Amex Online Merchant Services UserID Change Form State of North Carolina

INSTRUCTIONS

- 1. This Amex Online Merchant Services UserID Change Form is to be used by participants in the MSA between American Express and the Office of the State Controller, for the purpose of establishing UserID access to Amex's online reporting tool, and for making changes (adds, deletes, or changes).
- 2. The form accommodates entities that have multiple Amex outlet (establishment) numbers under a single Amex chain number. While Amex has an online registration feature, it does not accommodate entities having multiple outlet numbers.
- 3. If you have questions or concerns while completing the form, please contact <u>osc.form.merchantcard@osc.nc.gov</u>.
- 4. OSC will verify the identity of the individual who submits the form before acting on the request. OSC will then submit the request to Amex authorizing the user maintenance to be performed.
- 5. If a user needs assistance in password resets, please contact Amex by telephone: SRG Operations Government Tel: (877) 692-6373, Option #3

Participant Making Request

Participant (Agency) Name:

User ADD and DELETES Last Name, First Name Phone # ADD or Access Applies Existing Email Access for: User ID (if to: (Provide DELETE? Financials. applicable) Disputes or Outlet # OR Both? Chain #)

User Changes					
The following users are already setup, but their email or telephone number needs to be changed (updated):					
Name (Last Name, First Name)	UserID Assigned	Old Information	New Information		

Required Signature – Participant's Designated Approver

The signature of the participant's chief fiscal officer below indicates his/her request to add/delete/change users of American Express Online Merchant Services as referenced above; as well as affirming that appropriate procedures are in place to ensure that authorized users of any online system adhere to all applicable security requirements.

Participant (Agency) Name: _____

Name of Approver:

Title:

Signature:		
Date:	Email Address: _	

For Amex Use Only:

Amex will notify participant(s) of all changes once complete, including:

- Addition of users, including new User ID's and passwords
- Deletion of users
- Confirmation that existing user's information has been successfully updated

Amex Sign off: _____