

We're Here to Help



Behind every innovative product is an exceptional support team, and the products making up our Payments Enablement Technology are no different. The products and services at NMI are backed by in-house support staff, who are available to our Affiliate Partners and their merchants to make their user experiences simple and efficient.

SUPPORT TYPES



PARTNER DEVELOPMENT MANAGERS

PDMs offer personalized high-level product and service training for partners, and each Affiliate Partner is assigned to a dedicated PDM upon entering a business relationship with NMI.



TECHNICAL SUPPORT

Our support team acts as an extension of the first-level support our partners give their merchants. NMI's support staff can answer a variety of technical questions about the platform and its products and services.



INTEGRATIONS SUPPORT

NMI's support team also works with partners' and merchants' developers to guide them through the intricacies of customizing the platform, including giving input and guidance about specific integration options and methods.

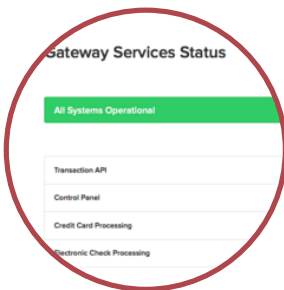
CUSTOMER SUPPORT TOPICS

Though the support team assists partners and merchants with a wide range of issues, there are some that are more common than others.

- Quickbooks SyncPay installation and utilization
- QuickClick integration and functionality
- ATRI (Advanced Transaction Routing Interface)
- API troubleshooting
- Merchant refund requests
- Complex billing and commission issues
- Data transfers
- Certify PCI

DO IT YOURSELF (DIY) SUPPORT

Although the support team is readily available to help partners and merchants, they don't always need to be the first point of contact. In fact, NMI has provided its partners with tools to make addressing certain issues more efficient.



GATEWAY STATUS PAGE

status.transactiongateway.com

One of these tools is our gateway status page. If partners or merchants ever experience a connectivity issue when using the gateway, that status page should be the first place they check for information, as it is updated real-time.



INTEGRATIONS PORTAL

[Payment Gateway Integrations Portal](#)

Partners have access to thorough API documentation via our Integrations Portal, which should serve to answer many general questions about integration methods and available APIs.



UNBRANDED MARKETING MATERIALS

Part of the support we give our partners comes in the form of marketing collateral—unbranded and shareable materials you can pass on to your current and potential merchants to guide them as they seek out the right services for their business.

CONTACT INFORMATION

NMI's support team is available Monday through Friday, 8 am-6 pm CST, 800-617-4850 or support@nmi.com.