<mark>Secure Payment Gateway Support Plan Information</mark>

The Secure Payment Gateway Support plan is required for all customers using the Abierto Gateway IP Converter. This applies to Credit card Processing & NON-Credit card customers that are submitting transactions to NBS, Buypass, Heartland, RBSLynk, Paymentech, Paymentech-Net Connect, & Comdata, CFN, TCH, EFS, TChek, and Inbound only.

<u>Details:</u>

Secure Payment Gateway account cost change: $45.00/site/month

- **Keep the hardware you have today.**

- **24/7 help desk and monitoring**

- **Get a modern cloud connection to bank processors.**

<mark>SIGN-UP INSTRUCTIONS: Please read carefully – the sign-up process has changed.</mark>

<u>SPG Upgrade Process</u>:
If you already have a SPGnow.com portal account, you can go ahead and skip Step #2.
If you do not have an account with PDI (aka EchoSat/ControlScan/SPG) yet, click on the link below to create a new account and complete Steps #1 and #2:

https://abierto.spgnow.com

<u>Step #1</u>: Create a new SPGNow account.
Click on create an account from the SPGNow landing page.
- Please go ahead and select; I need to create a new company account, enter your name, company name, and email, and create a password.
- Could you check your email for a verification link email from PDI? (Check your junk folder if you do not see the email)
- Click that verification link in the email, which will take you back to the site and the login screen.
- You can add the rest of your company info and enter your payment information.
- Once your account setup is complete, you will immediately get a 2nd email directly from DocuSign with a PDI MSA (master customer agreement) for you to sign via DocuSign. (Check your junk folder if you do not see the email)
- Once the DocuSign is completed, you can go to step #2 below to add one or more SPG locations.

Step #2: Add new site(s) in the portal by performing the following steps.

· Log in and click "add new site" at the top-left of the screen.

- Select Abierto affiliation in the first field of the 1st screen, and then enter the site info.
- Enter the MAC address of the Systech device you use at the location in the MAC Address field on the 1st screen in the right-hand column.
  - **The Systech MAC Address looks like this**: **00:80:44:12:A4:B5** and can be found on the MFG Label on the bottom of the device.
  - If you do not have the MAC address available at the time of order, make a note 'will call with Mac Address' in the notes field.
- On the 2nd screen, select the POS/fuel controller type and endpoint.
- On the 3rd screen, select the SPG Package.
- You can click through the remaining screens to complete the site creation process.
- If you get stuck adding a site, please email msscustomersuccess@pditechnologies.com with your question for additional help.
- Once the site(s) has been added, you should be finished. ***
- If you can't process transactions, please call the helpdesk at 800-393-3246 option 1, then option 1 for more help.

 *** NOTE – If you are a new or current customer and have not yet signed the PDI MCA agreement, the system should send you a DocuSign contract when you try to add a new site. Please check your junk mail folder if the system does not send you a DocuSign. Email the CSM team at msscustomersuccess@pditechnologies.com and ask them to resend the DocuSign if it is not in your junk folder. Any sites you add will be pending and not activated until you complete the one-time DocuSign process.