

# What To Expect As A New Maast Partner

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Now you have decided to become a partner with Maast and have received the executed referral partner agreement, the partner onboarding process begins. Here is what to expect next:

1. Configuration of your partner account
2. Getting the most out of our Partner Portal
3. Communicating
4. Training, resources, and how to get help

## 1. Configuration of your partner account

To get started, work with our Partner support team to review the following items:

- **Leads and application management:** Define requirements for landing pages, branding, and configuration of [application emails](#).
- **Customization of the Online Application (OLA):** Define the payment processing products, discuss market verticals, pricing and strategies, and specific instructions on how a merchant will use the payment acceptance products.
- **Reporting and sales team management:** Our flexible reporting structure enables you to define how applications and accounts will be grouped and accessed.
- **Access to our Partner Portal:** You will receive an email containing a link to establish your user password once your hierarchy and OLA have been created.

## 2. Getting the most out of our Partner Portal

We provide training for you and your team and, at the same time, will discuss the rules of engagement. To get started sooner, review our [Knowledge Base](#) articles.

## 3. Communicating

Where to go for help with the topics defined below:

Item	Details	Who
Submitted Applications	View <a href="#">Application Detail</a> or take advantage of the <a href="#">Watch</a> feature for the latest status.	Partner
Merchant applicant communication	Underwriting will communicate with the applicant and copy the referral partner as agreed during the partner configuration call. Approval and decline emails will be sent directly to the applicant with a copy to the referral partner.	Discussed during account configuration.
Integration Assistance	Our integration team is available to assist with the setup of <a href="#">products</a> via <a href="#">chat on our website or by email</a> .	Maast
Configuring the payment acceptance products	We will provide the merchant with the appropriate information based on the products selected on the OLA.	Discussed during account configuration.

Item	Details	Who
Getting to the first transaction	Communicate with merchants surrounding account activation.	Discussed during account configuration. Maast
PCI compliance	The approved merchant will receive a PCI compliance email directly from us within seven days of approval. Once approved, the merchant has 90 days to demonstrate compliance with the PCI DSS.	Maast
Maast communications with the Merchant	Merchant users will receive access to Merchant Manager, our merchant portal. Ongoing communications will include: <ul style="list-style-type: none"> <li>• A monthly statement notification.</li> <li>• Dispute notifications.</li> <li>• 1099-K notifications.</li> <li>• Account risk alerts.</li> <li>• New feature communications.</li> <li>• Invitations to education and training webinars.</li> </ul>	Maast
Changing the merchant's account information	Account updates include Depository Account (DDA), Legal Name, Business Name (Doing Business As), and Account Closures. These requests can be sent directly from the business owner or control person or forwarded by the partner to our <a href="#">customer support team</a> .	Maast
Volume increase/ Processing change requests	These requests should be sent directly to our <a href="#">customer support inbox</a> . Our risk team evaluates volume increases, reserves, held funds, and general processing change requests every Tuesday. Please indicate the urgency of your request if expedited service is required.	Maast
Adding new Maast accounts for the same merchant	Existing merchants requesting add-on locations are supported unless otherwise indicated by our support team.	Maast

#### 4. Training, resources, and how to get help

Our goal is to provide as much support as you need to successfully reach your target market, with Knowledge Base articles and marketing tools, to name a few.

- **Online:** You have unlimited access to our growing Partner [Knowledge Base](#), accessible through [Partner Manager](#).
- **Email:** [Email your questions](#) from 6 am to 4 pm Pacific Time, Monday through Friday (excluding holidays).
- **Phone:** [Live phone support](#) 6 am to 4 pm Pacific Time, Monday through Friday (excluding holidays).

- Chat: [Live chat support](#) 6 am to 4 pm Pacific Time, Monday through Friday (excluding holidays).
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