

Re-Assign a Merchant to a New Sub ISO



Step 1

Dashboard

User Management

Merchant Management

Transactions

Remote Diagnostics

Michael's Test Store EPI : 2104626362

Randall's Test Store EPI : 2032977754

Show Office

When you log into the portal, select **User Management** in the Sidebar on the left side of your screen.

Step 2

User Management

Merchant Management

Transactions

Remote Diagnostics

Device Management

Valor Shield RT

Contact Us

Support

My Setting

Reports

Downloads

Add

Action

| Email | Full Name | Mobile Number | User Type | Owned By | Status |
|-------------------------|-----------------|----------------|-------------------------|-------------------------|--------|
| amani@Pizza.com | Amani Sylvester | (516) 582-0104 | Merchant | Amani test | ACTIVE |
| Eric1@valorpaytech.c... | Eric Bernstein | (646) 372-7624 | Merchant | Eric's Processing PL... | ACTIVE |
| dfiegle@rmsnpc.com | DAVE FIEGLE | | Retriever Merchant S... | Valor Support | ACTIVE |
| OB RAWLS@GMAIL.C... | OB RAWLS | | OB Rawls Processing | Valor Support | ACTIVE |
| RMSTestStore35@rms... | Dave Fiegle | | RMS Test Store 35 | Retriever Merchant ... | ACTIVE |
| VT@valorpaytech.com | Valor Paytech | (516) 503-6500 | Merchant | Valor Support | ACTIVE |
| RMSTestStore34@rms... | Dave Fiegle | (718) 581-9674 | Merchant | Retriever Merchant ... | ACTIVE |
| RMSTestStore4@rmsn... | Dave Fiegle | (516) 503-6500 | Merchant | Retriever Merchant ... | ACTIVE |

Show Office

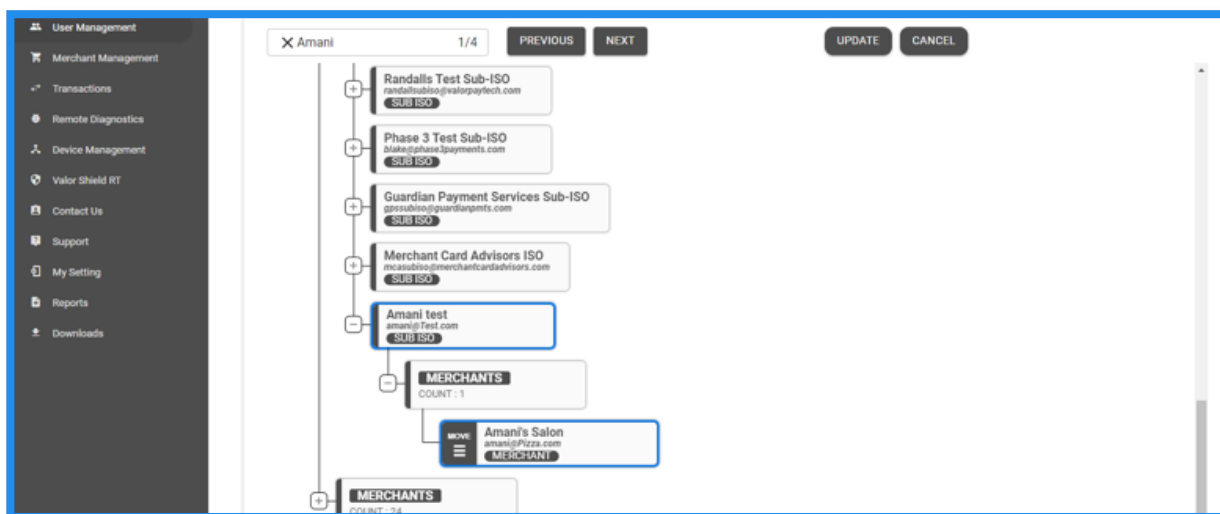
Select the **Action Tab** on the upper right hand corner of your screen.
Next, select show office.

Step 3



This will show you the hierarchy of your ISO. You are able to search and move merchants from one Sub-ISO to another. If you know the owner of the merchant, you can scroll down to the Sub-ISO/Agent, expand their list and locate the merchant. If you do not know the owner of the merchant, type the merchant's name in the search bar. The system will show a full list of all merchants under the same owner, highlighting the searched merchant.

Step 4



To move the merchant, simply click and hold the gray area labeled **MOVE** to the left of the merchant's name. You can then drag and drop the merchant into the correct ISO. The logo for the merchant will change once the merchant has been moved to another ISO.