



## Technical Bulletin: Support Site Changes Coming Soon

After reviewing support requests, comments, and general suggestions from our Customers, Cardinal is making changes to our support procedures and processes to exceed our Customers' expectations. The changes will better support our Financial Institutions (FIs) and Partners, so they can support their cardholders faster.

### What is this change?

Effective **June 30, 2016**, the Cardinal Support Site will change how our Partners and FIs enter support requests. The support entry page of the CardinalCommerce Support Site will be slightly different. The new process requires you to enter **Subject**, **Description** and the **Bank Name** and then select the **Type of Issue** as a replacement for selecting the Priority. Selecting the issue type will automatically drive the Priority, based on severity of the issue selected and contractual obligation. Assigning the Priority in this way will ensure the requests are routed to the correct teams for an expeditious resolution.

### Why the change?

The new procedure provides better reporting for tracking issues by type, so Cardinal can allocate resources where needed. Our goal is to incorporate enhancements to our technology and processes to give our Customers fast, simple and easy service.

Stay tuned for future bulletins and training invitations. If you have any questions regarding this communication, you can email us at [issuerservicestech@cardinalcommerce.com](mailto:issuerservicestech@cardinalcommerce.com).

Your One Connection to Cardinal will FutureProof™ your business. Contact us at: [issuerservicestech@cardinalcommerce.com](mailto:issuerservicestech@cardinalcommerce.com), [www.cardinalcommerce.com](http://www.cardinalcommerce.com), Twitter @cardinalcommmerc, on [LinkedIn](#), and [Facebook](#)

OTP  Search USERNAME

OPEN TICKETS ALL TICKETS MAINTENANCE MERCHANT PORTAL CARDINALCOMMERC...

**New Ticket Submission Screen**

**SUBMIT A TICKET**

BANK/FI\*  
Enter your Bank/FI name here

PRODUCT TOPIC\*  
Issuer Services (ACS)

TYPE OF ISSUE\*  
--Please Select--

Subject\*  
Enter Subject for your request

Description\*  
Enter a brief description of the issue you are having.  
*NOTE: When providing a description it is helpful to provide detailed information of the steps you took to determine the issue.*

Add Attachment

SUBMIT

Notice: Do not include any full account numbers or PANs in this body of this ticket, please mask the middle 6 digits of the card number (i.e. 411111\*\*\*\*\*1111).  
If the full account number is required to troubleshoot & resolve the issue, we will obtain that information in a secure manner.