

**From:** Nathan Counley  
**To:** [hss@frontlineprocessing.com](mailto:hss@frontlineprocessing.com); [smj@frontlineprocessing.com](mailto:smj@frontlineprocessing.com)  
**Subject:** RE: BagAddiction: Descriptor  
**Date:** Monday, January 21, 2008 2:48:13 PM

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Hans,

The issue is, she needs the deposits and withdrawals from Global into her checking account to say "SHOPPING ADDICTION", otherwise, she's worried her bank is going to turn off her checking account or investigate why she has wires to China (products obviously but for some reason they frown on this).

It would be okay to keep TheBagAddiction.com on customers statements if you can manage the MAIN priority of having Shopping Addiction show up in HER bank statements. Oddly enough, it is CURRENTLY setup to do this, she sent me an email on Sunday saying "on second thought we shouldn't change anything" and I didn't get that email over to you soon enough this morning before you had.

The only thing we really needed updating was the phone # to the city field, did you get that?

Thank you,

**Nathan Counley**

National Bankcard Systems of Durango

(p) 608.467.6672

(f) 413.431.2720

[www.Durango-Direct.com](http://www.Durango-Direct.com)

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**From:** Hans Strickler [<mailto:hss@frontlineprocessing.com>]  
**Sent:** Monday, January 21, 2008 2:08 PM  
**To:** 'Nathan Counley'; [smj@frontlineprocessing.com](mailto:smj@frontlineprocessing.com)  
**Subject:** RE: BagAddiction: Descriptor

That looks like it was coming from the Front-End. Once settled to the issuer, they should 'fix' it with the proper name. If not, this was changed today, so tomorrow it should say shopping addiction. We sure she doesn't want a web-site on here?

-Hans

Hans Strickler - Frontline Processing

866\*651\*3068 (voice) 406\*585\*7576 (fax)

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**From:** Nathan Counley [<mailto:Nathan@Durango-Direct.com>]  
**Sent:** Monday, January 21, 2008 12:07 PM  
**To:** [hss@frontlineprocessing.com](mailto:hss@frontlineprocessing.com); [smj@frontlineprocessing.com](mailto:smj@frontlineprocessing.com)  
**Subject:** RE: BagAddiction: Descriptor

Showing up on bank statement online, see attached.

So, the city field has phone # now, correct? Thanks Hans if so....

Thank you,

**Nathan Counley**

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**From:** Hans Strickler [mailto:hss@frontlineprocessing.com]

**Sent:** Monday, January 21, 2008 1:01 PM

**To:** 'Nathan Counley'; smj@frontlineprocessing.com

**Subject:** RE: BagAddiction: Descriptor

8788370010754

It was already in the BE, but I added it to the Front-End as well.

Where is the old descriptor showing up?

-Hans

Hans Strickler - Frontline Processing

866\*651\*3068 (voice) 406\*585\*7576 (fax)

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**From:** Nathan Counley [mailto:Nathan@Durango-Direct.com]

**Sent:** Monday, January 21, 2008 10:41 AM

**To:** hss@frontlineprocessing.com; smj@frontlineprocessing.com

**Subject:** RE: BagAddiction: Descriptor

Hans

Can you please put their toll-free number in the "city" field as well?

866-765-0356

Please confirm...

Thank you,

**Nathan Counley**

National Bankcard Systems of Durango

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**From:** Hans Strickler [mailto:hss@frontlineprocessing.com]

**Sent:** Monday, January 21, 2008 10:01 AM

**To:** 'Nathan Counley'; smj@frontlineprocessing.com

**Subject:** RE: BagAddiction: Descriptor

I just updated the Front-End (MasterFile) to 'Shopping Addiction'. Shouldn't this be the web-page?

-Hans

Hans Strickler - Frontline Processing

866\*651\*3068 (voice) 406\*585\*7576 (fax)

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**From:** Nathan Counley [mailto:Nathan@Durango-Direct.com]  
**Sent:** Thursday, January 17, 2008 4:23 PM  
**To:** smj@frontlineprocessing.com; hss@frontlineprocessing.com  
**Subject:** RE: BagAddiction: Descriptor

Hans  
Any idea why the Global descriptor isn't updating properly here??

Thank you,  
**Nathan Counley**  
National Bankcard Systems of Durango  
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(f) 413.431.2720  
[www.Durango-Direct.com](http://www.Durango-Direct.com)

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**From:** smj@frontlineprocessing.com [mailto:smj@frontlineprocessing.com]  
**Sent:** Thursday, January 17, 2008 12:56 PM  
**To:** hss@frontlineprocessing.com  
**Cc:** 'Nathan Counley'  
**Subject:** FW: BagAddiction: Descriptor

Hans please see below

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**From:** Nathan Counley [mailto:Nathan@Durango-Direct.com]  
**Sent:** Thursday, January 17, 2008 11:55 AM  
**To:** smj@frontlineprocessing.com  
**Subject:** RE: BagAddiction: Descriptor

Would you mind asking Hans if he has any ideas? They are using Authorize.net, there's no where in there to "force" a descriptor or even label one, somewhere the info isn't updating on Frontline/Global's end...

Thank you,  
**Nathan Counley**  
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**From:** smj@frontlineprocessing.com [mailto:smj@frontlineprocessing.com]