

# Merchant Application Guide

## Merchant Application Checklist

Before returning your application, please check you have:

- Completed Sections 1 and 2 and the Direct Debit Authority, including all bolded mandatory fields.
- Signed and dated both pages 2 and 3 – at the top of page 2 and the Direct Debit Authority on page 3.

Once you have successfully completed your application, please post your completed application to us (no postage stamps required) at:

**Freepost 192022**  
**Activa Merchant Services**  
**Private Bag 92510**  
**Wellesley Street**  
**Auckland**

We will countersign it and return a copy to you for your files.

If you require any assistance with completing your merchant application, please email [merchant@activa.co.nz](mailto:merchant@activa.co.nz), or phone the activa Merchant Services team on **0800 333 550**.

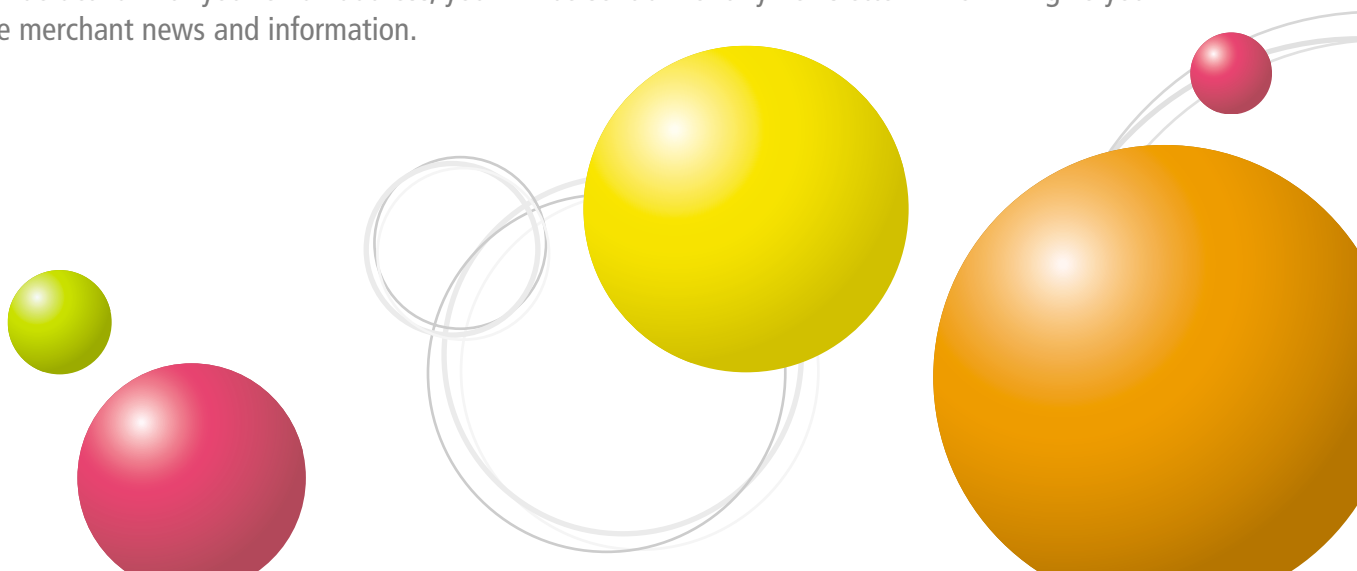
## Section 1: Merchant Details

### **What if my Merchant Trading Name is more than 22 characters?**

If your Merchant Trading Name exceeds 22 characters, please fill in an abbreviated Trading Name, as only the first 22 characters will appear on your monthly statement.

### **Why do you need my email address?**

If you provide activa with your email address, you will be sent a monthly newsletter which will give you up-to-date merchant news and information.



### **Why do you need an admin contact?**

An admin contact is needed so that if activa Merchant Services needs to contact you, they know the right person to ask for.

### **What is my Merchant Charging Account?**

Your Merchant Charging Account is the bank account you wish your Merchant Service Fee to be deducted from. The Direct Debit on the 3rd page is the bank authority for activa to deduct the Merchant Service Fee, so it is important that the account number written on the Direct Debit Authority matches the account number in the Merchant Charging Account field in Section 1.

### **What is my Merchant Deposit Account?**

Your Merchant Deposit Account is the bank account into which your customer payments will be deposited.

### **My Merchant Charging and Deposit Accounts are the same. Is that OK?**

Yes, this is usually the case. Your Merchant Charging Account can be the same account number as your Merchant Deposit Account.

## **Section 2: Business Details**

### **What is an ETSL Merchant number?**

If your EFTPOS provider is any bank except for ANZ, you will have an ETSL number allocated which is your unique identifier in the banking system. You can obtain your ETSL number by printing a docket from your EFTPOS machine. It will be printed at the top of the docket and read as 'Terminal'. Alternatively, you can find your ETSL number printed on your EFTPOS monthly statement.

### **What is an ENZ Merchant number?**

If your EFTPOS provider is ANZ, you will have an ENZ number allocated which is your unique identifier in the banking system. You can obtain your ENZ number by printing a docket from your EFTPOS machine. It will be printed at the top of the docket and read as 'Terminal'. Alternatively, you can find your ENZ number printed on your EFTPOS monthly statement.

### **Do I need to fill in both ETSL and ENZ Merchant number fields?**

No. You will either have an ETSL number if your EFTPOS provider is any bank except for ANZ, or an ENZ number if your EFTPOS provider is ANZ.

