

15. **What kinds of reports are generated?**

Each store will have a website and log in for access to full reports on all transaction for a particular store. You will be able to track purchases, redemptions, reloads just to name a few. The website is www.firstdatanet.com and is password protected. Your username and password will come to you in your First Data enrollment letter.

16. **How will we get statements?**

All reporting and statements will be web based. Stores will receive a login and password where they will be able to view the real time transactions for the store.

17. **What is included in the weekly transaction to my bank account?**

The weekly transaction is the net settlement from the gift card activity in your store. This can be a credit or debit amount to your bank account, depending on whether there were more activations or redemptions in your store. This transaction will occur each Tuesday. The redemption fees are taken monthly on or around the 2nd for the previous month's activity.

18. **What is the lead time on card re-orders from First Data?**

First Data has an automated inventory replenishment system, meaning that when each store's gift card inventory dips below 50 cards, a new shipment of 250 cards will be automatically shipped to the store in 3-5 days via UPS.

America's Taco Shop Support Contact Information

Store Specialized Support

Gift Card enrollment questions and funds movement support (balancing, reconciliation or reporting) **Phone:** 1-866-874-7901

Card and Carrier Ordering

Phone: 1-866-796-4990

Email: service@fdcgiftcards.com

Website: www.fdcgiftcards.com

Merchant IVR (Interactive Voice Response) Support

Balance inquiries, verbal authorization for redemptions and batch activations

Phone: 1-800-950-1384

FMDS (First Data Merchant Services) Credit Help Desk

Credit card processing inquiries and credit/gift card terminal support

Phone: 1-877-810-9316

Tasq Help Desk

Troubleshooting, download and reboot for First Data Gift Card terminals only

Phone: 1-800-236-8122

First Data Customer Help Desk *Gift Card inquiries*

Phone: 1-800-950-1385

Kahala Customer Service Phone: 1-866-452-4252

Gift Card Financial Adjustment Email: giftcardhelp@kahalamgmt.com

Update Bank Account Information

Fax: 303-967-6839

Mail: First Data Gift Cards

Attn: America's Taco Shop Contract Administrator

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