

# First Data Merchant App Frequently Asked Questions

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## 1. What is First Data Merchant app?

First Data Merchant app is developed to enhance the experience for First Data merchants. It provides merchants the convenient, easy access to operational services and mobile commerce services using a mobile device at anytime and anywhere.

An one-stop application that allows merchants to request for additional stationery, seek help for terminal related services, set up a call with a Relationship Manager on a preferred date, upload documents for chargebacks, check status on a previous request and much more in just a few clicks.

The app is available in English and Traditional Chinese.

## 2. Available on the [App Store](#) and [Google Play](#).



## 3. What are the features of the First Data Merchant app?

- Stationery Request – Merchants can submit their order for stationery such as thermal rolls etc.
- Terminal Related Request – Merchants can report their terminal related issue.
- Contact Relationship Manager – Merchants can request for a Relationship Manager to contact them on their preferred date about their specific query.
- Status of Previous Tickets – Merchants can check the status of their previously created tickets.
- RAM Password Reset – Merchants can reset their RAM account password.
- Statement Request – Merchants can request for their statement to be sent by courier or email.
- Chargeback – Merchants can upload documents for their open chargeback.
- Refer a Merchant – Merchants can refer a potential merchant who is interested to partner with First Data.
- Demographic Changes – Merchants can submit their request for changes such as name, address, contact number, email address etc.

## 4. What do I need to get started?

All you need is any mobile device (Apple or Android).

Simply download First Data Merchant from Apple Store or Google Play.

## 5. How to start using the First Data Merchant app?

To start using the app, you will need your 15 digit Merchant ID (MID) and 4 digit password to log in.

- You can find out your 15 digit MID from the sticker on your terminal(s), charge slip or RAM-Omnipay.
- You can request for the generation of your 4-digit password from the Home page of the app.  
The 4 digit password will be sent to your registered standard email ID.

## 6. I have not received my 4 digit password? Which email ID did it go to?

To find out your standard email ID with First Data, please email to [merchantservices@firstdatams.com](mailto:merchantservices@firstdatams.com) or call us at Singapore: +65 6622 1888; Hong Kong: +852 3071 5008; Macau: +853 6262 5216; Malaysia: +60 3 6207 4888.

If you do not have a registered email ID with First Data, please email to [merchantservices@firstdatams.com](mailto:merchantservices@firstdatams.com).

## 7. How long is my password valid for upon registration?

There is no time limit on the validity of the password created for signing in to the app.

## 8. How many attempts are allowed before my account is locked?

You are allowed 3 attempts before your account is disabled.

## 9. What do I do if I have forgotten my password to login into the First Data Merchant app?

Please enter your 15 digit MID on the Home page of the app and click on “Forgot Password” option. You will then receive a new password on your registered standard email ID.

## 10. The MID and Password are entered correctly but I am still seeing the message “Username and Password do not match”, what should I do?

Please check your internet connection and try logging into the app later. If the problem persists, please go to Play Store/App Store and update it by clicking on the “Update” option.

## 11. How can I get the latest version of the First Data Merchant app?

Go to Play Store/App Store and update it by clicking on the “Update” option.

## 12. How can I reinstall the First Data Merchant app?

Go to Play Store/App Store, and reinstall the app.

**13. How do I check the status of any request created previously?**

Merchants can check status of the last 10 tickets create previously under the “Status of Previous Tickets” feature from the app.

To check, please complete the request id number under search for more tickets option and then click on search button.

**14. What can I do if there is no action taken for any request raised within the expected date under “Status of previous ticket” in the First Data Merchant app?**

You can send in your query by email to [merchantservices@firstdatams.com](mailto:merchantservices@firstdatams.com).

**15. What can I do if the ticket status had been changed to close without any action taken in the First Data Merchant app?**

You can send in your query by email to [merchantservices@firstdatams.com](mailto:merchantservices@firstdatams.com).

**16. What does “\*” this means?**

The \*asterisk means that information required is mandatory for raising any request you have.

**17. What file format is required for uploading any documents onto the First Data Merchant app?**

The accepted file formats are: PDF, JPG and TIFF.

**18. How many documents can I upload through First Data Merchant app for any request?**

The maximum number of documents allowed is 10 and up to a file size of 10MB.

If you have more than 10 documents to upload, please attached your documents and send it by email to [merchantservices@firstdatams.com](mailto:merchantservices@firstdatams.com).

**19. Is there any limit on the quantity of stationery I can order through First Data Merchant app?**

You are allowed to order up to a maximum of 4 boxes of stationeries containing 49 rolls/pads through the app.

For quantities of more than 4 boxes of stationeries (i.e 49 rolls/pads), please contact our Customer Support Hotline for Merchants: Singapore: +65 6622 1888; Hong Kong: +852 3071 5008; Macau: +853 6262 5216; Malaysia: +60 3 6207 4888.

**20. Can I request for additional user account for RAM access through First Data Merchant app?**

For additional user account for RAM access, please send your request by email to: [merchantservices@firstdatams.com](mailto:merchantservices@firstdatams.com).

**21. Can I request for any product or service from the First Data Merchant app?**

Please contact your Relationship Manager for further assistance.