Aubrey Hayward
<aubrey.hayward@ransquawk.com>; alec.baughan@ransquawk.com; George
Eaton-Busfield <george@g-cv.com>
Subject: Fwd: WorldPay - American Express

Hi Pierce,

Amex usd cards should be good to go now...fingers crossed.

Thanks,

Nikki

----- Original Message -----

Subject: WorldPay - American Express
Date: 2017-09-12 14:46
From: "customeramendments@worldpay.com" <worldpay@mailgb.custhelp.com>
To: nicolapeters@g-cv.com
Copy: customeramendments@worldpay.com
Reply-To: "customeramendments@worldpay.com"
<customeramendments@worldpay.com>

Recently you requested personal assistance from our on-line support center.
Below is a summary of your request and our response. If this issue is not
resolved to your satisfaction, you may reopen it within the next 21 days.
Thank you for allowing us to be of service to you.

SUBJECT

WorldPay - American Express

Response (12/09/2017 01:46 PM)
Hi Nicola,

The amendments team have confirmed the following AMEX merchant IDs have now
been set up as USD - GBP rather than GBP - GBP.

M1 - 9450344403

M2 - 9450344411
M3 - 9450344429

Kind regards,
Adam
Customer Services

Response (30/08/2017 11:15 AM)
Dear Miss Peters,

Admin Code: THEJETGROUPS

I can confirm that I have added your American Express merchant number
9450344411, 9450344429

If you should require any further assistance please call our Customer
Services Team on +44 (0) 870 366 1233 (Option 6)

Kind Regards

Sarah Crinnion
SME Online Payments Boarding Advisor
Customer Enablement | Worldpay UK |
Victory House | 5th Avenue | Gateshead | NE11 0EL | United Kingdom

Response (30/08/2017 10:59 AM)
Dear Miss Peters,

Admin Code: THEJETGROUPS

I can confirm that I have added your American Express merchant number
9450344403

If you should require any further assistance please call our Customer
Services Team on +44 (0) 870 366 1233 (Option 6)

Kind Regards

Sarah Crinnion
SME Online Payments Boarding Advisor
Customer Enablement | Worldpay UK |
Victory House | 5th Avenue | Gateshead | NE11 0EL | United Kingdom

worldpay.com

Response (24/08/2017 08:42 AM)

Dear Miss Peters

Thank you for your email.

Before we are able to add American Express to your Gateway account we will
need to update our Acquiring Team so that they can link your new American
Express number with your WorldPay Merchant Account. This process can take up

to 10 working days due to service level times.

Once this has been added to your Merchant Account our Acquiring Team will inform us that American Express has been linked to your Merchant Account and then we will add this to your Gateway Account.

If you would like to check on the progress of this request please call our Customer Liaison team on 03457 61 62 63.

Kind Regards

Melanie Huckle

SME Online Payments Boarding Advisor

Tel: +44 (0)330 333 1233

Customer Enablement | Worldpay UK |

Victory House | 5th Avenue | Gateshead | NE11 0EL | United Kingdom

worldpay.com

Connect with us:

Auto-Response (22/08/2017 12:55 PM)

Thank you for contacting Worldpay.

We have generated a reference to help us track your query. Your incident number is 170822-000639 (please quote this number on any future communication with us relating to this matter).

We aim to respond to your query within five working days.

Our Global Support teams are available 24 hours a day Monday to Friday and Saturday 9am GMT to 5pm GMT

Alternatively, you may search our online support knowledgebase which contains information about our products and services, answers to a wide range of Frequently Asked Questions (FAQs) and access to our user documentation, all of which may help to resolve your query straightaway.

To visit our support knowledgebase please go to
<http://www.worldpay.com/support/>

Regards,

Customer Amendments

Worldpay

Customer (22/08/2017 12:55 PM)

Admin code: The JET Groups

Please can I have the following AMEX MIDS for processing USD payments added to my accounts as follows:

M1 - 9450344403

M2 - 9450344411

M3 - 9450344429

Kind regards,

Nicola Peters

QUESTION REFERENCE # 170822-000639

* Date Created: 22/08/2017 12:55 PM
* Date Last Updated: 12/09/2017 01:46 PM
* Status: Solved

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<https://t.sidekickopen70.com/s2t/o/5/f18dQhb0S7n28cNIWfW5xDW_F2zGCvGW40Fv_62SXv86N6W0__4S9Tq2N8qISJv1CmJVf2bFwTW03?si=8000000004872272&pi=e7fbb64a-a186-4cad-bc4a-4f8ae256374c>