



WELCOME

To TMGvets!

Our mission is to give every veterinarian access to industry leading rates and services for payment processing.

Thank you for allowing us to be a part of your business.

Thank you for entrusting TMGvets with your payment processing service. We are committed to working hard for you and other veterinarians to offer the most cost effective methods of payment processing, while providing industry leading customer service. We look forward to a lasting relationship and meeting all of your payment processing expectations. Thank you!

Clay Farrell
President

TMGvets[™]
PAYMENT PROCESSING

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tmgvets.com

TMGvets™

PAYMENT PROCESSING

Dear Valued Merchant:

Welcome to the TMGvets family. As dedicated supporters of the veterinarian industry, we are proud to service your merchant account and look forward to years of working together. Enclosed in this packet you will find helpful resources to ensure the best payment processing experience possible. Here is what to expect over the next 3-5 business days.

- 1. The Next 2-4 Business Days:** Your application will be underwritten and approved. Once approved, an account specialist will contact you to set up installation.
- 2. Equipment:** We will program, encrypt, and test your new PCI compliant equipment in our secure environment before shipping to your location. This ensures a plug and play transition and will make for a quick installation and training appointment.
- 3. Installation and Training:** Installation is simple and only takes a few minutes. Your account specialist will walk you through the installation and help you run a test transaction along with step-by-step instruction on your new equipment.
- 4. Dedicated Account Service:** Customer service is an important part of your experience with TMGvets. We pride ourselves on taking care of all your merchant account needs. Please call us anytime with questions, supply orders, or service requests. You can reach your Veterinary Payment Specialist at his direct line, or our **24 hour customer service team at 817.459.0707.**

Your Monthly Statement will be accessible online on the third day of every month. The transaction volume, deposit activity, and fees will be itemized in an easy to read merchant statement.



Clay Farrell
President
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PAYMENTPROCESSING

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VETERINARY PAYMENT SPECIALISTS

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Call a Veterinary Payment Specialist to order your FREE terminal receipt paper, or order online at www.tmgvets.com/paper

24 HOUR CUSTOMER SERVICE

After Hours Support

Need customer service after business hours? You can call us anytime!

TOLL FREE
1-866-TMG-4YOU
(1-866-864-4968)

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FAQ'S

Question:

How do I order receipt paper?

Answer:

Order online at www.tmgvets.com/paper
or email us at operations@tmgvets.com

Question:

How do I access Online Statements/Reporting?

Answer:

You will receive your user-name and password in the "**welcome pack**" that comes with your equipment.

Question:

What's the website to log-in to my account?

Answer:

Visit www.tmgvets.com, then click the link at the top of the page "**Client Sign In.**"

HOW SECURE ARE YOU?

Credit Card Security Standards



GOALS OF PCI DSS

- Build and maintain a secure network
- Protect cardholder data
- Maintain a vulnerability management program
- Implement strong access control measure
- Regularly monitor and test networks
- Maintain an information security policy

QUICK STEPS TO IMPROVE SECURITY

- Do not store any sensitive cardholder data in computers or on paper.
NOTE: Storing the CVC and CVV2 codes are prohibited
- Use a firewall on your networks and computers.
- Make sure your wireless router is password-protected and uses encryption.
- Use strong passwords. Be sure to change default passwords on hardware and software.
- Only the last four digits of the card number may be displayed on the cardholder receipt. Expiration date must also be suppressed.
- Teach your employees about security and protecting cardholder data.
- Continuously assess vulnerabilities.

LEARN TO PROTECT YOUR BUSINESS FROM CREDIT CARD FRAUD AND CHARGEBACKS

With the cost associated with chargebacks, merchants should take steps to protect themselves.

Here are some simple steps that can help prevent chargebacks:

- Respond Quickly
- Deliver Great Customer Service & Clearly Post Return Policies
- Swipe Cards When Possible
- Obtain CVV/CVC Codes
- Use Verified by Visa & MasterCard SecureCode
- Abide by Card Association Regulations
- Require Signatures Upon Delivery
- Track Communication
- Record Customer IP Addresses



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