

Tuesday, June 03, 2008

**Redwood Merchant Services Instructions**

**We must have this paperwork completed and in our office ASAP. Please do not FAX your forms to RMS. They must be received by AES at 303.979.6852.**

In order for AES to provide our cashiering services for your event, we need to have the Redwood Merchant Services Merchant Application filled out. You need only fill out portions of the first two pages. The following is needed:

**PAGE 1****BUSINESS INFORMATION SECTION**

Fill in all content for the non-profit

**OWNERSHIP INFORMATION SECTION**

Only the "Principal 1" portion needs to be filled out and must be filled out by someone with signature authority for the organization. The person does not need to have any "ownership" as the document may insinuate. This person is not guaranteeing anything nor will any credit information be pulled regarding this person. If you are ordering American Express or Discover, you must provide a social security number. Relative contact information in optional.

**REFERENCES SECTION**

Only the "Bank" line must be filled out. "Trade" lines do not.

**PROCESSING INFORMATION**

Nothing to complete in this section.

**CARD TYPES ORDERED**

Check only the boxes of credit cards you wish to accept. AES recommends only Visa and MasterCard as we are only able to provide our 2.42% discount rate for these credit cards types. Discover rate is at 3.0% and American Express rate is 3.25%. All card types have a .25 cent authorization fee.

***Make sure you initial page one in the lower right hand corner.***

**PAGE 2****ADDITIONAL SERVICE CHARGES SECTION**

Nothing to fill out in this section.

**EQUIPMENT INFORMATION SECTION**

Nothing to fill out in this section.

**CARDHOLDER DATA SECURITY**

Nothing to fill out in this section.

## ADVERTISING AND SALES METHOD

Nothing to fill out in this section.

Please complete the box “Previous Credit Card Processor” line(s) if applicable. You do not need to put in a “reason for leaving previous merchant bank” because you are not leaving any bank. ***Make sure you sign page two under the “Merchant Acknowledgements and Warranties” box. Do not sign as “Guarantors”.***

Once you have completed the Redwood Merchant Services, please fax the following items to **AES** at 303.979.6852.

- 1. Completed Redwood Merchant Application**
- 2. Copy of your 501(c)(3) certificate or business license**
- 3. Copy of a voided check**
- 4. Copy of one merchant processing statement for one month of transactions or...**
- 5. Copy of the contact persons driver’s license**

Once faxed, please mail the original Application and copies to us at:

AES  
550 S. Wadsworth Blvd.  
Suite 101  
Lakewood CO 80226

Please be aware that once we have received your paperwork and we have setup your account, we will run several test charges to make sure our equipment is ready for event night. You will see several transactions from “Auction & Event Solutions” on your statement. These transactions are a result of AES using our corporate Visa card to test your merchant account. Consider the amounts as a donation from AES.

To help in the fight against identity theft, the processor “Redwood Merchant Services”, from time to time, requests random sample copies of the original signed credit slips for larger transactions (\$2,500 and up). AES will leave all your signed originals with you on event night and if called upon, AES would ask that you fax a few to security at Redwood Merchant Services.

**If your organization is a not a year round processing client we will deactivate your account after your event and reactivate it again for your next function. During the deactivation period you will be charged \$2.50 per month so that the account remains current. This total annual fee of \$30.00 allows AES to turn the account on and off as your organization requires. If you are a “one-time” merchant, the account will be closed after your event is over and will not be useable again after that time.**

If you have any questions, please call us at 303-979-8450.