



# InComm Payments

New Store/Ownership Change Set Up

# Frequently Asked Questions

## ❖ What is the cost of set up?

- \$0.00. InComm provides a terminal to activate cards, a display, and all cards at no cost. You are only billed for cards upon activation. Each invoice will have a \$1.95 AR fee. Invoicing is from Monday to Sunday. Each Monday you receive paperwork for the previous week with payment being withdrawn NET 3.

## ❖ What support is offered?

- Merchant Services anytime, any day at: 1-877-374-0171
- Email Support: [finefoodssupport@incomm.com](mailto:finefoodssupport@incomm.com)
- Loss Prevention: 1-866-362-9035
- Visa Customer Service: 1-844-864-6951
- MasterCard Customer Service: 1-800-652-9174
- InComm tracks sales and automatically ships cards at no cost on an 8-week schedule.

## ❖ Best Practices:

- Take payment prior to card activation
- Cash is the preferred payment method for prepaid products
- Provide sales receipt and activation receipt to customer
- Check that the last 4 digits on the activation receipt match the card
- Do not not sell more than 5 cards to any one customer at a time
- Do not provide card details over the phone
- If you suspect fraud, call 1-866-362-9035 immediately

❖ For further questions contact: Matthew Kohut [mkohut@incomm.com](mailto:mkohut@incomm.com)

# Set-Up Process – New Stores and Ownership Changes

## › Step 1:

- Fine Foods Sales representative provides store email address, Fine Foods account number and store mailing address to Matthew [mkohut@incomm.com](mailto:mkohut@incomm.com)

## › Step 2:

- Matthew will respond with a link to a digital contract that can be filled out on any device.

## › Step 3:

- Retail Partner will fill out contract and forward to Matthew.

## › Step 4:

- Once contract is completed, Matthew will place an order for your cards and display, if you don't already have on site. (Owner Ship Change)
- Contract is processed by Incomm Contract Administration.
- Once Contract Administration is done, Incomm Terminal Services programs and ships a new terminal, if you don't already have.
  - If a terminal is already present in store, Terminal Services will call the store to complete an ownership change, once they are ready.

## › Timeline:

- Dependent on many factors, including restrictions imposed by COVID-19 and volume of ownership changes. Currently:  
20+ business days from submission of digital contract to first sale.



incomm  
payments™