



Dear Valued Customer,

Thank you for contacting us regarding your Midnite Express/Slipstream processor change. In an effort to streamline your upcoming processor change, we are providing on-line tools to effortlessly complete both – **credit card and/or gift card processor changes**.

There are three **critical processes** to be completed for your processor change:

1. **Submitting parameters to the website.**
2. **Making the necessary payment for the processor change.**
3. **Installation**

All three of these processes are outlined below.

1. Submitting parameters to the website:

- ❖ Go to www.cbsnorthstar.com
- ❖ Hover Traditional POS
- ❖ Select "Credit Card/Gift Setup"
- ❖ Select your Project Manager
 - *If you do not have a project manager or are not sure, please select "No PM Assigned"*
- ❖ Select the appropriate processor under "Credit Card" and/or "Gift Card"
 - *The correct form will appear and either you or your processing provider may then complete the form.*
- ❖ Please verify that the data being submitted on your behalf is accurate *
- ❖ When complete, select the "Submit" button

After you submit the information, an e-mail will be sent to you verifying that the data submitted was received. Once our Electronic Data Administrator completes the creation and testing of your file, the Project Manager or the Help Desk person who is assigned will receive the necessary files for installation. This process typically takes 3 – 5 business days.

****Please note: The information submitted for the processing of credit cards and/or gift cards is critically important to your business. Please verify the information prior to selecting the "Submit" button. (If the data is not accurate after the file has been created, then a re-registration fee could apply)****

2. Payment:

Prior to initiating any change, we must receive payment:

- ❖ \$250.00 plus tax (where applicable) for each processor change.
- ❖ \$450.00 Plus tax (where applicable) to upgrade your Slipstream to version 4.5 from version 3.X and below.
- ❖ \$150.00 Plus tax (where applicable) to upgrade your Slipstream to version 4.5 from version 4.0.
 - New system purchases come standard with current version slipstream, at no extra charge.
 - If you chose to opt out of upgrading: please provide CBS a letter from your processing company. The letter should contain:
 - Processing company name

- Statement from the processing company they are aware of the non compliant version you are processing on, and are accepting of it.
- ❖ \$150.00 plus tax (where applicable) for American Express Split Dial
 - American Express Split Dial has a 7 business day processing period.

(American Express Split Dial is when you are going *directly* to American Express for the processing of those cards, and not through your other credit card processor. When you have American Express Split Dial you receive two deposits for credit card batches each day: one for American Express and one for Visa/MasterCard).

- ❖ For payment by credit card, please use our website for your convenience: <http://cbsnorthstar.com/payment/>
 - Once your card has been charged you will receive a receipt for the charge via email.
- ❖ For payment by check, please mail your check to:
CBS, Inc.
Attn: Brittany Busse
12 Morgan
Irvine, CA 92618

****Please note: Mailing a check may delay the process by several days. We will begin once the check is received and processed****

3. Installation:

Our goal is to perform your processor change **remotely**. In order to do this, we must be able to establish remote connectivity to your site (i.e. via Bomgar). Once the Electronic Data Administrator has built the file/s, we will need to schedule an install date and time. In requesting an installation date and time please keep in mind the following:

- ❖ Processor Changes are installed M-F 6:30am PST- 3:30pm PST
- ❖ During the installation you will be unable to run credit cards, please select a time before your hours of operation.
- ❖ Installation is usually completed within 45 minutes.
- ❖ CBS will require a representative of your business to be onsite for installation. The representative will need to assist CBS with remote connection. Please provide the name and their best contact number for the day of installation.
- ❖ Install dates must be scheduled a day in advance

****Please note: Before installation all open batches must be closed and deposited. (Once the change is made, you will not be able to deposit open batches done on the old parameters)****

Once again, thank you for choosing CBS. If you have any questions regarding this process, please contact your Project Manager or Brittany Busse at (949) 860-6735, or ext 219.

Sincerely,

Electronic Data Administrator